



**AGREEMENT
FOR ELECTRICITY SUPPLY RESIDENTIAL
PRODUCTS**

PRODUCT:

SPECIAL OFFER:

DATE OF APPLICATION:

APPLICATION NUMBER:

METER NUMBER:

PARTNER:

CONTACT NUMBER:

A. APPLICATION FOR SUPPLY OFFER

1. CUSTOMER

PRIVATE

SURNAME	NAME	FATHER'S NAME
T.I.N.	TAX OFFICE	ID CARD NO./ PASSPORT
STREET-NUMBER	CITY	P.C.
TELEPHONE	MOBILE PHONE	FAX
E-mail		DATE OF BIRTH
EMPLOYEE WITH A PERMANENT PRIVATE LAW CONTRACT YES <input type="radio"/> NO <input type="radio"/>		
ALTERNATE CONTACT PERSON		TELEPHONE

COMPANY WITH A C1/CLIN

COMPANY NAME		SCOPE OF THE COMPANY	
T.I.N.	TAX		
STREET-	CITY	P.C.	
TELEPHONE	MOBILE	FAX	
E-mail			
LEGAL REPRESENTATIVE'S DETAILS			
ATTACHED SUPPORTING DOCUMENTS FOR			

6. PAYMENT BY CREDIT CARD (STANDING ORDER)

I wish to activate a standing order to pay consumption bills:
In case of standing order activation, an exemption from deposit applies.

2. PRODUCT OPTIONS

ElectricityHome Day	ElectricityHome Protect Day
ElectricityHome Night	ElectricityHome Protect Night

3. DISCOUNT CODE (Fill in)

4. METER DETAILS

SUPPLY NO.	LAST SUPPLIER		
STREET-NUMBER OF SUPPLY		DISTRICT	P.C.
CONNECTION ACTIVATION IS REQUIRED <input type="checkbox"/>			

5. BILLING ADDRESS

(If different from the address on the Private Individual Details)

STREET-NUMBER	CITY	P.C.
ALTERNATIVELY - ELPEDISON E-BILL SERVICE: <input type="checkbox"/> <i>I agree to receive only an e-bill to the declared e-mail address</i>		

7. CONSENT FOR PERSONAL DATA PROCESSING

I expressly declare that I wish to provide my consent for my personal data processing by ELPEDISON S.A. for the following purposes:

- | | |
|--|--------------------------|
| 1. For the conduct of research and/or analysis in order to better understand your needs, preferences, interests, experiences and/or customs. | <input type="checkbox"/> |
| 2. For the operation and management of any membership and/or reward schemes. | <input type="checkbox"/> |

If you want to **constantly benefit** from our new offers, **select the 2 fields above.**

8. CUSTOMER'S ACCEPTANCE OF TERMS

With the signing of the present agreement, I declare the following:

- I have read, fully understood and accept the terms of the Electricity Supply to Residential Customers Agreement, the Special Terms of any marketing activities I have selected and the Tariff as delivered to me, are attached hereto and are posted on the website www.elpedison.gr.
- Acceptance of my present application by ELPEDISON S.A. and the signing of the General and Special Terms of Supply, the Special Terms of the marketing activity I chose and the Tariff, shall entail the conclusion of the Electricity Supply Agreement.
- On personal responsibility and being aware of the penalties provided for in Law 1599/1986, I declare that all the information contained herein and all the information that I provide to you are complete, true and accurate and I recognize the right of ELPEDISON S.A. to verify the accuracy of the above information. I commit to immediately notify, and in any case within two (2) working days, ELPEDISON S.A. of any modifications of the above information.
- I solemnly declare that I am a legitimate user of the meter indicated above and I recognize that I am fully responsible for the accuracy and the content of my application.
- My signature includes the authorisation to ELPEDISON S.A. to take any actions necessary for the representation of the meter with the above details and to request from the competent Operator of the Distribution Network the relevant historical consumption data, technical characteristics of the supply, as well as the consumption metering data.
- I accept the commencement of electricity supply service provision during the withdrawal period, according to the provisions of articles 3c and 3d of Law 2251/1994.
- I accept the use of SMS and e-mails as means of communication with ELPEDISON S.A., during and after the termination or expiration of the Electricity Supply Agreement in any way, concerning the obligatory notifications in accordance with the provisions of the applicable legislation.

_____ PLACE, DATE	_____ CUSTOMER'S SIGNATURE	_____ PARTNER'S SIGNATURE AND SEAL	_____ NAME AND SIGNATURE OF AUTHORISED
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B. GENERAL SUPPLY TERMS

With the present agreement the limited company under corporate name "ELPEDISON POWER GENERATION SINGLE-MEMBER SOCIÉTÉ ANONYME" and distinctive title "ELPEDISON S.A." (hereinafter "Supplier") and the customer (hereinafter "Customer"), whose details are mentioned in the herein attached application (hereinafter "Application"), agree to electricity supply in accordance with the following terms.

1. Subject

1.1. The Supplier holds a Supply License and an Electricity Generation License and undertakes to supply energy to the Customer's connection point (hereinafter "Facility"), whose details are mentioned in the Application and the Customer undertakes to receive the electricity, by paying the fees and charges arising from this agreement, the attached supply tariff (hereinafter "Tariff") and the applicable legislation in a timely and appropriate manner. Detailed description of the services provided by the Supplier is included in the Supplier's Services Form, which has been made public on its website.

1.2. This supply agreement consists of the Application, the present General and Special Supply Terms, the Tariff in force at the signing hereof, any Special Terms of the marketing activity selected by the Customer. The Special Terms of Supply and the Special Terms of the marketing activities shall prevail over any contradictory General Terms of Supply.

1.3. During the term of effect of this agreement, the Customer agrees that the Supplier shall be the sole supplier of electricity at the Facility referred to in the Application. It is moreover agreed upon that the term of effect hereof concerns only the Facility referred to in the Application.

1.4. For implementation and interpretation purposes of this agreement, customer categories are considered to be the categories referred to in article 3 of the Code for the Supply of Electricity to Customers (GG B' 832/09.04.2013 - hereinafter CSE) in force, which are: (a) depending on the electricity end-use purposes, customers are divided into Residential and Non-Residential and (b) depending on the power supply they are divided into Small (Residential regardless of supply and Non-Residential customers with power up to 25kVA) and Large Customers.

