

Application Guide for the Energy Export Initiatives Grants Program 2025

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1. Introduction

This is the application guide for the Energy Export Initiatives Grants Program 2024¹.

The purpose of the Energy Export Initiatives Grants Program is to support projects that can promote green energy related export initiatives while strengthening Denmark's government-to-government cooperation on new growth markets through public-private partnerships. This application guide outlines the application requirements and process, and requirements for the disbursement of the grant.

This application guide is an unofficial translation of "*Vejledning til ansøgning om tilskud fra tilskudspuljen til fremme af energieksportindsatsen 2025*". The Danish Energy Agency (hereafter DEA) does NOT answer for the validity or correctness of the translation. Only the Danish guidelines and executive order ("*Bekendtgørelse om tilskudspulje til fremme af energieksportindsatsen*") have legal validity.

All deadlines in relation to the application process will published on the webpages of the <u>DEA</u> and <u>Statens</u> <u>Tilskudspuljer</u>.

Section 2 describes the grant application's conditions and the individual steps in the process of applying. The section also describes the criteria that a project must meet in order to score points in the point model that is used to determine which projects will be awarded funds

Section 3 contains a guide about the disbursement of funds, including information on which costs are eligible for funding.

Section 4 explains how to complain over a decision made by the DEA.

2. Application process

2.1. What projects are eligible for funding?

Projects within green energy with the potential to promote energy export efforts while strengthening Denmark's government-to-government cooperation on new growth markets through public-private partnerships are eligible for funding.

The projects must support the promotion of the UN Sustainable Development Goal 7 (SDG7) by focusing on **green energy** and contributing in making the world independent of fossil fuels by which today's energy demand can be met without compromising future generations' abilities to meet their own demands. Green energy covers, amongst other things, renewable energy (solar energy, wind energy, hydropower), energy efficiency, district heating, sustainable biomass and biofuel as well as hydrogen energy.

¹ BEK nr. 562 af 29/05/2024 from the Ministry of Climate, Energy and Utilities.



Projects concerning Carbon Capture and Utilization (CCU) are eligible for funding if the technology is used to create green energy.

Carbon Capture and Storage (CCS), however, is not eligible for funding because the technology does not create green energy. For CCS it is recommended to investigate the possibilities for funding through the Energy Technology Development and Demonstration Programme (EUDP).

Objectives

The projects are assessed based on the following objectives (see chapter 2.5 for more information):

- **1**. Potential for growth in export of energy technology and solutions within green energy.
- 2. Strengthening Denmark's existing government-to-government cooperation on energy or exploring new potential government-to-government cooperations in new growth markets.
- 3. Increased knowledge of new markets for export of green energy technology and solutions.
- 4. Engagement of partners in the projects.

Activities

Funds are awarded in accordance with the EU regulation for de minimis aid. Thus, only projects related to **a new growth market** are eligible for support. A new growth market is defined as a geographic area where the private actor(s) has not established a physical presence in the target country. This applies regardless of whether the country in question is divided into states or regions, as is the case for China, the United States or Germany. This means, that a private actor with a presence in a state or region in the country in question does not comply with the requirements of a new growth market if it takes part in a project with activities in another state or region in the same country.

Sectoral organizations and public authorities may be physically present in the country as long as they do not sell products in this country. If one acquires consultancy services from a private business with physical presence on the chosen market, this party may not be a beneficiary. For more information about the distinction between beneficiaries of support and consultants, see section 2.2.

Eligible projects must include at least one of the following activities:

- 1) Analyses, including analyses on feasibility, practicability, barriers and project maturation.
- 2) Clarification of technical support to projects, for example for test centers, sector cooperations, platforms, including the collection of knowledge and analysis.
- 3) Collection and evaluation of data as well as dissemination of knowledge.
- 4) Assessments and/or calculations of export potentials.
- 5) Other activities with the purpose of supporting concrete business opportunities and models to promote energy export and the strengthening of government-to-government cooperation.

Activities related to the preparation of information as well as the reporting of results can also be eligible for support as long as these supplement one or more of the abovementioned activities.



According to the Commission Regulation (EU) 2023/2831 of 13. December 2023 on the application of Articles 107 and 108 of the Treaty on the Functioning of the European Union to de minimis aid (hereafter "de minimis regulation"), grants <u>cannot</u> be given to export-related activities towards third countries or EU Member States, directly linked to the quantities exported, to the establishment and operation of a distribution network or to other current expenditure linked to the export activity².

