

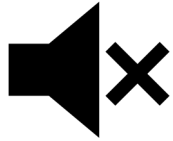


Information session 5 - Dispute process

May release 2026

31 March 2026

Welcome to the information session about May release 2026



Mute your
microphone



Turn **off** your
camera



Ask questions via
the chat feature.
We are working with
a moderator



Presentation on
Energiedatawijzer



**The session is
being
recorded**



The recording will be
published on the
Energiedatawijzer



Recording is taking
place for interested
parties, with your
approval

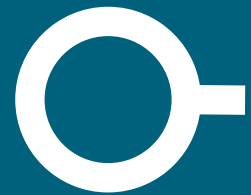


All questions and
answers will be placed
on **Energiedatawijzer**

Agenda



Subject	Speaker
▪ Welcome	Lisa Sulkers Het Normo
▪ RFC-063 'Fine-tuning dispute process'	Bram van Straalen Het Normo
▪ Submission determined meter readings by SUP	Bram van Straalen Het Normo
▪ Dispute about meter readings KA	Bram van Straalen Het Normo
▪ Correction process unwarranted SUP switch or move in	Bram van Straalen Het Normo
▪ Areas of attention TS023/TS060	Bram van Straalen Het Normo
▪ Transition and after-care	Jorik van Vilsteren Het Normo
▪ Wrap-up	Lisa Sulkers Het Normo



RFC-063 'Fine-tuning dispute process'

Bram van Straalen | Het Normo

RFC-063-A2.0-TR4-TS041 IC247A 'Fine-tuning dispute process' (1)

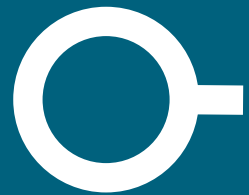


Cause	▪ The contents of topic document TS041 stipulates that the responsibility for determining meter readings for remote meters will shift from the SUP to the DSO. ▪ This will also have an impact on the dispute process, whereby the counter party can initiate a dispute in relation to the determined meter readings. ▪ It appears that there are still ambiguities about the process in certain situations when it comes to disputes concerning remotely readable meters.
Solution RFC	▪ The initiating SUP for an SVEL or the current SUP: ▪ able to 'overwrite' the determined calculated meter reading determined by the DSO. ▪ uses the dispute process in other situations. ▪ The old SUP for an SVEL can initiate a dispute at the new/initiating SUP. ▪ The DSO can initiate a dispute about an "overwritten" meter reading at the initiating SUP for an SVEL or the current SUP.
Impact	▪ The DSOs refine some of the automated checks. ▪ The SUP must use the correct process if they have a better meter reading.
Status	▪ The RFC was approved by the PFSG on 15 February 2026 (see Energiedatawijzer, version 4.0) ▪ The RFC will be implemented at the same time as the May release on 1 May 2026.

RFC-063-A2.0-TR4-TS041 IC247A 'Fine-tuning dispute process' (2)



- **RFC-063:** <https://energiesdatawijzer.nl/documenten/rfc-063-a2-0-tr4-ts041-ic247a-aanscherping-disputenproces/>
- **Topic document TS041 version 4.0:** <https://energiesdatawijzer.nl/documenten/ic247a-optimalisatie-meetketen-voor-kleine-aansluitingen/> Incorporation of RF-063 in **H4 of the topic document (MSP Retail)**
- Detailed explanation in the following sheets for allocation points with a remotely readable meter:
 - Overwriting meter readings by **submitting determined meter readings** (in accordance with process for manually read meters).
 - Dispute about meter readings.
 - Correction process unwarranted SVEL (via Notification box/PiE).



Submission determined meter readings by SUP

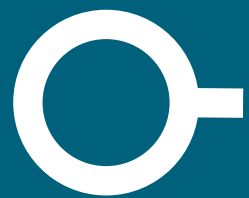
For allocation points with a remotely readable meter

Bram van Straalen | Het Normo

Submission determined meter readings by SUP for allocation points KA (small connection) with a remotely readable measurement device



Overwrite determined meter readings	• Overwrite meter readings by submitting improved meter readings. • Use this process if the prerequisites have been met (which SUP & origin indication). • Otherwise use the dispute process.
Which SUP	• SVEL: initiating SUP for the event (thus NOT the old SUP for a SUP switch or enforced move out). • Other: Current SUP (for example, change of month meter readings).
Origin indication already determined meter readings	• Calculated • Customer reading • Agreed • Thus no physical registration and P4 (these meter readings may not be overwritten)
Origin indication of “improved” meter readings from SUP	• Customer reading • Agreed (for example, following a dispute between the old and new SUP) • This not calculated, physical registration and P4
Other prerequisites	• A determined meter reading must always be present. • Dispute period has not yet ended.



