

Email Templates

10.11.2021



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EMAIL TEMPLATES

0. General guidelines

- THIS DOCUMENT CONTAINS ENGLISH TRANSLATIONS OF THE EMAILS FOR INFORMATION PURPOSES BUT ALL EMAILS SHALL BE WRITTEN TOTALLY IN FINNISH (TITLE AND CONTENTS)
- After message traffic has been phased out, it will be replaced by information exchange through other channels, the primary one being email.
- The email templates will only be used to provide other market parties with the indispensable information that they already needed prior to the Datahub Go-Live. Any less urgent information shall be stored in the market parties' own message buffers so that it is available to Datahub after the Go-Live.
- The email templates should only be used in the cases specified in these guidelines after message traffic has been phased out (refer to the [schedule for phasing out message traffic](#)) until it is possible to start reporting transactions to Datahub via Datahub messages.
- During the core-freezing period, PRODAT messages should not be used to exchange information related to electricity retail business processes. The core-freezing period will begin at 00:00 on 10 February 2022 and end at 00:00 on 21 February 2022 as per the Go-Live plan.
- Alongside email, the telephone may also be used in certain urgent matters, but even then, these matters must be confirmed by email. Unnecessary information exchange should be avoided so that the customer service and Go-Live experts do not become overburdened.
- Emails must not include personal ID codes, and they must not be encrypted or sent by secure email.
- Only one transaction may be reported per email.
- Positive acknowledgments should not be used in emails, except for acknowledgments of electricity supply connection and disconnection requests. Only errors should be acknowledged in free-form emails.
- The current information exchange contact details should be used in emails.
- The receiving party should not store any information received by email in its systems in a way that affects the unloading of the message buffers or causes an error when Datahub later sends a Datahub message concerning the transaction or any errors in the event of a rollback. One example of this is a supplier's notification to a distribution system operator of a customer move-in during the core-freezing period (email template 1).
- The email templates are only used for buffered transactions. The email templates should not be used to send information about transactions that are delivered during the migration of the basic data.
- The email templates cannot be used to report retrospective transactions. The email templates are used to handle mandatory information exchange that would normally be handled using messages. Retrospective notifications that cannot otherwise be sent using messages should be handled in accordance with the separate [procedural and messaging instructions for the electricity retail market](#).
- When dates of emails (2022-mm-dd hh:mm) are processed, the start or end date and time of a contract or sale should be determined in accordance with the current instructions. The end date and time of a contract is the moment as of which the contract is no longer in force. Correspondingly, the start date and time of a contract is the moment as of which the contract is in force. Contracts are always in force for a whole number of days, and they may start or end at the turn of a day.
- Abbreviations used in the table: P=obligatory information; T=dependant information.

1. Supplier's notification to a distribution system operator of a customer move-in during the core-freezing period

Otsikko: 2022-kk-pp hh:mm, PIKAMUUTTO/SISÄÄNMUUTTO, kp: 12345678

(Subject: 2022-mm-dd hh:mm, RAPID MOVE/MOVE-IN, accounting point: 12345678)

Käyttöpaikkatunnus nykyinen tunnus	Metering point id current	P
Käyttöpaikan lähiosoite	Street address of metering point	P
Postinumero	Post code	P
Postitoimipaikka	Post Office	P
Uuden myyjän nykyinen tunnus	New supplier id current	P
Myynnin aloitus pvm	Proposed begin of supply date	P
Uuden asiakkaan nimi	Name of new customer	P
Uuden asiakkaan syntymäaika tai y-tunnus	Date of birth/company Id of new customer	P
Kytentäpuhelinnumero	Telephone number	P

- In the subject line, 2022-mm-dd hh:mm is the time of the start of supply. The time of the start of supply is the first moment when the contract is in force.
- This email template is used to report a move-in during the core-freezing period when the move-in also occurs during the core-freezing period. It should be noted that this procedure will apply until the end of the core-freezing period at 00:00 on 21 February 2022, irrespective of whether the move process is opened on Datahub when the buffers are unloaded.
- Select either PIKAMUUTTO or SISÄÄNMUUTTO in the subject line.
- A rapid move is a move-in announced on the same day or the next business day.
- The supplier should also notify the distribution system operator of any rapid moves by phone in line with the present procedure.