It is implied in the wording of the de minimis regulation that there can be no funding for activities "directly linked to the quantities exported, to the establishment and operation of a distribution network or to other current expenditure linked to the export activity."³

Expenses

The following project expenses are eligible for support:

- Salary of staff involved in the project and hired in a private entity (Grants cannot cover the wages of staff hired in the public sector).
- Travel and hotel expenses that are necessary to carry out the project.
- External services, including consultancy and similar services related to the project activities.
- Expenses for making awareness raising and market-oriented activities on the targeted growth market, including presentation catalogues and other marketing materials.

The expenses must be necessary for and directly related to the completion of the project. An application must contain a coherent project. As an example to this, it is not possible to apply for grants only to cover air tickets for participating in at conference.

Travel costs must be made up in accordance with standards set by the Danish Ministry of Finance. These can be found here (in Danish only): F<u>inansministeriets Tjenesterejseaftale</u> and <u>Medarbejder- og</u> <u>Kompetencestyrelsens Cirkulære om Satsregulering pr. 1. januar 2023 for tjenesterejser.</u>

There is no maximum amount to apply for within each application round. In theory, one project could apply for all funds in an application round. Each actor included in the de minimis regulation is eligible for a maximum of EUR 300,000 over any period of 3 years.

Calculation of Expenditure on Wages and Salaries for Beneficiaries

Expenditures on wages for the staff of beneficiaries who are engaged in the project may be calculated as the actual hourly wage multiplied with the number of hours spent on the project. Hourly wage for staff members paid by the month is calculated as the actual annual gross wage divided by 1642. Gross wage appears on the salary statement and includes salary used as a basis for calculating holiday payment, employer-funded expenditures on pension and the Danish Labor Market Supplementary Pension Scheme (ATP). The salary used as a basis for calculating holiday payment includes basic salary (including private pension contribution)

² See de minimis regulation preamble 9 and article 1(e).

³ See de minimis regulation article 1(e).



and bonuses specified in the agreement(s) with trade unions. If the private pension contribution is not included in the basic salary but is included in the salary used for calculation of holiday payment, the salary used for calculating the holiday payment consists of: basic salary, bonuses specified in the agreement(s) with trade unions, and private pension contribution.

Overhead cost can amount to a maximum of 18 pct. of the direct salary, unless otherwise agreed in the commitment. Only the percentage of overhead costs may be included in the accounts. Items like electricity, water, heating, insurance, rent, and office expenses may not be included in the accounts.

It is the responsibility of the project partners to make sure that the in-house hourly wages are true so that the support only covers actual expenditures. The calculation above is instructive for beneficiaries in all countries. It is meant as a help to calculate which parts of the salary that may be included in the expenditures on wages and salaries. Project partners are welcome to send their own calculations to the Danish Energy Agency if in doubt.

External actors who supply consulting services to the project partners calculate hourly wages in accordance with own prices.

If the above leaves room for doubt, more information can be found in the Danish version of the application guide.

2.2. Who can apply?

Public-private cooperation

The applying party must have entered a **public-private partnership** when submitting the application. A public-private partnership is defined as a group of at least one private actor and one public actor with a common wish of establishing and running a joint project on green energy, which can promote the export effort through the elaboration of Denmark's government-to-government cooperation on a new growth market. The partnership can consist of more than two actors.

The public actors in the partnership can be either Danish or non-Danish.

Danish public actors are defined by definitions set in the Danish administrative law (det offentlige myndighedsbegreb). An actor, which is covered by the Danish law on access to administrative documents (lov om aktindsigt), is defined as a public actor under the Energy Export Initiatives Grants Program. Note that publicly owned utility companies, including heat- and water companies, are in some cases defined as private actors under the Energy Export Initiatives Grants Program the municipality's day-to-day operation. If an applicant is in doubt of whether or not they are considered a public actor under the Energy Export Initiatives Grants Program, the DEA can be contacted in due time before the application deadline at <u>eksporttilskud@ens.dk</u>.



Non-Danish public actors must sign a declaration that states that they are considered as a public institution in accordance with relevant legislation in their own country. The template for the declaration can be found <u>here</u>.

