



eurelectric

IMPACT OF COVID 19 ON CUSTOMERS AND SOCIETY

Recommendations from the European Power sector

Eurelectric represents the interests of the electricity industry in Europe. Our work covers all major issues affecting our sector. Our members represent the electricity industry in over 30 European countries.

We cover the entire industry from electricity generation and markets to distribution networks and customer issues. We also have affiliates active on several other continents and business associates from a wide variety of sectors with a direct interest in the electricity industry.

We stand for

The vision of the European power sector is to enable and sustain:

- A vibrant competitive European economy, reliably powered by clean, carbon-neutral energy
- A smart, energy efficient and truly sustainable society for all citizens of Europe

We are committed to lead a cost-effective energy transition by:

investing in clean power generation and transition-enabling solutions, to reduce emissions and actively pursue efforts to become carbon-neutral well before mid-century, taking into account different starting points and commercial availability of key transition technologies;

transforming the energy system to make it more responsive, resilient and efficient. This includes increased use of renewable energy, digitalisation, demand side response and reinforcement of grids so they can function as platforms and enablers for customers, cities and communities;

accelerating the energy transition in other economic sectors by offering competitive electricity as a transformation tool for transport, heating and industry;

embedding sustainability in all parts of our value chain and take measures to support the transformation of existing assets towards a zero carbon society;

innovating to discover the cutting-edge business models and develop the breakthrough technologies that are indispensable to allow our industry to lead this transition.

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Recommendations from the European Power Sector

A Eurelectric recommendations paper

March 2020

KEY MESSAGES

- The disruption caused by the coronavirus crisis is highlighting how much modern societies rely on electricity. Electricity is critical for operating all medical equipment in the hospitals. It ensures the timely communication of important information between governments and citizens. It allows millions of people now confined to their homes to resort to teleworking to do their jobs and e-commerce sites to do their shopping.
- Electricity demand is affected differently across markets. In Germany changes have been minimal. France and Italy have seen a significant drop in demand of +/- 20%. Prices have dropped across the EU to MWh prices around 20 €/MWh in most countries. Carbon prices have dropped by some 40%.
- As providers of essential services, energy companies have protocols and contingency plans in place to ensure the normal operation of their facilities and delivery of services. Utilities have been swift in taking action to isolate and protect workers in critical functions and we see no risks regarding security of supply for the moment. However, it is of utmost importance to ensure mobility of key personnel for inspection, operation and maintenance of power plants and grid installations.
- Electricity suppliers are working hand in hand with governments and many are postponing the payment of invoices for vulnerable customers and small businesses facing severe difficulties. A number of energy companies throughout Europe have also taken voluntary initiatives to support their customers such as payment arrangements and no disconnection policy.
- Even if there are currently no system-threatening situations at hand, the power sector is naturally impacted by the restrictions introduced by EU governments to combat the spread of virus. Low prices, government interventions and customers struggling to pay will inevitably affect the balance sheets of utilities.
- Government bailout packages tend to be focused on the most immediately impacted industries. In order to support a sustainable recovery that underpins EU climate objectives, recovery programmes and investments should be targeted to initiatives that can facilitate accelerated decarbonisation and electrification.
- **In this context, we call on national governments and EU institutions to:**
 - **Consider additional action or greater flexibility over guidelines and regulations where needed to allow specialised personnel to travel for inspection, operation**

and maintenance of critical installations and ensure that control centres and plants remain sufficiently staffed.

- Take the necessary measures to help energy companies tackle the financial pressure resulting from government decisions to postpone the payment of invoices where applicable.
- Ensure that European investment plans and economic recovery programmes are fully compatible with EU climate objectives and support electrification and decarbonisation of the EU economy by targeting investment in technologies critical for the energy transition.

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Overview of measures taken by EU governments and energy companies to reduce the impact of COVID 19 on customers and society

Country	Measures taken by governments	Voluntary measures by Eurelectric members	Economic impact on EU power sector
Austria	<p>Austria will spend up to 38 billion euros to secure jobs, keep companies afloat and limit the impact of the coronavirus pandemic:</p> <ul style="list-style-type: none"> - Austria's government will provide 9 billion euros in guarantees and warranties - 15 billion euros in emergency aid - 10 billion euros in tax deferrals - All this comes on top of an already announced 4 billion euro aid package 	<p>Oesterreichs Energie (OE) has created an information portal (in German) on their website summarising all the measures taken by their member companies in the context of COVID 19: https://oesterreichsenergie.at/news.html</p> <p>Employees are committed to ensuring maintained power supply as usual (e.g. Wien Energie: 53 employees are in an isolated station to guarantee security of supply)</p> <p>In addition OE's member companies will not switch off during the official measures for people who are demonstrably unable to pay their electricity bills on time due to restrictions in their daily live.</p>	<p>10-15 % reduced daily average power consumption, up to 30% in touristic regions.</p> <p>Power consumption of private households increases by a third (visible lunchtime peak).</p> <p>Electricity prices are currently falling due to reduced electricity consumption and low prices for CO2 certificates.</p> <p>Security of power supply is ensured.</p>

Country	Measures taken by governments	Voluntary measures by Eurelectric members	Economic impact on EU power sector
Belgium	<p>Federal and regional governments are taking measures to support the economy and population in the current situation:</p> <ul style="list-style-type: none"> - All regional governments have decided to postpone the end of the winter period where one cannot cut the energy supply to end customers (both gas & electricity). - The DSO's in charge of the roll out of budget meter are stopping their installations for the time being, prolonging de facto the period in which the concerned customer remains covered by the supplier or the DSO (depending on the region). - Prohibition to disconnect residential customers and SMEs from the electricity or gas network. - The Flemish regional government decided to pay an average lump sum (around 200 €) to intervene in the water and energy costs (incl. heating and electricity) of households as from the moment one member of the family is in Temporary Unemployment. This amount is paid directly by the government. The customer must on its turn pay its normal bills (advance payment and regularization invoices). 	<p>As a strategic sector the electricity sector legally escapes the lockdown that is imposed to more secondary economic activities. However, many measures are put in place by companies such as distant working, segregated teams, back-up teams at home. One provider has shifted to night fee for all electricity billing to minimise impact on customers.</p>	<p>Power prices are very low for the time being, but this is a trend that was set already months ago. Covid19 seems to accentuate this trend for the time being.</p> <p>Electricity demand has dropped substantially. A lot of sectors /companies are closing their activities and more than 1 million people have already entered temporary unemployment. Residential electricity accounts for only 25% of the electricity consumption, all the rest being tertiary and industrial consumption.</p> <p>Cash collection and bad debts will be a key issue for the suppliers who have very low if not negative margins in BE.</p> <p>The energy part which goes to the electricity supplier constitutes on average less than one third of the total electricity bill in Belgium. Suppliers must keep paying most of the taxes and all the transport services to the public authorities and to TSOs & DSOs.</p>

