



FREQUENTLY ASKED QUESTIONS AND RESPONSES TO THEM

I. GENERAL INFORMATION

1. What does the customer code, contract account, POD on the electricity bill represent?

A: These codes are alpha-numeric codes, available to customers in the invoice, supply contract and in the iHidro application.

These are useful for us in correctly identifying our IT systems and in our relationship, such as: paying bills, modifying the supply contract, etc.

9) **customer code** - found on the first page of the invoice and has 10 digits (starts with the number

8) **contract account** - found on the first page of the invoice and has 10 digits (starts with the number

POD - is the identification code of the place of consumption, granted by the Distribution Operator:
- Muntenia, Banat, Dobrogea Electrical Networks area – alphanumeric characters, code starts with RO ... and has 15 characters.- Delgaz Grid area – alphanumeric characters, the code starts with EMO ... and has 10 characters.- Electricity Distribution Romania area – numeric characters, the code starts with 594 ... and has 18 characters.- Oltenia Energy Distribution area – numeric characters, the code starts with 594 ... and has 26 characters.

2. What is the PODR: The POD code is the unique code for each energy measurement point. This code is automatically generated by the Distribution Operators, when activating a new metering point, based on the Technical Connection Approval (ATR) or the Connection Certificate (CR).

The codes are usually alpha-numeric (they contain letters and numbers), they are found in the ATR and CR and on the electricity bills (the second page of the issued bill), they differ from one distributor to another, from one place of consumption to another.

II. CONTRACTING

1. How can a business customer request an electricity offer?

A: The offer is available on www.cetgovora.ro - Energy Supply section, where you will find detailed information regarding the price offered, the validity period of the electricity supply contract, as well as the documents necessary to conclude the supply contract.

If you are a business customer and you consider our offer suitable for the business you manage, or you want a personalized offer, please send the necessary documents for the contracting process to your e-mail address, office@cetgovora.ro one of our dedicated colleagues will take over your request and maintain correspondence in case additional documents are needed. In case you have submitted all the necessary documents, you will receive the supply contract via the email that you need to review, sign and return signed.

2. What do I have to do to become a prosumer? A: If you want to produce electricity from renewable sources in a plant with an installed capacity of less than 400 kW and, in addition to your own consumption, to deliver the surplus energy to the network of the Distribution Operator to which the place of consumption is connected, you will acquire the status of prosumer. According to the legislation in force, the prosumer is the final customer who owns electricity production facilities whose specific activity is not the production of electricity, who consumes and who can store and sell electricity from renewable sources produced in his own building. In order to connect a prosumer to the electricity grid of public interest, the following steps are taken: • the preliminary stage of



documentation and information of the user;• the submission by the user of the connection request and the related documentation for obtaining the technical connection approval;• the establishment of the connection solution to the electricity grid and the issuance by the network operator of the technical connection approval, as a connection offer;• the conclusion of the connection contract between the network operator and the user;• the execution of the connection works to the electricity grid and the commissioning of the connection installation;

III. INVOICING

1. Why do so many components appear on my electricity bill and not only electricity?

A: Up to your home, energy is produced, purchased and transported through a transmission and distribution infrastructure. Thus, the energy travels from the producer, to the transporter, to the energy distributor to the customer's home.

All these activities must also appear in the invoices issued to customers.

They are invoiced by us, but are subsequently paid to the companies that manage these activities.

The values for the regulated tariffs for transmission, system services and distribution, the contribution for high-efficiency cogeneration, the value of green certificates and excise duties will be highlighted separately in the invoice and will be included in the total amount to be paid.

The regulated tariffs in the supply of electricity are:

- transport service (introduction to the TG network + withdrawal from the TL network),
- system services,
- distribution service.

Other regulated components are:

- green certificates. The green certificate is a title that certifies the production of electricity from renewable energy sources). In the electricity bill sent to final consumers, the value of the green certificates is invoiced separately from the electricity tariffs/prices, specifying the legal basis. This value represents the product of the value of the mandatory annual quota for the purchase of certificates (CV/MWh) estimated by ANRE, the amount of electricity billed (MWh) and the price of green certificates, calculated as the weighted average price of transactions in the anonymous centralized spot market for green certificates in the month prior to the billing month or the last monthly weighted average available.

- contribution to high-efficiency cogeneration. The contribution for high-efficiency cogeneration represents an amount owed monthly by each electricity consumer, for the promotion and development of energy production in a high-efficiency cogeneration system, in order to increase energy efficiency and improve the security of energy supply, on the Romanian energy market. The contribution paid by the customer applies to the amount of electricity billed and does not depend on the type of price.

-Excise duty. The excise duty is a tax levied by the state on certain consumer goods, including electricity. The payment of the tax by consumers is made through the consumption bill, together with the payment of the equivalent value of the electricity consumed, and the transfer of excise duties to the state budget is made by the supplier.