Dispute about meter readings KA

For allocation points with a remotely readable meter

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Dispute about meter readings KA for allocation points KA with a remotely readable measurement device (1)

- The current dispute process (performance and notification) for determined meter readings will be retained, but:
 - Definition for **initiating market party** will change (relevant for allocation points featuring a remotely readable meter).
- **Definition market parties:**
 - **Initiating market party:** the market party that determined the meter reading(s) **or still has the possibility of correcting the determined meter readings.**
 - **Counter party:** the party that disputes the determined meter reading.
- The **new SUP** or **current SUP** is often the counter party and the **DSO** is the initiating market party.
- In the following cases, the **old SUP** is the **counter party** and the **new SUP** is the **initiating market party**:
 - Move in with enforced move out.
 - Supplier switch.
- In the following cases, the **DSO** is the **counter party** and the **new SUP** is the **initiating market party**:
 - The SUP has overwritten a meter reading.

Dispute about meter readings KA for allocation points KA with a remotely readable measurement device (2)



Dispute	• The notifications in the dispute process are the same as in the current dispute process. • Only use the dispute process for allocation points KA with a remotely readable meter if it is not permitted to overwrite meter readings.
Initiating SUP for an SVEL (new SUP), Current SUP	• Can initiate a dispute at the DSO. • If the criteria for overwriting the meter reading have not been met.
Old SUP	• Can initiate a dispute at the initiating SUP (SVEL) • After the dispute has been handled, the initiating SUP will be responsible for changing the meter reading (often by overwriting the meter readings). • Can only initiate a dispute at the DSO for a P4 meter reading or physical registration.
DSO	• Can initiate a dispute at the initiating SUP (SVEL) or current SUP (other events) • Only relevant with the SUP has overwritten the meter readings.
Other	• In situations where the prerequisites have not been met, disputes will be rejected by the DSO (without initiating a bilateral dialogue).

New dispute table

Remotely readable (1)



Meter	Market process	Origin determined meter reading(s)	Initiating party (recipient of dispute notification)	Counter party (submitter of dispute notification)	Note
Remotely readable: (SLM and SMU and ADMIN ON)	Meter mutation or physical registration	*	DSO	Current supplier	
	End of supply or Move out (resulting in vacancy)	P4 meter reading or Physical registration	DSO	Old supplier	The old supplier can initiate a dispute for justified doubts about the P4 meter readings compared to other P4 meter readings in the measurement series. If there are doubts about whether the meter works, the supplier should send a notification to the distribution system operator via the agreed process.
		Calculated, Agreed or Customer reading	Old supplier	DSO, unless meter readings have been calculated by the DSO	If meter readings have been calculated by the DSO, the old supplier can submit 'corrective meter readings' without sending a dispute notification. The DSO cannot dispute meter readings that have been personally calculated by the DSO, but can do this for meter readings overwritten by the old supplier in the form of agreed meter readings or customer readings.
	SUP switch or Move in (without preceding vacancy)	P4 meter reading or Physical registration	DSO	New supplier or Old supplier	Both the old supplier as well as the new supplier can initiate a dispute at the DSO for justified doubts about the P4 meter readings compared to other P4 meter readings in the measurement series. If there are doubts about whether the meter works, the supplier should send a notification to the distribution system operator via the agreed process.
		Calculated, Agreed or Customer reading	New supplier	Old supplier	If meter readings have been calculated by the DSO, the new supplier can submit 'corrective meter readings': (only) the old supplier can use a dispute notification - sent to the new supplier - to initiate this process. The DSO is never an involved party in this situation (neither initiating party nor counter party).