Country	Measures taken by governments	Voluntary measures by Eurelectric members	Economic impact on EU power sector
Bulgaria	<p>As of 13 March, the national energy system functions in the State of Emergency over COVID-19. All stores, except pharmacies, gas-stations, grocery stores and banks/insurance office have been closed and people were advised to stay home, to halt their social interaction.</p> <p>Payment deadlines for the utilities' bills were extended from 10 to 20 days without interest, and afterwards interest for delayed payment is calculated. Additionally the electricity for households will not be stopped in case of non-payment.</p> <p>The Bulgarian energy regulator decided (effective as from April 1st) to decrease by 42.8% the regulated natural gas price of the Public Provider Bulgargaz and to decrease by 22% the regulated heating prices for the district heating companies across the country.</p> <p>On March 24th the government announced a package of emergency social and economic rescue measures to the tune of EUR 2.3 billion.</p>	<p>Many social responsibility campaigns have been put in place by our members and other energy companies – donations, solidarity campaigns, service provisions for socially vulnerable groups, healthcare centres, local authorities and communities.</p> <p>Prescheduled electricity network repairs and planned outages of the electricity supply were postponed. Payments and services via internet/phone/mail are highly encouraged. Emergency organizational and hygienic measures were put in place by energy companies to ensure compliance with increased epidemiological control requirements. Administrative offices function under remote access / home-office regime, where possible</p> <p>Energy companies operate under provisions, established in their respective emergency plans and according to the rules for operation and protection of strategic sites/objects of importance for the national security. Where necessary, a further reorganization of workload and schedule will be enforced to ensure continuity and security of supply and grid maintenance.</p> <p>So far all the measures (obligatory, as well as voluntary) have been financed only by the energy companies, no regulatory nor fiscal measures have been envisaged to support their efforts.</p>	<p>Electricity consumption has not yet been affected by the announced quarantine due to COVID-19. There is even a slight (1.18%) increase of the net domestic consumption of electricity in the last 2 full weeks of March (16-29 March), compared to the average consumption for the same period in the last five years (2015-2019).</p> <p>Contrary to expectations, consumption during the 2nd week of quarantine (23 to 29 March) increased by 7.34% compared to the first week and it is by 5.23% higher than average consumption for the same week in the last 5 years.</p> <p>But the Bulgarian day ahead market for electricity responded to COVID 19 crisis with severe volatility and falling prices. The average DAM price at IBEX from March 16 to March 29 dropped to 23.82 €/MWh, a 31% decrease compared to the same period in 2019.</p> <p>Given the regulated prices of their services, network companies should not experience negative effects, but electricity producers, especially those directly exposed to market volatility, will have serious financial problems if current price trends continue.</p>

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Czech Republic	<p>The government has imposed a shut-down of all businesses and events that imply public gatherings (shops, restaurants, theatres, sporting events, etc.).</p> <p>The government has announced it is ready to support the economy by various measures. The power sector has not been singled out in this announcement; the measures should be specified in due time. Since a large part of our operations (production plants, distribution etc.) forms part of the State's critical infrastructure, we have full support of the respective ministries in preparing for the eventual emergency situation.</p>	<p>CEZ has taken numerous measures to protect its employees. It will address customers in individual manner.</p> <p>If possible, employees are encouraged to work from home. All large meetings have to be replaced by on-line meetings and business trips have to be cancelled whenever possible. All our customer centres were temporarily closed in order to protect the health of both our employees and customers.</p> <p>Security of supply has not been endangered. We take particular measures to protect the staff at our power plants. Only people who are required to operate power plants, secure distribution of electricity or heat and related activities remain in the workplace across the Group.</p> <p>More information about the measures taken against COVID are available on its website</p>	<p>The shutdown certainly has an impact on energy consumption. However, a large part of the decline in small and medium B2B consumption shall be compensated in household B2C consumption. Moreover, right now CZ is facing an extreme weather that covers any other shifts in retail consumption patterns.</p>

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Cyprus	<p>Following a decision by the NRA (CERA) and in accordance with a government proposal, EAC is announcing a 10% reduction to the price of electricity (excluding VAT, RES and ESF charges). As per the decision by CERA, this reduction will be applied for a two-month period. The decision will be reviewed before the end of the two-month implementation period, based on the latest information and developments regarding COVID 19.</p> <p>During this period, EAC will not disconnect any customer due to non-payment of bills.</p>		

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Denmark	<p>The government has taken several measures:</p> <ul style="list-style-type: none"> - Contain citizens to prevent infection (public sector is closed until April 13th, all/public/private is asked to work from home), until now no general curfew, but only groups of people up to 10 persons are allowed. - Normal operation (as normal as possible), new procedures (e.g. when maintenance in customer installations, extra careful hygiene precautions) - Emergency/crisis organizations (national/sectorial/governmental and companies themselves) are activated, daily meetings / updates <p>Finance Minister Nicolai Wammen has proposed that the state cover costs such as rent or electricity bills, aimed mostly at small and mid-sized companies</p>	<p>Danish Energy is sending out a weekly survey to all member companies to identify potential/actual problems/business risks:</p> <ul style="list-style-type: none"> - Supplier invoices are paid earlier to maintain suppliers' financial liquidity - Roll-out of smart meters are considered to be put on hold until after COVID-19 - DSOs consider if future projects can be moved forward 	<p>Energy consumption has decreased by approx. 10% compared to before COVID-19 (due to reduced activity in industry)</p> <p>Since most Danes now work from home energy consumption is moving from businesses/offices to households/holiday houses.</p> <p>Businesses in the private sector and households might face difficulties in paying their electricity bill which will affect suppliers' balance sheet.</p>

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Estonia	On March 12 the government established a special committee tasked with resolving issues related to the spread of the coronavirus and its impact on public health and the economy. The emergency situation has significantly impacted the business environment. The Estonian government has proposed several aid packages, to support local companies and their employees.		

