

Summary of Amendments to District Heating Terms and Conditions (T1/2026)

General district heating terms and conditions (T1/2026)

1. Entering Into a Heat Supply Agreement

A reference to the point of delivery and liability between the customer and the heat supplier has been added. Unless otherwise agreed, the point of delivery and liability boundary is where the customer's shut-off valves connect to the heat supplier's mains. (1.1)

Digital customer communications have been updated to allow notifications of changes to prices and terms to be sent primarily by electronic means. Customers must be made aware that a notification exists in the online customer portal, and of its key content, by a method agreed upon in advance, such as email or text message.

Consumers are still entitled to receive these notifications in paper form at no charge. In addition, before entering into an agreement, the supplier must inform the consumer clearly and in plain terms of their right to receive communications in paper form. (1.4)

2. Heat Supply and Quality

The reference to the general maximum district heating water inlet temperature of 115°C has been removed from the terms. (2.2)

4. Heat Supplier Pipes and Equipment

Clarified that the heat supplier's right to retain equipment in the customer's building or on their property after termination of an agreement does not require a separate agreement. Terminology aligned with that used elsewhere in the terms. (4.12)

6. Heat Metering and Billing

Where late payment interest has not been agreed in the individual terms, the supplier is entitled to charge interest at the statutory rate. (6.18)

Clarification made of the definition of metering error and associated terminology. (6.19, 6.21)

7. Security Deposits

Clarified that a security deposit may also be requested from the customer when an agreement is transferred. (7.1)

9. Interruptions to Heat Supply Due to the Customer

Various additions and clarifications throughout the section reflecting amendments to the Energy Efficiency Act. For example, the scope for derogation has been restricted in line with legislation. (9.1, 9.3, 9.4, and a new section: 9.10)

12. Damage Compensation

Clarified that a defect entitling the customer to damages as defined in these terms refers to a defect in heat supply as set out in section 11. (12.1, 12.5, and 12.6)

13. Termination of a Heat Supply Agreement

The duty to inform in situations involving termination has been clarified. (13.3.1)

For clarity, international sanctions have been reflected in the terms governing termination of an agreement. An agreement may henceforth be terminated with immediate effect at the supplier's discretion where the customer is subject to international sanctions imposed by law or a competent authority. The heat supplier is also entitled to claim damages arising from the termination. (13.5)

14. Amendments to Terms and Pricing

Various additions and clarifications throughout the section reflecting amendments to the Energy Efficiency Act. The scope of application of certain clauses has been restricted to align with legislation. (14.2, 14.3, 14.4, and 14.8)

Updated to reflect the changes relating to the promotion of digital communications regarding sending price and terms change notifications. (14.6)

15. Dispute Resolution

Added the statutory right of business customers to refer disputes concerning their agreements to the Energy Market Disputes Board (energiamarkkinariitalautakunta). (15.3)