A volunteer-based association or an actor, whose organizational structure is already build on a private-public partnership, are both considered private actors under this scheme.

Public universities are considered public partners. Private universities are considered private partners.

Examples of actors that are considered public actors:

- UNEP United Nations Environment Programme
- GEUS Geological Survey of Denmark and Greenland
- Innovation Centre Denmark
- AffaldVarme Aarhus
- Enterprise Europe Network (EU)

An embassy might be the public partner of the project. The funds may not be used to purchase services from the Trade Council under the Ministry for Foreign Affairs of Denmark if an embassy is a partner in the cooperation.

A private or public actor is allowed to take part in several projects that are applying for (and possibly granted funds) via this scheme, but the projects cannot overlap each other.

The signing actors in the partnership **cannot deliver commercial services to one another** as part of the project. This means that the private actor(s) in the partnership must not use funds from this scheme to purchase services by the public actor(s) in the partnership and vice versa. The partnership actors must instead use an external consultancy. The purchase of services by public actors must comply with public procurement rules.

The applicant

One partner must apply on behalf the partnership to be taken into consideration. The application must include a signed declaration of cooperation (the DEA's application template must be used), which will serve as letter of attorney from the other actors in the partnership to the project's main applicant, after which the main applicant can apply on behalf of partnership and represent all actors to DEA while the project is carried out. The obligations under this scheme apply for all actors in the partnership. The main applicant can be a public or a private actor. The project partnership is welcome to enclose an appendix, which specifies in more detail the division of responsibilities and organization of the project partnership. However, this is not a requirement.



Both private and public actors may submit the application. The applicant will be the primary contact for the Danish Energy Agency in all relevant communications regarding the project. To a limited extent, the other project partners will be able to access the application portal, on which they will be able to monitor the application (for more information, see <u>the guide to the correct use of the portal</u>, in Danish). Only the applicant will be directly informed of either the approval or rejection of the application and the related payments. The applicant is to construct a budget that concerns all project partners who are in the application, and who uses the funds. The budget is to be divided into expenditures per applicant and project partner in accordance with the expenditures in the cooperation agreement.

The beneficiaries must comply with the de minimis regulation

The funds are awarded in accordance with EU regulation for de minimis aid. The regulation states that one individual actor can only receive public funding up to EUR 300,000 over any period of 3 years without requiring that the support is reported to the European Commission. The de minimis regulation also imposes the demand for a new growth market as project scope.

According to the definition of the de minimis regulation, a business includes the whole of the business group. Therefore, the rules, such as the de minimis amount limit apply to both parties in a joint venture. Thus, a parent company and subsidiary companies combined must be below the limit stated in the regulation (EUR 300,000 over any period of 3 years). Likewise, joint venture projects must be set in a new growth market.

In order to be entitled to a grant, all involved project actors must therefore fill out and sign a de minimis declaration and a declaration on new growth market. Exempted from this requirement are a number of public actors, including ministries, governmental agencies, municipalities, and diplomatic representations. No matter the type of ownership (public or private), TSO's and DSO's are subject to the de minimis regulation and must sign a de minimis declaration. If an applicant is in doubt of whether or not they are subject to the de minimis regulation, the DEA can be contacted in due time before the application deadline at <u>eksporttilskud@ens.dk</u>.

The maximum funding for each actor awarded under the de minimis regulation is EUR 300,000 over any period of 3 years. The amount of de minimis aid is calculated from the date the grant is awarded, not the date of disbursement. E.g. if a company is rewarded funding on 1 November 2024, the company must not have received more than EUR 300,000 in the period 1^{st} of November 2024 – 1^{st} of November 2021. It is the duty of the main application to ensure, that all declarations are filled out correctly before submitting the application to DEA.

The declaration templates can be found on the <u>DEA's website</u>. The DEA must be informed if the project is granted any kind of other public support.



Different roles: Project partner, other beneficiary and consultant

Subsidies are generally distributed to the applicant and the project partners in accordance with the distribution stated in the cooperation agreement. However, it is possible to channel funds from project partners to other beneficiaries who are not part of the project partnership if these beneficiaries defray expenditures related to the project and derive advantages from the project. Expenditures defrayed by beneficiaries must appear clearly from the budget and account of the project.

