# The Price Dialogue

Dialogue between customers and district heating suppliers





# DH in Sweden

• 10 million inhabitants

50 TWh district heating

• 50 % of the heat market

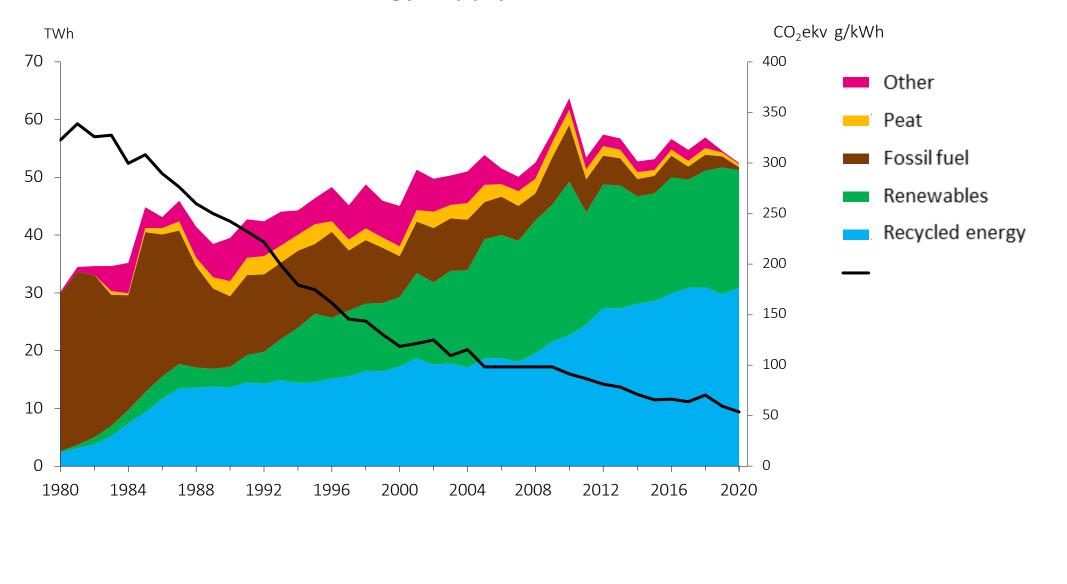
DH in all municipalities >10 000 inhabitants

Competing on a non regulated heat market





### Swedish DH Energy supply and CO2-emissions 1980-2020





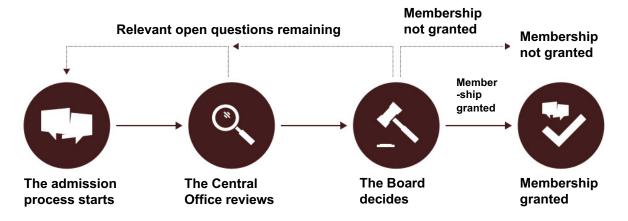
# Price Dialogue – aim and purpouse from 2013

Strengthen the position of customers by achieving (examples):

- Reasonable, predictable and stable price development
- Transparency in pricing and price development
- Early notification of price changes
- Dialogue with opportunity to influence the price changes
- Protection from significant price increases



### How does Prisdialogen work?



- 1. The admission process starts: The supplier invites customers and their representatives to consultation meetings about a price change model during the spring. The consultation process is implemented.
- 2. The Central Office reviews: The supplier sends in the consultation record and also the final price change model together with the application to Prisdialogens' Central Office, which reviews the supporting information and obtains supplementary information where required.
- 3. **The Board decides:** When the Central Office has prepared the matter, the Board of Prisdialogen decides whether the supplier can become a member of Prisdialogen by no later than 31 October.
- **4. Membership granted:** When the supplier becomes a member, the price change model and thus any price change is approved. If the price change is to enter into force on 1 January, the customers must be notified of this by no later than 1 November.

