

Customer switching data interoperability

Guidance for the reporting of national practices in
accordance with Articles 10(1)(a) and 11 of
Implementing Regulation (EU) 2026/855

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Foreword

This document has been developed to assist Member States in fulfilling their reporting obligations under the Commission’s Implementing Regulation (EU) 2026/855 on interoperability requirements and non-discriminatory and transparent procedures for access to data required for customer switching (hereinafter, “Implementing Regulation (EU) 2026/855”)¹, which addresses interoperability requirements and establishes non-discriminatory and transparent procedures for access to data required for customers to switch electricity supplier. The Regulation was adopted on 14 April 2026 and marks a significant milestone in the Digitalising the energy system- EU Action Plan². These new technical rules aim to lower barriers for new market entrants, optimize operations for retailers and system operators, and foster innovation in energy services, notably in energy efficiency and renewable energy.

The implementation of the reference model’s new rules set out in the Implementing Regulation (EU) 2026/855 will apply from 31 December 2026. Member States specifically appointed national authorities or entities must then report their respective national practices by no later than 01 July 2027 to ENTSO-E and EU DSO Entity for inclusion in the Joint Working Group (JWG) Repository on Data Interoperability³ (hereinafter, the “Repository”). This Repository, already used for the deliverables related to the Implementing Regulation (EU) 2023/1162 on interoperability requirements and non-discriminatory and transparent procedures for access to metering and consumption data⁴ (hereinafter, “Implementing Regulation (EU) 2023/1162”), is a key tool that enables market participants across the EU to develop products and services for different segments of the internal market more easily and quickly. It will enhance transparency, trust, efficiency, and predictability in data exchanges while supporting a wider choice and opportunities for consumers.

¹ [Implementing Regulation \(EU\) 2026/855](#)

² [Digitalisation of Energy – EU Action Plan](#)

³ [Repository on Data Interoperability](#)

⁴ [Implementing Regulation \(EU\) 2023/1162](#)

Introduction

On 14 April 2026, the Commission adopted the Implementing Regulation (EU) 2026/855, continuing a broader initiative to safeguard consumers and enhance their engagement in the energy transition through digitalisation.

The Implementing Regulation (EU) 2026/855 is the second⁵ in a series of data implementing acts mandated in the Directive (EU) 2019/944, introducing important technical rules for handling data for customer switching. It also holds particular significance as it aligns with the Digitalising the energy system - EU action plan and represents one of its deliverables.

The Implementing Regulation (EU) 2026/855 aims to ensure safe, smooth, and easy access to customer switching processes and related data for final customers and other market participants, which is essential to enable final customers to exercise their free choice of supplier in the energy market. It also enables market participants to optimise their operations to meet the requirement for the technical process of switching energy supplier to be completed within 24 hours on any working day, in accordance with Article 12(1) of Directive (EU) 2019/944.

To achieve this, the Implementing Regulation (EU) 2026/855 establishes a common reference model and terminology, facilitating a shared understanding of the respective information exchange requirements and procedures.

This reference model is composed of (i) a 'role model' with a set of roles/responsibilities and their interactions; (ii) an 'information model' that contains information objects, their attributes, and the relationship between these objects; and (iii) a 'process model' detailing the procedural steps. To meet the respective interoperability requirements of the Implementing Regulation (EU) 2026/855, Member States' market participants in the retail market⁶ are obligated to apply the reference model defined therein by 31 December 2026.

To ensure transparency and non-discrimination of national procedures for customer switching, Member States' appointed competent authorities or entities shall carry out and keep up to date a mapping of their respective practices at the national level. This mapping includes a detailed description and explanation of how the reference model and the procedural steps defined in the Implementing Regulation (EU) 2026/855 are performed within their territory, which must be submitted to ENTSO-E and EU DSO Entity by 01 July 2027 for their publication in the Repository, while keeping the European Commission duly informed.

⁵ The first Implementing Regulation in the series is the Implementing Regulation (EU) 2023/1162.

⁶ Based on definitions provided in Article 2(12) ('supply'), Article 2 (1) ('customer') and Article 2(3) ('final customer') of Directive (EU) 2019/944, 'supply' encompasses both the sale and resale of electricity to wholesale and final customers. However the retail market in this context, and in particular in the context of Articles 23 and 24 of Directive (EU) 2019/944, which constitute the legal basis for Implementing Regulation (EU) 2026/855, refers specifically to the supply of electricity to final customers. Moreover, Article 24(1) specifies that the aim of this data interoperability initiative is "to promote competition in the retail market", thereby confirming that the data implementing acts under Article 24 are directed at final customers in the retail market.

Purpose and scope of this document

In line with Articles 10(1)(a) and 11 of Implementing Regulation (EU) 2026/855, ENTSO-E and EU DSO Entity have developed the present Guidance (hereinafter, "Guidance") to help Member States fulfil their responsibility concerning the mapping of their national practices as set out in Article 9 of Implementing Regulation (EU) 2026/855. The drafting of this document is accompanied by two workshops on this topic with Member States, co-organized by the European Commission, the ENTSO-E, and EU DSO Entity. The present document takes into consideration the feedback received in these sessions on the draft Guidance proposal.

Regarding the operationalisation of the technical rules introduced in the Implementing Regulation (EU) 2026/855, it is important to note that Article 23 of Directive (EU) 2019/944 clarifies that the energy data management organisation falls under national jurisdiction and is subject to national decisions. Accordingly, the activities addressed in the Implementing Regulation (EU) 2026/855 adhere to these provisions, allowing for the allocation of responsibilities based on what best fits each national context. Hence, the explanations in this document shall assist Member States in deciding:

- which national processes to map and how to fulfil the requirement to report at least one customer switching procedure for each national accounting point⁷;
- how a national setting should be expressed, and which information is necessary;
- what to do if a requested information item is not applicable or relevant in the case of a national scenario; and
- what to do if a requested information item cannot be mapped due to a potential implementation gap.

To achieve these objectives, this Guidance provides comments for each requested information item stated in the reference model published in the annex of the Implementing Regulation (EU) 2026/855. Furthermore, three typical national settings for data management models are also considered for each one of these items.