1.5. For better understanding purposes hereof, the following terms are listed:

"ADMIE" or "Independent Power Transmission Operator S.A." means the operator of the Hellenic Electricity Transmission System (HTSO), which exercises the duties of Operator of the Hellenic Electricity Transmission System, under Article 94, Law 4001/2011,

"DEDDIE" or "Operator" means the Electricity Distribution Network (EDDIE) and of the Electricity Distribution Network of the Non-Interconnected Islands,

"Interconnected System" means the system consisting of a number of transmission and distribution systems linked together by means of one or more interconnectors;

"ETMEAR" or Special Duty of Greenhouse Gas Emissions Reduction means the special duty which constitutes a revenue of the Special Account held by LAGIE in line with article 143, par. 2, case c of the Law 4001/2011, whose charges per customer category have been determined by RAE's Decision, as amended and in force,

"Vulnerable Customers" means customers who fall within the categories of article 52 of Law 4001/2011 and who the provisions of section 6 of CSE and the other regulatory provisions apply to,

"HPTSOC" means the Hellenic Power Transmission System Operation Code, which was approved with Decision No. 57/2012 of RAE and the relevant manuals, as in force,

"Code for Supply or CSE" means the Code for the Supply of Electricity to Customers (GG B' 832/09.04.2013), as in force,

"PEC" means the Power Exchange Code, which was approved with decision No. 57/2012 of the Regulatory Authority for Energy (RAE) and the relevant manuals, as in force,

"Uplift Accounts" means the secondary accounting accounts, as set out in the applicable regulatory framework.

"Weighted Average Variable Cost of Conventional Thermal Power Plants (WAVCCTPP)" means the amounts paid by producers and suppliers in the framework of the Day Ahead Scheduling and the Settlement of Generation-Demand Deviations, in a manner that reflects at least the Weighted Average Variable Cost of Conventional Thermal Power Plants and corresponds to the electricity injected as a priority in the transmission system and distribution network of the mainland and the interconnected islands, according to a methodology specialized in the PEC.

"Non-Interconnected Islands" or "NII" means the islands of the Greek territory, whose electricity distribution network is independent and not connected to the Greek electricity transmission system and to the Greek electricity distribution network of the mainland.

"Flexible Capacity Remuneration" means the provision availability of the Flexibility Service to the Hellenic Transmission System Operator (HTSO).

"Long-term Capacity Adequacy Remuneration Mechanism of the Electricity System" means the provision of the selected provider capacity availability service.

"RAE" or "Regulatory Authority for Energy" means the independent administrative authority with responsibility over electricity market matters, which was established by Law 2773/1999 (GG A' 286/22.12.1999) and its operation and responsibilities are governed by Law 4001/2011,

"MCP" means the Market Clearing Price, namely the price at which the Day-Ahead Market of the Hellenic Energy Exchange is settled and it is shaped by a combination of the Sale Orders and Purchase Orders fulfilled on a daily basis, in the context of the Operation of the Day-Ahead Market.

"Energy Exchange" means the société anonyme which manages one or more energy markets or energy financial markets and keeps a participants' register in accordance with Article 2 of the Electricity Transactions Code (GG B 2310/18.06.2018), as in force,

2. Supplier's Obligations

2.1. The Supplier must observe and implement the terms of the agreement concluded with ADMIE for the use of the System and the Interconnections and respectively with the Operator of the Electricity Distribution Network for the use of the Network or of the NII Network, in order to be able to fulfil its obligations arising hereunder.

2.2. The Supplier undertakes the obligation to submit a Load Meter Representation Statement of the Customer to the competent Operator and to take any action provided by law, in order to become a Meter Representative of the Customer, as stipulated in paragraph 3.1. hereof, within fifteen (15) days from the acceptance of the Application submitted by the Customer and the subsequent conclusion of a supply agreement.

2.3. The Customer may withdraw from this agreement without penalty, within fourteen (14) days upon the signing hereof, by using the relevant form delivered to them and attached hereto.

2.4. Throughout the term of this agreement, the Supplier undertakes the obligation to respond without delay and manage any complaints or requests of the Customer, as well as to provide to the latter all notification and information possible regarding the object hereof. Customer requests and complaints are managed in accordance with the Management Code for customer requests and complaints, which is posted on the Supplier's website.

2.5. The Supplier must lawfully submit the Load Reports for the Customer, as set forth in Article 2(1)(E) of the PEC, and to always have sufficient funds to cover the financial obligations this entails. In the event of an unlawful submission of a Load Report due to lack of attestation of payment of financial obligations or non-fulfilment of financial obligations for a Supplier's Load Report in the framework of Day Ahead Scheduling, the Energy Exchange is entitled to take direct action against the Customer, with the same rights as the Supplier, for the part of its consumption corresponding to the Load Report, and the Customer may not raise objections under this agreement.

3. Customer's Obligations

3.1. The Customer is required to have and to keep installed within the Facility the load meter indicated on their application (hereinafter

"Meter"), in order to facilitate the metering of the energy absorbed by the Customer.

3.2. The Customer undertakes the obligation to pay the Consumption Bills sent by the Supplier in time, in accordance with the provisions of article 5 hereof. The Supplier may refuse to accept the Customers' Supply Application, provided that there are arrears of the Customer towards another supplier or if the Customer fails to submit a copy of his last Clearing Consumption Bill, duly paid and the relevant proof of payment.

3.3. The Customer must notify the Supplier in writing of the Customer's intention to leave the said Facilities, at the latest thirty (30) days prior to the intended departure date, provided that the Customer does not desire amendment of this agreement due to relocation. In such a case, the Supply Agreement shall be terminated automatically at the time stated in the Customer's notification.

3.4. In case the Customer does not proceed (in due time) to the above notification, the Supply Agreement is considered to remain in force until the termination of the representation of the Meter and the Customer

is required to pay the amount due until the actual date of cease of the representation (as provided by the Operator).

3.5. The Customer must notify the Supplier promptly about any change in the details included in the Application.

3.6. The Customer must use the electricity supplied properly and consume it exclusively for the Facility declared in the Application and only for the declared use.

3.7. The granting of electricity from the Customer to a third party in any way or form is strictly prohibited.

3.8. The Customer shall ensure his Meter's safety, taking reasonable measures to protect it against interventions by third parties or damage.

3.9. The Customer ensures uninterrupted access of the Operator to the Meter and the legibility of the Meter's indications.

4. Meters and Metering

4.1. The amounts to be billed by the Supplier, in accordance with the provisions of Article 5 hereof will be calculated based on the amounts of electricity (expressed in kilowatt-hours - kWh), supplied to the Customer, as measured by the Meter.

4.2. Where due to Meter damage or any other reason for which the Supplier is not responsible, the Supplier fails to issue a Consumption Bill for the electricity consumed, the Consumption Bill shall be issued based on the assessment of metering data that the Operator sends to the Supplier. In this case, the Consumption Bill includes a relevant indication, in accordance with article 5.1. The Supplier shall be obliged to update the above mentioned charges once the actual quantities consumed become available.

4.3. Upon becoming aware of damage to the Meter, the Customer must immediately inform the Operator and the Supplier.

4.4. The Supplier may request the Operator to inspect the Customer's Meter. In this case, the Supplier is obliged to inform its Customer about the request for inspection of the Meter, the time of the inspection and its results. The Customer may be present during the inspection.

4.5. The Customer may request the Meter's inspection by the Operator, either through their Supplier or directly, by informing their Supplier in such a case.

4.6. If the inspection shows that the Meter does not indeed function properly, the Operator shall bear the cost of the performed inspection. Otherwise, the inspection cost shall be borne by the applicant, Customer or Supplier.

