

## **CONTRACTUAL RELATIONS FOR ELECTRICITY SUPPLY**

### **Contractual relations for electricity sale**

- Frequency in meter reading- every month and send the invoice within the date 15 of the month the reading is made
- Payment method- from date 2 until the end of the coming month
- Deadline fee- after the deadline of the payment the customer is obliged to pay 0,5% per day over the sum, for each day delay, but not more than the amount in the invoice
- Control of meter- within 15days from the customer complain
- Billing of the electricity during the period that the meter is not working – for the days the meter has been removed for control or non-functioning it shall be taken the average daily consumption of the previous month but not more than 30 days
- The supplier has the right that, within 30 days to make to disconnection of electricity for cases of passing the payment deadline, after the customer has been notified 72 hours before.
- The re-connection is made within 48 hours from the payment.
- In cases of accidental disconnection the company:
  - shall supply as soon as possible
  - shall register all the complains and notify the complainer for the duration time
- The activation of supply is set to be made within 30 days from the complain date of the customers, while the disconnection of supply within 10 days from the complain
- When the customer is asking for an increase in power, the response is given within 30 days from the request.