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Finland	<p>The pandemic is proceeding in Finland as everywhere and further distancing measures are being introduced by the government (28 March)</p> <p>On national level the emergency preparedness planning is based on co-operation between the administration and the business community. The work is coordinated by National Emergency Supply Organisation. This means that there is an organization available and there are plans to tackle the situations, when the security of supply is at stake.</p> <p>From utilities point of view no energy specific measures have been implemented or are under judgment. However, government has given/is giving resolutions aiming to improve access to employment and to make terms and conditions of employment more flexible for work for employees in sectors critical to the functioning of society, including the energy sector.</p>	<p>Utilities have started to implement their contingency plans. This means measures like customer services centres are closed to avoid infection, the staff is telecommuting as much as possible, only telecom meetings are allowed, travelling is minimized etc.</p> <p>The government has not imposed any measures regarding the billing and debt collection of utilities, but many of our member companies voluntarily offer payment arrangements (such as the ability to transfer invoices) to their customers free of charge.</p> <p>We have also recommended to our members to be very cautious when exercising the power to interrupt the supply of energy, especially when it comes to the problem of the Covid-19. Customers should be instructed to contact the energy company as early as possible when liquidity problems are about to begin. In the case of disconnections, we recommend to notice the need for solidarity during the coronavirus epidemic (as emphasized also by the Government) and ensure that disconnection is absolutely necessary and well considered in the current context.</p> <p>As an example here is Caruna's announcement.</p>	<p>So far (16 March) we haven't seen any impact on electricity prices. Prices in 2020 have already been very low mainly because of a very warm winter with monthly temperatures from December to March 5-7 degrees above long time averages. In addition electricity demand in the industry has decreased substantially because of the economic downturn and some strikes. Economists predict deep recession, which certainly will have an impact on electricity prices.</p> <p>The restricted movement of employees both within the country and across borders will have an impact and cause delays for investments and possibly also for maintenance, but no critical functions are in danger and we don't foresee any impact on security of supply.</p>

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France	<p>There will be a two-month extension of the winter break which provides for the prohibition of interrupting the supply of electricity, heat or gas in a main residence, including by terminating a contract, for non-payment of invoices and the protection of the most vulnerable consumers who benefit from the energy voucher, in particular against power reductions.</p> <p>The emergency bill to deal with the Covid-19 epidemic, under discussion in Parliament, will allow the government to request the suspension of water, gas and electricity bills for very small companies whose activity is affected by the spread of the epidemic. The very small businesses eligible for the solidarity fund set up by the State and the Regions will be able to benefit from the right of this measure, that is to say the small businesses impacted achieving a maximum of € 1 million in turnover and which undergo a administrative closure or which will have experienced a loss of turnover of more than 70% in March 2020 compared to March 2019.</p> <p>The French government also took measures to help companies by providing State guarantees on commercial loans and credit lines for SMEs, and setting-up a scheme to provide State guarantees to banks on portfolios of new loans for all types of companies.</p>	<p>Here is the press release from Enedis to ensure continuity of service.</p>	<p>The reduction of electricity demand should have a limited financial impact on EDF supply and DSO businesses. Similarly, the temporary relief on fragile micro-enterprises' electricity bills, which has been decided by the French authorities, should only temporarily increase EDF's working capital requirement, with no significant impact anticipated at year-end. By contrast, the same measures will have great financial impact on alternative retailers in France.</p> <p>The interruption of maintenance operations on production facilities ordered by the authorities, calls for a reorganization of the outages' schedule. Consequently, the assumption of 375-390 TWh of nuclear production in France in 2020 is currently being reviewed and will be adjusted downwards. Targeted EBITDA of €17.5-18 billion for 2020 is maintained at this stage for the lower end of the range. Impacts for 2021 cannot be assessed yet. The ongoing redefinition of the outages' schedule may however have a negative impact on 2021 output. Similarly, the drop in power prices on wholesale markets may have a significant impact at year - end on the leverage ratio.</p>

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Germany	<p>Germany's Bundestag has approved a €750 billion aid package on 25 March to cushion the economy from the direct impact of the coronavirus outbreak.</p> <p>The German government has issued a draft legislative package containing the suspension of electricity or gas shutdowns during the corona crisis due to missing payment obligations. As of 25 March, consumers and micro-businesses can pay their bills later in the event of permanent debt such as energy supplies. According to the draft, if they are unable to meet their payment obligations due to the crisis, they will be given a three-month delay. This is to ensure the continuous supply of electricity, gas, telecommunications and water. This moratorium is initially limited to June 30. The legislator excludes double payments: after the period has expired, the customer should only have to pay one monthly instalment.</p>	<p>As operators of critical infrastructures, crisis and emergency management are a permanent task of the highest priority for companies in the energy industry. As part of its crisis and emergency management, the energy industry has set up processes that are regularly tested, scrutinized and evaluated and which can also work in the event of a pandemic. In addition to precautionary measures to protect employees, ensuring energy supply is the primary goal.</p>	<p>The demand for energy has already declined significantly in Germany. Utilities will not only have to cover the costs of unpaid electricity but also the taxes, duties, levies and grid fees which make up to 77% of German electricity bills.</p> <p>The extensive suspension of Germany's industrial production to slow the spread of coronavirus will have a substantial impact on the country's energy consumption. Industrial customers account for 40 to 45% of Germany's electricity and natural gas consumption, but measures to contain the virus, collapsing supply chains and withering demand at home and abroad are expected to lead to a sharp decline in power consumption.</p> <p>As of 25 March, companies continue to see no increased risk to security of supply. They carry out regular risk assessments, as the situation is very dynamic at national & international level</p> <p>After important decrease in the past weeks, electricity prices on wholesale market stabilised around 3 € / MWh in April. In addition, the CO2 price rebounded during the previous week reached around € 21 /t CO2</p>

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Greece	<p>The government took a series of measures to protect citizens, employees and companies during the crisis. Measures for companies include:</p> <ul style="list-style-type: none"> • Hellenic Development Bank's Entrepreneurship Fund increased by 250m euros to provide new loans to corporations affected with a 100% interest rate subsidy for two years • "Refundable deposit" loan (for companies with up to 500 employees) provided directly from the State and of €1 billion total amount • Additional loan mechanism for companies provided by the EIB • Affected businesses to pay 60% of their rent in March & April • Interest rate subsidy for up-to-date business loans for 3 months • Suspension of tax and VAT and tax payments for companies affected <p>The government has suggested that no power interruptions should take place during the crisis for vulnerable customers. However, strategic "bad" payers will see power interruptions happening, so that they do not take advantage of the situation.</p>	<p>PPC and HRON have both taken a series of voluntary measures to help their customers.</p> <p>PPC:</p> <ul style="list-style-type: none"> • Zero fixed costs for all customers, • 8% discount to vulnerable customers and to customers with consumption above 2.000 kWh, • €5 discount to customers with e-bill account, • no charges for e-banking payments • extension of telephone customer service hours <p>HRON</p> <ul style="list-style-type: none"> • Zero VAT charges in the electricity bill • Creation of e-bill platform to perform all actions (payments, new contracts, etc.) • €12 discount for every new subscription to the e-bill platform 	<p>According to data from IPTO (the TSO) the demand in March experienced a 1-2% reduction mainly driven by reduced industrial and commercial activity. A higher reduction of around 5% is expected for the month of April</p> <p>There is a lot of discussion on the liquidity problems that utility companies will face due to suspension of payments. The first measure under discussion is to give suppliers the possibility to make arrangements on the payment of regulated charges to the relevant authorities (for suppliers whose income/liquidity has been reduced by at least 30%). The second measure relates to the reduction of the guarantees that suppliers need to provide to HEDNO in order to operate in the 29 non-interconnected island systems. Lastly the government is considering the creation of a separate guarantee fund for energy companies through which they can have access to bank loans.</p>

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Hungary			Hungarian weekday day-ahead prices went up to just above 30€ /MWh in the first week of April, and averaged around 28€ /MWh this week. A drop in hydro and wind output contributed to the stabilisation of spot prices. The mild weather and industrial stoppages continue to keep the power demand at low levels.

