



### Procedure for changing the electricity supplier

1. **Right to change supplier**  
The final customer (CF) has the right to change the electricity supplier whenever he wants, without opposition from the operators involved, before reaching the deadline, in compliance with the contractual conditions. The termination of the supply contract by the end customer has no effect on the obligations arising from the performance of the contract until the moment of its termination.
2. **Initiation of the procedure**  
The procedure is initiated by concluding a new contract with the new supplier (FN) in the Online Supplier Change Platform (POSF), or by registering in the POSF a contract concluded outside the platform. Thus, the new supplier has the obligation to take the steps to initiate and carry out the process of changing the electricity supplier. The procedure can start on any working day.
3. **Associated costs**  
Switching providers is free of charge; It is forbidden to charge any taxes or tariffs.
4. **Termination of the current contract**  
The end customer has the right to unilaterally terminate the current contract with the current supplier (FA), and the unilateral termination does not cancel the existing obligations until the date of termination of the contract.
5. **Procedure in POSF**  
The actual change occurs within 24 hours after the initiation of the procedure. The CF can choose a later date for the change if it wishes.
6. **Automatic documents and notifications in POSF**  
POSF generates and transmits:
  - Notification regarding the change of provider to the FA, FN, Network Operator (OR).
  - Contracts for distribution and access services (electronically signed within 24 hours).
  - The new supply contract to CF.
  - Meter index (self-read by CF or read by OR) for settlement reference.
  - Final notifications to all parties involved regarding the completion of the procedure.
7. **Special situations**  
If the CF does not conclude a new contract at the end of the old one, the CF is automatically taken over as a supplier of last resort (FUI), according to the regulations in force. If the CF receives energy simultaneously from several suppliers, the change of supplier is carried out separately for each contract. In the case of multiple contracts for the same place or several places with a single supplier, the change procedure is treated individually according to the choice of the CF.
8. **Signing documents in POSF**  
The signing of documents in POSF is done exclusively by certified electronic means, and the documents remain in the POSF database for at least 30 days after signing by all parties.
9. **Continuity of supply**  
The continuity of the electricity supply is guaranteed during the changeover process.
10. **Contact & Complaints**  
In case of problems or uncertainties regarding the collection of taxes or irregularities, CF can contact the supplier involved, and subsequently ANRE, by accessing [www.anre.ro](http://www.anre.ro).



Stages:

1. If the end customer wants to change the supplier, he chooses a licensed supplier with whom he wants to contract. The list of suppliers is displayed on the ANRE website.
2. If the end customer wants a supply offer from CHIMCOMPLEX SA Borzesti, he/she sends a request for offer to CHIMCOMPLEX SA Borzesti accompanied by the completed pre-contractual analysis form (according to the table in the annex)
3. Conclusion of the new electricity contract - the final customer and the new supplier agree on the contractual clauses, including the price of electricity. The electricity supply contract concluded with the new supplier takes effect from the date of termination of the contract concluded with the current supplier
4. If the final customer wishes to draw up the supply contract, he/she shall send to Axpo Energy Romania the following documents/information:
  - 4.1. Connection approval/certificate
  - 4.2. The act of ownership of the space
  - 4.3. Registration certificate issued by the Trade Register / Copy of the identity document
  - 4.4. Identification data of the company/contract holder
  - 4.5 Name and position of the legal representative (in the case of non-household customers)
  - 4.6. Transfer account and name of the bank through which the payments are made / Chosen payment method
2. The end customer notifies the current supplier in writing that starting with dd.mm.yyyy he will have another supplier. The final customer sends a copy of the termination notice to both the new supplier and the distribution operator - RO. Deadline: at least 21 days before the date of termination, in compliance with the contractual conditions.
3. In order to conclude the network (distribution) contract, the new supplier, respectively the final customer, sends to the RO, the request for a network (distribution) contract containing the following data:
  - a. the name of the end customer;
  - b. the address of the place of consumption;
  - c. the unique identification code of the metering point(s) written on the electricity bill;
  - d. the proposed date for the entry into force of the new supply contract;
  - is. the period of validity of the supply contract concluded with the final customer;
  - f. identification data of the new supplier;
  - g. the name of the PRE to which the place of consumption will be allocated from the date provided for in letter d.;
  - h. data on the power absorbed and the quantities of electricity for which the network service must be provided.Deadline: within 3 working days from the receipt and transmission of the notification.
4. The RO verifies and validates the correctness of the data and sends a response to the final customer, the new supplier and the current supplier, if applicable. Deadline: within 2 working days from receipt of the documents.
5. The RO has the obligation to conclude with the new supplier or, as the case may be, under the conditions of the law, directly with the final customer, the network contract for ensuring the network



service at the place of consumption; An exception is the case when the network contract remains in force, if it was already concluded by the end customer and is not otherwise requested.

Deadline: within 3 working days from the receipt and transmission of the notification.

6. The RO verifies whether the technical conditions for changing the supplier/switching to eligibility are met from the point of view of the metering group (if the consumer has an hourly meter) and informs the new supplier of the consumer's situation.

If the consumer has a meter with hourly settlement, he continues to follow the process of changing the supplier.

If the consumer does not have an hourly meter, he can opt for the consumption profile developed by the RO and approved by ANRE, provided that following the analysis on the classification in the profile, the result is favorable.

7. In the case of the place of consumption for which a new connection notice is requested, as a result of the transfer of the place of consumption to another natural/legal person by lease, concession or any other form, without changing ownership, the conclusion of a new distribution contract for the respective place of consumption is subject to the payment by the old owner of the place of consumption of the invoices issued to him, both to the old supplier and to the network operator, if the former owner of the place of consumption is a signatory of the distribution/transmission contract.

8. For large non-household customers, it is mandatory for the RO to which the place of consumption is connected to read the meter indexes. After the reading, the parties present sign the minutes in which the read indexes are recorded.

Deadline: on the day when the change of supplier takes place.

For household customers and small non-household customers, it is not mandatory for the RO to read the meter on the day when the change of supplier takes place, being allowed to take over the index self-read by the end customer.

The distribution contract concluded by the current supplier terminates on the date of entry into force of the distribution contract with the new supplier and is replaced by it, so that the continuity of distribution services is ensured.

The validity period of the distribution contract concluded with the new supplier must coincide with the validity period of the supply contract concluded by the new supplier with the final customer. The Distribution Contract will be drawn up in accordance with ANRE Ordinance on the approval of the Framework Contract for the electricity distribution service.

The process of changing the supplier is free of charge, and it is forbidden to charge any taxes or tariffs related to its completion.