

Nr	SERVICE (description)	PRICE in EUR (VAT incl.)	PRICE in BGN (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	4,09 €	8,00 BGN	1 working day
2	Certificate for presence or absence of obligations of a customer by customer number	5,11 €	10,00 BGN	5 working days
3	Inquiry for current and overdue obligations of a customer by customer number	5,11 €	10,00 BGN	5 working days
4	Issuing of an invoice copy upon customer's request	1,02 €	2,00 BGN	5 working days
5	Issuing of an extra invoice for supplied electricity			
	- After an extra meter reading performed by Electrodistribution North AD	15,34 €	30,00 BGN	7 working days
	- With meter reading data provided by the customer	1,02 €	2,00 BGN	5 working days
6	Issuing of an inquiry for consumption for 12/ 24/ 36 months <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>	3,32 €	6,50 BGN	5 working days
7	Statement for issued invoices and payments for a period up to 36 months <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>	5,37 €	10,50 BGN	5 working days
8	Detailed inquiry for electricity based on invoice in MS Excel format			
	- One-time service - for an invoice specified by the customer	9,51 €	18,60 BGN	5 working days
	- Subscription (for 12 months)	80,99 €	158,40 BGN	5 working days
9	Reference report on consumption by invoices for a group of sites in a building (entrance) - suitable for energy efficiency projects <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>	73,63 €	144,00 BGN	5 working days
10	Issuing of a report on individual request	as per issued offer	as per issued offer	as per issued offer
11	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	9,71 €	19,00 BGN	
	- From an electric pole	11,76 €	23,00 BGN	
	- By operational switching	15,34 €	30,00 BGN	
12	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	19,43 €	38,00 BGN	
	- From an electric pole	23,52 €	46,00 BGN	
	- By operational switching	31,19 €	61,00 BGN	

¹ 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.

FREE SERVICES, PROVIDED BY ENERGO-PRO SALES AD IN ITS ROLE OF END SUPPLIER

1	<p>Entering into contract for electricity supply with ENERGO-PRO Sales AD as an end supplier on a regulated market</p> <p><i>Description: The service is offered to household customers who are owners or tenants of sites connected to the electricity distribution grid of Electrodistribution North AD, at a low voltage level and who have not chosen another supplier on the free market and can enter into a contract for sale of electricity at General conditions with ENERGO-PRO Sales AD. The service is requested in writing by the owner, tenant or authorized person.</i></p>	7 calendar days
2	<p>Entering into contract for electricity supply with ENERGO-PRO Sales AD under the Public Procurement Act</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>Entering into contract for electricity purchase under Article 94a, para. 3 of the Energy Act</p> <p><i>Description: The service is offered to producers of electricity from renewable sources and high-efficiency cogeneration, connected to the electricity distribution grid of Electrodistribution North AD, for which the end supplier is obliged to purchase the electricity produced by them at the preferential price set by EWRC and effective as of the date of their commissioning.</i></p>	10 working days
4	<p>Customer data update</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
5	<p>Merging customer sites into one customer ID number</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
6	<p>Issuing of an consumption inquiry for 12/ 24/ 36 months for "vulnerable customers" within the meaning of item 66c of the Transitional and Final Provisions of the Energy Act.</p> <p><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></p> <p><i>The service is provided according to art. 38e of the Energy Act and is intended for "vulnerable customers" within the meaning of item 66c of the TFP of the Energy Act.</i></p>	5 working days
7	<p>Reschedulling of due payment</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
8	<p>Termination of contract with ENERGO-PRO Sales AD</p> <p><i>Description: The termination is carried out in accordance with the contract concluded between the customer and ENERGO-PRO Sales AD or the current General Terms and Conditions of ENERGO-PRO Sales AD, under which conditions the customer is supplied. The service is performed after payment of all amounts due on invoices issued to the customer.</i></p>	According to the contract/general terms of ENERGO-PRO Sales AD

¹ 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.