It should also be noted that the mappings Member States must submit to comply with the requirements of the Implementing Regulation (EU) 2026/855 will be published in the Repository jointly developed and maintained by the ENTSO-E and EU DSO Entity. The primary objective of this Repository is to embody the transparency and non-discrimination principles promoted by the Implementing Regulation (EU) 2026/855. It will also address the necessity to enhance awareness and clarity regarding applicable rules by offering, in practice, a comprehensive overview of implementation details across the European Union for utilities, energy

⁷ According to Article 2(8) of Implementing Regulation (EU) 2026/855, 'accounting point' means a metering point or a virtual metering point under the responsibility of a balance responsible party, where the energy supply is provided by an energy supplier, the settlement is performed, and the energy supplier switch can take place.

service providers, and policymakers. The Repository will also include data interoperability models to facilitate the development of interoperability requirements.

To fulfil this objective effectively, it is important to receive the national mappings in a common, aligned, and comparable format. Member States are therefore expected to use, as agreed during the multiple interactions on the first Implementing Regulation (EU) 2023/1162 with the national representatives, the Excel-based template forms.

For the reporting of national practices on customer switching, Member States appointed competent authorities or entities are expected to use the Excel-based template forms ('Template for customer switching'⁹) which will be made available together with this Guidance in the Repository. In addition, as was the case with the reporting under the Implementing Regulation (EU) 2023/1162, Member States may provide additional information using supporting documents in either .docx or .pdf formats, in consultation with the JWG.

Lastly, if needed, the JWG on Data Interoperability and Data Access between ENTSO-E and EU DSO Entity is open to support the appointed national authorities in completing their submissions by collecting and publishing Frequently Asked Questions.

They can be reached for assistance at info@data-interoperability.eu

⁹ << insert link to uploaded Template for customer switching >>

Data management models

Common national settings for data management models

As stated above, the manner of operationalisation of the technical rules introduced in Implementing Regulation (EU) 2026/855 is dependent on the implementation model of the national energy data management organisations.

The chosen implementation model, or data management model, is typically classified based on the architecture of data storage and exchange. The most widely known models are the decentralized model, the centralized model, and the hybrid model.

Based on this, and the insights gathered from the workshops with the Member States, the following three conceptual scenarios were developed, and they are referred to hereafter in this document. Namely:

- Member State A - using a decentralised data management model;
- Member State B - using a centralized/national data hub data management model; and
- Member State C - using a hybrid data management model.

Member State A – Decentralized environment

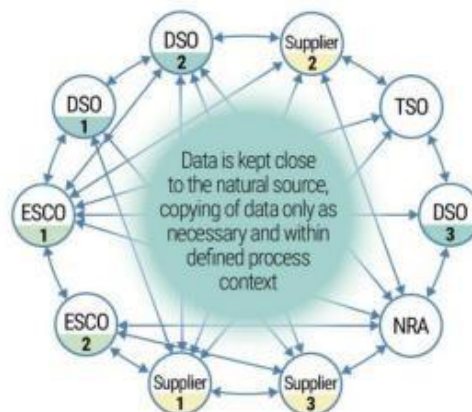


Figure 1: Schematic representation of the data model in a decentralised environment

According to this scenario, Member State A has established an architecture in which data is stored at the source (for example, metering information at the Distribution System Operator (DSO) or Transmission System Operator (TSO), contract information at the supplier, capability data at Distributed Energy Resources (DER), etc.), and systems are communicating directly with each other. Market participants

are working together to develop standardized market communication. An example is the Energy Data Exchange in Austria⁹. Data exchange is done explicitly and consciously between different actors, and most steps in the procedures of the Implementing Regulation (EU) 2026/855 will be applicable.

Member State B – Centralised / national data hub environment



Figure 2: Schematic representation of data model in a centralised environment^{6,7}

In this case, Member State B has established a data hub to which data is sent and stored. All business processes run on that hub and results are sent back to its client actors. It is operated and developed by a specific party or service provider. Market participants use its functionalities. An example is the data hub established in Finland¹⁰, Denmark or Poland¹¹. In this scenario, much data exchange is done internally within the national data hub. Hence, many of the procedural steps defined in the Annex of the Implementing Regulation (EU) 2026/855 may be considered internal within one actor, i.e., the data hub operator, and are therefore not applicable for the mapping required in the Implementing Regulation (EU) 2026/855.

⁹ See Energy Data Exchange Austria website: [Startseite - EbUtilities](#).

¹⁰ See, for example, the Fingrid Data Hub website: <https://www.fingrid.fi/en/electricity-market/datahub/>.

¹¹ The Polish metering data hub is currently under development. For more info, see: <https://www.pse.pl/oire>.

Member State C – Hybrid environment

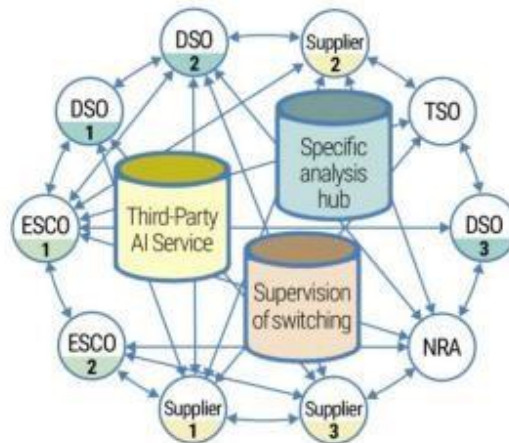


Figure 3: Schematic representation of data model in a hybrid environment

Under this scenario, the electricity sector in Member State C has agreed on a combination of the two previous models, the decentralized and the centralized. All market participants can communicate in a decentralized manner, but in some use cases, there are task-specific central structures. Data is copied sparingly and only within a specific use case context. Also, there might be a centralized permission administrator and multiple decentralized metering point administrators or delegated entities, where data stays with the DSOs and – alongside accessing and sharing data directly from the DSO – an additional national platform manages data access.

Final remarks on data management models

In many Member States, a diverse array of blends and variations of the archetypal data management classification mentioned earlier can be encountered. Therefore, readers should avoid the temptation to strictly categorize their national setting into these groups when elaborating their mappings. However, experience shows that the conceptual model serves as a valuable means for orientation. For the conceptual models illustrated earlier, there can be two variants of the decentralized and hybrid environments: one featuring a central "front door" for final customers, even if the data are kept at the source, and another lacking any central "front door".

