



Network service fees

Caruna Oy 1 November 2019

caruna

Positive energy.

Network service fee

Network service fees cover Caruna's distribution of electrical energy from the producer to the customer, and provision of the network services required for such distribution: network maintenance, metering of electricity consumption, and an on-duty 24/7 fault reporting and repair service.

Electricity distribution is subject to a network contract, which is drawn up individually for each customer, as well as the related network service terms and conditions, and the current rates.

Electricity distribution products

Please choose the electricity distribution product that best meets your needs. If you wish to do so, however, you may change the product after you have used it for a minimum of one year.

During the summer season (1 April to 31 October), the size of your main fuse can be increased within the size range of your network connection (one change back and forth per season, max 63 A) for General, Night, and Seasonal distribution products.

For more information about our services and products, visit caruna.fi/en.

About electricity tax

Your electricity bill includes not only the fees calculated in accordance with our rates, but also the electricity tax (energy tax and security of supply fee) valid at the time and based on your electricity consumption. It is reported to the Finnish State as is.

Tax category 1: 2.79372 cents/kWh, incl. VAT at 24 %

Tax category 2: 0.87172 cents/kWh, incl. VAT at 24 %

All Caruna's customers are automatically placed in electricity tax category 1, unless they have informed us otherwise. If the metering point has been set up for a specific industry or the growing of commercial greenhouse crops in compliance with the Act on excise duty on electricity, customers are entitled to be placed in tax category 2.

If you believe that you are entitled to this lower tax category, you must inform us in writing.

Electricity distribution for homes and small buildings

Electricity distribution for homes and small buildings is the most common purpose of electricity distribution. It is appropriate for households and small businesses with normal electricity use. In order to use products in this category, the main fuse size of the metering point may not exceed 63 A.

General distribution is often used in multi-storey residential buildings and terraced homes, and it is usually the most cost-efficient choice for detached houses and holiday homes without electric heating.

Night distribution is the best option if the property has an electric heating system that stores heat. Night distribution offers a reduced price for electricity used during the night.

Seasonal distribution is the best option for direct electric heating. This distribution product is particularly effective if you can use alternative forms of heating in winter.

General distribution

	VAT 0 %	VAT 24 %
Distribution, cents/kWh	3.68	4.56
Basic fee, EUR/month according to the fuse size:		
		EUR/month
Multi-storey residential and terraced houses, max. 25 A*.....	10.40	12.90
16 A or single-phase.....	15.58	19.32
25 A.....	20.81	25.80
35 A.....	36.45	45.20
50 A.....	62.90	78.00
63 A.....	99.11	122.90

Night distribution

	VAT 0 %	VAT 24 %
Day distribution, cents/kWh (Mon to Sun 7 AM–10 PM)	3.59	4.45
Night distribution, cents/kWh (Mon to Sun 10 PM–7 AM)	2.21	2.74
Basic fee, EUR/month according to the fuse size:		
		EUR/month
Multi-storey residential and terraced houses, max. 25 A*.....	15.40	19.10
16 A or single-phase.....	21.01	26.05
25 A.....	26.73	33.15
35 A.....	49.60	61.50
50 A.....	82.42	102.20
63 A.....	129.19	160.20

Seasonal distribution

	VAT 0 %	VAT 24 %
Day distribution, winter, cents/kWh (1 Nov–31 March, Mon–Sat 7 AM–10 PM)	4.66	5.78
Distribution at other times, cents/kWh	2.29	2.84
Basic fee, EUR/month according to the fuse size:		
		EUR/month
Multi-storey residential and terraced houses, max. 25 A*.....	15.40	19.10
16 A or single-phase.....	21.01	26.05
25 A.....	26.73	33.15
35 A.....	49.60	61.50
50 A.....	82.42	102.20
63 A.....	129.19	160.20

*) The connection has a minimum of three metering points for consumption.

Industrial electricity distribution

Low-voltage network electricity distribution products are suitable for sites where the fuse size exceeds 63 A. A typical site would be a manufacturing company, shop, farm, or industrial plant.

There are two products available for large-scale industry: Power distribution 1 LV, which is priced the same regardless of the time of day or the season, and Power distribution 2 LV, which has a cheaper rate in the summer, during the night in winter, and on Sundays.

Power distribution 1 LV (0.4 kV delivery)

	VAT 0 %	VAT 24 %
Basic fee EUR/month	52.20	64.73
Power fee, EUR/kWh, month	3.20	3.97
Reactive power fee, output EUR/KVar, month	6.89	8.54
Distribution, cents/kWh	3.15	3.91

Power distribution 2 LV (0.4 kV delivery)

	VAT 0 %	VAT 24 %
Basic fee EUR/month	52.20	64.73
Power fee, EUR/kWh, month	5.36	6.65
Reactive power fee, output EUR/KVar, month	6.89	8.54
Day distribution, winter, cents/kWh*	2.86	3.55
Distribution at other times, cents/kWh	1.84	2.28

*) Day distribution, winter: Monday to Saturday 7 AM to 10 PM, 1 November to 31 March.

