



Market opening for households in Latvia

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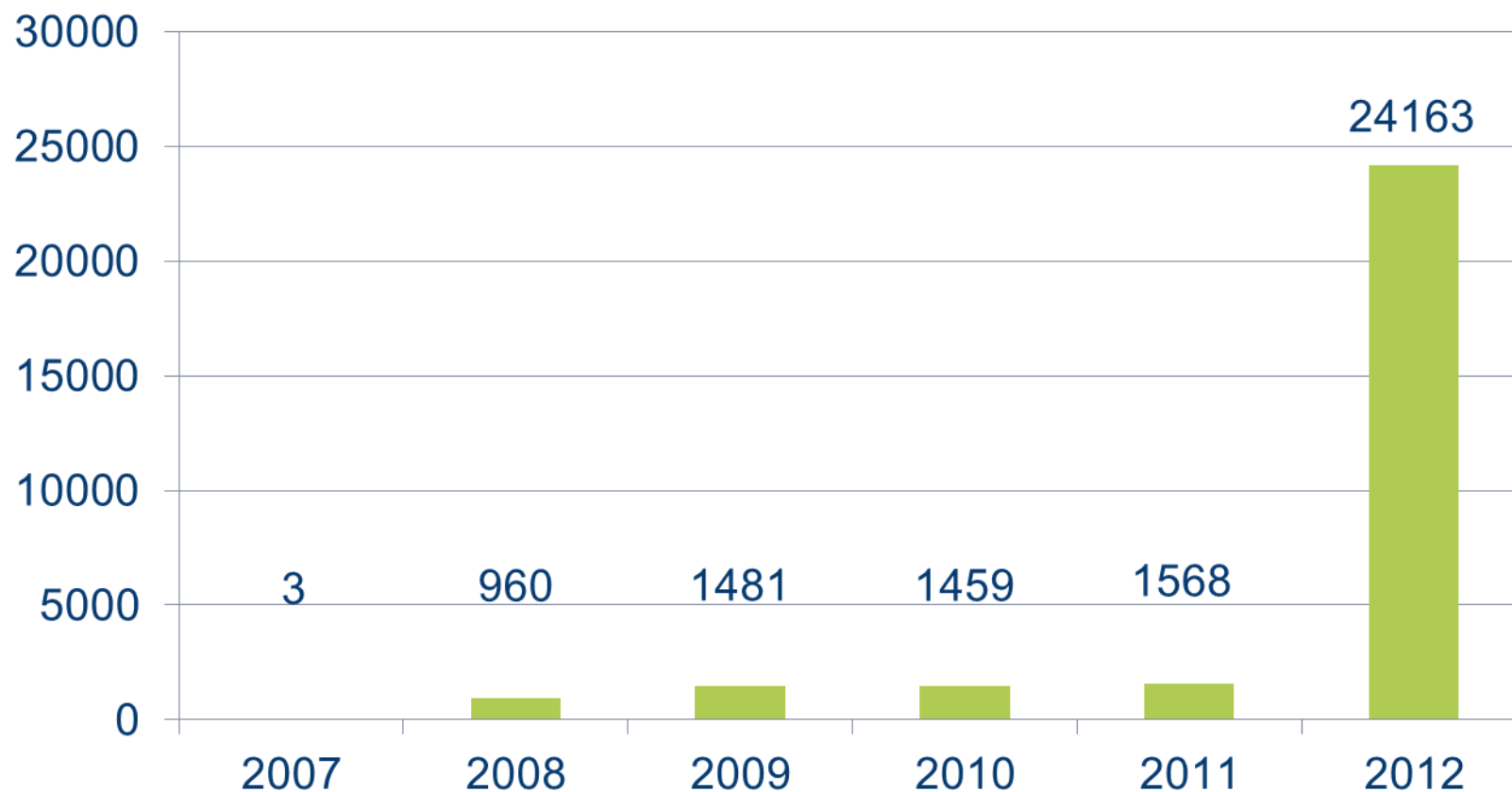
10 May 2013 in Vilnius