5. Invoicing and Payment

5.1. The Supplier issues Consumption Bills monthly on the basis of either estimated or measured consumption ("on account" and clearing bills). The methodology of calculation of "on account" bill charges is based on the estimated supply data, that the Supplier receives from the Operator, as described in detail in the Services Manual, which is published on its official website.

5.2. The Consumption Bill is sent either in hard copy by post or, in the case that the Customer prefers the e-bill service, via e-mail to the e-mail address provided in the Application. The e-bill service is provided free of any charges to the Customer, who may activate it either via their Application or via a unilateral statement at any time during this agreement, as set out on the website <https://www.elpedison.gr/gr/exupiretisi-pelaton/e-bill/>.

5.3. In the event of an error in the Customer's provided e-mail address, the Supplier bears no responsibility whatsoever as regards non-receipt by the Customer of the consumption e-bills, whereas the Customer is fully responsible for the timely payment of the charged amounts.

5.4. The Consumption Bill includes all data provided for in article 37 of the CSE, specifically: (i) The Supply Charge, based on the price out in the Tariff and is the result of the total aforementioned estimated or measured power, in addition to any clearing amounts that derive from the Customer, following the adjustment of the Supply Charge, in accordance with paragraph 6 of the general terms herein, as well as (ii) the Regulated Charges that include indicatively, but not exclusively: a) System Use Charge for cover of operational costs of the ADMIE, b) Distribution Network Use Charge and/or NII Network Use Charge for cover of operational costs of DEDDIE, c) Charges for provision of Public Utility Services, d) ETMEAR, e) Other Charges, as set out in accordance to applicable legislation for the calendar period of use specified in the Consumption Bill and (iii) any other charge, tax or duty imposed or to be imposed in the future, on the electricity supplied to the Customer or additionally collected on the basis on applicable legislation via Consumption Bills and (iv) the charge for the Special Account for Renewable Energy Source. Consumption Bills shall also indicate the VAT due, if applicable. The methodology of calculation of the above-mentioned charges

is set out in detail in the Services Manual of the Supplier, which is published on the latter's website.

5.5. The Customer is obliged to pay the Consumption Bill in the manner that they have selected in their Application, by the due date specified therein at the latest, which shall be at least twenty calendar (20) calendar days from the date of its dispatch. In the event of Bill payment beyond its due date, the Customer may pay it at any time without any additional charge via credit card.

5.6. It is explicitly agreed between the parties that the metering data sent to the Supplier by the Operator, so that the Supplier can proceed with the Customers' billing, constitute full proof of the Supplier's demands towards the Customer up to their full repayment.

5.7. The Customer may dispute in writing the content of each Consumption Bill prior to the expiration of its due date and the Supplier shall notify the Customer within ten (10) days with respect to its acceptance or rebuttal. In the event that errors are detected with respect to imposed charges or metering data, the Supplier must proceed immediately with corrective debiting or crediting, issuing a corrective bill or offsetting the relevant amount in the next regular bill, in line with article 38, par. 1 of the CSE. The corrective debiting and crediting amounts are repaid without interest. The Supplier must notify the Customer with regard to the reasons of corrective bill issuing, the period of use it pertains to, the initial and corrected amounts of the relevant measurements and provide a detailed account of the billing and the charging methodology of said amounts.

6. Adjustment of Supply Charge

6.1. The Supplier shall adjust the Supply Charge in line with the provisions of Chapter C - Tariff of this agreement. This Article 6 shall not apply in the case where the Customer selects a non-adjustable product of the Tariff (Chapter C).

6.2. Every adjustment made to the Supply Charge shall be shown in the first Consumption Bill as credit or debit, which shall be issued after the consumption month during which the adjustment was effected.

7. Deposit payment

7.1. The Customer shall be obliged to pay to the Supplier an amount in lieu of deposit, to ensure repayment of any future debts incurred by Consumption Bills, equal to the estimated Consumption Bill for electricity supply of thirty (30) days (including any applicable taxes), which shall amount to at least €50. Deposit payment shall take place upon the parties' consent, with the Customer paying the amount either upon the signing hereof, or upon issuance of the first Consumption Bill. The deposit amount may exceptionally amount to the estimated sum total of three

(3) consecutive Consumption Bills in the case of Clients for whom there has been submitted at least twice a statement of deactivation of load meter owing to overdue debts during the last twelve (12) months. In the event that the Supplier deems that an adjustment rate to the amount of three (3) consecutive Consumption Bills at the most, is applicable, the Supplier shall charge the difference in the first issued Consumption Bill following the adjustment, upon due relevant notification of the Customer.

7.2. The deposit amount shall be reflected in the Consumption Bills sent by the Supplier to the Customer. Exemption from deposit shall apply in the case of activation and effect of a standing order for payment via Bank Account or Credit Card and on provision that the Consumption Bill is fully repaid via said standing order.

7.3. In the event of no deposit payment, the Supplier is entitled to render the Customer in arrears and to put into effect the provisions of article 8 hereof.

7.4. In case of termination of the Supply Agreement by the Supplier due to non-payment of overdue debts, the amount of the guarantee is forfeited in favour of the Supplier and is netted with the amount of the overdue debts.

7.5. In the event that this agreement is in any way terminated, the amount of the guarantee is offset against the payable amount of the last clearing Consumption Bill up until the Supplier's cessation of the supply.

7.6. Any credit balance resulting from the offsetting shall be returned to the Customer without interest within one (1) month from the issuance of the final clearing Consumption Bill.

7.7. The Supplier reserves the right for the duration of this Contact's effect to adjust the deposit amount in the event that a significant deviation of the Customer's estimated payable amount used to determine the deposit from the actual amount of the Customer's Bills is observed or in the event of the Customer's repeated delay in payment of their bills. The Supplier must notify the Customer via the current Consumption Bill of the adjustment of the deposit and to debit or

credit the amount of the difference to the next Consumption Bill. The methodology of the adjustment of the deposit is set out in the Services Manual of the Supplier, published on the latter's official website.

8. Customer Overdue Payment

8.1. For every overdue payment of the Customer to the Supplier, the latter includes the overdue amount on the immediate next Consumption Bill and imposes a default interest on the Customer's overdue amount that is the equal of the legal maximum interest rate from the next day of the debt becoming overdue and payable and until its complete and full repayment.

8.2. If due date of repayment of the above mentioned next Consumption Bill lapses, the Supplier may, following prior notification of the Customer, issue to the Operator a deactivation order for the Customer's Meter

8.3. The Customer reserves the right of their Meter's reactivation following a relevant request to the Supplier, on provision that they fully repay the total amount of their overdue debts. The costs of supply interruption and reactivation of the Customer's Meter are incurred entirely by the Customer.

If, following lapse of ten (10) calendar days from the aforementioned notification of deactivation of their Meter, the Customer does not repay the overdue debt, the Supplier is entitled to terminate the Supply Agreement by submitting to the competent Operator a representation cessation statement and notifying the Customer via all aforementioned means of communication.

9. Duration – Renewal

9.1. This agreement is effective on the date of its signature and is terminated according to the provisions of article 10 hereof.

