

CONTRACTUAL RELATIONS OF THE SUPPLY

Contractual obligations of energy sale

- Frequency of meter reading – every month and shall send the invoice within date 25 of the month that the reading is carried out;
- Payment method – The customer shall pay the obligation defined on the monthly invoice of the electricity consumption not later than 30 days, from the date of issuing the latest invoice and according to the case the respective overdue payments;
- Overdue payment – after the termination of the payment deadline (of 30 days), the Customer is obliged to pay the overdue payment equal to **0.1%** of the value of the invoice for any delay, but not more than the total value of the invoice.
- Control of the meter equipment – not later than 5 working days from the day of submitting the request from the customer.
- The electricity invoice during the not-operation period of the metering equipment. If the data of the metering equipment are temporary unavailable or unreachable for a period longer than 1 month, the network operators shall calculate the substitute reference value, based on the methodology approved by ERE. The implementation period of the reference values may not last more than 3 months. When the customer does not pay the obligation defined on the monthly electricity consumption period not later than 30 days, from the date of issuing the last invoice and when the respective overdue payments, the supplier shall have the right to interrupt the electricity supply of the Customer, after having notified this last one mentioned 48 hours in advance.
- The reconnection shall be within 48 hours, from executing the payment for the obligation and on the request of the Customer. In case of accidental interruptions of the supply, the Supplier shall reset as soon as possible the electricity supply.
- The reactivation of the electricity supply service, at any Supply office representation, which shall guarantee the supply with electricity within 48 hours, from the moment of depositing the request, while the interruption of the supply 15 calendar days from the request of the customer.
- When the customer requires additional power, the response shall be issued within 30 days from receiving the request.