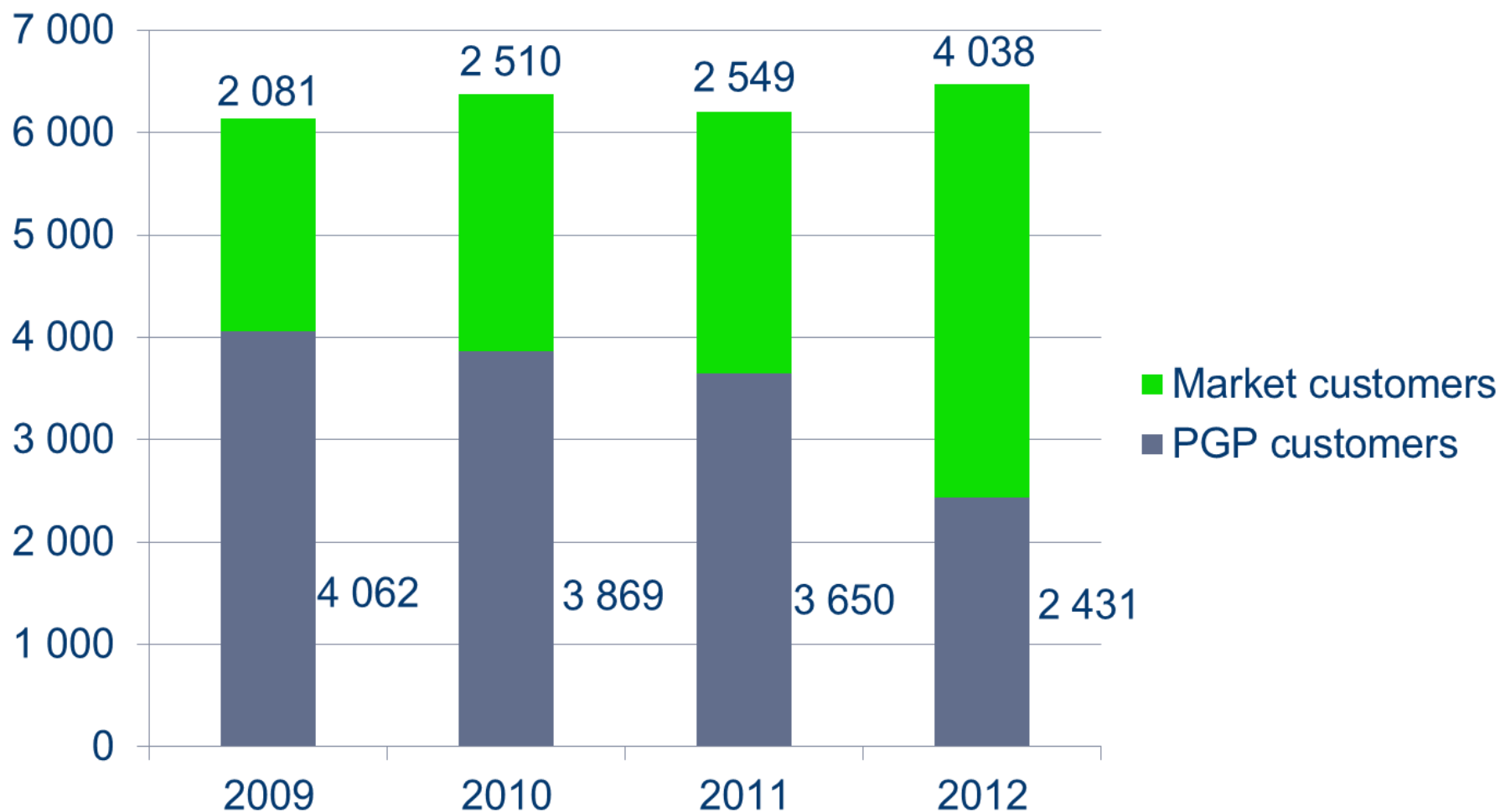
Highlights on electricity market in Latvia

- 900 000 customers (10% business / 90% households)
- Consumption 6 500 GWh (75% business / 25% households)
- 24 000 business customers have joined the open market
- 870 000 customers will join the open market in January 2014 (planned)