9.2. Initial duration of this agreement is agreed by the parties to be two (2) years ("Initial Duration"), starting from the date of commencement of electricity supply by the Supplier, unless otherwise specified in the Special Terms hereof. The commencement date of the supply of electricity means the date the Load Meter Representation Statement comes into force, as such date is determined by the competent Operator, in line with article 42 of the CSE.

9.3. This agreement is automatically renewed for the time period of one (1) year ("Renewal Duration"), unless fifteen (15) days prior to the expiration of the Initial Duration or of each Renewal Duration period, one of the contracting parties declares in writing notifying the counterparty that they do not wish to renew the agreement. In the event of automatic renewal hereof each Supplier product in force on the first day of the Renewal Duration period, which shall be published on the Supplier's website www.elpedison.gr ("Website"), shall apply, which shall automatically result in the respective amendment of this agreement.

10. Termination

10.1. The Customer, subject to article 12, par. 2 hereof, may terminate this supply agreement at any time, by means of a written letter to the Supplier. The results of termination come into effect thirty (30) days after the Supplier has received notification. Termination hereof takes effect without cost incurred by the Customer, unless otherwise stipulated in the Special Supply Terms hereof and/or the Special Terms of the marketing activities hereof.

10.2. The Supplier may terminate the Supply Agreement with immediate effect and proceed with stipulated actions before the Operator, so as to cease representation of the Meter of the Customer who has been rendered in arrears with regard to the payment of overdue debts, in line with the stipulations of article 8 of these General Terms. In this case, the Customer shall be charged with any compensation set out in the Special Terms.

10.3. In the event that the Customer breaches any essential terms of this agreement for a period of more than thirty (30) calendar days, the Supplier shall be entitled to notify it a letter of formal notice setting a deadline of thirty

(30) calendar days for the remedy of the breach and inform the Customer of the consequences of any non-compliance within the prescribed deadline. If the above deadline expires without action, the results of termination come into immediate effect and the Supplier has the right to proceed with the stipulated actions before the Operator, so as to cease representation of the Customer's Meter.

10.4. Following termination of this agreement any debts of the Customer to the Supplier are made immediately overdue and payable and vice-versa. The Supplier shall send to the Customer a final clearing Consumption Bill, within six (6) weeks from termination or expiry of this agreement, in accordance with the data supplied by the Operator.

11. Supplier's Liability

In the event that technical issues or malfunctions are caused to the Facilities or to the Customer's equipment for reasons attributable to the Distribution Network and/or the NII Network, such as supply interruptions, voltage drops or voltage fluctuations, the Supplier bears no liability, unless otherwise stipulated by Law.

12. Switching Suppliers

12.1. Switching Suppliers is permitted only after a prior written notice of termination of this agreement.

12.2. The Customer cannot terminate the Agreement, to exercise the right of switching supplier, if he has not first fully paid up any overdue debts arising hereunder or has not first settled his due debts to the Supplier, in the framework of the settlements policy implemented by the latter, unless he falls under par. 5 of article 34 of the CSE. The Supplier, in the case of the Customer's non-compliance with the terms of the overdue debt settlement terms, reserves the right to submit to the Operator a power supply disconnection order, even if he has concluded a supply agreement with a new supplier.

12.3. The Supplier shall provide the Customer with Meter information pertaining to the Customer and the readings of the said Meter, which the Customer may need in order to switch suppliers, as well as any other information required by the System Operator or the Operator of the Distribution Network.

12.4. The information is provided within fourteen (14) calendar days from submission of the relevant written request of the Customer to the Supplier or of the new supplier to the Supplier, provided that said request is accompanied by the Customer's relevant authorisation to the new supplier.

13. Transfer

13.1. Any transfer of rights or obligations deriving from this agreement is absolutely forbidden, without prior written consent of the counterparty.

13.2. In the event of a subsequent corporate conversion, the global successor of the Supplier is automatically incumbent to the rights and obligations of the Supplier as stipulated by Law.

14. Applicable Law and Settlement of Disputes

14.1. This agreement is governed by Greek Law, specifically by the CSE and the applicable governing laws and regulatory framework as to the supply of electricity.

14.2. The contracting parties assume the obligation to make every effort so that any dispute arising from implementation of the present agreement may be amicably settled. Similarly, the Customer may, in accordance with the provisions of the governing laws, address themselves to the Consumer's Ombudsman or to any other extra judicial bodies for consumer dispute settlement.

14.3. Where such efforts prove fruitless, the Courts of Athens shall have jurisdiction for resolution of said disputes.

14.4. Specifically, in the event of the Customer's dispute over the amount of the Consumption Bill, prior compliance with procedure stipulated by article 45, par.3, 4 of the CSE a. is required in order for them to seek legal redress or come to an extra-judicial consensus. The Customer shall submit documented objections, in writing, to the Supplier, prior to the deadline for the payment of the Consumption Bill that follows the Consumption Bill under dispute. b. Within ten (10) working days from the receipt of the Customer's objections, the Supplier shall reach a documented decision, finalize the payment amounts and notify to the Customer a Final Payment Statement and consumption data history, setting a payment deadline of at least ten (10) working days and in any case, not earlier than the payment deadline of the Consumption Bill under dispute. c. If the Client agrees he pays the amount of the Final Payments Statement, within the date mentioned on that.

14.5. The Supplier may keep this supply agreement and the supporting documents that accompany it exclusively in digital format. Extracting a copy of the supply agreement and the relevant supporting documents from the Supplier's electronic database serves as an exact copy of equal effect as the original, and may be used as such in judicial and other matters.

15. Special Provision for Vulnerable Customers

15.1. For Vulnerable Customers, the payment deadline of the Consumption Bill is forty (40) days. Also, the deadlines stipulated in par. 10.3 of these General Terms are extended by thirty (30) additional days.

15.2. The Supplier may not submit to the Operator a deactivation order for a Load Meter owing to overdue debts or terminate the Agreement according to the provisions of paragraph 6 article 39 of the CSE during the time period from November until March, as well as during the months of July and August.

15.3. Specifically for Vulnerable Customers in need of mechanical support or dealing with a serious medical condition, the Supplier shall be entitled to terminate the Supply Agreement only in the event that the Customer is overdue to the payment of six (6) consecutive Consumption Bills

and only after the Supplier has sent prior relevant notification to the Customer: a) for the Customer's ability for debt settlement and b) for its intention of terminating the Agreement prescribing a deadline of twenty (20) days to settle the debt, which has lapsed without any action.

15.4. Service of Vulnerable Customers is conducted by the Supplier in absolute precedence.

16. Privacy Statement

In ELPEDISON we fully respect our customers and make the protection of your privacy our priority.

In ELPEDISON, having as our strategic objective to ensure the optimal protection of our customers' personal data, we consider that it is our duty to inform you about our practices, choices, as well as your rights concerning personal data collection and processing.