General clarifications

It should be noted that, for the purposes of the Implementing regulation (EU) 2026/855, ‘customer switching’ referred to in Article 23(1) of Directive (EU) 2019/944 is understood as the process by which a final customer switches its electricity supplier.

This should be borne in mind when completing the Template for customer switching for reporting the national practices.

In general, the competent authorities or entities appointed by Member States for preparing the mappings concerning processes and data for customer switching are asked to adopt the perspective of final customers, electricity suppliers, and eligible or affected parties when compiling the reporting of their national practices. Their focus should be on thoroughly mapping all information required by these parties when seeking access to the data under consideration. Information that is not used by these parties does not need to be provided, even if its inclusion could potentially enhance the quality of the submission.

Identified questions

Switching of supplier within 24 hours

Under Article 12(1) of Directive (EU) 2019/944, by no later than 2026, customers should be able to ‘technically’ switch electricity suppliers within 24 hours on any working day, while respecting contractual conditions. This marks a major step forward in consumer empowerment. To facilitate the adoption of this requirement in the national practices, it is essential to understand how this requirement is fulfilled in the Implementing Regulation (EU) 2026/855.

According to Article 12(1) of Directive (EU) 2019/944, the 24-hour timeframe applies specifically to the technical process of switching supplier. The Annex to the Implementing Regulation (EU) 2026/855 (Table III – procedure conditions) describes the ‘technical switching’ subprocess (as part of the customer switching procedure) for fulfilling the obligations for facilitating customer switching within 24 hours. The technical switching subprocess consists of the procedural steps 1.13 to 1.19 of the customer switching procedure, briefly listed below:

Step	Description
1.13	Request switch of supplier: The new supplier submits a switching request to the Metering Point Administrator or delegated entity after the contract is concluded.
1.14 - 1.17	Validation of the request and notification: The Metering Point Administrator or delegated entity verifies the request, checks for conflicts, and notifies the new supplier and affected parties.

1.18	Registration of the switch of supplier: After successful validation of the request, the Metering Point Administrator or delegated entity registers the requesting supplier (and balance responsible party) as supplier (and balance responsible party) for the accounting point, effective as of the specified date.
1.19	Notification of the effectuated supplier switch: The Metering Point Administrator or a delegated entity notifies the eligible and affected parties of updates to the metering point register reflecting the specified effective date.

In each Member State, the technical switch should be executed within 24 hours on any working day by no later than the end of 2026. For future-dated switches, step 1.19 is still executed in the 24 hours beginning from step 1.13 – request of switch of supplier, and the updated accounting point characteristics exchanged in step 1.19 will be valid from the specified future effective date, provided that the final customer does not decide to cancel the switch request and that the execution of other procedures does not prevent the supplier switch from being carried out.

General questions

During the workshops on Implementing Regulation (EU) 2023/1162 and Implementing Regulation (EU) 2026/855 and the overall engagement process with Member States in the development of this Guidance, several general questions were identified. While these questions may not pertain to any specific tables in the Annex to the Implementing Regulation (EU) 2026/855, they do influence the overall approach to completing the reporting of national practices.

The first of these questions refers to situations where multiple national procedures could potentially apply to the reference model. All procedures outlined in the reference model have been designed in a manner that requires Member States to provide mappings covering at least one specified procedure for each accounting point subject to the process of switching supplier.

Concerning roles, it is important to acknowledge that the Implementing Regulation (EU) 2026/855 is notably inclusive. It allows market participants to take on roles and responsibilities as outlined by the reference model, either individually or jointly, and to fulfil more than one role.

Similarly, the Implementing Regulation (EU) 2026/855 permits the procedural steps given in the Tables to its Annex to be combined or executed in a different sequence at the national level. In such instances, it is required that the mapping at the national level includes a detailed description and explanation of how these procedural steps are carried out, indicating any steps that have been combined and the order in which they are performed.

As stated in Article 3 of Implementing Regulation (EU) 2026/855, the provisions set out in this Regulation should apply to the retail electricity market. This means that the scope of the customer switching processes covers all accounting points relating to final customers. Member States should apply the customer switching procedures as described in the Annex, while allowing for adaptations to reflect national

specificities. However, where national implementation differs due to the structure or segmentation of the retail electricity market, it is required that the mapping at the national level includes a clear and detailed description and explanation of how these procedures are carried out in practice, including, where relevant, per market segment.

When preparing the national reporting, if Member States find that certain requested information might not be relevant due to the specific national implementation of the procedure, or its publication could reveal commercially sensitive data, then they should clearly indicate that this specific information cannot be included for those reasons. As a general guideline, if any information is omitted from the reporting due to irrelevance in the national context, or for any other reason, this should be clearly stated, and a thorough explanation and justification should be provided.

Keeping reporting updated

To ensure the list of roles and responsibilities remains current, Member States should include in their reporting a link to a national website where this information is regularly updated. This website should, at a minimum, include the information mandated by Article 9 of the Implementing Regulation (EU) 2026/855. This way, Member States will be able to fulfil the required compliance easily and practically with their responsibility described under Article 9, and in particular paragraph 1 letter b, which states:

*“1. For the purposes of reporting national practices regarding the implementation of the reference model, Member States shall: (a) appoint a competent authority or another entity to fulfil the reporting obligations outlined in this Article. The mandate and arrangements for its appointment shall be clearly detailed in the national implementation framework and communicated to the Commission; (b) **require the appointed authority or entity to produce and keep up to date a detailed mapping of national practices, which includes a comprehensive description and explanation of how the procedural steps set out in Tables III.1 and III.2 of the Annex are performed. This mapping should indicate any combined steps and the sequence in which they are executed**; (c) ensure the mapping of national practices, as mentioned in point (b), is submitted by the appointed authority or entity to the ENTSO-E and the EU DSO entity, who shall publish it in a publicly accessible repository, as referred to in Article 10.”*

If national websites contain and ensure the maintenance of the necessary information, Member States can make a one-time submission of their reports by 01 July 2027. The Commission is ready to take a pragmatic approach to minimise administrative burden. Consequently, the responsible Commission service will retrieve the updated mapping of national practices from the respective websites (provided that the links are included in the initial reporting) where Member States maintain their information up to date. This approach eliminates formal periodical submissions of national practices to the Commission service, thus alleviating additional administrative burdens for national authorities, and promotes practicality.