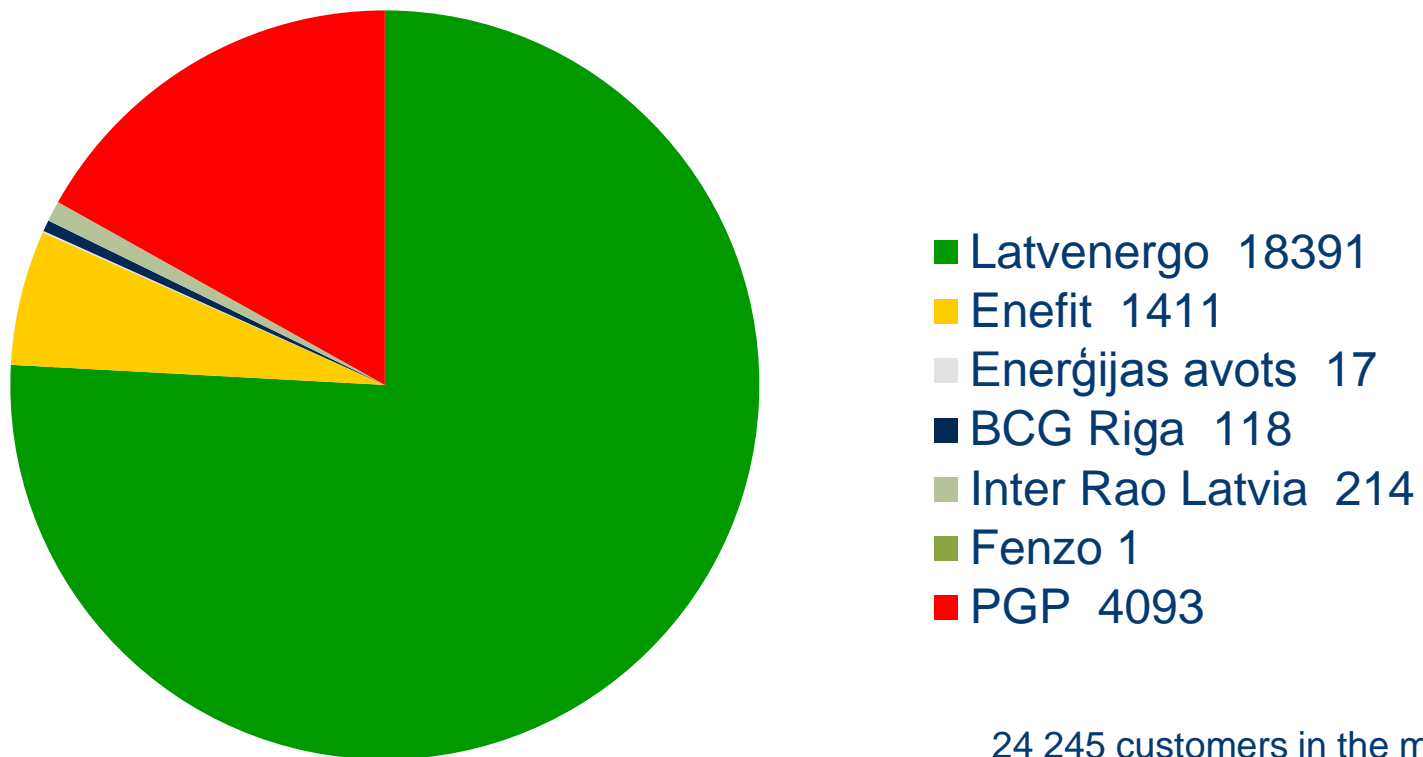
Market participation dynamics 2007-2012



Consumption GWh in 2009-2012



Retailers: 16 agreements, 6 sell to the market



PGP – last resort supply carried out by DSO

Planned market model from 2014

- One agreement
- One invoice
- One stop shop – customer services to be provided by trader

Households

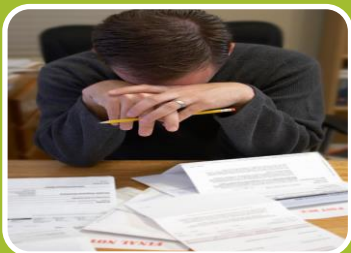


- Two agreements
- Two (or one) invoices
- Two independent customer services organizations

