

Single Place of Information
Article 38 of the Electricity Market Act

(1) Each supplier is obliged to secure single place of information at which it makes available to its end consumers, alongside information on their general rights, applicable laws and manners of dispute resolution, the following:

1. clear notifications on applicable energy prices and standard conditions, with respect to the access and services' usage,
2. notification on possible different ways of payment which may reflect the costs which the supplier has due to various systems of payment,
3. notification on free change of supplier,
4. instructions for application of clear, simple and efficient procedures for dealing with their complaints – especially, each supplier is obliged to secure its customers are offered right to a good standard of service and complaints' analyses; this, in a manner to secure dispute resolution in a fair and timely acceptable way, within 90 days, with a fee in cases when this is justifiable,
5. correct and frequently sufficient notifications on real consumption of electrical energy and costs, and to enable their managing with their consumption – this information must be provided within reasonable time period which takes into account possibilities of measurement points of electricity installed with the end consumer, and manner of electricity consumption, with due attention to cost efficiency of such measures and without calculating additional costs to end consumers for such service.

(2) Supplier of buyers in universal service is additionally obliged (in terms of unique point of information) to:

1. set up user centres for providing information, resolution of the inquiries, requests and complaints of the user, either personally, by telephone or electronically,
2. set up committee for reclamation regarding electricity supply in line with the provisions of the laws which regulate consumer protection on the level of the buyers' suppliers in the universal service, to which a complaint can be submitted on the decision issued by the branch office,
3. adjust the user's centre working hours to the users' needs, wherein the working hours of the user's centre must be until 8 PM at least once a week, and the users must be enabled with setting up the meetings for the users, via, telephone or electronically, and
4. mediate towards the TSO or DSO given the complaints and providing of information related to the aspects which are stipulated in the agreement on usage of transmission or distribution grid.

Suppliers' Obligations

Article 58 of the Electricity Market Act

(5) Each supplier is obliged to make and publish their own programme of measures for:

1. providing assistance to end consumers in fulfilment of their due contractual obligations for the purpose of forestall suspense of the supply,
2. support supply of end consumers in places which are distanced from urban centres,
3. support the system of incentives for production of electricity from renewable energy sources and cogeneration whose production is incentivized and
4. incentivize energy efficiency.

(6) Each supplier is obliged to regularly inform end consumers of the measures for improvement of energy efficiency in the final energy consumption.

(7) Each supplier is obliged to its end consumers to calculate, deliver the invoice and collect

1. portion of the price which is freely contracted,
2. portion of the price which is regulated and
3. fees and other charges stipulated in the special laws.

(8) Each supplier is obliged to collect the payment for electricity and services based on the clear invoice.

(9) Each supplier is obliged to regularly inform its end consumers in relation to electricity supply, including on questions in relation to environment protection. Information which each supplier is obliged to provide its end consumers must be in line with the Agency's requirements. Each supplier is obliged, at least once a year, to put in the invoice or in the attachment to the invoice and in the promotional material which are available to the end consumers:

1. portion of specific source of energy which has been used for satisfying the needs of end consumers,
2. direction to existing sources of information, for example internet pages, wherein the public is made available with an info on the impact to the environment, in terms of GHGs and managing of radioactive waste, as consequences of electricity production from all fuels for the whole production which it has used in the previous year, and
3. inform end consumers on their rights in case of dispute.

(10) Data must correspond to the data from the realized energy balance of the Republic of Croatia for the previous year.

(11) The Agency is obliged to undertake necessary steps in order to secure the notifications which each supplier provides to its end consumers are reliable and given in a clear and comparable way at the level of the whole electricity market in the Republic of Croatia. The Agency may make the available elements from these notifications to the participants on the electricity market, under the condition that the commercially sensitive information on particular participants or particular transaction is not published.

(12) Each supplier is obliged to undertake necessary steps in protection of the interests of its end consumers and in an efficient way to resolve complaints of its end consumers, including out of court settlements, about which a report to the Agency once a year is submitted.