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Iceland	<p>The government is taking unprecedented measures in response to COVID-19. The total scope of the measures could amount to more than 200 b.kr., entailing, on the one hand, deferral of paid taxes and other levies and, on the other hand, expenditure increases and tax cuts totaling more than 60 b.kr. In addition, the Treasury will support the economy with reduced tax revenues and increased expenditures as a result of weaker economic conditions. These broad-based measures complement the Central Bank's decisions to lower interest rates, minimum reserve requirements, and countercyclical capital buffers. The measures are intended primarily to counteract unemployment and temporary loss of personal income through partial unemployment benefits, access to third-pillar (private) pension savings, deferral of corporate tax payments, and operational loan facilities for companies.</p> <p>In order to enhance resilience, the Government intends to take special measures to support the tourism industry and to bolster public investment, which will help the economy in both the short term and the long term.</p>	<p>Companies in the energy and utilities sector are all part of socially important infrastructure and have taken many actions to minimize the likelihood of the entire workplace becoming infected. They have split their employees and workers into different groups to limit direct contact. When possible, staff members are working from home. Control Center and other important divisions are totally closed for all other staff members and third parties.</p> <p>Many companies have closed their Customers Service Centers and offer customer service only through internet, phone, or email.</p> <p>Suppliers are looking into offering extended period for the payment of bills, both for households and companies that are heavily affected by the COVID situation, with the aim of preventing shut down of supply of energy and other services (district heating, water, sewer service, fiber service).</p> <p>Within Samorka (federation of energy and utility companies in Iceland), all the Health and Safety Managers of our member companies are meeting regularly (teleconference) and sharing information and best practices. This has been really useful and effective, especially for smaller businesses, to gain information from more experienced and bigger companies: https://www.samorka.is/vidbrogd-vegna-covid-19/</p>	<p>The global economic outlook has deteriorated sharply, and financial markets have weakened in recent days. Businesses in Iceland are experiencing temporary difficulties due to a fall in revenue. The temporary shock caused by COVID-19 will lead to weaker electricity demand. However, the uncertainty is at an unusually high level and the situation is changing rapidly day by day.</p>

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Ireland	<p>The government published a ‘National Action Plan on Covid-19’ with specific actions to ensure the provision of essential services such as electricity. These actions include ensuring Business Continuity Plans are in place (and tested) for the TSO as well as electricity emergency plans which prioritise key services (including healthcare facilities)</p> <p>On March 28, the government announced categories of essential services. Electricity, gas and water are included. Workers in the categories of essential services are permitted to travel to work subject to some specific guidelines. Any activity necessary for the continued provision of an essential service by another organisation or when it is part of an essential supply chain should continue to be carried out. To the maximum extent possible, that should be done remotely. Employers are asked to identify those employees who are essential to the provision of that service and notify them.</p> <p>The NRA (CRU) has implemented a number of measures to support vulnerable customers and those struggling to pay bills in light of the widespread temporary lay-offs across the economy. These measure include suspending supply disconnections until April 19th</p>	<p>During this ongoing crisis, the EAI and its members are doing their utmost to support society while ensuring the health and safety of their staff and customers.</p> <p>Many suppliers are being flexible on payment with customers and are agreeing payment plans to help them to better manage their payments. Some suppliers have suspended their regular credit and collections process. Suppliers are working with vulnerable customers on an individual basis to find a resolution.</p> <p>Many of our member companies have ceased pro-active sales and marketing activity including all outbound sales calls, as they do not feel appropriate in the current context. Some members are working with their call centres to develop greater resilience in their contingency plans and ensure that the available resources are primarily focused on providing those services which will be essential to our customers in these difficult times.</p> <p>As regards boiler services and other home services, the relevant suppliers are continuing to provide them for customers but restricting it to only essential work, e.g. where a boiler has broken down and a customer is without heat.</p>	<p>Energy companies are keen to ensure that they can maintain the resources including human and financial to provide their essential services. This will require ongoing consideration by the authorities as the crisis unfolds to deal with issues and to ensure that there is sufficient liquidity in the system, as customers and SME’s increasingly are forgoing their direct debits with energy suppliers.</p> <p>Covid-19 relief measures have impacted electricity demand. Demand levels have fallen by 3.0GWh on average. With restrictions continuing into the following week, demand levels are forecast to continue to fall.</p> <p>Other issues include reduced operational staffing due to COVID-19 illness at power generation and network facilities, including personnel required to maintain the key energy facilities as well as challenges to companies’ ability to comply with the Industrial Emissions Directive and with their obligations for this phase of EEOS under the Energy Efficiency Directive.</p>