The mapping structure allows for reporting progress updates. Transparent and accurate statements on implementation status, along with action plans to remedy

issues, are essential for eligible parties and the Commission to understand the level of the practical adoption of the European technical rules and potential implementation hurdles.

Other issues

In some countries, digitalized/online application solutions and paper-based processes might coexist for certain energy services. When reporting, priority should be given to the digital procedures, or both should be mapped.

Lastly, when compiling the national reporting, Member States are reminded to keep in mind that the information provided will be published on a single European reference point – the Repository, as per Article 10 of Implementing Regulation (EU) 2026/855. Hence, it should be ensured that no personal information, email addresses, or phone numbers are included. Instead, stable contact details that remain unaffected by changes in staff or responsibilities should be provided.

Example of reporting of national practices

Below follows an example of reporting of national practices, aligned with the reference model for data for customer switching, as delineated in Tables I to IV from the Annex to the Implementing Regulation (EU) 2026/855.

These tables are derived from the original ones found in the Annex to the Implementing Regulation (EU) 2026/855 and are supplemented with an additional comment column for further explanation to assist Member States in completing their national entries.

Tables I through IV, extracted directly from the Annex to the Implementing Regulation (EU) 2026/855, should be filled using the Template for customer switching accompanying this Guidance document.

Table I

General information on Member State (MS) environments

ID	Name	Description		Comments to assist MS in completing their national entries	
I-s0	Information on Member State data management set-up.	Name	If applicable, name of data management and exchange environment in accordance with Article 23 of Directive (EU) 2019/944.	The information provided under this additional field, not originally listed in Table I, will enhance the understanding of the national practice. This information should include the commonly used national name for the data management and exchange environment that is used as a reference for implementing market communication. Furthermore, it should include the legal framework governing customer switching. Comprehensive descriptions, specific legal references, and/or web links to relevant information and resources may also be included.	
Website	If applicable, link to the website explaining the provisions for data access in a Member State.	Official contact	Contact details of the entity responsible for national data management provisions.		
National regulatory basis	Reference to the legal basis for the customer switching data management infrastructure.	Documentation	A self-sufficient description of the Member State provisions with regards to customer switching.		
I-s1	Information about the entity publishing the list of active electricity suppliers operating in the Member State.	Name	Name of the organization, which is responsible for publishing information on active electricity suppliers in the Member State.		A public or private entity that is responsible for registering and publishing information about active electricity suppliers in a publicly available register in the Member State. Different entities can be appointed; it is up to the Member State to allocate this responsibility.
Website	If applicable, link to the website where the list is published.	Official contact	Contact details of the organization responsible for publishing information on active electricity suppliers in the Member State.		Link to a website or a document that is nationally published and kept up to date, providing this information, including the name of electricity suppliers, their identification code (e.g., Legal Entity Identifier (LEI), European Article Number (EAN) and official contact details.
I-s2	Information about active electricity suppliers in the Member State	Link to a website or document that is nationally published and kept up to date about active electricity suppliers.		Link to a website or a document that is nationally published and kept up to date, providing this information, including the name of electricity suppliers, their identification code (e.g., Legal Entity Identifier (LEI), European Article Number (EAN), and official contact details.	

I-s3	Information about the entity publishing the list of active balance responsible parties operating in the Member State	Name	Name of the organization, which is responsible for publishing information on active balance responsible parties in the Member State.	A public or private entity that is responsible for registering and publishing information about active balance responsible parties in a publicly available register in the Member State. Different entities can be appointed; it is up to the Member State to allocate this responsibility.
		Website	If applicable, link to the website where the list is published.	Link to a website or a document that is nationally published and kept up to date, providing this information, including the names of balance responsible parties, their identification code (e.g., Legal Entity Identifier (LEI), European Article Number (EAN) and official contact details.
		Official contact	Contact details of the organization responsible for publishing information on active balance responsible parties in the Member State.	A public or private entity that is responsible for registering and publishing information about active balance responsible parties in a publicly available register in the Member State. Different entities can be appointed; it is up to the Member State to allocate this responsibility.
I-s4	Information about active balance responsible parties in the Member State	Link to a website or document that is nationally published and kept up to date about active balance responsible parties.		Link to a website or a document that is nationally published and kept up to date, providing this information, including the names of balance responsible parties, their identification code (e.g., Legal Entity Identifier (LEI), European Article Number (EAN) and official contact details.
Additional entries				
<i>Where applicable, additional entries may be included for entities not covered under Implementing Regulation (EU) 2023/1162 where they perform equivalent roles to those defined in Implementing Regulation (EU) 2026/855.</i>				
I-s5	Information about the entity publishing the list of metered data administrators operating in the Member State.	Name	Name of the organization, which is responsible for publishing information on active metered data administrators in the Member State.	A public or private entity that is responsible for registering and publishing information about active metered data administrators in a publicly available register in the Member State. Different entities can be appointed; it is up to the Member State to allocate this responsibility.
		Website	If applicable, link to the website where the list is published.	Link to a website or a document that is nationally published and kept up to date, providing this information, including the name of metered data administrators, their identification code (e.g., Legal Entity Identifier (LEI), European Article Number (EAN) and official contact details.
		Official contact	Contact details of the organization responsible for publishing information on active metered data administrators in the Member State.	A public or private entity that is responsible for registering and publishing information about active metered data administrators in a publicly available register in the Member State. Different entities can be appointed; it is up to the Member State to allocate this responsibility.
I-s6	Information about active metered data administrators in the Member State	Link to a website or document that is nationally published and kept up to date about active metered data administrators.		Link to a website or a document that is nationally published and kept up to date, providing this information, including the name of metered data administrators, their identification code (e.g., Legal Entity Identifier (LEI), European Article Number (EAN) and official contact details.
I-s7	Information about the entity publishing the list of metering point administrators	Name	Name of the organization, which is responsible for publishing information on active metering point administrators in the Member State.	A public or private entity, that is responsible for registering and publishing information about active metering point administrators in a publicly available register in the Member State. Different entities can be appointed; it is up to the Member State to allocate this responsibility.

