



Compensation and compensation

The performance standard for the electricity supply activity follows and evaluates the minimum quality requirements in the electricity supply.

According to ANRE Ordinance 5/2023 for the approval of the Regulation for the supply of electricity to end customers, with ANRE Ordinance 25/2021 for amending and supplementing ANRE Ordinance 90/2015 on the approval of the framework contracts for the electricity distribution service, the following are mentioned:

The legislation in force mentions the following:

- If we do not meet the service quality levels set out in the contract or do not comply with the obligations set out in the performance standard, you are entitled to receive compensation from us.
- You are entitled to receive compensation for material damage caused by us or the distributor.

According to the regulations in force, you can be granted compensation from us as follows:

a) by means of invoices, successively, until the payment obligation is extinguished;

b) By direct payment to your bank account, by another payment method chosen by you or by one of the methods of returning the amounts mentioned in your electricity supply contract. You will receive the compensation within a maximum of 5 working days from the date on which we receive from you the necessary information for payment.

Once the response is sent to you, we will inform you about:

- the compensation you are entitled to receive
- to the method of its payment
- your right to choose direct payment to your bank account

We will provide you with at least one direct payment method, which does not involve any additional cost. For this option, please send us the data and information necessary for payment, within a maximum of 10 working days.

If you choose a payment method that incurs additional costs from us, they will be borne by you, except for payment by bank transfer.

It is important to know that if you do not send us the necessary payment information within a maximum of 10 working days or if you have sent it and it is not correct, we will pay your compensation through invoices.

According to the Performance Standard, if the distributor does not meet the deadlines, it will pay the compensation through us, as the supplier.



You are entitled to receive compensation for material damage caused by the distributor by non-compliance with the performance indicators regarding:

- continuity of electricity supply
- technical quality of distributed electricity
- as well as as a result of interruptions due to errors in the operation of the distributor's electricity networks.

The compensation is calculated at the level of the damage suffered.

If, due to your own equipment/installations not working properly or the actions carried out by your staff, damage has been caused to the distributor or users connected to the same network, you will pay material damage to the electricity distributor.

The distributor can claim compensation, which will be calculated up to the level of the damage suffered. This situation applies after an investigation by the distributor, if it is found that there is a damage and that the responsibility lies with you, as a non-household customer.

In all cases where you are entitled to receive compensation, from the distributor, they will be paid to you through us.

If you changed the supplier in the period between the date on which the event occurred and the date of payment of the compensations/compensations, they will be paid to you by the old supplier.

We, as the supplier or distributor, are not liable for property damage if:

a) the interruption of the electricity supply or its inadequate quality is due to force majeure/special weather conditions, according to the legal standards/provisions, for which we or the distributor can prove that they have prevented us from complying with the contractual obligations;

b) the material damage is caused by planned interruptions notified according to the Performance Standard, and, as the case may be, the Performance Standard for the electricity transmission service and for the system service, approved by order of the President of ANRE;



c) material damage is caused by interruptions in exceptional situations, if we and the distributor have acted in accordance with the provisions of the regulations in force for such situations.

More details on the methods of granting compensations can be found in:

- Ord. 83/2021
- Ord 25/2021
- Ord. 90/2015