



Electricity guide

The "Mina sidor" area of the website

As an electricity customer of Skellefteå Kraft, you can access your own personal "Mina sidor" area of the website. You can log in there for information about your electrical installation.

The information available in the "Mina sidor" area includes your installation ID, the size of your main fuse, and your estimated annual consumption.

You can also tell us you are moving, or view reports about your consumption.

Log in to minasidor.skekraft.se to discover more benefits. Logging in is easy with your username and password or bank ID.

The app

Download the Skellefteå Kraft app to easily monitor consumption and keep track of bills and contracts wherever you are.

The app can notify you of possible service disruptions too.

It is also easy to report a fault in your own installation, or if you discover a fault in another part of the electricity grid.

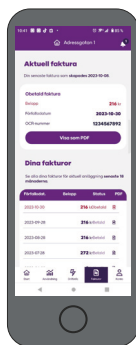
The app is available from Google Play for Android phones and the App Store if you have an iPhone.



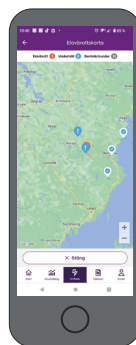
Keep track of your consumption



Compare and see changes in your consumption



Check out your latest electricity bill



See and report disturbances

How to switch off the electricity correctly

To make sure the electricity meter for your installation is working properly, we need to be able to read it every day. This is true even at times when you are not using any electricity. For remote reading to work, the electricity meter needs power.

If for any reason you need to switch off the electricity supply to your installation for an extended period, it is therefore important to do it correctly, using the built-in switch of your electricity meter. No electricity will be used, but your electricity meter still has a power supply so it can send its readings to us.

Read more about how to switch off the electricity supply at skekraft.se/stangstrommen.

Changing the fuse rating

The main fuses have the job of protecting your electrical installation and reducing the risk of damage occurring if something goes wrong. If the electrical system is overloaded, the fuses trip or "blow".

If you find that the fuses trip regularly, you may need to have the fuse rating of your main fuses increased. This may be necessary, for example, if you have bought a new product that needs a lot of power, such as an electric car charger or a hot tub.

You can find out which main fuse you currently have by looking at your bill or by logging in to "Mina sidor".

Thinking of changing the size of your main fuse?

You can change the fuse rating by hiring an authorised electrician who will make the necessary changes in your home. The electrician will then notify us of the change and the new fuse size.



Power cuts

You are part of an electricity grid in which disruptions and power cuts are rare.

But even in the best electricity grid, planned and unplanned power cuts can sometimes happen.

They usually only last a short time, but if the outage is slightly longer, the following information is good to know:

- If a major power cut occurs, the municipality, the emergency services and the grid companies release information explaining how anyone affected can get help by listening to Sveriges Radio P4.
- Frozen food lasts for 1-2 days if you do not open the freezer.
- A well-insulated house retains its heat for quite a long time. At an outside temperature of -10 degrees, it takes 1-3 days for the indoor temperature to drop to +10 degrees.

Skelefteå Kraft invests heavily and regularly carries out work to make its electricity supply even more reliable. For example by upgrading the older parts of the electricity grid, simplifying the grid structure and introducing new IT systems for better monitoring.

And our call-out teams are always on standby to deal with any power cut.

Reporting a power cut

A sudden loss of power in your property does not always mean that the problem is a fault in the electricity grid. So you should always start by checking the following:

- That the fuses in the fuse box and the main fuses next to the meter are intact.
- That the residual current circuit breaker has not tripped if you have one.
- Whether your neighbour's lights are still on.

If you report a fault to us and it turns out to be a problem in your installation rather than the electricity grid, you will be charged SEK 2,500 for the call-out.

So if you suspect that the fault may be in your system, it is better to contact an authorised electrician instead.

If you suspect that a power cut is due to a fault outside your installation, you can report a fault to us 24 hours a day, every day of the year by calling 020-77 27 00.

You can also report a fault using the Skellefteå Kraft app.

For up-to-date service information go to driftinfo.skekraft.se or use the app.



