

About Väre

Väre is a Finnish energy service company and electricity seller founded by Kuopion Energia, Savon Voima, Lappeenrannan Energia and Jyväskylän Energia. These four energy companies were merging their electricity sales business on June 2018. Väre officially started operations on the market on 1.1.2019. Väre is the fourth largest energy company in Finland. You are warmly welcome to our customer.

How to get Electricity for home?

You can become our customer by making an electricity contract in our web shop www.vare.fi/osta (only in Finnish) or contacting our customer service (contact details below). **If you do not have Finnish bank account, please call the customer service to make the contract.**

You need contract for both electricity sales and transmission to get electricity on. Both contracts are concluded by the electricity supplier Väre, so you need to contact only to us. We will take care of all the things necessary.

Make an electricity contract for your new home at least two weeks before moving to ensure that the electricity is ready connected in the new home on the day you move. Local power grid company needs to switch the electricity on first. **If your move date is less than 5 days, please call our customer service** on +358 3 777 3131. Please note; if the local power grid company must make quick coupling, it may charge a separate fee of it.

To make the contract we need:

- Your full name
- Social security number or at least the date of birth
- Address with apartment number
- Telephone number, email address
- Whether you want the invoice to be emailed or on paper
- Type of contract
 - Our customer service is happy to help you find the right one. We will recommend a suitable contract for your needs.
- Date and time when you will be at your new home (to ensure the safe electricity coupling) *

* Safe electricity coupling

The local power grid company (Kuopion Energia) takes care of electricity transmission to you home. They need to ensure that it is safe to turn on electricity in the apartment. Example: you should make sure that the oven or cooking plates are not on and there isn't anything on them. Therefore, they will contact you when you arrive in your new home and ask if it's safe to turn electricity on.

Two electricity bills

You will get two electricity bills; one from the electricity supplier Väre and one from the local power grid company (electricity transmission).

How to terminate electricity contract?

Please contact our customer service. Open-ended contract is possible to end with fourteen days' notice. If you have a fixed-term contract it will end as was agreed in the contract. However, if you are moving to another apartment in Finland or moving away from Finland, also the fixed-term contract will be terminated.

Customer benefits we offer for free



As our consumer electricity sales customer, you automatically have access to a free customer benefit, Key Security Insurance (Avainturva). Key Security covers the cost of losing keys up to € 500 without deductible.



Väppi is the best energy app and your own energy coach. You can find all the things related to your electricity contracts and bills in the app. You can monitor your own electricity usage and seek lower energy consumption. You can find Väppi in your phone's app store.

Contact us:

Väre's customer service is open on weekdays from 8 am to 8 pm and on Saturdays from 10 am to 4 pm. You can also contact us through the Chat service on our web pages www.vare.fi

Customer service

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