



All electricity suppliers and grid operators are now required to register the national identification numbers of all their customers

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Starting 1 September 2015, all grid operators and electricity suppliers are required to register the national identification numbers of all their customers. National identification numbers will be used to uniquely identify customers and protect personal privacy in the new national information exchange for the Norwegian electricity market (Elhub).



*Smart meters makes it easier to monitor electricity consumption using a mobile phone or tablet.
Photo: Enova.*

WHAT IS ELHUB?

The Norwegian Water Resources and Energy Directorate (NVE) has instructed Statnett to develop Elhub, which is scheduled to go live at the 23rd of October 2017. The system shall ensure efficient exchange of meter data and customer information used when changing suppliers, settlement and billing of grid charges and electricity sales.

Elhub shall improve competition and innovation in the electricity market, and ensure safe and efficient handling of meter data from the new smart electricity meters (AMS) that will be installed for all electricity customers by 2019.

Smart meters will give consumers better information about their own consumption and provide more accurate billing information so that customers are billed for their actual consumption. Electricity customers will get an improved overview of their electricity consumption and have the opportunity to use electricity in a more

flexible, efficient and environmentally aware manner. Electricity customers can also become Plus Customers and produce their own electricity.

INFORMATION OBTAINED FROM THE NATIONAL REGISTRY

In order to ensure that as many customers as possible have their national identification numbers registered in Elhub when the system goes online, NVE has instructed grid operators and electricity suppliers to register national identification numbers as of 1 September 2015. When Elhub goes live, all electricity agreements must contain a national identification number in order to uniquely identify each customer.

If there is a discrepancy between customer details registered by grid operator and electricity supplier, customers may be contacted in order to verify the correct information.

NEW REGULATIONS WITH ELHUB

NVE has made regulatory changes to facilitate the introduction of Elhub, including rules on how grid operators and electricity suppliers should contribute in the preparations for the new system. The most important changes for electricity customers in the preparations for Elhub are as follows:

- In order to safeguard the quality of data, security and privacy in Elhub, all existing customers must be identified with their national identification number (or D number, the identification number given to foreigners living in Norway for less than six months). This unique identification will efficiently improve the quality of information to customers, while preventing unauthorised parties from accessing data in Elhub.
- All customers will receive an overview of the personal data that is stored in Elhub and will have the ability to manage third party gets access to the information through a privacy web portal. This portal will be available on the website of every company that is linked to Elhub. The information about each customer will primarily be name, national identification number, address, contact details and historical electricity consumption for the past three years. No other types of personal data will be stored in Elhub.
- Electricity suppliers and grid operators may retrieve the national identification number or D number from the National Registry, but in some cases they may have to contact the customer directly to make sure their information is correct.
- If a customer's electricity agreement does not include a national identification number, D number or business registration number, the agreement is invalid according to regulations that come into effect from the 23rd of October 2017. Ultimately, this could lead to disconnection of supply if it is not possible to verify the identity of the customer at the metering point.
- For each measuring point, the same person must have agreements with the grid operator and electricity supplier. When a customer enters an agreement with an electricity supplier, the supplier will make sure that the same customer enters an agreement with the grid operator.

The Norwegian Water Resources and Energy Directorate (NVE) is a directorate under the Ministry of Petroleum and Energy.

NVE's mandate is to ensure an integrated and environmentally sound management of the country's water resources, promote efficient energy markets and cost-effective energy systems and contribute to efficient energy use.

The directorate plays a central role in the national flood contingency planning and bears overall responsibility for maintaining national power supplies. From 2009 NVE is assigned greater responsibility for the prevention of damage caused by landslides.

NVE is involved in research and development in its fields and is the national center of expertise for hydrology in Norway.

CONTACT

NVE main office
Middelthunsgt. 29
P.b. 5091
Majorstuen
0301 Oslo

Telephone: 09575

www.nve.no