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Italy	<p>On 31 /01 the government declared a state of emergency for 6 months. In March several law decrees were adopted to limit to movements of people and forbid public gatherings. Measures were introduced to strengthen the National Health Service and economic support for families, workers and businesses related to the emergency, with specific rules related to safety and quarantine for health operators and essential public services. Follow-up decrees made the containment measures stricter, and e.g. suspension of retail business activities except for specifically identified food and basic necessities activities. On 22 March all industrial activities that are not deemed necessary to provide key services were closed – activities linked to the generation and distribution of electricity were excluded. Restrictions and containment measures have then been extended until 3 May. Limited commercial and industrial activities were allowed to reopen from 14 April. Italy’s government announced a 3 month moratorium (until 30 April) on the payment of utility bills for 11 municipalities located in Lombardia / Veneto firstly affected by the outbreak. This was then postponed to July. Suppliers will have to automatically grant customers the possibility to pay the amounts due in instalments. The NRA created a mechanism to loan to suppliers a part of the money which they won’t be able to collect from their clients during this period. In addition, the NRA announced a moratorium on the disconnections of electricity and gas supply due to arrears of payments for households and SMEs until 3 April.</p>	<p>Energy companies have taken numerous health and safety measures to protect their employees and their customers and to minimize virus spreading risk.</p> <p>Elettricità Futura and several operators in the power sector have engaged in charitable activities (such as fund raising) to support the sector and the entire society with respect to the recovery from the emergency.</p> <p>In addition, some companies have activated solidarity measures to support key organizations involved in providing health and social assistance services in response to the COVID-19 emergency in Italy.</p> <p>Elettricità Futura’s has also setup a dedicated section on its website with further details and regularly updated information regarding the emergency.</p>	<p>In March 2020, day-ahead electricity market price has reached a historic low level at 32€/MWh (-39.5% compared to March 2019).</p> <p>Total electricity demand has dropped in March 2020 to 23.7 TWh (-10.1% compared to March 2019) and after the closure of additional commercial and industrial sites starting from 22 March, the demand has dropped to 8.2 TWh between 23 March and 3 April (-22% compared to the same period in 2019).</p> <p>However, between 22 March and 7 April renewable generation has increased by 3.5% compared to a similar period in 2019, mainly thanks to hydro and solar photovoltaics.</p> <p>Challenges are observed for power plants that are under construction due to the severe limitations of material and goods supply (with consequences in terms of reduction of revenue streams, possible loss of support measures and possible penalties for project delays).</p> <p>At operational level, external suppliers of operation and maintenance service are facing growing problems for travelling and carrying out ordinary work.</p> <p>Suppliers’ cash flows have already been heavily disrupted by the Covid-19 mainly due to the non payment of bills.</p>

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Latvia	<p>There is emergency situation declared throughout the national territory of Latvia until 14 April 2020, to restrict the spread of COVID-19. Declaration of Emergency Situation in English.</p> <p>On March 19 a draft law prepared by the Ministry of Finance on measures to prevent and manage threats to the state and their consequences due to the spread of Covid-19 was approved. The regulation will enter into force on March 12, when the state of emergency was declared. The law states that the Cabinet of Ministers identifies sectors that have experienced a significant deterioration in their financial situation due to the spread of Covid-19 and to which measures and special support mechanisms are applicable.</p> <p>On March 23 European Commission approved state aid for €250 million Latvian subsidised loan scheme and loan guarantee scheme for companies affected by coronavirus outbreak.</p> <p>On March 24 Cabinet of Ministers approved list of sectors which have significantly worsened financial situation due to the spread of Covid-19. Companies from these sectors can apply for state aid in this emergency situation. The power sector is not among them but the list can be updated by the Cabinet of Ministers at any time.</p>	<p>Latvenergo Group is the largest energy utility in Latvia and has preparedness plan and guidelines for employees in place.</p> <p>Latvenergo Group ensures adequate operation of strategically critical objects – Daugava Hydro Power Plants and Thermal Power Plants in Riga in case of emergency due to the spread of Covid-19 virus.</p> <p>Due to the state of emergency and its' potential impact on customers, Latvenergo/ Elektrum will provide supply of electricity without power outages in cases of delayed payments.</p> <p>Management of the Latvenergo Group has previously canceled any business trips, trainings and gatherings. Employees have been instructed to comply with safety precautions, and power plant and museum visits have been limited.</p>	<p>Initial assessment for first 2 weeks of March: decrease of electricity consumption 3% - 5%. Decrease of electricity price at 10%. Decrease will continue in April and May.</p> <p>Currently the spread of the virus has no significant impact on the provision of services provided by Latvenergo AS. The Company continues to ensure the generation of electricity, continuity of electricity and natural gas trading services and availability to all customers.</p>

Country	Measures taken by governments	Voluntary measures by Eurelectric members	Economic impact on EU power sector
Lithuania	<p>The government announced measures to support businesses in general during the quarantine. This includes additional support for personal income protection, business liquidity, etc., but so far there are no specific support measures devoted to power sector.</p>	<p>There are specific plans regarding the quarantine. We have separate preparedness plans for all our core businesses.</p> <p>The biggest electricity/natural gas supplier in Lithuania (Ignitis) introduced a possibility for households/commercial customers to postpone their payments for consumed electricity/natural gas if they have financial difficulties</p>	<p>The government has declared quarantine in the country. This means that many companies temporarily stopped their operations and it resulted in lower electricity consumption.</p> <p>Nord Pool day-ahead prices in Baltic states have lowered, but not drastically. We can assume that the prices could stay at lower end during the quarantine, which should last at least until April.</p> <p>So far the impact is not significant. It should not impact security of supply.</p> <p>According to the data of the first three days of quarantine in Lithuania, electricity demand dropped up to 5% in the country.</p> <p>The biggest impact is related to ongoing constructions in the power sector (complicated and restricted travelling capabilities, issues in the supply chain, etc.).</p>

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Netherlands		<p data-bbox="1070 244 1648 488">Netbeheer Nederland and Energie Nederland announced that all measures were taken to ensure reliable electricity supply during the crisis. Customers facing payment difficulties caused by the crisis will not be disconnected and various tools are put in place to support them.</p> <p data-bbox="1070 507 1621 850">Energy suppliers will implement measures regarding the temporary postponement of payments. Until June 2020, commercial consumers receiving a monthly invoice will not be charged for renewable energy storage or the VAT. Customers not eligible for a deferment, but facing financial difficulties, could opt for specific payment arrangements or temporarily adjust the collection date.</p> <p data-bbox="1070 869 1621 1078">Customer services can be contacted 24/7 and operators are ready to intervene for urgent matters. Non-urgent activities requiring direct contact with customers, including the deployment of smart meters have been postponed.</p> <p data-bbox="1070 1098 1330 1129">More here and here.</p>	

Country	Measures taken by governments	Voluntary measures by Eurelectric members	Economic impact on EU power sector
Norway	The government has announced measures to ensure security of supply, e.g. support for child care for critical important workforce.	<p>Utilities and the NRA have preparedness plans in place addressing pandemic disease. The level of emergency preparedness is set, and the NRA is following up closely the development in critical workforce.</p> <p>When it comes to social implications it our understanding that utilities will probably give customers deferment of payment and even delay disconnection of customers from the grid, due to lack of payment.</p>	<p>An extreme hydrological situation had already caused historically low electricity prices in Norway. Fears for lower economic activity and impact on demand has added to the situation.</p> <p>No significant impact on demand yet as demand in energy intensive industries is still stable. No impact on security of supply.</p>