16.1 Our principles and values

- We fully respect our customers and make the protection of your privacy our company's priority.
- We handle your personal data in full transparency.
- We collect and process your data for lawful, legitimate, explicit, and predetermined purposes only.
- We handle all our customers' information as confidential information, applying every technical and organizational means necessary for their protection.
- We do not disclose or transmit your personal data to third parties without your consent, unless so permitted by Law or by our agreement.
- We fully respect the legislation applicable in general and comply with all our responsibilities arising from it, as competent processors.

16.2 What personal data do we collect?

The kind of data that we collect depends on the products or services that you select to be provided to you. More specifically, within the framework of performance of our electricity or natural gas supply agreement, we collect the following personal data:

- Your personal details (e.g. full name, sex, date of birth, ID no., TIN or any other identification element).
- Your contact information (e.g. telephone number, address, e-mail address and fax number).
- Credit, debit or other charge cards (e.g. card holder name, card number, billing address, expiry date), provided that you choose credit card as your method of payment.
- Connection data (previous reconciliation bill, amount, meter number, etc.).
- Assets data (e.g. rent agreement).
- Data from recorded calls.
- Energy profile data (amount of consumption, amount value, existence of thermal storage systems, etc.).
- Vulnerable customers' data.

16.3 How do we collect your personal data?

We collect our customers' personal data in various ways, including:

- When you fill in our application for an electricity supply agreement
- When you contact one of our partners – call centre,
- When you contact us in order to create or to manage your residential or professional electricity and/or natural gas account.
- Following collaboration with third parties, such as with TIRESIAS S.A., in order to check your credit rating.

16.4 For what purposes do we collect and process your personal data?

In the framework of the conclusion and operation of your agreement with our company or in the framework of the legal interests that we pursue, we collect and process your personal data, as well as information pertaining to your electricity and/or natural gas and/or any other selected product consumption, in order to be able to provide you with the requested services, to issue your bill and to inform you about your consumption, and to manage, provide, customize and improve our customer support, services and business activities. In particular, your personal data may be collected and processed by our company for the following purposes, which are considered necessary for the performance of our agreement and of the legitimate interests that we pursue:

- To issue and send you your billing accounts for your electricity and/or natural gas and/or any other product and/or service consumption you have selected.
- To provide you with the products and/or services required based on the specific provisions of our agreement.
- To notify you about important modifications or developments as regards already provided services.
- To contact us via e-mail, fax, telephone or other means, for any matter arising out of the performance of our agreement, including response to your questions or complaints concerning our products and services provided.
- To carry out controls in the TSEK system of TIRESIAS S.A. and to assess or reassess the trading risk assumed in the framework of this agreement.
- To assign a search for any arrears in case of an irregular development of our contractual relation to a debtors' notification company.
- To protect our rights before any Court and any Authority, as well as for court decision performance and compliance purposes or the provisions of Law, Directives, Regulations, circulars.
- For account protection insurance, in case this is provided by the relevant product you have selected.
- To promote to you our products and services via SMS, telephone, e-mail, fax, correspondence, social media and/or any other appropriate communication channels
- To create your energy profile in order to respond to your needs and provide you with appropriate products and/or services. You may find key information pertaining to the creation of your energy profile on our website (<https://www.elpedison.gr/gr/exupiretisi-pelaton/faq/>).

During your pre-contractual service, we collect and process your personal data in order to communicate with you following your own request. In the event that you communicate with us with the purpose of settlement of your overdue debts, we process your personal data upon your request.

Additionally and if you so expressly wish and consent, our company may process your data for the following additional purposes:

- To conduct a research and/or analysis in order to better understand your needs, preferences, interests, experiences and/or habits as consumers.
- For the operation and management of any loyalty and/or reward schemes.

16.5 Who do we disclose and/or transmit your personal data to?

In order to facilitate the attainment of our objectives, which are referred to in point "16.4 For what purposes do we collect and process your personal data?", we may transmit, disclose, grant access to your personal data or share it with third parties. In this case, third parties may be:

- Any third party providing management, trading, research, distribution, data processing, teleshopping, telecommunications, payment, card storage and tokenization or other services or supports the operation of our company's activities.
- Any third party providing customer care or customer satisfaction services.
- Other partners providing data centres, servers or software products to our company.
- Promotion companies or market research companies.
- Financial institutions.
- Lawyers, law firms and legally operating debtors' notification companies, in accordance with the specific provisions of the applicable legislation.
- Insurance companies.
- TIRESIAS S.A.
- Public agencies, Legal Persons Governed by Public Law, Legal Persons Governed by Private Law, judicial authorities, regulatory institutions and bodies, regardless of jurisdiction or instance, as long as this is required by Law, Judicial Decision, Regulation, Directive, order, opinion, circular etc.
- Auditors, accountants, notaries, lawyers, court bailiffs or other financial or professional advisors.
- Third-party suppliers under the provisions in force as regards the electricity and/or natural gas supply.

- Our special or general successors, in case of sale, disposal, winding up, liquidation of our company.

16.6 How do we safeguard the protection of your personal data?

In order to ensure the proper use and integrity of the collected personal data, as well as prevent unauthorized or random access, processing, deletion, distortion or other use thereof, our company implements different internal policies, while adopting all the necessary organizational, technical, physical, electronic and procedural safety measures, as well as technological standards in accordance with the applicable laws and regulations.

16.7 How long do we keep your personal data for? We keep your data for any period of time that the purposes, for which such data were collected, are still effective and, in any case, for a period no longer than five years upon the termination or expiry of the agreement, with the exception of a case of lis pendens or administrative procedure, in which case the data is kept until the issue of a final judgment or the completion of a procedure before the Administrative Authority competent for each specific case. The data in our files and system is consequently destroyed, in compliance with our corporate policy and under the condition that it is no longer required to be kept for the fulfillment of the purposes detailed to you above, or for meeting our business, tax or accounting requirements, or for defending our rights before all competent Courts or any other Authority.

In the event that you do not conclude an agreement with us, we retain your personal data for a period of ten (10) days.

16.8 What are your rights?

As our customers you have the right to request and to be given access, information, transfer to another data controller and a copy of your personal data, that we collect and process. If you wish to receive a copy of part or of all of your personal data, please contact us using the contact details of our company listed on the relevant section hereof "16.9. How to contact us?".

In any case, we wish to ensure the accuracy of your personal data. Therefore, in case you realize that some of your personal data is inaccurate or incomplete, do not hesitate to request the correction or completion of this data.

Furthermore, we would like to inform you that you have the right to request the deletion of your personal data if (a) they are no longer necessary for the fulfillment of the purposes of our contractual relation, (b) they have been unlawfully processed and beyond the purposes described in detail herein, (c) it is required by Law.

Moreover, you have the right to revoke your consent given to us for specific processing purposes and oppose the collection and processing of your personal data by our company.

In any case, you have the right to appeal to the Personal Data Protection Authority (www.dpa.gr), if you consider yourself wronged by the processing of your personal data.