2. Supplier's notification to a distribution system operator of a customer move-out during the core-freezing period

Otsikko: 2022-kk-pp hh:mm, ULOSMUUTTO, kp: 12345678

(Subject: 2022-mm-dd hh:mm, MOVE-OUT, accounting point: 12345678)

Käyttöpaikkatunnus nykyinen tunnus	Metering point id current	P
Sanoman lähettäjän nykyinen tunnus	Sender of the message	P
Myynnin päättymis pvm	End of supply date	P
Loppulaskun lähetysosoite	Address for the last invoice	P
Postinumero	Postcode	P
Postitoimipaikka	City	P
Ulosmuuttavan asiakkaan nimi	Name of the customer moving out	P

- In the subject line, 2022-mm-dd hh:mm is the time when supply ends. The time when supply ends is the first moment when the contract is no longer in force.
 - For example, if the customer's last date of residence is 10.2.2022, the end date is 2022-02-11 00:00.
- This email template should only be used to report a move-out during the core-freezing period when the move-out also occurs during the core-freezing period.
- The supplier at a move-in site can use this email template to notify the DSO of the previous accounting point of a customer moving out.
 - In this case, the distribution system operator shall prepare and send a separate notification to the supplier of the move-out site under the heading "ULOSMUUTTO" in accordance with section 3. This ensures that the new seller's information is not passed on to the previous seller.

3. Distribution system operator's notification to the current supplier of a customer move-out during the core-freezing period

Otsikko: 2022-kk-pp hh:mm, SISÄÄN MUUTOSTA JOHTUVA ULOSMUUTTO/ULOSMUUTTO, kp: 12345678

(Subject: 2022-mm-dd hh:mm, MOVE-OUT DUE TO A MOVE-IN / MOVE-OUT, accounting point: 12345678)

Käyttöpaikkatunnus nykyinen tunnus	Metering point id current	P
Sanoman lähettäjän nykyinen tunnus	Sender of the message	P
Myynnin päättymis pvm	End of supply date	P
Loppulaskun lähetysosoite	Address for the last invoice	P
Postinumero	Postcode	P
Postitoimipaikka	City	P
Ulosmuuttavan asiakkaan nimi	Name of the customer moving out	P

- In the subject line, 2022-mm-dd hh:mm is the time when supply ends
 - For example, if the customer's last date of residence is 10.2.2022, the end date is 2022-02-11 00:00.
- The time when supply ends is the first moment when the contract is no longer in force.
- This email template should only be used to report a move-out during the core-freezing period when the move-out also occurs during the core-freezing period.
- If the move-out notification is due to a move-in to the accounting point, the distribution system operator shall use the heading "SISÄÄN MUUTOSTA JOHTUVA ULOSMUUTTO".
 - In these situations, the supplier receiving the e-mail does NOT buffer the DH-331 transaction but waits for the DH-311-3 message transmitted by the datahub during the unloading of buffers phase.
- If the move-out notification is NOT due to a move-in to the site, the distribution system operator should use the title "ULOSMUUTTO".
 - In this case, the supplier receiving the email must buffer the outbound transaction as a DH-331 transaction.