Business



Market model's benefits for customers



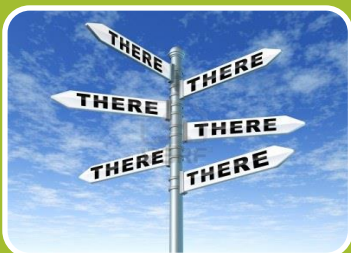
1 agreement

- Simple process
- Cost reduction
- Save time



1 invoice

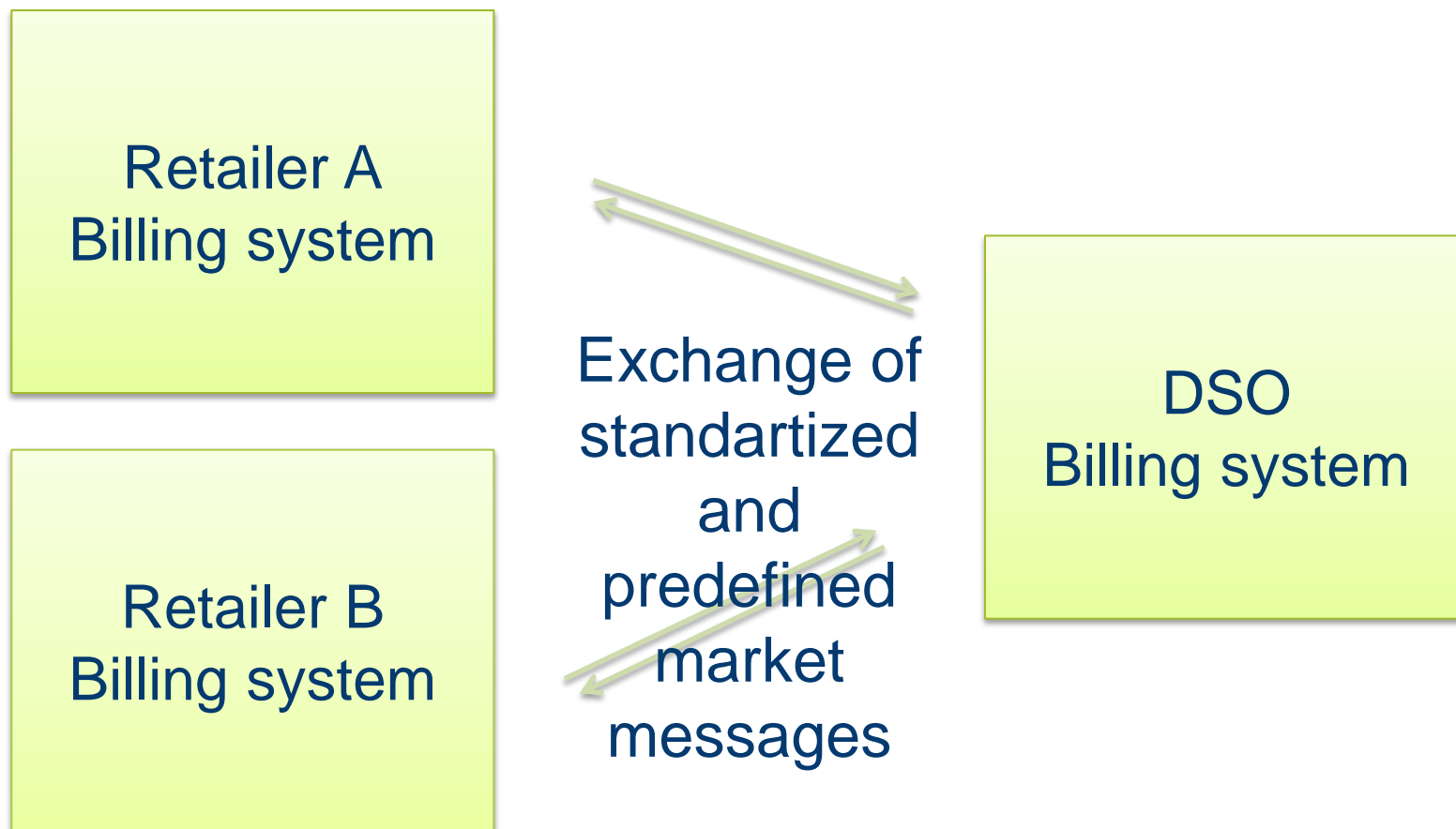
- Save on bank commissions
- All information in one place




1 stop shopping

- Customer service as competitive advantage among retailers
- Clear responsibilities and roles

Automated processes by Market Messages (MM)



Self-service portal www.e-st.lv



manai mājai **manam uzņēmumam**

Ziņas Kontakti Elektroatslēgumu karte

LV EN RU

Laipni lūdzam!

