

BIXIA'S SPECIAL TERMS AND CONDITIONS FOR ELECTRICITY

- SOLE PROPRIETORSHIPS and other legal entities

1. General

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2. Scope of the terms and conditions

These terms and conditions cover electricity supply contracts from Bixia (556544-2638) and pricing agreements for the products listed under Sections 11-18, and individual price agreements in selected parts.

When it comes to the supply of electricity, the following shall apply: the Contract confirmation, the price list in effect at any given time, these **Special** terms and conditions, the *General terms and conditions for the supply of electricity to sole proprietorships* in effect at any given time (currently EL2012N), and the *Special terms and conditions for the sale of electricity from a designated electricity supplier to sole proprietorships (hereinafter referred to collectively as "Customers" or singularly as "Customer")* in effect at any given time, in that particular order.

In the event of any conflict between General terms and conditions and Special terms and conditions, Special terms and conditions shall take precedence. All terms and conditions as well as pricing may be **read and downloaded** at bixia.se or obtained from Bixia's Customer Service department. Bixia reserves the right to amend these Special terms and conditions. Customers shall be notified of any changes by a separate notice at least one month in advance of such change taking effect.

When a scheduled pricing agreement for individual products expires, the regular terms and conditions for *Bixia Variable Electricity Price* shall apply until a new pricing agreement is signed with Bixia.

For new contracts, Bixia reserves the right to request collateral (for example, a deposit). If the Customer has a low credit rating with credit rating agencies and/or a history of non-payment, underpayment, or late payment, Bixia reserves this same right under a current contract.

Any accumulated interest on pledged collateral shall be credited to the Customer.

Termination of any collateral obligation shall be contingent on the Customer having an approved credit rating according to external credit information sources. Thus, simply paying on time for 12 months shall be insufficient.

3. Processing of personal data

As the data controller, Bixia intends to process personal data provided by customers (data subjects) and collected by the Company. Personal data is processed in order to fulfill the Company's legal obligations as well as to manage conclusion and execution of the contract with the Customer.

Detailed information regarding the processing of personal data and the reasons for its collection and use as well as information on the Customer's rights in accordance with the General Data Protection Regulation ("GDPR") are available at bixia.se/integritetsskydd. This information may also be obtained from Bixia's Customer Service department.

The data subject shall be entitled, upon request, to receive information about the type of personal data Bixia has recorded as well as the purpose of processing this data, and may furthermore request that changes or corrections be made to any incorrect data.

4. Supply

By signing a contract with Bixia, the Customer certifies that he or she has a valid network contract with the network operator that owns the applicable

electrical grid.

The contracted supply of electricity relates to the delivery address indicated in the Contract confirmation. The Customer undertakes to purchase all of his or her electricity from Bixia during the term of the contract, and Bixia in turn undertakes to meet the Customer's electricity supply needs.

If the Customer fails to provide Bixia with the information needed to effect a change of supplier in good time, Bixia reserves the right to postpone the supply start date.

The Customer shall only be entitled to compensation for a delayed supply start date, pursuant to the contract, if Bixia was the cause of such delay.

If the Customer terminates a contract, where possible, before the agreed supply has commenced, the notice period shall begin on the supply start date, as specified in the contract.

5. Taxes and charges

Statutory taxes and charges shall be deducted in the applicable amounts from each individual bill. Any other taxes and fees adopted or endorsed by the authorities during the term of the contract shall also apply. The aforementioned taxes and fees may be adjusted during the current contract period without prior notice to the Customer. Such adjustments shall later be accounted for on the bill.

Should Bixia's circumstances change due to an amendment to the Renewable Energy Certificate (REC) quota obligation, a special tax, a fee levied by the authorities, new legislation or regulations, or measures adopted by Svenska Kraftnät, eSett, Nord Pool, Nasdaq Commodities, or another Swedish national or municipal authority in the form of regulations, recommendations, etc., and these modified conditions unilaterally affect the cost of Bixia's supply, the contracted pricing may be adjusted in line with the change in cost. The aforementioned shall also apply to any downward revision to the cost.