The role as project partner covers both applicant and all other actors who sign the cooperation agreement. Whether or not a project partner receives support, depends on the distribution in the cooperation agreement. Other beneficiaries are actors who receive funds channeled from project partners, since they have expenditures related to the project and derive advantage from the project. An example of other beneficiaries are businesses who derive advantage from participating on a trade fair arranged by the project partners.

Consultants are actors who supply the project partners with services, which are owned by the project partners afterwards. Examples are translation, scheduling of meetings, and assistance with travelling documents. The project partners are the sole holders of the rights to the results of the external consultancy services that are financed through the funds. When public actors acquire services, these must adhere to current public procurement rules.

Role	Project partner	Other beneficiary	Consultant
Is the actor a beneficiary?	Not necessarily	Yes	No
Signing of cooperation agreement	Yes	No	No
Signing of de minimis declaration	Yes, if beneficiary	Yes	No
Signing of declaration of new market	Yes, if beneficiary	Yes	No
The salary expenses that the funds may cover	Only actual expenses for private actors. Public actors cannot receive payment from the funds.	Only actual expenses for private actors. Public actors cannot receive payment from the funds	May invoice in accordance with consultant price.

Table 1. Conditions for different roles in the project

Project period

The applicant must state the project period in the application. The project period can be multiannual, if the purpose of the project and project activities depend upon it. If the project period spans over several years, an annual status report and a partial account must be made and sent to the DEA. Managers of the project applicants' accounting must sign the partial account. Both documents must be sent to the DEA no later than



30 days after end of the project year and the documents must follow the templates available on the <u>DEA's</u> <u>website</u>.

2.3. How to apply

Applications must be submitted via <u>the DEA's grant portal (tilskudsportal)</u>. The link to the portal can also be found on <u>DEA's website</u>. Applications in either Danish or English are accepted.

The DEA has developed a user guide for the application portal that can be found <u>here</u>. The user guide outlines how the different spaces should be filled out and what the applicant needs to pay attention to. The DEA asks that the applicant does not unsubscribe to notifications concerning the application from the DEA.

The other partnership actors can get limited access to the application portal where the sent application can be accessed (see the <u>user guide for the application portal</u>). Only the main applicant will be directly informed on whether the project has been granted funds (or if not) and will also receive payments related to the project. The main applicant needs to make a budget for the project that includes all relevant actors that will use funds from the grant.

Applicants must use MitID Erhverv when logging onto the application portal and create a user profile. Note that applicants can only apply for the Energy Export Initiatives Grants Program with a MitID Erhverv connected to the applicant's CVR number. This applicant becomes the primary contact person for the project. If a foreign applicant does not have a MitID Erhverv and needs access to the portal, the applicant should contact DEA on <u>eksporttilskud@ens.dk</u> in due time before the application deadline. The DEA will then assist in creating a user profile for applicants that cannot access the portal with MitID Erhverv. Note that it is only possible to exempt foreign applicants from the requirement to use MitID Erhverv.

Other project participants can get limited access to the application portal, where they can see the application (see the guide <u>here</u>).

Mandatory information

The following information must be included in the application:

Project leader:

- First and last name
- Position
- E-mail and phone number

Partner(s)

- Number of partners
- Name of partner(s)



- Type of partner(s): private or public
- Country and city
- Name, position, phone number., e-mail and project role of the contact person
- Signed partnership agreement
- Non-Danish public actors must sign a declaration that states that they are considered a public institution in accordance with relevant legislation in their own country. The template for the declaration can be found <u>here</u>.

Project:

- Project title
- Selected country
- Selected market
- Potential transit countries
- Description of the selected market
- Project abstract
- Description of planned activities
- Description of expected results
- Time frame, including start and end date for the project
- Objectives

Budget:

- Applied amount
- Overall budget for the project
- The budget allocated to each partner
- Detailed budget based on DEA's budget template. If the project involves other beneficiaries, then their expenses must be apparent in the total budget. The template can be found <u>here</u>.

De minimis regulation:

- De minimis declaration and the declaration of new market. The declaration templates can be found on <u>the website of the Danish Energy Agency</u>.
 - The declarations must be signed by all actors subject to the de minimis regulation as described in section 2.2.

Each actor in the partnership must fill out both declarations, if they are not exempted by the de minimis regulation.

The information can be written in Danish or English.

2.4. Deadlines

The deadline for submitting applications will be published on <u>DEA's website</u>.