Division of responsibilities in the electricity grid

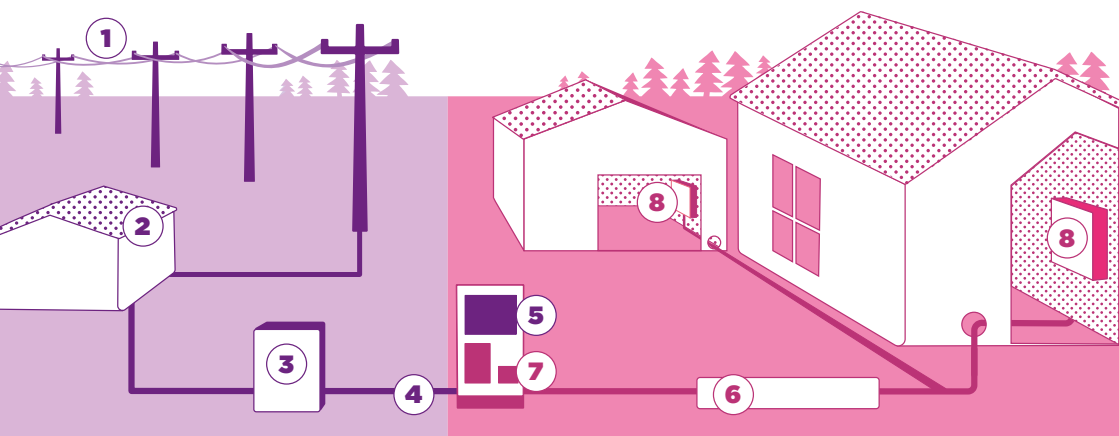
As an electricity customer, it's good for you to know where the electricity grid ends and your installation begins. This makes it easier for you to know where to turn if something goes wrong or if there is a power cut.

The meter cabinet is the point at which the electricity grid becomes the installation on your property. It houses the electricity meter (owned by Skellefteå Kraft) and your property's main fuses (owned by you as an electricity customer).

Your installation starts at the meter cabinet, regardless of whether it is on the facade of a building, on a pole, or on the ground.

Example of division of responsibilities for a property with a ground meter cabinet
1: Grid 2: Secondary substation 3: Cable cabinet 4: Customer supply cable 5: Electricity meter 6. Cable protection pipe 7: Main fuses 8: Group fuses

Skellefteå Kraft is responsible for the purple dots, and you, the electricity customer, are responsible for the pink ones.



Responsibilities and obligations

As the property owner and the electricity customer, you own and are also responsible for the meter cabinet and the cables and equipment connected to the main fuses.

This includes, for example, underground cables running to your property from the meter cabinet, cables between buildings on your property, distribution cabinets, consumer units (if any) and residual current circuit breakers.

If any of these have a fault, contact an authorised electrician.

As the property owner and electricity customer, you are responsible for keeping the meter cabinet in good condition and easily accessible, so that the electricity meter is easy to access for troubleshooting and servicing.

For more information go to skekraft.se/natansvar.

Planning to do some digging?

Are you planning to dig, excavate or drill on your land? Or is there a risk of otherwise coming into contact with our cables? If so, you must always order a free utility markout.

It is important to be certain of where the cables are before you start digging and felling trees. If you damage a cable without having arranged a utility markout, you will be billed for the repair costs.

Free utility markout

Utility markouts for Skellefteå Kraft's optical fibres, electricity cables and district heating pipes are free of charge during normal working hours, provided you place the order at least five working days before the requested date.

To place the order go to ledningskollen.se, where you will also find more information. Note that private cables, after the electricity meter, will not be marked out. To have these cables marked out before excavation, we recommend that you contact an electrical installer.

Remember to plan the markout according your excavation schedule, as the markings can fade and only one markout is free of charge.

English

Cable cabinet
Change the fuse rating
Connection point
Consumer unit/
distribution board
Consumption
Customer supply cable/line
Disruption
Electricity
Electricity meter
Electricity pole
Facade meter cabinet
Fault reporting
Fixed connection
Fuse
Fuse box
Fuse gauge ring
Ground meter cabinet
Installation ID
Main fuse
Meter board
Meter cabinet
Meter reading
Microgeneration
Overhead line
Phase
Power cuts
Power grid
Remote reading
Residual current circuit breaker
Solar cells

Swedish

Kabelskåp
Ändra säkringsstorlek
Anslutningspunkt
Gruppcentral/elcentral
Förbrukning
Serviskabel/servisledning
Driftstörning
Ström/el
Elmätare
Elstolpe
Fasadmätarskåp
Felanmälan
Fast anslutning
Säkring/propp
Proppskåp
Bottenplatta/passdel
Markmätarskåp
AnläggningsID
Huvudsäkring
Mätartavla
Mätarskåp
Mätvärde
Mikroproduktion
Luftledning
Fas
Strömbavbrott
Elnät
Fjärravläsning
Jordfelsbrytare
Solceller

Contact us

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kundservice@skekraft.se

Fault reporting hotline:

020-77 27 00

www.skekraft.se