6. Billing

Customers are billed in arrears, with payment terms that ensure that the due date falls no earlier than 15 days after the date of the invoice, and this is indicated on the bill. Bixia reserves the right to assign or transfer accrued accounts receivable to third parties.

Bixia shall be entitled to change the billing period and payment terms in the event of repeated non-payment, underpayment, or late payment.

7. Transfer of the contract to a new address

The Customer shall be entitled to transfer the contract to a new delivery address provided that the products are currently available in Bixia's product line, the change in quantity does not exceed 10 percent, and the contract is applicable in all other respects. In the case of contract transfers, Bixia must be informed of the new delivery address no later than 30 days before the supply start date.

8. Assignment and transfer

Bixia may assign or transfer this contract with unchanged terms and conditions for the Customer. The Customer shall not be entitled to assign or transfer this contract without Bixia's prior written consent.

9. Breach of contract and early redemption

If the Customer does not honor the agreed supply period specified by the contract, Bixia shall be entitled to financial damages as compensation for any attributable losses incurred by the Company.

Compensation for the remainder of the contract term shall be calculated based on past consumption and shall be rounded up to the nearest whole number of months remaining. Monthly consumption consists of 1/12 of the last known annual consumption recorded by the network operator,

charged at a rate of 12 öre/kWh for fixed price contracts and electricity power pools. If the difference between the contract price and the market

price exceeds 12 öre/kWh, Bixia reserves the right to deduct the actual difference. 4 öre/kWh shall be charged for variable and variable fixed-term contracts. A flat-rate fee for the remaining contract term as well as an administrative fee of SEK 400 shall also be added.

10. Other terms and conditions

Bixia shall be entitled to send constitutional or other information by e-mail and/or text message using the contact details provided by the Customer's designated contact persons. The Customer undertakes to notify Bixia of any change in the contact person information, including changes to their e-mail addresses and cell phone numbers.

Bixia is not responsible for any consequences of forced disconnection due to power shortage. In the event of a power shortage situation, Bixia is entitled to charge full balance power costs for the hours when supply and demand are not met (reduced bids) at Nord Pool.

PRODUCT-SPECIFIC TERMS AND CONDITIONS

11. Terms and conditions for Bixia Variable Electricity Price (Bixia Rörligt Pris)

The variable electricity price per kWh for supply metered on an hourly basis is determined each month in arrears and is calculated as the average cost of Bixia's physical power hour by hour within the relevant electricity bidding area for each applicable point of delivery.

The variable electricity price per kWh for supply metered on a monthly basis (standard) is determined each month in arrears and is calculated as the volume-weighted average cost of Bixia's physical power within the applicable electricity bidding area for each applicable point of delivery.

Bixia's physical power cost includes fees for balancing and trading costs, RECs, and guarantees of origin for 100% renewable electricity, as well as applicable fees levied by Nord Pool, Svenska Kraftnät, and eSett.

A surcharge and a flat-rate fee, if applicable, shall be added, as specified in the contract. Bixia reserves the right to increase the surcharge and the flat-rate fee once the Customer has been informed, at least two months before such an increase enters into force. If a reduction is made instead, it may enter into force immediately.

The Customer may choose to schedule his or her contract. Such scheduling means that the agreed surcharge and flat-rate fee shall remain the same throughout the scheduled term of the contract. Once the scheduled contract expires, the regular terms and conditions for *Bixia Variable Electricity Price* shall once again apply until a new pricing agreement is signed with Bixia.

A non-scheduled contract shall apply until further notice, with a mutual notice period of one (1) month. Once the notice period has expired, the terms and conditions for *Bixia Variable Electricity Price* shall apply, with a surcharge according to the regular price list for sole proprietorships in effect at any given time until a new pricing agreement has been signed with Bixia or another electricity supplier takes over supply. Beginning on the next working day, the Customer may switch over to any of Bixia's other electricity products.

12. Terms and conditions for Bixia Fixed Electricity Price (Bixia Fast Pris)

The agreed electricity price and flat-rate fee for each point of delivery within the applicable electricity bidding area shall apply during the agreed contract term. Cost for Guarantees of origin for 100% renewable electricity is included.