The applications must be sufficient and feature all information and documentation that is necessary for further processing. The time of submission is counted from the time that a sufficient application has been received by DEA. Applications can be changed up until the deadline.

2.5. Assessment of applications

After the deadline, DEA will go through the submitted applications. The projects must live up to all requirements mentioned in this user guide, including how the applicant will achieve the expected results. If an application does not include all relevant information or if the applicant applies for non-eligible expenses, DEA has the right to reject the application. DEA can also request further information from applications for the assessment of the application within a set deadline.

Basis of evaluation

The projects are individually assessed on the basis of an objective review criteria model. The objectives, that are described in section 2.1, forms the basis for the assessment where the projects are evaluated and given scores based on the following scheme

Objectives	Points
1. Potential for growth in export of energy technology and solutions within green energy	From 0 to 4
The DEA gives priority to projects that create possibilities for export of Danish energy technology and energy solutions. Furthermore, the DEA gives priority to projects that aim to increase foreign demand for information and knowledge concerning green Danish energy technology and energy solutions. Projects in which foreign businesses participate are of high priority.	
2. Strengthening Denmark's existing government-to-government cooperation on energy or exploring new potential government-to-government cooperations in new growth markets.	From 0 to 4
The DEA gives priority to projects that include participation of foreign public authorities. The DEA also gives priority to projects that take place in countries in which the Danish state has established energy cooperations with relevant public authorities.	
Currently, the DEA has a bilateral cooperation with 24 different countries: Brazil, Colombia, Egypt, Morocco, Ethiopia, Estonia, France, India, Indonesia, Japan, Kenya, China, Latvia, Lithuania, Mexico, Poland, the United Kingdoms, South Africa, South Korea, Turkey, Germany, Ukraine, the United States of America, and Vietnam. Furthermore, applications targeted Pakistan, which is a part of the Danish Energy Transition Initiative, are prioritized. In addition, applications targeted Pakistan and Algeria, which takes part in the Danish Energy Transition Initiative will be prioritized. Finally, projects within the initiative, climate	

Table 2. Objectives for assessment of projects



frontrunner under the Ministry of Foreign Affairs of Denmark, are prioritized. Climate frontrunner includes: United Arab Emirates, Nigeria, Ethiopia, Turkey, China, Germany, Colombia, Brazil, Egypt, Australia, Bangladesh, EU representation, Netherlands, Vietnam, Pakistan, Indonesia, Uganda, Ukraine, UK, Mexico, Kenya, India, Canada, France, South Africa, Morocco, Saudi Arabia, Italy, South Korea, Japan, Poland, USA and the UN mission in New York.

3. Increase knowledge of new markets for export of green energy From 0 to 4 technology and energy solutions.

The DEA gives priority to projects that increase knowledge of the targeted market(s) among the Danish actors.

4. Engagement of project partners in the project

From 0 to 3

The DEA takes the engagement of project partners into consideration. This means that all project partners needs to be included with a clearly defined role in the project plan and budget.

All projects are awarded a final score between 0 and 15. A project must get a score of 7 to be taken into consideration for grants.

Ranking the applications

After all the projects have been awarded a final score, DEA ranks the incoming projects based on their overall score.

DEA will give grants to projects from the top of the list until all funds have been granted or until all projects with an overall score of 7 or more have been granted funds. If the overall applied amount exceeds the funding from this grant, DEA will award projects with the highest score full funding as far down the list as possible. Only applications that live up to all formalities will be taken into consideration.

If a project cannot be awarded full funding for the applied amount due to insufficient funds, DEA will assess whether it is relevant to award the project a partial grant. This assessment will primarily depend on the difference between the applied amount and the remaining funding.

If awarded partial funding, the applicant will be given a deadline to decide if the project can be carried out as planned either in a downscaled version or with self-financing or co-financing from other parties due to the reduced grant. If an applicant chose not to accept the reduced grant, DEA will move to the next project in the line and offer a full or reduced grant depending on the size of the applied amount and the remaining funds.

If several projects are awarded the same overall score and there are insufficient funds to award funding equivalent to the full-applied amount, the applicants will have the opportunity to carry out the projects with reduced funding where the funds will be distributed between the projects with the same overall score. If one or several applicants chose not to accept the reduced funding, the remaining funds will be distributed



between the applicants with the same score who chose to carry out their projects with reduced funding.