New dispute table

Remotely readable (2)



Meter	Market process	Origin determined meter reading(s)	Initiating party (recipient dispute notification)	Counter party (submitter of dispute notification)	Note
	SUP switch or Move in (with preceding vacancy)	P4 meter reading or Physical registration	DSO	New supplier	The new supplier can initiate a dispute at the DSO for justified doubts about the P4 meter readings compared to other P4 meter readings in the measurement series. If there are doubts about whether the meter works, the supplier should send a notification to the distribution system operator via the agreed process.
		Calculated, Agreed or Customer reading	New supplier	DSO, unless meter readings have been calculated by the DSO	If meter readings have been calculated by the DSO, the new supplier can submit 'corrective meter readings' without sending a dispute notification. The DSO cannot dispute meter readings that have been personally calculated by the DSO, but can do this for meter readings overwritten by the old supplier in the form of agreed meter readings or customer readings.
	All other mutations, periodic registrations and change of month meter readings	P4 meter reading or Physical registration	DSO	Current supplier	The current supplier can initiate a dispute at the DSO for justified doubts about the P4 meter readings compared to other P4 meter readings in the measurement series. If there are doubts about whether the meter works, the supplier should send a notification to the distribution system operator via the agreed process.
		Calculated, Agreed or Customer reading	Current supplier	DSO, unless meter readings have been calculated by the DSO	If meter readings have been calculated by the DSO, the current supplier can submit 'corrective meter readings' without sending a dispute notification. The DSO cannot dispute meter readings that have been personally calculated by the DSO, but can do this for meter readings overwritten by the old supplier in the form of agreed meter readings or customer readings.

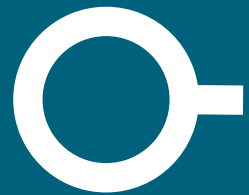
Dispute table

Not remotely readable



Meter	Market process	Origin determined meter reading(s)	Initiating party (recipient of dispute notification)	Counter party (submitter of dispute notification)	Note
Not remotely readable (CVN and/or SMN and/or ADMIN OFF)	Meter mutation or physical registration	*	DSO	Current supplier	
	End of supply or Move out (resulting in vacancy)	*	Old supplier	DSO	
	SUP switch or Move in (without preceding vacancy)	*	New supplier	Old supplier	The DSO is never an involved party in this situation (neither initiating party nor counter party).
	SUP switch or Move in (with preceding vacancy)	*	New supplier	DSO	
	All other mutations and, periodic registrations (and change of month meter readings)	*	Current supplier	DSO	

No change compared to the current situation; also not due to RFC-063



Correction process unwarranted SUP switch or move in

For allocation points with a remotely readable meter

Bram van Straalen | Het Normo

Correction process unwarranted SUP switch or move in

- The following process generally applies when correcting an unwarranted SUP switch or move in:
 - The unwarranted switched/moved out SUP submits a new SUP switch or move in.
 - The meter readings that accompany the correction SUP switch or move in are overwritten by the original SUP.
- Due to TS041, the DSO is responsible for meter readings for allocation points with remotely readable meters.
- P4 meter readings cannot be overwritten by the SUP.
- Topic document TS041 IC247A states:
 - *“The original supplier must **manually submit a request** to the concerned distribution system operator to overwrite meter readings from the unwarranted mutation date on the date of the recovery mutation, and must provide evidence that an unwarranted mutation has taken place. The distribution system operator must process the request and set the meter readings to the date of the recovery simulation with origin indication ‘**agreed**’ in the measurement series. The meter readings can then no longer be overwritten upon the of the distribution system operator”*
- Ticket via the Berichtenbox (Notification box).

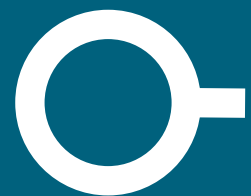
Detailing via Berichtenbox (Notification box) (1)

Main category	KV Meter readings and consumption
Subcategory	Unwarranted SVEL process
Submitting party	- Only the 'original' supplier may submit the ticket (the supplier who is the 'victim' of the unwarranted mutation). - It has been assumed that the submitting SUP has issued rights for this type of ticket to the correct employees.
Submission period SUP	Minimum 20 working days before the end of the dispute period (concerning the implementation date for the repair mutation).
Handling time DSO	Reaction (OK/NOK): within 5 working days of receipt. Process meter readings (if OK): within 10 working days of receipt.
Ticket content	The ticket must at least feature the following information: - The EAN code for the concerned allocation point. - The name of the SUP that performed the unwarranted mutation. - Implementation date of the repair mutation (by the original supplier). - Transaction dossier number for the repair mutation (by the original supplier). - The agreed meter readings for the above-mentioned implementation date.

