



# **ELECTRICITY**

What you need to know



**SFE**

## Grid operator and power supplier

To get electricity in your home, you need both a grid operator and a power supplier. The grid operator owns the electricity network, and constructs lines to transport the electricity to you. You can't choose your grid operator; this is determined by where in the country you live. However, you can choose your power supplier from the large number of companies selling electricity in Norway.

If you don't choose a power supplier yourself, your grid operator will give you an electricity contract for what is known as "mandatory delivery". Buying electricity from the grid operator isn't the best choice in terms of price.

### Invoice

You pay both a network tariff and a charge for the electricity you use. Some grid operators and power suppliers invoice jointly, in which case you receive just one invoice for everything. Other companies invoice separately, in which case you receive two invoices.

The network tariff is a payment to the grid operator for transporting the electricity to your home. It is made up of a fixed component and a variable component that depends on how much electricity you use. There are also taxes and fees payable to the state. How much you pay for electricity each month depends on how much electricity you use (kWh) and the electricity contract you have.





## Electricity meters and reading your meter

Every home has an electricity meter that shows how much electricity you have used. To be sure you receive a correct invoice, it is important that you report the figures on the electricity meter to your grid operator.

You'll find the electricity meter in your fuse box. This is often located in a hallway or store room, or by a staircase. In new houses, the electricity meter is located in a cupboard on the outside of the house. You need to report all the figures, but not the figures in red fields or figures after the decimal comma.

If you don't submit a meter reading, the grid operator will estimate how much electricity they think you have used. If you leave a long gap between meter readings, you risk the estimate being too low compared with what you have actually used. You may then receive a big invoice the next time you read your meter. By the end of 2018, all customers in Norway will have automatic electricity meters and will no longer need to submit readings.



## Become an SFE customer!

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### **How to become an SFE customer:**

Complete the order form at [www.sfe.no/straum](http://www.sfe.no/straum), or send an email to [kundesenter@sfekraft.no](mailto:kundesenter@sfekraft.no) to order electricity from us.

### **Good electricity leads to clean water**

We're working with the charity Plan Norge to build wells in Zimbabwe. By taking out a "Good electricity" contract with us, you can be part of this. At the same time, you'll be getting one of Norway's cheapest electricity contracts.



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