16.9 How to contact us?

For more information or clarifications concerning our company's policy for the protection of your personal data, contact us either by post at the address listed in the contact information below: ELPEDISON S.A., to the attention of the Data Protection Officer (DPO), 18- 20 Amaroussiou-Chalandriou St., 15125 Maroussi, tel. +30 2103441000, or via e-mail at the address dpo@elpedison.gr. We would be happy to accommodate you.

17. Other Conditions

17.1. With regard to any further information, dispute or complaint, especially with respect to requests for corrective Consumption Billing in the event of errors, the Customer may contact the Supplier at the telephone number provided on the Consumption Bills or at the electronic address of the Supplier, on its website www.elpedison.gr. Customer requests and complaints are managed in accordance with the Management Code for customer requests and complaints, which is posted on the Supplier's website.

17.2. Information by Supplier: We would like to inform you that the Supplier will seek (including in the search also of any activation of the emergency notification service for the registration/deletion of data) in the Risk Checking System ("TSEK Database") of TIRESIAS S.A. ("TIRESIAS"), 2 Alamanas, 151 25 Maroussi, tel. +30 210-36-76-700 (data controller) any data concerning you with the purpose of assessing and/or re-evaluating the transaction/credit risk undertaken in the framework of the transaction or fixed or indefinite-term agreement between us, for its duration, at our company's choice. Moreover, according to Hellenic Data Protection Authority ("HDP") decision 186/2014, our business shall act as a processor on behalf of TIRESIAS as regards your information and the exercise of your rights. In particular:

Purpose of Processing: a) Ensuring the commercial credit, reliability and security of transactions and the exercise of the rights of financial freedom and free provision of information of businesses by enabling traders to evaluate or re-evaluate the solvency of their counterparties and in particular the transactional credit risk that is assumed in the context of an undertaken business activity, b) your information about the processing of your personal data and the exercise of your relevant rights. **Legal Basis of Processing:** a) as regards the data obtained: The legitimate interest of our business in the security of transactions, financial freedom and freedom of information, b) as regards your information and the exercise of your rights: compliance with an obligation arising from the laws on the protection of personal data. **Categories & Data Source:** Our company has access to the Data of the TSEK Database maintained by TIRESIAS: a. Bad cheques, b. Unpaid, at maturity, bills of exchange and promissory notes, c. Applications for bankruptcy – Decisions rejecting bankruptcy applications due to insufficient assets of the debtor, d. Conciliation/reorganization applications and decisions (no. 99 et seq. Bankruptcy Code), e. Declared bankruptcies, f. Payment orders & orders for restitution of use of leased property, g. Auctions of immovable and movable property, h. Mortgages, converting prenotations to mortgages and mortgage prenotations, i. Property seizures and cheque registrations under L.D. 17.7/13.8.1923, j. Applications and decisions of judicial settlement of debts of Law 3869/2010 and k. Company data from the Government Gazette and the General Electronic Commercial Register. Also, as the processor on behalf of TIRESIAS, it keeps a record of the signed notification that it performs for it (TIRESIAS) for the duration of the agreement between our company and TIRESIAS. Immediately after the termination of our agreement with TIRESIAS in any way, your signed notification will be forwarded to the latter. **Retention Period:** The retrieved data is destroyed after the end of the transaction for which it was retrieved. Especially regarding the notifications file kept by our company on behalf of TIRESIAS, this is retained for 5 years after the end of the transaction/agreement under which it was obtained. **Data Recipient:** The data recipient of the TSEK Database is our aforementioned company. The data is available to the company for own use, is not resold, is not forwarded and is not kept for more than the aforementioned period. Access to part or all (as the case may be) of your personal data is also provided to the following categories of our associates, who, by virtue of relevant agreements, perform processing operations in the name and on behalf of TIRESIAS: Companies for promotion, marketing, distribution of products and services, Companies for sales support services, customers' and partners' support.

By signing the relevant award agreements, every measure is taken to ensure the compliance of the processors with the laws for the protection of personal data.

Your Rights and their exercise: You have the right of access, rectification, erasure, restriction of processing, objection, complaining to the Hellenic Data Protection Authority (HDP) and of non-transmission, in accordance with the applicable laws on personal data protection (EU Regulation 2016/679) and HDP 186/2014, which you can exercise in writing (also by electronic means) towards TIRESIAS or our company, which in this case acts as the agent of TIRESIAS. Should you exercise your right towards our company, we will immediately and without delay electronically forward (via email or fax) the above document to TIRESIAS for its review.

TIRESIAS has the right in each case to refuse your request if the processing or retention of the data is necessary under the law or if there is a prevailing legal interest for Tiresias or the recipient as well as for the establishment, exercise or support of its legal rights or the fulfillment of its obligations. However, in any case, if you so wish, Tiresias may cease the transmission of data concerning you to all the companies-recipients of the TSEK system, henceforth transmitting a relevant message (transmission prohibition, by way of exception company data from the Government Gazette and the General Electronic Commercial Register will continue to be transmitted), which is freely assessed.

Should you exercise the right of non-transmission to the company, or you object to its accessing the TSEK Database, the company must immediately terminate the access to your data and notify TIRESIAS, in accordance with the above. Should you exercise the right to restrict the processing, TIRESIAS temporarily stops transmitting the data and in its place transmits the message "Has exercised restriction of processing for the data", a message assessed by the recipients on a constant basis.

Withdrawal on your part of the request for non-transmission or restriction of processing is free and is submitted at any time only to Tiresias. The exercise of the above rights is valid for the future and does not involve data processing that has already been performed.

Visit the website of TIRESIAS (www.tiresias.gr). You can contact the Data Protection Officer of our company at: dpo@elpedison.gr.

17.3. Notice by TIRESIAS S.A.: Data Controller: The société anonyme under the name BANKING SYSTEMS INFORMATION S.A. and the distinctive title "TIRESIAS S.A." (controller), based at 2 Alamanas str. and Premetis str., (TIN 094498725 Tax Office FAE Athens) (hereinafter referred to as "Tiresias") maintains the Risk Checking System ("TSEK Database") in accordance with

the decision of the Hellenic Data Protection Authority ("HDP A") with no. 186/2014. **Purpose of Processing:** Ensuring the commercial credit, reliability and security of transactions and the exercise of the rights of financial freedom and free provision of information of businesses by enabling traders to evaluate or re-evaluate the solvency of their counterparties and in particular the transactional credit risk that is assumed in the context of an undertaken business activity. **Legal Basis of Processing:** The legitimate interest pursued by the data recipient: Security of transactions, financial freedom and freedom of information.

Categories of Data: The following data is kept in the TSEK Database: a. Bad cheques, b. Unpaid, at maturity, bills of exchange and promissory notes, c. Applications for bankruptcy – Decisions rejecting bankruptcy applications due to insufficient assets of the debtor, d. Conciliation/reorganization applications and decisions (no. 99 et seq. Bankruptcy Code), e. Declared bankruptcies, f. Payment orders & orders for restitution of use of leased property, g. Auctions of immovable and movable property, h. Mortgages, converting prenotations to mortgages and mortgage prenotations, i. Property seizures and cheque registrations under L.D. 17.7/13.8.1923, j. Applications and decisions of judicial settlement of debts of Law 3869/2010 and k. Company data from the Government Gazette and the General Electronic Commercial Register. Also, TIRESIAS keeps a record of this information (through the recipient of your data who acts as processor) signed by you.