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	operating in the Member State.	Website	If applicable, link to the website where the list is published.	Link to a website or a document that is nationally published and kept up to date, providing this information, including the name of metering point administrators, their identification code (e.g., Legal Entity Identifier (LEI), European Article Number (EAN) and official contact details.
		Official contact	Contact details of the organization responsible for publishing information on active metering point administrators in the Member State.	A public or private entity that is responsible for registering and publishing information about active metering point administrators in a publicly available register in the Member State. Different entities can be appointed; it is up to the Member State to allocate this responsibility.
I-s8	Information about active metering point administrators in the Member State	Link to a website or document that is nationally published and kept up to date about active metering point administrators.		Link to a website or a document that is nationally published and kept up to date, providing this information, including the name of metering point administrators, their identification code (e.g., Legal Entity Identifier (LEI), European Article Number (EAN) and official contact details.
I-s9	Information about the entity publishing the list of permission administrators operating in the Member State.	Name	Name of the organization, which is responsible for publishing information on active permission administrators in the Member State.	A public or private entity that is responsible for registering and publishing information about active permission administrators in a publicly available register in the Member State. Different entities can be appointed; it is up to the Member State to allocate this responsibility.
		Website	If applicable, link to the website where the list is published.	Link to a website or a document that is nationally published and kept up to date, providing this information, including the names of permission administrators, their identification code (e.g., Legal Entity Identifier (LEI), European Article Number (EAN) and official contact details.
		Official contact	Contact details of the organization responsible for publishing information on active permission administrators in the Member State.	A public or private entity that is responsible for registering and publishing information about active permission administrators in a publicly available register in the Member State. Different entities can be appointed; it is up to the Member State to allocate this responsibility.
I-s10	Information about active permission administrators in the Member State	Link to a website or document that is nationally published and kept up to date about active permission administrators.		Link to a website or a document that is nationally published and kept up to date, providing this information, including the names of permission administrators, their identification code (e.g., Legal Entity Identifier (LEI), European Article Number (EAN) and official contact details.

Table II

Roles

Role name	Role type	Role description	Examples	Comments to assist MS in completing their national entries
Balance Responsible Party	Business	As defined in point (14) of Article 2 of Regulation (EU) 2019/943. A 'balance responsible party' is a market participant or its chosen representative responsible for its imbalances in the electricity market.	Same parties as recorded in the publicly available website of the document stated in Table I point I-s4.	Usually, the list of balance responsible parties for the procedures is the same as stated in Table I. If there is a different setup of the responsible parties for a given procedure, then the specific list of types of parties responsible should be provided. Moreover, it can be explained in the reporting why certain types of parties are designated as balance responsible parties for a given procedure.
Electricity Supplier or Supplier	Business	As defined in point (1) of Article 2 of the present Regulation.	Same parties as recorded in the publicly available website of the document stated in Table I point I-s2.	Usually, the list of electricity suppliers for the procedures is the same as stated in Table I. If there is a different setup of the responsible parties for a given procedure, then the specific list of types of parties responsible should be provided. Moreover, it can be explained in the reporting why certain types of parties are designated as electricity suppliers for a given procedure.
Affected parties	Business	As defined in point (14) of Article 2 of the present Regulation. This market participant gains or loses responsibility for the accounting point concerned as a direct result of the switching supplier process or the cancellation of that process.	'Affected parties' include the current and new electricity supplier, balance responsible party, metered data administrator, and grid access provider.	The market participants listed in this table are eligible parties, as defined in point (6) of Article 2 of Implementing Regulation (EU) 2023/1162, that perform a specific service for the accounting point involved in and impacted by the execution of the procedures set out in Table III. Each eligible party assumes full responsibility for the performance of its designated duties.
Entitled parties	Business	As defined in point (13) of Article 2 of the present Regulation. This market participant should be informed about changes made in the metering point register by the metering point administrator, or the delegated entity	'Entitled parties' include the metered data aggregator, flexibility service provider, register of guarantees of origin of renewable energy sources and control area manager	The market participants listed in this table are eligible parties, as defined in point (6) of Article 2 of Implementing Regulation (EU) 2023/1162, that perform a specific service for the accounting point involved in and impacted by the execution of the procedures set out in Table III. Each eligible party assumes full responsibility for the performance of its designated duties.

		where Member States have so provided, as a result of the switching supplier process or the cancellation of that process.		
Metered data administrator	Business	As defined in point (7) of Article 2 of the Implementing Regulation (EU) 2023/1162. A party responsible for storing validated historical metering and consumption data and distributing these data to final customers and/or eligible parties (as defined in point (6) of Article 2 of Implementing Regulation (EU) 2023/1162).	Same parties as recorded in the publicly available website of the document stated in Table I point I-s6.	Where applicable , additional entries may be included for entities not covered under Implementing Regulation (EU) 2023/1162 where they perform equivalent roles to those defined in Implementing Regulation (EU) 2026/855.
Metering point administrator	Business	As defined in point (12) of Article 2 of Implementing Regulation (EU) 2023/1162. A party responsible for administering and making available the characteristics of a metering point, including the registrations of eligible parties and final customers linked to the metering point.	Same parties as recorded in the publicly available website of the document stated in Table I point I-s8.	Where applicable , additional entries may be included for entities not covered under Implementing Regulation (EU) 2023/1162 where they perform equivalent roles to those defined in Implementing Regulation (EU) 2026/855.
Permission administrator	Business	As defined in point (10) of Article 2 of Implementing Regulation (EU) 2023/1162. A party responsible for administering a register of data access permissions for a set of metering points, making this information available to final customers and eligible parties in the sector, on request	Same parties as recorded in the publicly available website of the document stated in Table I point I-s10.	Where applicable , additional entries may be included for entities not covered under Implementing Regulation (EU) 2023/1162 where they perform equivalent roles to those defined in Implementing Regulation (EU) 2026/855.

Table III

Procedure Conditions

No.	Procedure name	Primary actor	Pre-condition	Comments
1	Switching supplier	Final customer	(a) The new supplier is registered as an electricity supplier. (b) The new supplier has authenticated the final customer. (c) The new supplier has identified the accounting point concerned. (d) The new supplier has obtained permission from the final customer to perform preparatory activities; permission can be provided through the permission administrator	Please provide the necessary general information for the execution of these procedures as described in the reporting template.
2	Cancellation of switching supplier	Final customer	(e) The final customer has a supply contract with the new supplier (f) The supply of electricity based on the new contract has not yet started.	