Detailing via Berichtenbox (Notification box) (2)



Proof	Appendix accompanying the ticket • An email with “signature”, in which the original supplier makes the proposal in response to which the unwarranted supplier agrees by way of “signature”. • The email must at least contain the EAN code for the allocation point, the meter readings and the event date. • The “signature” must at least contain the full name of employees, the positions, the organisations, the email addresses and the telephone numbers.
Check DSO	1. Completeness of the contents of the ticket, incl. submitting party and submission period. 2. Completeness of proof (no check whether officials are authorised). 3. Prerequisites as listed below
Prerequisites	1. Tickets can only be submitted for situations where there was no vacancy (thus only for a SUP switch or Move in with enforced move out). 2. Tickets can only be submitted for situations in which the DSO has determined the readings with an origin ‘P4’ (because for other situations, the ‘new’ SUP can personally overwrite the meter readings and a ticket is not needed).



Areas of attention TS023/TS060

Manage Data Connected party

Bram van Straalen | Het Normo

RFC-059-TS023-TS060 'Support international postcodes'

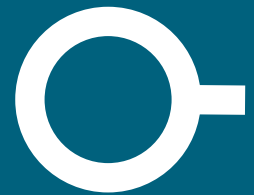


Cause	• If the connected party has a postal address that differs from the delivery address, and the supplier has received this postal address, the supplier must pass it on to the distribution system operator. • A postal address will often be a Dutch postal address, but international postal addresses are also possible. • The message definition (BD 'Connected party management') only supports Dutch postcodes with the structure 1111AA. • International postcodes have a different structure that is not compatible with the message definition.
Solution RFC	• Modify structure of postcode in the message definition, so that international postcodes can be added. • Add a check with validation code and error message about whether the length and structure of a postcode matches the country code. This will help to initially reject Dutch postcodes that are submitted with a length and structure other than 1111AA.
Impact	• SUP and DSO: modified message definition and extra error message. • DSO: implement extra check.
Status	• The RFC was approved in the PFSG on 30-01-2026. • The modified business service and message definition have been published (use the latest version).

Limit number of operations per client



- Because the register has to be filled before first use, there will probably be a **high number of requests** from the API between 1 and 15 May.
- The DSOs will set a limit for the number of PUT operations (change operations) per second.
- Expected limit: more than 50 PUT operations per second per client.
- If HTTP error code 429 “too many requests” is exceeded.
- This is a **generic HTTP error code**, but is not (yet) in the business service.



Transition and after-care

Jorik van Vilsteren | Het Normo

Transition

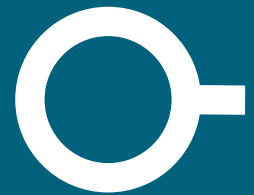


April - decision-making

- The required decision-making moments will take place during April in order to prepare for the go live

May – go live and after-care

- 1 May 2026 go live May release 2026
- The After-care plan will come into effect on 1 May 2026. If market parties have questions, want to report issues, etc., this can be done in two ways:
 1. By sending an email to VRAGEN@HETNORMO.NL
 2. If you inform the Consultation group Transition representative for your market role, s/he will be able to place the topic on the agenda of the KBG Transition
 - The members of the Consultation group Transition are: Annet Postma-Mol (TSO-E), Thijs Nijland (DSO), Daniel van Baar (SUP), Remco de Kruijk (BRP) and Kemal Kiran (MRP/BGS)
- More information can be found on Energiedatawijzer!



Wrap-up

Lisa Sulkers | Het Normo

More information on Energiedatawijzer





Documenten Begrippenlijst

Onderwerpen Over ons Zoeken...

Home > Onderwerpen > Aankomende release > Mei-release 2026 (A2.0 TR4)

ONDERWERPEN

Aankomende release

Hoofdpagina

Januari-release 2026

Congestiemanagement – Tranche 1

Mei-release 2026 (A2.0 TR4)

Modernisering Berichten

Mei-release 2026 (A2.0 TR4)

Gepubliceerd: 19-9-2025

Mei-release 2026

Verwacht - 01-05-2025

TS039-IC283 Restantvolume configuratie	Elektriciteit Kleine & Grote Aansluitingen	TSB-E BRP	DSB LV		
TS040-IC258 Slimmemeterallocatie	Elektriciteit Kleine Aansluitingen	TSB-E BRP	DSB LV		
TS041-IC247A Optimalisatie Meetketen KV	Elektriciteit & Gas Kleine Aansluitingen	DSB BRP	LV		

Wrap-up



Thank you for participating!

- Questions: vrAGEN@hetnormo.nl
- Subscribe to the newsletter: communicatie@hetnormo.nl
- The sheets, recording and Q&A will be available on the Energiedatawijzer.

Het Normo

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