



According to Law no. 226/2021, **the vulnerable consumer** is considered a single person/family who, for reasons of health, age, insufficient income or isolation from energy sources, requires social protection measures and additional services to ensure at least the minimum energy needs.



**Vulnerable consumers for income reasons** - include families or single persons whose average net monthly income per family member or single person falls within the limits provided for in Article 7 paragraph (2) of Law no. 226/2021.

**Vulnerable consumers due to age** – this category includes people who fall into the category of vulnerable consumers for income reasons and who have reached the standard retirement age according to the legislation on the public pension system.

**Isolated vulnerable consumers** - this category includes families and single persons whose dwellings are located in isolated areas or in informal settlements according to Annex no. 2 to Law no. 350/2001, as subsequently amended and supplemented.

The documents on the basis of which the classification in the category of vulnerable consumers is made are established by the methodological norms for the application of Law no. 226/2021.

**Vulnerable consumers for health reasons** - this category includes people who:

-  requires electrical appliances to keep alive or to maintain health
-  have health problems that prevent or restrict their mobility and/or movement or require information and communication methods adapted to specific needs, under the conditions provided by Law no. 448/2006 on the protection and promotion of the rights of persons with disabilities, republished, with subsequent amendments and completions.

**It is forbidden to disconnect from energy sources for all categories of vulnerable consumers.**

According to ANRE Order no. 5/2023, if you are a vulnerable customer, you have the right to benefit from certain **facilities** provided free of charge by us, such as:

- a) Access to our contact point or to the general information points, through specific methods adapted to the needs of vulnerable customers;
- b) If you are the owner of the place of consumption, you can empower another person to receive the invoices, notifications, notifications or to submit notifications and requests on your behalf;
- c) At your request, you can receive invoices, notifications, complaints or any other informative material, in electronic format;



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d) Payment of the invoice in instalments, upon request, for a period of at least 3 months or agreed with us;

*More information on vulnerable consumers can be found in: Law 226/2021, Ord. 5/2023, Ord. 350/2001*