Table III.1

Procedure 1 – Switching Supplier

Procedure name		Switching supplier				
Step No.	Step	Step description	Information producer	Information receiver	Information exchanged (Ids)	Comments to assist MS in completing their national entries
1.1	Contact between final customer and new supplier	The final customer (or the potential new supplier) makes contact to request (or provide) an offer, which may lead to a new electricity supply contract and the ending of the existing contract with the current supplier.	Final customer (or new supplier)	New supplier (or final customer)	A	The contact between final customer and new supplier can occur through various means; the result of the contact is an initiation of the supplier switching process.
	1.1 a	Request supplier change	The final customer triggers the switching.	Final customer	New supplier	
	1.1 b	Notify on supplier change	The new supplier triggers the switching.	New supplier	Final customer	
1.2	<i>[Optional step depending on national arrangements]</i> Check for possible contractual constraints	Depending on national rules, the new supplier checks for any potential contractual constraints in the current supply contract that could impact the activation of the new supply contract. Note: This verification process involving steps 1.2 to 1.4, must not impede or delay the switching process and must respect the final customer's right to switch	New supplier	New supplier	[not relevant]	The new supplier initiates an internal procedure to check the existing supply contract of the final customer.

		suppliers without undue barriers or discrimination.				
1.3	<i>[Conditional – if step 1.2 is implemented]</i> Resolve issues with current supplier	The new supplier provides – upon any required permission from the final customer – the necessary information to resolve any identified contractual constraints with the current supplier for the activation of the new supply contract. Note: The resolution process must be conducted transparently and must not hinder or obstruct the customer's ability to switch suppliers in a timely and non-discriminatory manner, as guaranteed under Directive (EU) 2019/944.	New supplier	Current supplier	[not relevant]	The information exchange between different parties can take place by different means and is not described in this Annex.
1.4	<i>[Conditional – if step 1.2 is implemented]</i> Communicate resolution results	The current supplier informs the new supplier of the resolution results. Note: This communication is purely procedural and does not grant the current supplier the authority to veto or delay the switching process, ensuring that the customer's right to switch suppliers is upheld without undue cost, effort, or time.	Current supplier	New supplier	[not relevant]	The information exchange between different parties can take place by different means and is not described in this Annex.

1.5	<i>[Conditional – if step 1.2 is implemented]</i> Notify final customer of issue resolution results	The new supplier informs the final customer of the issue resolution result. Note: If no go, then final customer remains with current supplier; otherwise proceeds to 1.6.	New supplier	Final customer	B	If step 1.2 is implemented, describe the issue resolution result exchanged in information object B.
1.6	Validate need for accounting point characteristics	The new supplier decides whether accounting point characteristics are required in advance. Note: If steps 1.7 to 1.10 do not apply, then flow moves to step 1.11	New supplier	New supplier	[not relevant]	The new supplier initiates an internal procedure to check if upfront accounting details are required for drafting a tailor-made new supply contract.
1.7	<i>[Optional]</i> Request upfront accounting point characteristics	The new supplier, with the final customer's permission, requests in advance the accounting point characteristics from the metering point administrator, or delegated entity.	New supplier	Metering point administrator, or delegated entity	C	The new supplier has obtained permission of the final customer to request the upfront characteristics of the accounting point under consideration.
1.8	<i>[Conditional – if step 1.7 is implemented]</i> Validate upfront accounting point characteristics' request	The metering point administrator, or delegated entity, validates the accounting point characteristics' request.	Metering point administrator, or delegated entity	Metering point administrator, or delegated entity	[not relevant]	The metering point administrator or delegated entity initiates an internal procedure to validate the request of the new supplier. Describe the implemented validation criteria for the request used by the Metering Point Administrator or delegated entity. The validation could include the verification of the obtained permission of the final customer by the new supplier through a

						permission administrator in the national environment.
1.9	<p><i>[Conditional – if step 1.7 is implemented]</i></p> <p>Provide accounting point characteristics</p>	The metering point administrator, or delegated entity, sends the requested accounting point characteristics to the new supplier or provides a meaningful indication in case of an invalid request.	Metering point administrator, or delegated entity	New supplier	D	<p>If step 1.7 is implemented, describe the accounting point characteristics exchanged in information object D.</p> <p>Optional, when implemented, the future supplier attribute. For example, a supplier can be registered for a future period, such as the following year, while a new supplier, following the request of the respective final customer, may ask for a switch for the period leading up to that point. In that scenario, the new supplier is informed, through this information object, that a 'future supplier' is already registered for the period starting the following year</p> <p>Note: Information object D in the Annex only describes a minimal set of attributes, add additional attributes used in the national implementation.</p>
1.10	<p><i>[Conditional – if step 1.7 is implemented]</i></p> <p>Notify final customer of accounting point validation results</p>	The new supplier informs the final customer about the accounting point validation result.	New supplier	Final customer	B	If step 1.7 is implemented, describe validation result exchanged in information object B.
1.11	Request contract conclusion	The new supplier invites the final customer to conclude the new contract,	New supplier	Final customer	O	The information exchange between new supplier and final customer is freely formatted.

		for supply of electricity at the requested date				Describe the manner of exchange in the national implementation.
1.12	Conclude contract	The final customer concludes the contract for supply of electricity at the requested date.	Final customer	New supplier	O	The information exchange between new supplier and final customer is free formatted. Describe the manner of exchange in the national implementation.
Technical Switching: steps 1.13 to 1.19						
1.13	Request switch of supplier	The new supplier submits a request to the metering point administrator, or delegated entity, to be registered as the new supplier (alongside the balance responsible party) in the metering point register for the accounting point on the specified date.	New supplier	Metering point administrator , or delegated entity	E	Describe the information exchanged in information object E, whether or not a Balance Responsible Party needs to be provided is dependent on the national data exchange model.
1.14	Validate switch of supplier request	The metering point administrator, or delegated entity, validates the specified switch supplier request.	Metering point administrator , or delegated entity	Metering point administrator , or delegated entity	[not relevant]	The metering point administrator or delegated entity initiates an internal procedure to validate the request of the new supplier. Describe the implemented validation criteria for the request used by the Metering Point Administrator or delegated entity.
1.15	Communicate validation results for switch of supplier request	The metering point administrator, or delegated entity, informs the new supplier of the validation results for the requested change of supplier at the accounting point. In case of	Metering point administrator , or delegated entity	New supplier	F	The notification of validation is done as soon as possible – where technically feasible – within 24 hours. Describe the validation result exchanged in information object F.