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Poland	<p>On March 12th, the government enacted a state of epidemic threat in Poland. The decision by the government administration involves, among others, curtailing the retail and services business operations.</p> <p>Due to the substantial limitation of business operations, on March 18th the Council of Ministers promised the introduction of an aid package (called “crisis shield”) – a programme of a total value estimated at PLN 212 billion.</p> <p>The aid package includes, among others, support to companies that will lose 20% of revenues in the coming 2 months, increasing credit guarantees, partial funding of employee remuneration, etc.</p> <p>The powers of the Prime Minister include establishing a dedicated Public Investment Fund of a value of PLN 30 billion. The goal of the Fund will be to finance the investment and anti-crisis measures relating to the economic consequences of the SARS-CoV-2 pandemic.</p> <p>Also, a public investment programme financed with various sources, including the Public Investment Fund, will be launched. The beneficiary of the investment measures will primarily be the Polish enterprise sector with the aim of preserving and creating jobs. The document assumes that the energy transition will be one of the investment directions under the Public Investment Fund.</p>	<p>Most companies have put in place preventive measures to increase the safety of the entire workforce.</p> <p>Several energy companies have donated money to support hospitals:</p> <ul style="list-style-type: none"> - Enea Group has donated PLN 1.5 million to support the hospitals - Tauron has donated PLN 1.5 million for purchases of equipment and supplies required by hospitals and medical establishments. - PGE will donate PLN 5 million in support of the measures aimed at stopping the spread of coronavirus. <p>Utilities are being encouraged to declare a moratorium on energy bill payments.</p> <p>More information about what PKEE’s member companies are doing to ensure the energy security of Poland in the current context is available here.</p>	<p>A drop in electricity prices is noticeable both in contracts and on the SPOT market.</p> <p>Polish power demand dropped 4 % in March, whereas electricity generation decreased 6% year on year. While lignite-fired generation and wind fell approximately 20% each, the hard coal-fired production continued to increase, covering half of Poland’s generation. Gas is also rising, accounting for approximately 10%</p> <p>At this very moment we are not identifying any risks relating to ensuring the electricity supply security.</p>

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Portugal	<p>The NRA requested companies to wait 30 days before disconnecting customers in case of non-payment of bills.</p> <p>Suppliers are only required to pay the third party access tariffs on bills which have been paid.</p>	<p>EDP aims to minimize virus spreading risk by prioritizing health and safety measures among its employees, i.e. home working for all staff and functions for which this is possible (+/- 70%), applying full travel restrictions, etc.</p> <p>EDP took actions to ensure the continuity of all critical assets/ functions such as separating technical, maintenance and dispatch teams and reinforcing back-up capacity when possible; prioritizing work schedule around resolution of major breakdowns and public safety protection, etc.</p> <p>The economic impact and expected downturn will result in distress for part of the client portfolio, requiring a focus on bad debt management and collections. On that respect, EDP is creating contingency support and payment plans for B2C/B2B clients, ensuring early visibility on financial troubles; and pausing all disconnections due to payment delinquency for B2C clients.</p> <p>EDP has bought and offered material (ventilators and cardiac monitoring equipment) to public health services.</p>	<p>EDP is expecting a relevant drop in demand mostly coming from a reduction in industrial activity. In addition, wholesale prices for closed positions will likely decline, hampering retail (and adding to the effects of rising payment delinquency and bad debt already mentioned). Finally, the effects on tariff deficit will aggravate the pressure. In this context, EDP is modelling all potential scenarios tailored to its context and predicting/ planning for respective impact on financial results and solvency.</p>

Country	Measures taken by governments	Voluntary measures by Eurelectric members	Economic impact on EU power sector
Romania	<p>The state of emergency was declared in Romania on 16 March for 30 days and it will be prolonged for another 30 days. The country is in full quarantine following a set of military ruling.</p> <p>By government ruling, prices for electricity, thermal energy, natural gas, water supply, and fuel cannot be increased above the level existing on the date of issuance of the military ruling that imposed this rule. These prices can only go down, depending on offer and demand, they cannot be increased under any circumstances.</p> <p>Employers in the energy sector must put in place preventive isolation measures in special areas (without contact to external persons) for essential personnel in activities of production, transport and distribution of electricity and natural gas, as well as operation and maintenance of specific equipment and installations necessary for the proper functioning of the National Energy System.</p> <p>The Parliament voted a law to postpone the payment of utility bills for 3 months for a large category of households and businesses, while the affected companies would receive treasury credits and factoring lines. For the moment the law is being contested and it is not in effect.</p> <p>The government issued “emergency certificates” to operators whose activity has been affected by COVID-19, along with other measures to mitigate the economic effects of the crisis.</p>	<p>Most companies have already asked their employees to work from home and currently only essential employees are expected to go to work. Business trips are suspended, and meetings have moved online. Customer centres have been closed, client interaction is now happening online or by phone.</p> <p>Companies from the energy sector have submitted and put in place their contingency plans, to ensure the safety and security of their employees, but also ensure the security of the National Energy System.</p> <p>Most companies from the energy sector have contributed to social causes, donating and being actively engaged in national solidarity effort.</p>	<p>The electricity demand already recorded a decline as most industrial consumers shut down their activity for the time being. Compared to March 2019, the demand is approximately 3% lower, but this does not reflect the actual situation since most industrial consumers reduced their demand only after mid-March. In the first days of April, the actual demand reduction is close to 10%.</p> <p>On the Day-Ahead Market, the average electricity price in March 2020 is 22% lower than the one in the previous year and 26% lower than the average price recorded in February 2020. Favoured by the large production of renewable energy coupled with the decrease in consumption, the intervals with electricity traded for close to 0 Euro/MWh have increased in occurrence.</p> <p>At this moment in time there is no impact on the security of supply.</p>

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Slovenia	<p>On March 12 Slovenia declared an epidemic and the national emergency response plan for COVID-19 was activated. Kindergartens, schools and universities were closed as of 16 March.</p> <p>The Slovenian government issued a Decree on 20 March to reduce energy bills for small businesses and household consumers of electricity (i.e. temporary non-payment of contributions to provide support for the production of electricity in high-efficiency cogeneration and from RES). The Slovenian Energy Agency also introduced an extraordinary measure to change the network tariff: Between 1 and 31 May 2020, small business and household consumers will not be charged a tariff for capacity charge and the network charge for these users will be 33% lower. Together with the above-mentioned government measure, the bill for electricity should be reduced by about 27%.</p> <p>Since the epidemic outbreak, the electricity suppliers have seen a decline in electricity consumption in Slovenia. GEN-I, an EICS member, has decided to cut the electricity prices paid by its household and small business customers by 15% for a period of three months. With the changes, the electricity bill for GEN-I's average user will be almost 30% lower.</p>	<p>Key players in the Slovenian energy sector – being also members of EICS – have recognised the spread of the virus as a threat to the uninterrupted supply of electricity and natural gas to end customers, and are therefore taking the necessary steps to ensure the smooth, safe and reliable operation of critical infrastructure systems and facilities. The measures taken aim to ensure the highest possible level of self-isolation and risk management to prevent the spread of infection.</p> <p>GEN-I, an EICS member, has decided to cut the electricity prices paid by its household and small business customers by 15% for a period of three months.</p> <p>EICS publishes the latest news on its website in English: https://ezs.si/en/home-2/</p>	<p>Electricity supply in Slovenia has been running smoothly so far. Power companies and institutions have ensured an uninterrupted operation of the critical functions of the electric power system, as well as all market functions of the electricity market.</p> <p>Since the announcement of the coronavirus epidemic in Slovenia on 12 March and up to 25 March, there has been a 4.25% decline in electric energy consumption within the distribution system in Slovenia compared to the same period in 2019, and 8.58% compared to 2018. If the crisis continues and further measures are imposed, SODO expects at least 10% decline in consumption of electrical energy.</p> <p>There have already been pressures to extend payment terms and abolish energy supply disconnections, from the customers' side. The Krško Nuclear Power Plant (part of the GEN Group) is considered a critical energy infrastructure facility. With the declaration of an epidemic at the national level, they switched to providing only those functions that are necessary to ensure the safe and stable operation of the plant.</p>