Data Sources: The above data is collected from the following sources: Data under (a), (b) and (j): from Credit Institutions, data under (j): from Financial Institutions (Credit Companies, Financial Leasing Companies, Factoring Companies, Card Issuance and Management Companies) and from Loan and Credit Receivables Management Companies (pending approval by the HDP A), data under (f), (g) and (j): from District Courts, data under (g): from the EFKA-TAN Auction Publication Website, data under (c), (d), (e) and (f): from First Instance Courts, data under (f): from Administrative Courts of Appeal, data under (k): from the Government Gazette and the General Electronic Commercial Registry and data under (h) and (i): from Land Registry Offices and Cadastre Offices.

Retention Period: The data is kept for the following periods (exemptions from the general retention periods are provided for under Article 40 of Law 3259/2004 and the approved by HDP A Regulation of Operation of the record): a. Bad cheques, unpaid, at maturity, bills of exchange and promissory notes: For 2 years, and in any case up to 10 years, b. Payment orders: For 3 years, and in any case up to 10 years, c. Auctions, seizures and cheques of L.D. 17.7/13.8.1923: For 4 years, and in any case up to 10 years, d. Applications for bankruptcy: For 5 years. In the case of rejection of the application for bankruptcy, due to inadequate assets of the debtor, the data is retained for 10 years, f. Conciliation/reorganisation applications and decisions: For 5 to 10 years from the date of deposit, publication of decision, expiry of agreement, and in any case up to 15 years, g. Declared bankruptcies: For 10 years, and in any case up to 15 years, h. Mortgage prenotations, mortgages and conversions are deleted when eliminated, i. Applications/decisions of judicial settlement of debts: for 3 years from the settlement of the relevant debts/date of hearing/exemption, and in any case up to 10 years, j. Orders for the restitution of use of leased property: For 3 years, k. data relating to members of Boards of Directors, managers and partners from Government Gazette and General Electronic Commercial Registry: For 10 years.

The file of signed notifications is retained for 5 years after the end of your transaction/agreement with the recipient with the purpose of establishing, exercising or supporting the legitimate rights or fulfilling the rights of TIRESIAS. **Data Recipient:** Recipient of the above data is the company under corporate name ELPEDISON POWER GENERATION SINGLE-MEMBER SOCIÉTÉ ANONYME (ELPEDISON S.A.) with which you transact, following its prior connection to it and according to the relevant connection terms (<https://tsek.teiresias.gr>) (hereinafter the "company"). The data is available to the company for own use, is not intended for resale or further disposal and is kept by it until the end of each transaction for which it was obtained. If you are linked with the company under a fixed or indefinite-term agreement, the above data will be available to it for as long as the above agreement is in effect, at the choice and under the responsibility of the company. The company is also provided with the option of emergency notification (alarm) in case of addition or deletion of data concerning you.

Your Rights and their exercise: You have the right of access, rectification, erasure, restriction of processing, objection, complaining to the Hellenic Data Protection Authority (HDP A) and of non-transmission, in accordance with the applicable laws on personal data protection (EU Regulation 2016/679) and HDP A 186/2014, which you can exercise in writing (also by electronic means) towards TIRESIAS or our aforementioned company, which in this case acts as the agent of

TIRESIAS. Should you exercise your right towards the company, it will immediately and without delay electronically forward (via email or fax) the above document to TIRESIAS for its review.

TIRESIAS has the right in each case to refuse your request if the processing or retention of the data is necessary under the law or if there is a prevailing legal interest for TIRESIAS or the recipient as well as for the establishment, exercise or support of its legal rights or the fulfilment of its obligations. However, in any case, if you so wish, TIRESIAS may cease the transmission of data concerning you to all the companies-recipients of the TSEK system, henceforth transmitting a relevant message (prohibition of transmission of file, by way of exception company data from the Government Gazette and the General Electronic Commercial Register will continue to be transmitted), which is freely assessed. Should you exercise the right of non-transmission to the company, or you object to its accessing the TSEK Database, the company must immediately terminate the access to your data and notify TIRESIAS, in accordance with the above. Should you exercise the right to restrict the processing, TIRESIAS temporarily stops transmitting the data and in its place transmits the message "Has exercised restriction of processing for the data", a message assessed by the recipients on a constant basis. Withdrawal on your part of the request for non-transmission or restriction of processing is free and is submitted at any time only to TIRESIAS. The exercise of the above rights is valid for the future and does not involve data processing that has already been performed.

The public is periodically informed about the above system of TIRESIAS, through the press and through the company's website at the addresses <http://www.tiresias.gr> & <https://tsek.teiresias.gr>. Visit our website for more information.

17.4. Mr. Giannis Mourgelas has been appointed Data Protection Officer of TIRESIAS (tel. +30 210.36.76.700, dpo@tiresias.gr, 2 Alamanas, 151 25 Maroussi).

17.5. Amendment: All terms of the present are agreed to be essential and amendable only expressly and in writing. The Supplier reserves the right to proceed to an amendment hereof for a significant reason, such as indicatively but not exclusively, a change of applicable laws and an amendment to the terms of the electricity market operation. In this event, the Supplier shall be obliged to notify the Customer in writing, within sixty (60) calendar days prior to enforcement of the amendment in a separate form accompanying the Consumption Bill or in a special field within the Consumption Bill form or with a message via e-mail or by phone or through sms or via a telecom application used by the Customer (e.g. viber). In all instances of notification there shall be an express referral to the Supplier's Website for full information on the content of the amendment. In the event that the Customer does not wish to comply with the new terms of supply, the Customer shall terminate this agreement with a document notifying the Supplier within the aforementioned deadline. Lapse without action of the aforementioned deadline means acceptance of the amendment by the Customer and enforcement thereof immediately after lapse of said deadline. By way of exception, notification regarding the amendment of the Supply Charge shall take place with the first Consumption Bill that follows the effect of the amendment. Regulated Charges, as indicatively set out in par.

5.4 of these General Terms and other charges of any nature are only subject to changes in the applicable regulatory framework are beyond the Supplier's control and take effect without amendment of this agreement being required in such a case. In the event that any regulatory or legislative interventions introduce new types of surcharges into the energy market, which arise following the conclusion of this supply agreement, the Supplier reserves the right to fully pass on this non-budgeted cost to the Customer.

17.6. All notifications, letters of formal notice or any documents provided for herein shall be communicated to the addresses of the contracting parties as included in the Application or to the addresses that may be communicated in writing in the future. The Customer must notify the Supplier promptly about any change in the details included in his/her Application. The address declared last is deemed as the legally registered seat of the respective contracting party, to which all documents specified herein are notified and all results provided for by Law and by this agreement are produced.

17.7. The invalidity or nullity of a term herein shall in no manner affect the validity and binding nature of the remaining terms.