		an invalid request, a meaningful response is provided.				
1.16	Notify final customer of supplier switch result	The new supplier notifies the final customer of the supplier switch results as soon as available. This can take place, where technically feasible, within the 24 hours window of technical switching.	New supplier	Final customer	B	The notification of switch result is done as soon as possible – where technically feasible – within 24 hours on working days. Describe the validation result exchanged in information object B.
1.17	Notify affected parties of supplier switch	The metering point administrator, or delegated entity notifies all affected parties directly after successfully validating the switch of supplier request.	Metering point administrator , or delegated entity	Affected parties	H	Describe the information exchange in information object H in two versions. A notification where the affected party relinquishes responsibility (supply or balance responsibility) for the accounting point (LOSS) and a notification where the affected party assumes responsibility (supply or balance responsibility) for the accounting point (GAIN).
1.18	Registration of new supplier in the metering point register	The metering point administrator, or delegated entity registers the new supplier (along with the balance responsible party) in the metering point register as the supplier for the accounting point, effective as of the specified date. The metering point administrator, or delegated entity, also makes all necessary updates to	Metering point administrator , or delegated entity	Metering point administrator , or delegated entity	[not relevant]	The metering point administrator or delegated entity initiates an internal procedure to register the new supplier and balance responsible party on the accounting point. Describe next to the registration of the new supplier also the implemented necessary updates to complete the switch of supplier.

		complete the switch of supplier.				
1.19	Notify accounting point characteristics to entitled parties and affected parties	Entitled parties and affected parties receive updated accounting point characteristics resulting from the switch of supplier registration process at the specified date of the change of supplier.	Metering point administrator, or delegated entity	Entitled party, Affected party	G	Describe the accounting point characteristics exchanged in information object G. Note: Information object G in the Annex only describes a minimal set of attributes, add additional attributes used in the national implementation.
1.20	Request metering data	The new supplier request the metering data for the effective date of the change of supplier at the accounting point to ensure accurate billing.	Current and New supplier	Metered data administrator, or delegated entity	Implementing Regulation (EU) 2023/1162 – ANNEX Table IV (Information Exchange ID - C)	If the entry is already included in the national reporting on (EU) 2023/1162, no additional reporting is necessary.
1.21	Validate metering data request	The metered data administrator, or delegated entity, validates the metering data request.	Metered data administrator, or delegated entity	Metered data administrator, or delegated entity	[not relevant]	If the entry is already included in the national reporting on (EU) 2023/1162, no additional reporting is necessary.
1.22	Send metering data	The metered data administrator, or delegated entity, sends the requested metering data to the current and new supplier and provides a meaningful response in case of an invalid request.	Metered data administrator, or delegated entity	Current and New supplier	Implementing Regulation (EU) 2023/1162 – ANNEX Table IV (Information Exchange ID - E)	If the entry is already included in the national reporting on (EU) 2023/1162, no additional reporting is necessary.

Table III.2

Procedure 2 – Cancellation of switching supplier

Procedure name		Switching supplier				
Step No.	Step	Step description	Information producer	Information receiver	Information exchange (Ids)	Comments to assist MS in completing their national entries
2.1	Request cancellation of new supply contract	Final customer submits request to cancel the new supply contract to the newly contracted supplier.	Final customer	New supplier	J	The contact between final customer and new supplier can occur through various means, the result of the contact is an initiation of the cancellation of the switching supplier process.
2.2	Validate cancellation request	The new supplier verifies: 1. the existence of a contract with the final customer for the specified accounting point; 2. that the cancellation request was made before the start date of supply specified in the new contract; 3. that the cancellation falls within the withdrawal period.	New supplier	New supplier	[not relevant]	The new supplier initiates an internal procedure to check the existing supply contract of the final customer.
2.3	<i>[Conditional of unsuccessful outcome of step 2.2]</i> Notify final customer of validation failure	If the validation (under step 2.2) fails, the new supplier notifies the final customer with a meaningful indication, explanation of the failure, and that the cancellation request is ended.	New supplier	Final customer	B	If step 2.3 is implemented, describe the issue resolution result exchanged in information object B.
2.4	Validate registration of new supplier at accounting point	The new supplier validates the registration of the switch of supplier request in the metering point	New supplier	New supplier	[not relevant]	The new supplier initiates an internal procedure to check if the switch of

		register in accordance with the new contract without undue cost, effort, or time.				supplier request is registered in the metering point register. If the request is not registered, the supplier can skip procedural steps 2.5 to 2.10.
2.5	Request cancellation of new contract in the metering point register	The new supplier submits a request to the metering point administrator, or delegated entity, to cancel the pending switch of supplier in the metering point register due to cancellation of the new supply contract.	New supplier	Metering point administrator, or delegated entity	K	The new supplier submits a request to the metering point administrator or delegated entity to cancel the pending switch. Describe the information exchanged in information object K.
2.6	Validate cancellation request	The metering point administrator, or delegated entity, checks if the new supplier is registered at the accounting point for supply on the start date specified in the request for cancellation of the new contract (submitted according to step 2.5)	Metering point administrator, or delegated entity	Metering point administrator, or delegated entity	[not relevant]	The metering point administrator or delegated entity initiates an internal procedure to check if the supplier has a pending registration on the account point. Describe the criteria that are validated by the metering point administrator.
2.7	Notify new supplier of validation result ¹²	The metering point administrator, or delegated entity, informs the new supplier of the validation result. In case of an invalid request, they provide a meaningful indication/explanation.	Metering point administrator, or delegated entity	New supplier	M	Describe the information exchanged in information object M.
2.8	Cancel the pending switch of supplier	The metering point administrator, or delegated entity, cancels the pending switch of supplier registration. Note: final customer stays with its current	Metering point administrator, or delegated entity	Metering point administrator, or delegated entity	[not relevant]	The metering point administrator or delegated entity initiates an internal procedure to cancel the pending switch

¹² In case of a failed validation, the sequence of steps 2.7 and 2.10 applies. The metering point administrator, or delegated entity, informs the new supplier of the failed validation, who subsequently informs the final customer, as illustrated in Diagram 2 (red dotted lines).