4. Supplier's notification to a distribution system operator of the cancellation of a move-in or move-out during the core-freezing period

Otsikko: 2022-kk-pp hh:mm, SISÄÄNMUUTON / ULOSMUUTON PERUUTUS, kp: 12345678

(Subject: 2022-mm-dd hh:mm, CANCELLATION OF MOVE-IN/MOVE-OUT, accounting point: 12345678)

Käyttöpaikkatunnus nykyinen tunnus	Metering point id current	P
Käyttöpaikan lähiosoite	Street address of metering point	P
Postinumero	Post code	P
Postitoimipaikka	Post Office	P
Myyjän nykyinen tunnus	Supplier id current	P
Muuton päivämäärä	Proposed begin of moving	P
Asiakkaan nimi	Name of new customer	P

- In the subject line, 2022-mm-dd hh:mm is the start or end time of supply according to the original move date.
- The subject line must make it clear whether the cancellation applies to a move-in or a move-out.
- In this transaction, the original customer does not move to the accounting point (cancellation of a move-in) or does not move out of the accounting point (cancellation of a move-out).
- The supplier should erase the transaction from its own message buffer.
- If the original move transaction was imported during the data migration, the Datahub operator should also be notified of the cancellation via the Datahub support service.
- See also section 6.

5. Supplier's notification to a distribution system operator of an alteration to a move-in or move-out during the core-freezing period

Otsikko: 2022-kk-pp hh:mm, SISÄÄNLUUTTOPÄIVÄN / ULOSLUUTTOPÄIVÄN MUUTOS, kp: 12345678

(Subject: 2022-mm-dd hh:mm, ALTERATION OF MOVE-IN/MOVE-OUT DATE, accounting point: 12345678)

Käyttöpaikkatunnus nykyinen tunnus	Metering point id current	P
Käyttöpaikan lähiosoite	Street address of metering point	P
Postinumero	Post code	P
Postitoimipaikka	Post Office	P
Myyjän nykyinen tunnus	Supplier id current	P
Alkuperäinen muutto pvm	Original begin of moving	P
Uusi muutto pvm	New begin of moving	P
Asiakkaan nimi	Name of new customer	P

- In the subject line, 2022-mm-dd hh:mm is the start or end time of supply according to the original move date.
- The subject line must make it clear whether the alteration applies to a move-in or a move-out.
- The supplier must change the move date in its own message buffer.
- If the original move transaction was imported during the data migration, the Datahub operator should also be notified of the changed move date via the Datahub support service.

6. Supplier's notification to a distribution system operator of the cancellation of a supplier switch during the core-freezing period

Otsikko: 2022-kk-pp hh:mm, MYYJÄNVAIHDON PERUUTUS/TOIMITUKSEN ALOITUKSEN PERUUTUS, kp: 12345678

(Subject: 2022-mm-dd hh:mm, CANCELLATION OF SUPPLIER SWITCH/CANCELLATION OF START OF SUPPLY, accounting point: 12345678)

Käyttöpaikkatunnus nykyinen tunnus	Metering point id current	P
Käyttöpaikan lähiosoite	Street address of metering point	P
Postinumero	Post code	P
Postitoimipaikka	Post Office	P
Uuden myyjän tunnus	New supplier id	P
Ehdotettu myynnin aloitus pvm	Proposed begin of supply date	P
Asiakkaan nimi	Name of the customer	P

- In the subject line, 2022-mm-dd hh:mm is the proposed time of the start of supply.
- This email is also used in conjunction with a move-in if the customer cancels the contract with the supplier in question but does not cancel the move-in.
- The subject line must make it clear whether the case concerns a cancellation of a supplier switch or the cancellation of the start of supply from the supplier in question in connection with a move-in.
- Cancellations of supplier switches must be reported by sending a cancellation message (Z03[C]) until 23:59 on 8 February, irrespective of when the cancelled contract would have entered into force.