When the Energy Export Initiatives Grants Program funds are distributed, the remaining applicants will receive a rejection letter.

2.6. Announcement

DEA will send out decisions as soon as possible after the application deadline via the application portal. The deadlines in this process will be posted on <u>DEA's website</u>.

Once a project has been granted funding, and the granted funding has been accepted by the applicant, the project can begin. Chapter 3 outlines the reimbursement procedures, including accounting requirements.

The DEA logo must be placed on all joint brochures and presentation materials that are used in relation to the project as well as on backdrops, roll-ups etc. in accordance with the regulations for the use of the logo. The logo and the guidelines for the use of it will appear in the letter of approval.

2.7. Project changes after approval

DEA must approve changes in the project made after the funds have been granted. These changes include:

- Changes in participants
- Changes of project period and time of project completion
- Budget changes

Requests for project changes cannot be met if DEA assesses that these changes would entail that the project would not have been granted funds in the first place.

Project changes made by the grantee can lead to a reduced fund if the updated project has a smaller budget. The awarded funding can never be larger to what was originally granted.

Requests for changes in the project must be submitted to DEA as soon as possible and no later than two month before the stated completion date in the project application. If the project is not carried out as agreed upon, and if DEA cannot approve a given project change, DEA can annul the entire or parts of the grant.

DEA must be informed if the project is granted any kind of other public support.

DEA must also be informed as soon as possible in case of significant organizational changes and changes in capital situation amongst the project partner. The grantee must inform to what extent the changes will affect the project. If the DEA evaluates that the project cannot proceed under such changed conditions, the grant to the activities that have not been carried out yet will be cancelled.



Lastly, DEA must immediately be informed if the partners decide to terminate the project.

2.8. If you have further questions

All information about the grants program can be found on the <u>DEA's website</u>. Questions can be sent to <u>eksporttilskud@ens.dk</u>. DEA will regularly update the FAQ on its webpage with relevant questions and answers deemed to have a general interest.

3. Disbursement of funds

The main applicant can request disbursement of funds by the end of the project. The disbursement will be made to the main applicant who will then be responsible for redistributing funds to the project partners. The disbursement request and other relevant information must be submitted to DEA no later than 30 days after the project completion date stated in the application/updated completion date approved by DEA. It is possible to apply for a postponement of the deadline until 90 days after the conclusion of the project. The disbursement request must be sent to DEA on eksporttilskud@ens.dk <u>and</u> via the application portal by using a disbursement form available on the grants portal.

Besides the disbursement request form, the following documents must be submitted:

- Final accounting for the project signed by the applicant
- List of vouchers
- Vouchers or audit statement: if the awarded amount is lower than DKK 250,000, all accounting documents/vouchers must be included. If grant amount is equal or bigger than DKK 250.000, a certified auditor must audit the accounts.
 - For government bodies subject to the Danish National Audit Office, the grant recipient's head of accounting must sign the accounts and it needs to be submitted together with a management statement.
- Final report: the applicant must assess the results of the projects, and compare them to the objectives included in the application. A template of the final report will be available on the <u>DEA's</u> <u>website</u>.
- In the event that multiple actors in the cooperation are to receive funds, the applicant must include a declaration stating that the applicant is distributing funds to other beneficiaries. A template can be found on <u>the DEA's website</u>.

If requested, all partners in the project have the obligation to provide additional information to DEA. The grant may be cancelled in whole or in part if an issue has been detected; therefore it is very important to respond promptly and thoroughly to the requests for additional information.

All projects will be subject to possible random checks.



DEA has prepared an audit instruction that determines how the audit should be carried out. The audit instruction must be provided to the auditor. The audit instruction will be available on the <u>DEA's website</u>.

Cancellation and disbursement of funding

DEA can cancel the funding to a project, if the applicant has given wrong information to DEA, or if the project is not carried out in accordance with the application (with potentially approved budget or project changes) or if the guidelines and conditions stipulated in this guide have not been followed.

Cancellation of funding can take place during the project period or after the completion of the project.

DEA reserve to right to determine whether to annul the full or parts of the fund and whether already disbursed funds must be returned.

4. Right to complain

Complains over decisions made by DEA can be sent to the Ministry of Climate, Energy and Utilities on <u>kefm@kefm.dk</u>. Complaints must be submitted within two weeks after the decision has been sent to the applying party.