17.8. Under no circumstances may either party's failure or delay to exercise their rights under the law or under this agreement be construed or considered as waiver of such rights.

C. TARIFF

Product	Price Day Supply Charge (€/kWh)	Night Supply Price (€/kWh)	Fixed Charge Price
ElectricityHome Day	0.08950	-	-
ElectricityHome Night	0.08950	0.06610	-
ElectricityHome Protect Day	0.08960	-	€ 1/month
ElectricityHome Protect Night	0.08960	0.06610	€ 1/month

1. The Supply Price depends upon the Product Plan that the Customer selects and its Meter.
2. The Night Supply Price pertains to the hours between 02.00-08.00 and 15.00-17.00 for the winter period, that is, from the 1st of November to the 30th of April & 23.00-07.00 for the spring period, that is, from the 1st of May to the 31st of October.
3. Each Supply Price includes the cost of Energy, the cost of Network Losses, the cost of Power Availability, the cost of Ancillary Services, the cost of Extraordinary Imports-Exports, the cost of Cross-border Trade, the cost of charges for the Weighted Average Variable Cost of Conventional Thermal Power Plants and the cost of the Grid Balance Settlement. The Supply Charge will be adjusted by the Supplier following the fluctuations of the Supplier's Electricity Purchase Cost on the Interconnected System (hereinafter referred to as "Reference Value x"), as determined for the period of consumption covered by the reconciliation bill, by: i) The average price of the MCP, ii) the average charges per unit for all Uplift Accounts (UAs), iii) The Average Variable Cost of Conventional Thermal Power Plants (AVCCTPP), iv) The costs associated with the Transitional Flexibility Compensation Mechanism or the Long-term Capacity Adequacy Remuneration Mechanism or any other national long-term or short-term measure to ensure the availability of sufficient capacity or to address problems caused by a lack of flexible generation capacity, v) Any additional wholesale costs that will arise during the operation of the Electricity Markets of Law 4425/2016 (Wholesale Purchase of Forward Electricity Products, the Day-Ahead Market, the Intraday Market and the Balancing Market), or any other costs that will arise from relevant ministerial decisions or regulatory provisions, as follows: If the Monthly Reference Value x remains within the range $L_i = 0.030 - L_u = 0.045$ €/kWh, the Supply Charge to be paid by the Customer will not change. In case the above sum is above the aforementioned range, the Supply Charge will be increased according to the formula $\alpha \cdot (x - L_u) + \beta$. If the sum defined above is below the aforementioned range, the Supply Charge will be reduced according to the formula $\alpha \cdot (x - L_i) + \beta$. Coefficients a and b, as well as the above L_i and L_u limits are published on the Supplier's website (www.elpedison.gr) and are adjusted based on current market conditions. Currently, coefficients a and b are defined as follows: $a = 1.1371$, $b = 0.005$. The above data is published on the Supplier's website (<https://www.elpedison.gr/gr/exupiretisi-pelaton/stoiheia-agoras-energeias>) and are a republication of the data published on the website of the Energy Exchange (<https://www.enexgroup.gr/el/markets-reports>) and the ADMIE website (<https://www.admie.gr/agora/enimerotika-deltia/mesostathmiki-timi-agoras>). These charges are periodically subject to clearances and may be modified in the future for each month. The calculation of the above mentioned charges is set out in detail in the Services Manual of the Supplier, which is published on the latter's website. In the event that any regulatory or legislative interventions introduce new types of surcharges into the energy market, which arise following the conclusion of this supply agreement, the Supplier reserves the right to fully pass on this non-budgeted cost to the Customer.
4. Supply Charges do not include Regulated charges, that is, charges incurred for use of the System and cover of operational costs of the System's Operator, charges for use of the Distribution Network and cover of operational costs of the competent Operator, charges for supply of Public Utility Services, Special Duty of Greenhouse Gas Emissions (ETMEAR) and other charges, as set out in line with applicable laws, nor do they include VAT charges or other taxes and duties that may be imposed by the competent Authorities, such as Customs Services Fees, etc. The Customer is charged for the entire above mentioned charges.
5. The above tariff is valid for the Initial Duration of the agreement set out in term 9.2. After the expiration of the Initial Duration, the provisions set forth in term 9.3 of this agreement apply to the Supply Charges.

D. SPECIAL TERMS OF 15% DISCOUNT APPLICABILITY IN THE EVENT OF DUE PAYMENT OF CONSUMPTION BILLS

1. In the event of due payment of Consumption Bills on the part of the Customer, the Supplier shall provide the Customer with a timely payment discount amounting to fifteen percent (15%) of the sum of the following charges (a) of the Supply Price (Day and Night) (b) the Fixed Charge and (c) the amount that may be charged to the Consumption Bills as an adjustment of the Supply Charge. The timely payment discount will be calculated on the above mentioned charges of all Consumption Bills (On Account or Clearing) of each clearing cycle. The Discount shall each time be included in the next bill, following the Clearing Consumption Bill, and shall be indicated in the form of credit. In the event of overdue payment of one or more Consumption Bills for each clearing cycle, the Customer loses the right to effective discount on all Bills of the specific cycle.
2. The due payment discount of 15% shall be effective until ELPEDISON announces termination of this discount.

E. SPECIAL TERMS OF ELECTRICITY SUPPLY FOR CUSTOMERS WITHIN A PRODUCT PLAN ElectricityHome Protect

1. The Supplier has entered into an agreement with AXA insurance S.A. to provide the "Bill Protection" plan free of charge to every Customer who chooses enter the ElectricityHome Protect product plan, of which these special terms shall prevail over any contradictory General Terms of Supply.
2. The aforementioned insurance plan remains effective for the duration of this agreement and until its expiry or its termination, provided that the Supplier continues to be legally contracted with AXA insurance S.A.
3. The aforementioned insurance plan provides Customer cover only as regards the risks exclusively described in the specific plan and pertains to cover part of the total amount payable in the Customer's Consumption Bill, amounting to €100. It is noted that this amount of €100 covers the charges provided for in article 5.3 of the General Terms, that is the Supply Charges, the Regulated Charges, VAT charges, Municipal Fees/Municipal Taxes and Public Television.
4. It is expressly specified that in the event of issuance of a crediting Consumption Bill the credit balance arisen shall be credited to the next Consumption Bill for cover of the Customer's debts arising from the Electricity Supply Agreement. Paying only the credit balance is strictly prohibited.
5. In accordance with the provisions of the CSE, the ElectricityHome Protect product plan may not be available for inclusion to Vulnerable Customers who are included in the Social Residential Tariff (SRT) or any other welfare program (e.g. the Social Solidarity Program). The Customer shall not be covered by the "Bill Protection" insurance plan in the event that the Customer is included in the Vulnerable Customers category (SRT, welfare program, etc.) after the signing of this Agreement

PLACE, DATE

_____ CUSTOMER'S SIGNATURE

PARTNER'S SIGNATURE AND SEAL

NAME AND SIGNATURE OF AUTHORISED OFFICER