Lietotājvārds

Parole

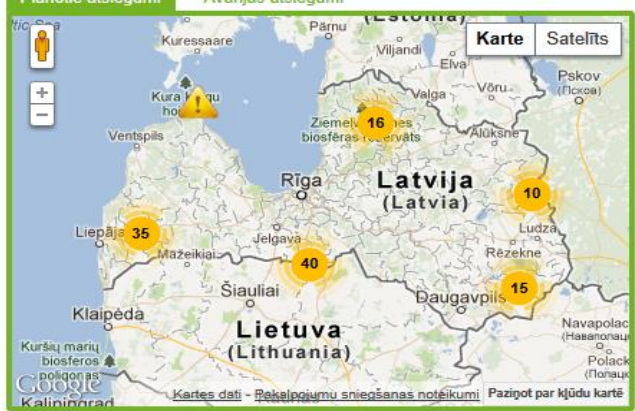
Aizmirsta parole

Pieslēgties

jauns lietotājs 👤

Laipni lūdzam AS "Sadales tīkls" klientu portālā!
Šeit ir iespēja nodot elektroenerģijas skaitītāju rādījumus un apskatīt aktuālo informāciju.

Plānotie atslēgumi Avārijas atslēgumi



Ziņas

- 04** 27.decembrī noslēdzas AS „Sadales tīkls” apakšstacijas „Alūksne” rekonstrukcija, kā rezultātā būtiski uzlabosies elektroenerģijas apgādes kvalitāte un drošums...

01 Ņemot vērā sadarbības pieredzi avārijas atslēgumu gadījumos ar sabiedriskas nozīmes objektu iekšējo elektrotīklu apsaimniekotājiem un dažkārt nepietiekamu zinātnību par...

30 Mitējoties sniegam un, pateicoties intensīvam darbam, vakar, sākoties diennakts tumšajam laikam, AS „Sadales tīkls” bija novērsusi lielāko daļu avārijas atslēgumu,...

Self-service portal functionality for retailers

- Submit, receive, and process Market Messages (MM)
- Receive identification codes for customers and objects
- Exchange of consumption data
- Support for customer services:
 - Customer / object search options
 - Object's technical data
 - Processing of customer requests

Self-service portal functionality for customers

- Submit meter data
- Read technical information about customer's objects
- Access to actual information about network failures and locations

Planned functionality:

- Submit requests for new connections, changes
- Submit and process different inquiries;
- Access information about retailer's requests
- Other services.

Other online information and support options

Sadales tīkls (Sadalestikls) on Twitter - Windows Internet Explorer

https://twitter.com/sadalestikls

Sadales tīkls (Sadalestikls) on Twitter

Bojājumus sadales elektrotīkla lūdzam pieteikt pa tālruni 80200404

Tweets

- Following
- Followers
- Favorites
- Lists

Follow Sadales tīkls

Full name

Email

Password

Sign up

Worldwide Trends - Change

- #AmSoMiddleClass
- #3аконХрюш
- #UEFAyaAlmadiġinizFENERBAHÇEuefayAlmay...
- #YouAreTheSideChick
- #ThreeWordsSheWantsToHear
- Windows 8

Sadales tīkls
@Sadalestikls

AS „Sadales tīkls” nodarbojas ar elektroenerģijas piegādi līdz katram klientam, nodrošinot sadales tīklu ekspluatāciju, atjaunošanu un plānveida attīstību.

35 TWEETS | 116 FOLLOWING | 133 FOLLOWERS

Tweets

Sadales tīkls @Sadalestikls 1h
RT! Meklējam kolēģus. Mums ir darba piedāvājumi: st.latvenergo.lv/portal/page/po... #teirdarbs
Expand

Sadales tīkls @Sadalestikls 9 Apr
@Grozenbergs @AndrisSiksnis Paldies par pacietību un sapratni! ST vīri vienmēr strādā tā, lai nodrošinātu iespējami ātru...

Esam šeit katru dienu 8:00 - 22:00

Internet | Protected Mode: Off Double-click to change security settings

12:02 11.04.2013

10.05.2013

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Thank you!

<http://www.sadalestikls.lv>

<http://www.e-st.lv>

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