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Spain	<p>The government issued an emergency decree guaranteeing that no Spanish people will have their water, gas and electric power cut off while the crisis lasts.</p> <p>State Measures included in the Law (announced March 17th; link):</p> <ul style="list-style-type: none"> • Prohibition on cutting the electricity & gas supply to consumers who are vulnerable, or at risk of social exclusion, between 18 March and 17 April 2020 (this date may change if the crisis continues), as well as “essential services” (including municipalities). Further regulatory development pending. In addition now every citizen in Spain is considered “vulnerable”, that’s why that provision applies nation-wide. • Automatic extension of the electricity social discount (“bono social”) until 15 September 2020 for beneficiaries whose right to the discount expired before that date. <p>Detailed in ulterior legislation (March 19th)</p> <ul style="list-style-type: none"> • Industrial customers who signed for reduced “interruptible tariffs” are protected from cutoffs (link). 	<p>Health and safety measures have been taken by energy companies towards their employees.</p> <p>A number of companies have taken voluntary initiatives to further support their customers and society:</p> <ul style="list-style-type: none"> • Iberdrola has launched a global action plan against coronavirus (COVID-19). • Naturgy is promoting a series of rapid actions such as supplying electricity and gas to field hospitals and hotels housing patients and medical staff free of charge. • Endesa has developed a very active communication campaign • EDP has published information on its corporate website about the measures adopted for the benefit of its clients • Viesgo is maintaining daily internal communication with its employees as well as a fluent communication with their clients through emailing campaigns and social media; they provide regular information to local media about the measures they have taken. <p>See also AELEC’s press release</p>	<p>There is a big impact on day ahead market prices: -41% in March 2020 compared to March 2019.</p> <p>Power demand has decreased +/- 3% in March 2020 compared to March 2019 and -24% in April. This trend could be reversed as the industry and construction sectors restart their activities following the relaxation of lockdown measures.</p> <p>The generation mix is shifting in favour of renewables, with solar PV increasing 72% on year and hydro power stocks rising above 14TWh.</p>

Country	Measures taken by governments	Voluntary measures by Eurelectric members	Economic impact on EU power sector
Sweden	<p>Companies facing liquidity problems as a consequence of COVID-19 outbreak can apply for a temporary deferral of taxes payment. Tax authorities evaluate each particular case and allow postponements between 1 month and 1 year. Nevertheless, interest rates of 1.25% on the deferred amount are perceived.</p>	<p>Utilities have taken precautionary measures regarding their employees interacting with “outside world” especially for those whose tasks are considered vital to society.</p> <p>Information is available on the website of Svenska Kraftnät – responsible for the transmission system and the national grid:</p> <p>The Swedish Association, Energi Företagen, has published on their website information regarding the actions taken by electricity companies and the national government in the context of COVID-19 outbreak.</p>	<p>Prices in Sweden are low at the moment. This is mainly due to inflows larger than normal, more installed wind capacity, low fuel prices and low demand because of the mild winter. Prices should remain low for the coming months during spring flood, and even for the rest of the year. The shorter contracts in financial market settles around €10 for Q2 and Q3, whereas Q4 closed at €20 recently.</p> <p>Electricity demand is lower than normal due to the mild winter. Probably lower economic activity due to the outbreak of covid19 is to be expected.</p> <p>The Swedish Civil Contingencies Agency this week (6 April) judged that the impact on energy supply is overall moderate. In the 2 to 4 week term, the Agency states that the personnel situation may be strained in some places within the electricity supply, but considers it manageable. There is a risk that closed borders will result in reduced access to necessary equipment and special expertise from abroad. It can delay new investments, which in the long run will cause a risk for disruptions, and affect the ability to handle other crisis situations.</p>

Country	Measures taken by governments	Voluntary measures by Eurelectric members	Economic impact on EU power sector
Switzerland	<p>The Swiss government has issued a recommendation to all citizens to stay at home, especially the sick and the elderly. It has announced a countrywide ban on gatherings of more than five people and more measures to help support the economy.</p> <p>An “extraordinary situation” has been declared, resulting in a ban on all private and public events and closing bars, restaurants, sports and cultural spaces; only businesses providing essential goods remain open. Schools are closed nationwide. The measures are in force until April 19.</p> <p>The Swiss government unwrapped a CHF 32 billion package of new measures to cushion the economic impact of the coronavirus, most of it aimed at helping small business survive a looming recession. The spending plan comes on top of CHF 10 billion in emergency aid announced beforehand. It includes allocations for groups that did not benefit from the previous injection, which mainly consisted of wage subsidies for workers on furlough. The Federal Council is setting aside CHF 20 billion to guarantee bank loans for cash-strapped companies.</p> <p>There are currently no energy specific measures announced by the government, as the security of supply is very good and further mitigated by the mild winter. However, the Federal Office for National Economic Supply (Bundesamt für Wirtschaftliche Landesversorgung) maintains a close collaboration with the Swiss economy, the electricity providers, respectively.</p>	<p>Security of supply in this extraordinary situation is guaranteed by a variety of measures which are all part of ICT continuity management of the respective electricity providers. Typical processes and measures include splitting of teams, home office regulations, task duplicating and remote controlling of equipment.</p> <p>Electricity providers must be able to and can guarantee their processes even in case of reduced manpower. Furthermore, they maintain good contact with their respective service providers and suppliers to ensure business continuity in any given case. Investments that are not absolutely necessary in the current moment may be postponed, in order to minimize pandemic risks.</p> <p>TSO Swissgrid has tightened its access regulations and implemented Home Office for all personnel except a necessary core team on the spot.</p>	<p>Due to the lockdown aviation, services and also industries are shut down or affected and running on a low level. The lockdown might persist for several weeks. Economists are expecting a recession. The situation might be quite similar as during the recession from 2009 on, even more pronounced. Power demand is low and consequently also the demand for CO₂-certificates. Hence, power and carbon prices are low, as well.</p> <p>In Switzerland the power demand declined approximately 20% in the last two weeks and spot prices show a similar drop. Future prices declined by around 10% up to now. CO₂ prices dropped massively (~50%).</p> <p>With the low power and carbon prices, the income is going the shrink. Investments are going to cease. Companies are expected to suffer as in the years 2009. The question is going to be for how long will this situation going to persist and how fast is it recovering?</p> <p>Possibility for regulators to intervene: and take out the surplus of CO₂ emission certificates due to the affected industries and services.</p>

