

Sofia electricity distribution

Bulgaria's standard electricity supply is 220/230 volts AC with a frequency of 50 hertz. For other equipment, a transformer or adaptor is required unless the appliance has a multi-voltage option.

The three main providers of electricity in Bulgaria are CEZ (for western Bulgaria), E.ON (for north-eastern Bulgaria) and EVN (for south-eastern Bulgaria). According to their place of residence, customers use the services of one of these providers.

If moving to a property that is already connected to the electricity distribution grid, an application for connecting the electricity supply can be made at one of the customer service centres (?????? ?? ?????????? ?? ??????) of the appropriate electricity supplier. Proof of identity will be required along with a rental contract or property title deeds.

Meters are read every three months by a company employee. Adjusted bills (???????????? ??????) are sent to private customers by post on a quarterly basis and contain not only the readings of the electricity meter and the amounts due but also information on deadlines for the next two monthly payments and on the time of future meter readings. Business customers receive bills monthly.

Payment is made on a monthly basis. Each customer pays a monthly instalment calculated on an individual basis depending on individual consumption of electricity and the season. In case of overpaid amounts for previous months, customers can either transfer the money to the next payment or get a cash refund at one of the Customer Service Centres.

Meter readings take place each month during a given period specified in the company's regional meter reading plan. Bills are paid on a monthly basis. If payment is made at the cash desk of a customer service centre, customers will get a receipt with the expected date for the next meter reading and information on when the next payment should be made.

Meters are read each month. Bills are calculated on the basis of individual consumption. The invoice contains information on the next meter readings and the deadline for payment.

To disconnect the electricity supply a written notification should be sent at least 30 days before moving. Also contact the local Customer Service Centre and provide the following information:

The electricity market in Bulgaria is in the process of gradual liberalization, which started in 2004 and continues today. The market consists of two parts - a segment with regulated prices and a segment with freely negotiated prices or the so called "open market".

Prices in the regulated segment are set by the regulator; consumers are served by end suppliers on a territorial basis and are not obliged to change their electricity supplier. At present, this segment includes domestic consumers and business customers, connected to the low voltage distribution network.

Customers in the free segment can change their electricity supplier regardless of their geographical location. They continue to pay the prices for transmission and access to the network that they are connected to.

For a long time the main players in the open market have been big manufacturers like NPP "Kozloduy" and "Maritza Iztok 2", NEC, large energy consumers and Bulgarian and foreign traders. In 2013 began an active migration of customers, connected to the distribution network medium voltage (6-20 kV), from the regulated to the open market segment.

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Web: <https://sumthingtasty.co.za/contact-us/>

Email: energystorage2000@gmail.com

WhatsApp: 8613816583346