7. Distribution system operator's notification to the current supplier of the cancellation of the end of supply

Otsikko: 2022-kk-pp hh:mm, TOIMITUKSEN PÄÄTTYMISEN PERUUTUS MYYJÄNVAIHDON PERUUNNUTTUA/ TOIMITUKSEN PÄÄTTYMISEN PERUUTUS ULOSMUUTON PERUUNNUTTUA , kp: 12345678

(Subject: 2022-mm-dd hh:mm, END OF SUPPLY CANCELLED DUE TO A CANCELLED SUPPLIER SWITCH/END OF SUPPLY CANCELLED DUE TO A CANCELLED MOVE-OUT, accounting point: 12345678)

Käyttöpaikkatunnus nykyinen tunnus	Metering point id	P
Käyttöpaikan lähiosoite	Street address of metering point	P
Postinumero	Post code	P
Postitoimipaikka	Post Office	P
Jakeluverkon tunnus	Net area code	P
Ehdotettu tapahtuman ajanhetki	Proposed begin of supply date	P
Asiakkaan nimi	Name of the customer	P

- In the subject line, 2022-mm-dd hh:mm is the proposed start time of the transaction.
- The proposed start time of the transaction is the time stated in the original supplier switch message or move-out message.
- This email is used to cancel supplier switches and move-outs.
- The subject line must make it clear whether the message concerns the end of supply cancelled due to a cancelled supplier switch or the end of supply cancelled due to a cancelled move-out.

8. Essential electricity disconnection request

Email subject: "Disconnection request, accounting point: 12345678"

We request that you disconnect the electricity supply from the site specified below on **dd Month yyyy** due to a breach of contract. We further request that you notify us of the costs incurred due to connection and disconnection.

DSO's accounting point ID: 12345678
Accounting point address: Kauppakatu 2 A 15
40100 JYVÄSKYLÄ
Customer name: Example Eric
Customer phone number: 050-1234567

Additional information and notification of costs Daniel Debt-Collector
tel. 010 1234567
Fax: 010 7654321
daniel.debt-collector@electricitysupply.fi

You can send an invoice for the disconnection to: *[the billing address may also be an e-invoice address]*

Electricity Supply Ltd
Debt Collection
PO Box 100
00000 Post town
Business ID: 1234567-8

- Use the existing "Procedural and messaging instructions for the electricity retail market", taking into consideration the fact that the disconnection request was not sent as a message.
- It is not permitted to disconnect the supply of electricity from customers with overdue invoices during the core-freezing period.

9. Confirmation of electricity disconnection request

- A free-form acknowledgment is sufficient to report that the disconnection has been carried out.

10. Electricity connection request

Email subject: "Connection request, accounting point: 12345678"

We request that you connect the electricity supply to the site specified below on **dd Month yyyy**, as a breach of contract has been remedied. We further request that you notify us of the costs incurred due to the connection and notify us if the connection cannot take place at the requested time.

DSO's accounting point ID: 12345678
Accounting point address: Kauppakatu 2 A 15
40100 JYVÄSKYLÄ

Customer name: Example Eric
Customer phone number: 050-1234567

Additional information and notification of costs
Daniel Debt-Collector
Tel. 010 1234567
Fax 010 7654321
daniel.debt-collector@electricitysupply.fi

You can send an invoice for the disconnection (if you have not done so already) to: *[the billing address may also be an e-invoice address]*

Electricity Supply Ltd
Debt Collection
PO Box 100
00000 Post town
Business ID: 1234567-8

- Use the existing procedural and messaging instructions, taking into consideration the fact that the connection request was not sent as a message.

11. Confirmation of electricity connection request

- A free-form acknowledgment is sufficient to report that the connection has been carried out.

12. Notification of final invoice address

Otsikko: 2022-kk-pp hh:mm, LOPPULASKUOSOITTEEN ILMOITUS, kp:12345678

(Subject: 2022-mm-dd hh:mm, NOTIFICATION OF FINAL INVOICE ADDRESS, accounting point:12345678)

Käyttöpaikkatunnus nykyinen tunnus	Metering point id current	P
Sanoman lähettäjän nykyinen tunnus	Sender of the message	P
Myynnin päättymis pvm	End of supply date	P
Loppulaskun lähetysosoite	Address for the last invoice	P
Postinumero	Postcode	P
Postitoimipaikka	City	P
Ulosmuuttavan asiakkaan nimi	Name of the customer moving out	P

- In the subject line, 2022-mm-dd hh:mm is the time when supply ends.
- This email template should be used if the final invoice address changes.
- The notification may be sent 1) from the current supplier to the distribution system operator, 2) from a new supplier to the distribution system operator, 3) from a distribution system operator to the current supplier, or 4) from a distribution system operator to a new supplier.