The metering period for the power fee is one hour, and the fee is calculated based on the monthly peak power. The power fee is charged according to the minimum power level of 40 kW. The reactive power fee is based on the monthly reactive peak power, minus 20% of the amount of active power during the same month.

Our medium-voltage network distribution products are the right option for industrial customers who need a high volume of medium voltage electricity at their premises. A typical example would be a large manufacturing plant.

For industrial electricity distribution, the electricity is supplied at 20 kV medium voltage. The metering period for the power fee is one hour, and the fee is calculated based on the monthly peak power. The power fee is charged according to the minimum medium-voltage power level of 200 kW. The reactive power fee is based on the monthly reactive peak power, less 20% of the amount of active power during the same month. The site must have its own secondary substation, and the customer named on the contract is responsible for its use and installation.

There are two product options: Power distribution 1 MV, suited to sites where the need for power exceeds 600 kW, and Power distribution 2 MV, for sites where the need for power exceeds 1.000 kW and annual consumption is more than 5.000 MWh.

Power distribution 1 MV (20 kV delivery)

	VAT 0 %	VAT 24 %
Basic fee EUR/month.....	188.00	233.12
Power fee, €/kW, month.....	3.13	3.88
Reactive power fee, output EUR/KVar, month.....	6.89	8.54
Day distribution, winter, cents/kWh*.....	2.84	3.52
Distribution at other times, cents/kWh.....	1.83	2.27

Power distribution 2 MV (20 kV delivery)

	VAT 0 %	VAT 24 %
Basic fee EUR/month.....	4416.00	5475.84
Power fee, EUR/kW, month.....	3.13	3.88
Reactive power fee, output EUR/KVar, month.....	6.89	8.54
Day distribution, winter, cents/kWh*.....	1.25	1.55
Distribution at other times, cents/kWh.....	0.90	1.12

*) Day distribution, winter: Monday to Saturday 7 AM to 10 PM, 1 November to 31 March.

The metering period for the power fee is one hour and the fee is determined in accordance with the monthly peak power. At medium voltage, the minimum power fee is the price payable for 200 kW. The basis for the reactive power fee is the monthly peak reactive power minus 20 % of the monthly peak active power.

Temporary electricity distribution

Temporary electricity distribution is a good option for short-term use. You do not have to sign a connection contract. The electricity distribution product is normally General distribution, except for larger sites, where the electricity distribution product will be either Power distribution 1 LV or Power distribution 1 MV.

As this is a temporary measure, and is not designed for long term usage, the basic fee and the power fee will be doubled. A network connection fee, charged in accordance with our service rates, will also be collected.

To find out more about Temporary distribution, please contact our Customer Service department.

Electricity connection maintenance

If you no longer need electricity for your metering point, but you don't want to permanently cancel your electricity connection, you can have the connection temporarily deactivated by asking us to change its status to maintenance. When the connection status is changed to maintenance, our electrician will remove the electricity meter, but the connection contract remains in force. Caruna may also change the status to maintenance if the connection has not been actively connected to the electricity network within six (6) months of the time when it was made available.

Fees for changing the connection status to maintenance and for re-deployment at a later date are charged in accordance with our service rates.

Network service maintenance fees

	VAT 0 %	VAT 24 %
	EUR/month	
Electricity connection size max 63 A.....	12.10	15.00
Electricity connection size over 63 A (0,4 kV).....	104.84	130.00
Electricity connection size 20 kV.....	362.90	450.00

Caruna's customer service

The My Pages service is open 24 hours a day, every day of the year

The service includes energy monitoring, invoices, agreements and your customer details.

Register as a user at caruna.fi/omatsivut.

The Caruna+ electronic service is at your fingertips 24 hours a day

Download the Caruna app on the Play store for Android phones and the AppStore for the iPhone! The mobile app provides you with useful messages from us on topics such as electricity distribution, our products and our services. You can browse and pay your invoices on the app, and you can monitor your energy consumption around the clock.

Electricity distribution fault reports

In the event of an urgent fault report, please call our free fault reporting line on +358 800 1 95011. The line is open 24/7, every day of the year.

Customer service contact details

Chat with our customer service representatives on our website on weekdays from 8 am to 4 pm. We serve our private customers by phone on weekdays from 8 AM to 6 PM, tel. +358 200 23222 and our corporate customers on weekdays from 8 AM to 4 PM, tel. +358 200 23424. Calls are charged at the local network rate or mobile call rate.

You can also contact us via Facebook and Twitter on weekdays from 8 AM to 4 PM.

 facebook.com/caruna.fi

 twitter.com/carunasuomi

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