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		(before the switch) supplier.				in the metering point register.
2.9	Notify affected parties of cancellation of switch of supplier	The metering point administrator, or delegated entity, notifies the affected parties about the cancellation of the switch of supplier.	Metering point administrator, or delegated entity	Affected party	L	Describe the information exchanged in information object L and which parties are affected by this step.
2.10	Send information to final customer on validation failure	If the validation fails, the new supplier informs the final customer with a meaningful indication/explanation of the failure.	New supplier	Final customer	B	Describe validation result exchanged in information object B.
2.11	Cancel the supply contract	The new supplier cancels the supply contract with the final customer.	New supplier	New supplier	[not relevant]	
2.12	Notify final customer of cancellation of contract	The new supplier notifies the final customer that the new supply contract has been cancelled. Note: final customer stays with current (before the switch) supplier.	New supplier	Final customer	N	The information exchange between new supplier and final customer is free formatted. Describe the manner of exchange in the national implementation.

Table IV

Information objects exchanged

Information exchanged, ID	Name of information	Attribute		Example	Comment
A	Contact between customer and new supplier	Accounting point identifier	Information set to identify the accounting point.	address meterID name of the final customer accounting point ID	The accounting point identifiers are specified in the national Regulation.
		Final customer	Information that identifies the final customer and information used to authenticate the identity.	38X-AVP-BB7A00EO	Customer's EIC code
		Requested start date	Date requested by the final customer for start of supply.	2026-02-17T00:00:00Z	Date must be in the future UTC Time
B	Inform customer on validation result	Validation result	Information about the outcome of the validation step.		
C	Request in advance accounting point characteristics	Accounting point ID	The unique identification of the accounting point for which the switch of supplier is requested	37Z000000001234W	EIC code National code
		Requesting party ID	The unique identification of the requesting party (= new supplier) that intends to supply the accounting point.	25X-MONTANAAT-Z	EIC code National code
		Request reason	A code specifying the reason (that is switch of supplier) for the request.		The code values for specific attributes in the relevant information objects are not defined within this Implementing

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					Regulation. They will be detailed in the corresponding business standardisation documentation.
D	Accounting point characteristics provided in advance	Start date	The date when the content of this set of information becomes or became valid.	2026-02-17T00:00:00Z	UTC Time
		Accounting point ID	The unique identification of the accounting point that this request targets	37Z000000001234W	EIC code National code
		Future supplier	Indicates if there is a contract for a future supplier at this accounting point. (The element is Boolean - yes or no).		
		Future supplier start date	Date on which future supply will start.	2026-02-17T00:00:00Z	UTC Time
E	Request switch of supplier	Start date	The date requested by the new supplier to take over the electricity supply for this accounting point.	2026-02-17T00:00:00Z	UTC Time
		Accounting point ID	The unique identification of the accounting point that this request targets.	37Z000000001234W	EIC code National code

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		New supplier ID	The unique identification of the requesting supplier.	25X-MONTANAAT-Z	EIC code National code
		New balance responsible party ID (optional)	The unique identification of the balance responsible party for this accounting point, as requested by the new supplier.	25X-MONTANAAT-Z	EIC code National code
		Final customer	Information set to identify final customer.	38X-AVP-BB7A00EO	Customer's EIC code
F	Switch of supplier results	Reason rejection	{if rejected} A code specifying the reason(s) for the rejection of the requested switch of supplier.		The code values for specific attributes in the relevant information objects are not defined within this Implementing Regulation. They will be detailed in the corresponding business standardisation documentation.
G	Notify accounting point characteristics to entitled parties and affected parties	Start date	The date from when the new supplier and balance responsible party assume their roles (i.e. start the supply or balance responsibility, respectively) for this accounting point.	2026-02-17T00:00:00Z	UTC Time
		Accounting point ID	The unique identification of the accounting point for which the switch of supplier is confirmed.	37Z000000001234W	EIC code National code

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		Supplier ID	The unique identification of the supplier that is supplying the accounting point from the start date.	25X-MONTANAAT-Z	EIC code National code
		Balance responsible party ID	The unique identification of the balance responsible party that assumes balance responsibility from the start date for this accounting point.	25X-MONTANAAT-Z	EIC code National code
H	Notification switch of supplier to affected party	Switch date	The date when the present affected party relinquishes supply or balance responsibility (LOSS) for this accounting point, or the date when the new affected party assumes responsibility (GAIN) for this accounting point.		Two versions (LOSS/ GAIN) of this information object exist based on the role of the receiving party (current/ new affected party).
		Accounting point ID	The unique identification of the accounting point for which the switch of supplier is notified.	37Z000000001234W	EIC code National code
J	Request cancellation of contract				No definition free format
K	Request cancel switch of supplier in metering point register	Start date	The date when the new supplier was to take over the electricity supply for this accounting point.		

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		Accounting point ID	The unique identification of the accounting point that the request switch of supplier targets.	37Z000000001234W	EIC code National code
		New supplier ID	The unique identification of the requesting supplier.	25X-MONTANAAT-Z	EIC code National code
L	Notification on cancellation switch of supplier in metering point register to affected parties	Start date	The date when the new supplier was to assume supply for the accounting point.	2026-02-17T00:00:00Z	UTC Time
		Accounting point ID	The unique identification of the accounting point for which the switch of supplier is notified.	37Z000000001234W	EIC code National code
M	Notification on cancellation to supplier	Start date	The date when the new supplier was to assume supply for this accounting point.	2026-02-17T00:00:00Z	UTC Time
		Accounting point ID	The unique identification of the accounting point that this request switch of supplier targets.	37Z000000001234W	EIC code National code
		New supplier ID	The unique identification of the requesting supplier.	25X-MONTANAAT--Z	EIC code National code
		New balance responsible party ID (optional)	The unique identification of the balance responsible party for this accounting point, as requested by	25X-MONTANAAT-Z	EIC code National code

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			the new supplier.		
N	Notification of cancellation of switch of supplier to final customer				No definition, free format
O	Confirm contract				No definition, free format

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