13. Accounting point ID query

Otsikko: KÄYTTÖPAIKKATUNNUKSEN KYSELY

(Subject: ACCOUNTING POINT ID QUERY)

Asiakkaan nimi	Name of the customer	t
Käyttöpaikan lähiosoite	Street address of metering point	P
Postinumero	Post code	P
Postitoimipaikka	Post Office	P

- Applies to new and existing accounting points.
- Email should be treated as a secondary method of enquiring about accounting points, and it should only be used if there is no information about an accounting point in the accounting point register of the Titta data migration service.
- Only one accounting point ID may be requested in each email.
- Distribution system operators must also create national accounting point IDs for all accounting points created during the core-freezing period.

14. Network operator's response to an accounting point ID query

Otsikko: KÄYTTÖPAIKKATUNNUKSEN TOIMITUS

(Subject: DELIVERY OF ACCOUNTING POINT ID)

Asiakkaan nimi	Name of the customer	t
Käyttöpaikan lähiosoite	Street address of metering point	P
Postinumero	Post code	P
Postitoimipaikka	Post Office	P
Nykyinen tunnus	Metering point id current	P
GSRN-tunnus	Metering point id	P

15. Technical specifications

The maximum lengths of data fields in emails and other specifications follow the specifications of the Datahub data standard to the extent applicable. The exception to this is the specifications for dates, which are different to enable better readability. The table below shows the formats and maximum lengths of data used in emails. It should be noted that in Datahub, information such as the customer name is divided into several data fields (maximum lengths 50+50+50). Therefore, the customer's first name should be within Datahub's 50-character limit when sent by email. The maximum length stated in the table is calculated as the sum of the individual maximum lengths of the Datahub fields.

Field	Maximum length	Format	Description
Street/visiting address	120	Text	Mail format
Postcode	10	Text	
Post town	50	Text (no language requirement)	The official post town according to Posti of Finland, in capital letters
Current ID of the supplier/distribution network	6	Text	
Current accounting point ID	15	Text	
Accounting point GSRN	18	Text	
Date	16	yyyy-mm-dd hh:mm	
Customer name	150	Text	
Customer date of birth or business ID	50	d.m.yyyy (without leading zeros)/business ID format (VAT or national)	
Connection phone number	16	ITU-T E.164 (+358501234567)	

The data must not be in table form in an email (HTML or rich text format). This is because some email applications may automatically convert these into plain text, and the implementation of the formatting is unclear. For this reason, it is recommended that the email format be specified as "plain text" (for example, in Outlook, this can be set in the "Format text"→"Message format" menu).

The following is an example message (subject + body text):

Subject 2022-02-14 00:00, ULOSMUUTTO, kp: 12345678

Current accounting point ID: 12345678
Street address of the accounting point: Aleksis Kiven katu 42 B 124
Postcode: 00530
Post town: HELSINKI
Current ID of the new supplier: MYYJ
Start date of supply: 2022-02-14 00:00
New customer's name: Mikko Kolehmainen
New customer's date of birth or business ID: 24.4.1967
Connection phone number: +358501234567

The body text of the message must not include any other text before the information described above. This facilitates the automatic processing of emails.

Only one transaction may be reported per email.

Depending on the user's settings, the email application may add a signature to the end of the message when ready-made email templates are used (e.g., .oft in Outlook). This can be prevented by disabling the signature in the sender's settings. However, the signature is not a problem because it appears after the actual information.