

| №  | SERVICE<br>(description)   | PRICE in BGN<br>(VAT incl.) | TERM   |
|----|--|-----------------------------|--|
| 1  | Official note certifying the presence or absence of contractual relations with ENERGO-PRO Sales AD of a customer for a specific site   | 8,00                        | 1 working day  |
| 2  | Certificate for presence or absence of obligations of a customer by customer number  | 10,00                       | 5 working days   |
| 3  | Inquiry for current and overdue obligations of a customer by customer number   | 10,00                       | 5 working days   |
| 4  | Issuing of an invoice copy upon customer's request   | 2,00                        | 5 working days   |
| 5  | Issuing of an inquiry for consumption for 12/ 24/ 36 months<br><i>Description: The service provides information on the consumption of active electricity by meter reading periods and tariffs for site/s to a specified customer number and covers a period of 12, 24 or 36 consecutive months for data not older than ten years.</i>  | 6,50                        | 5 working days   |
| 6  | Statement for issued invoices and payments for a period up to 36 months<br><i>Description: The service provides a detailed report on the payments made and the invoices issued for electricity and services to a specified customer number, for data not older than ten years</i>  | 10,50                       | 5 working days   |
| 7  | Detailed inquiry for electricity based on invoice in MS Excel format   |                             |  |
|    | - One-time service - for an invoice specified by the customer  | 18,60                       | 5 working days   |
|    | - Subscription (for 12 months)   | 158,40                      | 5 working days   |
| 8  | Reference report on consumption by invoices for a group of sites in a building (entrance) - suitable for energy efficiency projects<br><i>Description: The service provides information on the invoiced active electricity for a period of 36 consecutive months. It is provided to the account holder or his authorized representative according to a list of identified sites.</i> | 144,00                      | 5 working days   |
| 9  | Issuing of a report on individual request  | as per issued offer         | as per issued offer  |
| 10 | Reconnection of electricity supply for a customer's site, disconnected due to delay of payment   |                             | Until 12:00 on the working day following the day on which the reconnection fee has been paid |
|    | - From an electricity meter  | 19,00                       |  |
|    | - From an electric pole  | 23,00                       |  |
|    | - By operational switching   | 30,00                       |  |
| 11 | Express reconnection of electricity supply for a customer's site, disconnected due to delay of payment   |                             | On the same working day upon receipt of payment until 18:00                                  |
|    | - From an electricity meter  | 38,00                       |  |
|    | - From an electric pole  | 46,00                       |  |
|    | - By operational switching   | 61,00                       |  |
| 12 | Disconnection and reconnection of electricity supply for a customer's site, disconnected due to non-fulfillment of obligations, for which ENERGO-PRO Sales AD is a previous supplier   | 67,00                       | according to the terms of the grid operator  |

<sup>1</sup> The specified deadlines are valid if the requirements are duly met. In case of missing documents, the deadlines are extended by the time required to obtain them. In case the customer does not provide the required documents within 30 calendar days, the current procedure is terminated and a new application for service is required.

<sup>2</sup> The services 10, 11 and 12 are requested for performance to the respective grid operator within 2 working hours after receipt of the amount on the account and/or elimination of the non-performance, which led to disconnection of the supply.

## FREE SERVICES, PROVIDED BY ENERGO-PRO SALES AD IN ITS ROLE OF SUPPLIER OF LAST RESORT

|   |  |   |
|---|--|---|
| 1 | <p><b>Entering into contract for electricity supply with ENERGO-PRO Sales AD as a supplier of last resort</b></p> <p><i>Description: The service is offered to end customers who are owners or tenants of sites connected to the electricity distribution grid of Electrodistribution North AD. The conclusion of a contract with a supplier of last resort is a mandatory condition for the participation of all customers on the free market. The service is requested in writing by the owner, tenant or authorized person.</i></p>   | According to the contract/general terms |
| 2 | <p><b>Entering into contract for electricity supply with ENERGO-PRO Sales AD under the Public Procurement Act</b></p> <p><i>Description: The service is offered to customers who fall within the scope of the Public Procurement Act and should enter into a contract for electricity supply under specific conditions and procedure. The service is requested in writing by a customer, who receives a blank contract by e-mail, fills it in and returns it in electronic form. The contract, together with the necessary documents, is printed and signed by ENERGO-PRO Sales AD and sent in original for signature by the customer.</i></p> | 30 working days                         |
| 3 | <p><b>Customer data update</b></p> <p><i>Description: The service allows for correction and / or supplementation basic customer data (name, PIN / UIC) and communication data (address, phone, email, etc.), in order to quickly and reliably receive documents, invoices and other important information.</i></p>   | 7 working days                          |
| 4 | <p><b>Merging customer sites into one customer ID number</b></p> <p><i>Description: The service is suitable for customers with sites in several customer numbers. Combining customer data into one customer number is a prerequisite for more efficient service and provides an opportunity to use additional services on more favorable terms for the customer. The sites should have the same type of consumption (for household or non-household needs) and under the same contractual conditions with ENERGO-PRO Sales AD.</i></p>   | 7 working days                          |
| 5 | <p><b>Rescheduling of due payment</b></p> <p><i>Description: The service is offered to customers who have difficulty repaying their debts on time. For its implementation it is necessary to receive a confirmation from ENERGO-PRO Sales, which is sent after credit history analysis of the customer.</i></p>  | 30 calendar days                        |

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