Country	Measures taken by governments	Voluntary measures by Eurelectric members	Economic impact on EU power sector
United Kingdom	<p>UK lockdown measures mean that non-essential businesses had to close on Monday 23 March. People are asked to work from home where possible and only key and critical workers should carry on going to work outside of home.</p> <p>Government has announced a range of support for businesses, including the power sector</p> <p>The Department of Business, Energy and Industrial Strategy said that the country's energy companies would provide "any energy customer in financial distress" with solutions – "which could include debt repayments and bill payments being reassessed, reduced or paused where necessary" – in order to ensure that their power stays on. The statement specified that the "disconnection of credit meters will be completely suspended" for the foreseeable future. Over 4 million customers with pre-payment meters who may not be able to add credit discuss with their supplier about options to keep them supplied. This could include nominating a third party for credit top ups, having a discretionary fund added to their credit, or being sent a preloaded top up card so supply is not interrupted.</p> <p>The UK government has also recognised that suppliers themselves face challenging times, with loans and a business rates holiday available via the treasury's GBP330 billion (\$380 billion) coronavirus business support package announced this week.</p>	<p>Energy UK has <u>published</u> some material on their website and ENA (Energy Networks Association) has developed a new web portal on the coronavirus, with a large amount of information and reassurance for customers.</p> <p>Energy companies as providers of essential services all have well practised contingency plans to keep operating during all circumstances. Generators have existing plans to deal with staff shortages so the plants can keep going – redeploying staff where necessary, operating via smaller teams in shifts, bringing in extra staff/contractors, being able to control operations from more than one site etc. In addition, they'll be taking every precaution possible in terms of minimising risk through contact, deep cleaning etc. In discussions with Government, suppliers have underlined the help and support they can provide in particular to vulnerable customers and prepayment customers – whether that be pausing or rescheduling repayment requirements or ensuring prepayment customers stay on supply.</p> <p>ENA networks members have taken steps to make sure that they keep the energy flowing: minimising access to control rooms, splitting teams to reduce risk of cross-infection and by preparing to bring in additionally trained colleagues if required. Network companies also continue to offer tailored services and guidance to those who may need additional support, e.g. if customers are self-isolating.</p>	<p>For w/c 23 March, power demand at transmission level was about 10% lower than March 2019. Last week's demand was very close to the demand in March 2019. Short-term wholesale power prices for w/c 23 March were 32% & 60% lower than in March 2019 respectively</p> <p>More specifically, GB's industrial and commercial power demand was shown to be below 2019 levels for the latter part of March, while February showed relatively similar demand pattern compared to February 2019. This decrease in I&C power demand was somewhat offset by observed increase in domestic power consumption (with people now confined and working from home), however no publicly available data to present at the moment. The ability of suppliers to respond to queries from customers might be affected by the remote working setup, the volume of calls and the number of staff off sick due with Covid-19. Suppliers have cancelled all non-essential work, so the smart meter rollout is on hold.</p> <p>Decreasing energy demand and carbon emissions across Europe are feeding into the carbon price, with EU ETS falling by 36% between 11 March and 18 March 2020, but has recovered slightly since then (up by 13% as of 26 March)</p>

Country	Measures taken by governments	Voluntary measures by Eurelectric members	Economic impact on EU power sector
Ukraine	<p>On March 17, the Verkhovna Rada of Ukraine adopted Law No. 3219 "On Amending Certain Legislative Acts of Ukraine aimed at Preventing the Occurrence and Spread of Coronavirus Disease (COVID-19). The law provides for the creation of a legal basis for the prompt implementation by the state of a set of urgent measures to prevent and treat coronavirus disease (COVID-19).</p> <p>The authorities are currently developing a new package of bills to support business during the fight against the disease caused by the new coronavirus. First, this will concern changes to the Labor Code and labor relations in order to legalize both the remote place of work and the individual work schedule.</p> <p>According to the President's Office, the package of draft laws on support for businesses will cost the national budget UAH 10 bln. The Ministry of Finance is developing amendments to the national budget for 2020, which should provide for cost reductions of USD 1.7 bln. The President's Office estimates additional costs for fighting COVID-19 at USD 3.5-4 bln and expects to double financing from the IMF.</p>	<p>DTEK has set up a special internal task force and launched a 24-hour hotline for its employees for assistance on COVID-19 related issues. DTEK employees who can perform their tasks remotely are working from home. A part of the production personnel of TPPs, which is necessary to ensure continuous production of electricity, operate in strict isolation mode.</p> <p>On March 17th, SCM (DTEK is a company of SCM group) <u>addressed</u> the President and the Prime Minister with an initiative to establish an Economic Health Task Force of Ukraine. The main purpose of the Task Force is to serve as a platform for the joint work of authorities and business aimed at finding tools to preserve the country's economic health under the current difficult circumstances. SCM suggests that the Task Force urgently considers measures to support: the population, healthcare system, regions, SMEs, and basic industries.</p> <p>SCM will allocate UAH 300 mln for fighting COVID-19. A total of 300 000 express testing systems to diagnose COVID-19 will be purchased and delivered to the Stabilization Fund. In addition, a minimum of 200 lung ventilators will be purchased.</p>	<p>Since the introduction of quarantine on March 12, electricity consumption in Ukraine has decreased by almost 4%: from 411 million kWh prior to the introduction of the quarantine on March 11 to 395.6 kWh on March 19. In addition to quarantine measures, such as restriction of work of utility sector, shopping malls, service companies, educational institutions, limitation of production of industrial enterprises, etc., the warm spring weather contributes to the reduction of electricity consumption.</p>

Eurelectric pursues in all its activities the application of the following sustainable development values:

Economic Development

- Growth, added-value, efficiency

Environmental Leadership

- Commitment, innovation, pro-activeness

Social Responsibility

- Transparency, ethics, accountability