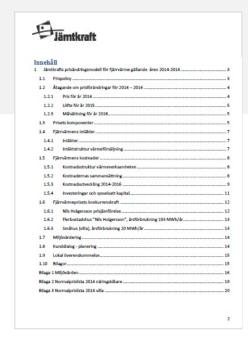


## How does Prisdialogen work? (cont.)

#### The consultation will culminate in two documents:

1

#### PRICE CHANGE MODEL



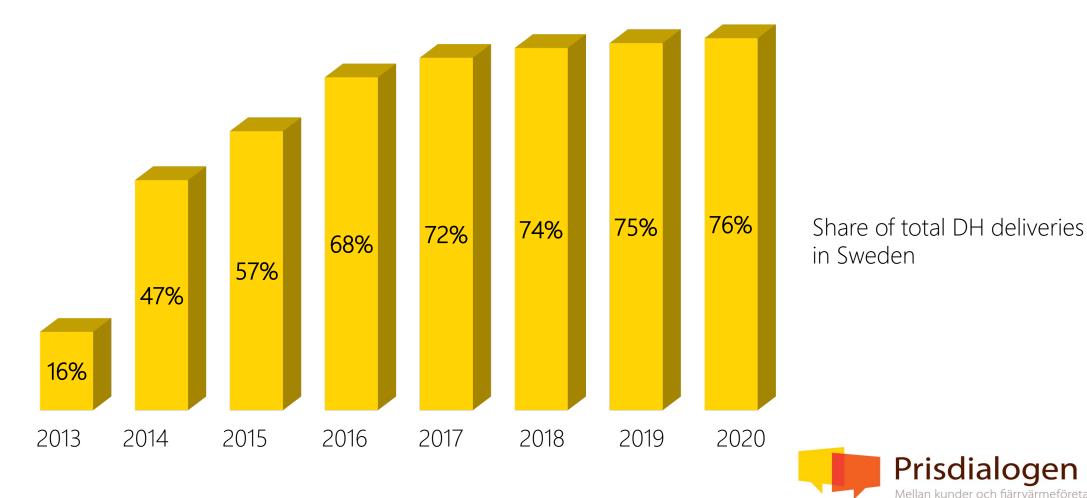
2

#### **CONSULTATION RECORD**

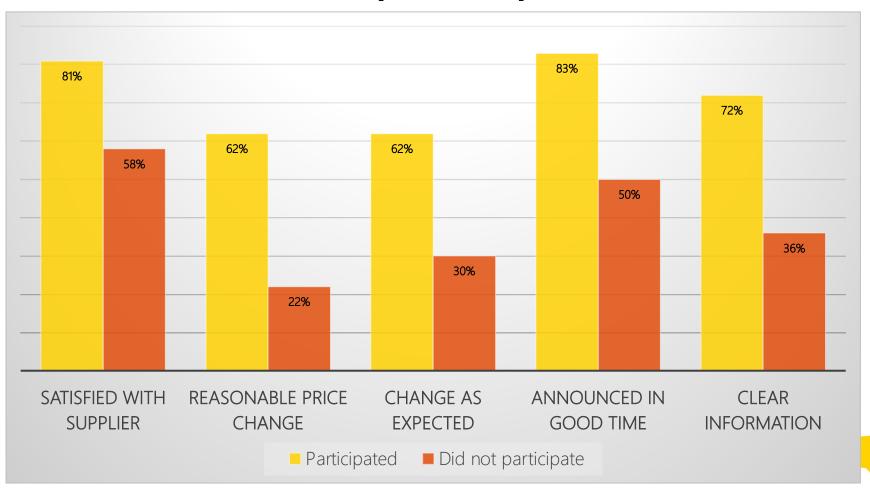




# Price dialogue in the majority of DH market

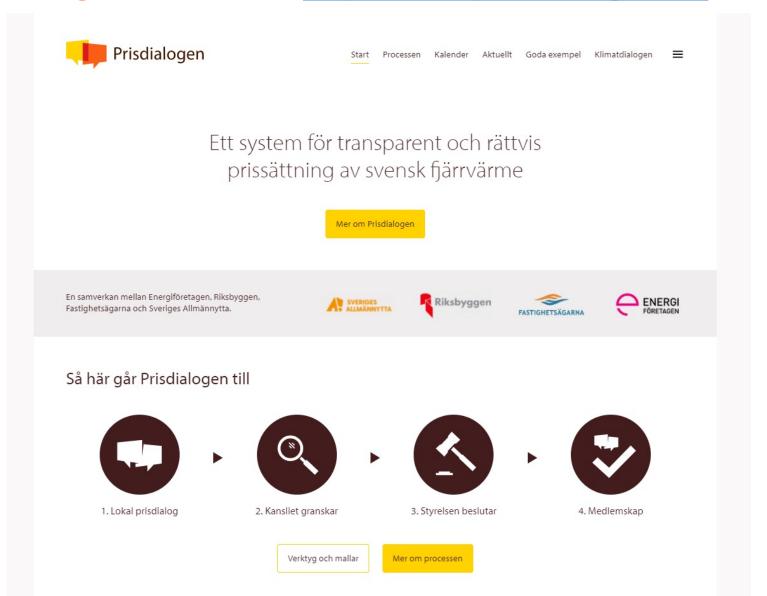


# Customers who participated are more content





## Prisdialogen's website: <a href="http://www.prisdialogen.se">http://www.prisdialogen.se</a>





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