

Electricity services for your home



Helen – that's energy.

Helen Ltd is market leader in retail electricity sales in Finland. In addition to electricity, heating and cooling, we offer solutions for regional and renewable energy as well as electric mobility. We are systematically reducing our emissions and aim at phasing out energy production based on combustion by 2040.

How to get Electricity for home?

You can make an electricity contract with Helen in our web shop at helen.fi/new-electricity-contract or by contacting our customer service (contact details below).

To ensure that electricity is connected in your new home on the day of your move, you should make the contract at least two weeks before moving in. This gives enough time for the local network company to connect the electricity for you. We will take care of everything for you, meaning there is no need to contact your local network company to make a contract with them – it will start automatically.

If your move date is in less than 5 days, please call our customer service at +358 9 617 8020. Please note that in this case both Helen and/or the local network company might charge an express connection fee.

To make an electricity contract we will need:

- Your full name
- Social security number or at least your date of birth
- Address with apartment number
- Telephone number and email address
- Whether you want the invoice to be emailed or on paper
- Type of contract
- Date and time when you will be at your new home (to ensure safe electricity connection) *

* Safe electricity connection

The local network company (Kuopion Energia) takes care of electricity transmission to your home. They need to ensure that it is safe to connect electricity in the apartment. For example, you should make sure that the oven or cooking plates are switched off and that there is nothing on them. You will receive a text message from Kuopion Energia with more information. Read more at kuopionenergia.fi/kytkenta.

Two electricity bills

You will get two electricity bills: one from your electricity supplier Helen and one from the local network company (electricity transmission).

How to terminate your electricity contract?

Please contact our customer service. An open-ended contract is possible to terminate with fourteen days of 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 can be terminated.

Do you have any questions? You can find more information, answers to frequently asked questions and our customer service contact details on our website. Visit helen.fi/for-house-movers for more information.