If the Customer does not cancel the pricing agreement no later than one (1) month before the contract term has expired, the pricing agreement shall be extended one (1) year at a time under the *Bixia Fixed Electricity Price* terms that apply to the current one-year Sole Proprietorship contract. For further information, visit bixia.se or contact Bixia's Customer Service

department.

Should the contract be canceled, the contractual terms and conditions after the contract has expired shall convert automatically to those of *Bixia Variable Electricity Price*, with a surcharge according to the regular price list for Sole Proprietorships in effect at any given time. Thenceforth, these terms and conditions shall apply until either a new pricing agreement has been signed with Bixia or a contract has been signed with another electricity supplier. Beginning on the next working day, the Customer may switch over to any of Bixia's other electricity products.

During the term of the contract, if the Customer's consumption deviates by more than 10% from the estimated annual consumption specified in the pricing agreement, Bixia shall be entitled to financial compensation for any additional costs incurred in connection with the signed pricing agreement in relation to any fluctuations in the market price for electricity.

13. Terms and conditions for Bixia Future (Bixia Framtid)

The product is an actively managed electricity power pool. The monthly price is equivalent to the electricity pool's overall purchasing costs for power, which include a combination of futures contracts and purchases at the spot prices in effect over the course of the month within the applicable electricity bidding area for each point of delivery.

Purchasing costs for power include fees for balancing and trading costs, RECs, and guarantees of origin for 100% renewable electricity, as well as applicable fees levied by Nord Pool, Svenska Kraftnät, and eSett.

The agreed management fee and flat-rate fee, if applicable, shall be added, as specified in the contract.

Bixia reserves the right to increase the management fee and flat-rate fee once the Customer has been informed, at least 15 months before such an increase enters into force. If a reduction is made instead, it may enter into force immediately.

Management is performed by Bixia through the purchase and sale of electricity and foreign exchange derivatives. The management strategy for the product is based on guidelines in effect at any given time indicating the share of the electricity pool that may be hedged against future price fluctuations. A copy of the management strategy may be obtained from Bixia's Customer Service department.

The contract shall be valid until further notice, with a mutual notice period of 12 calendar months. Should the contract be canceled, the contractual terms and conditions after the contract has expired shall convert automatically to those of *Bixia Variable Electricity Price*, with a surcharge according to the regular price list for Sole Proprietorships in effect at any given time. Thenceforth, these terms and conditions shall apply until a new pricing agreement has been signed with Bixia or another electricity supplier.

14. Terms and conditions for Good Environmental Choice (Bra Miljöval)

The Good Environmental Choice (GEC) electricity eco-label certifies that the electricity supplied consists solely of electricity from renewable energy sources that take into account the effects on biological diversity.

Balancing of electricity sold and purchased under the Good Environmental Choice eco-label and criteria compliance are inspected on a regular basis by both the Swedish Society for Nature Conservation (SSNC) and independent auditors. In accordance with SSNC's definition of Good Environmental Choice, Bixia guarantees GEC Customers that the right amount of environmentally produced electricity shall be purchased to meet the Customer's consumption needs. Should SSNC change the criteria and pricing in effect for Good Environmental Choice, Bixia shall be entitled to make an adjustment in response to the new conditions, and this adjustment may be put into effect from the start date of the decision.

15. Terms and conditions for Bixia Hydroelectric Energy (Bixia Vattenkraftsel)

Bixia Hydroelectric Energy certifies that the Company has acquired guarantees of origin from the hydroelectric power plants that serve as proof that the electricity has been produced from renewable energy sources in accordance with EU Directive 2001/77/EC on renewable energy.

16. Terms and conditions for Bixia 100% Renewable Electricity (Bixia 100 % förnybar el)

Bixia 100% Renewable Electricity certifies that the Company has acquired guarantees of origin that serve as proof that the electricity has been produced from renewable energy sources in accordance with EU Directive 2001/77/EC on renewable energy.

17. Terms and conditions for Bixia Local (Bixia Nära)

Bixia Local is an environmental option in which Bixia undertakes to procure guarantees of origin from sources of production within a local geographic area selected by the Customer. A guarantee of origin serves as proof that the electricity has been produced from renewable energy sources in accordance with EU Directive 2001/77/EC on renewable energy.

Read more about the production sources in various local areas at bixia.se. Since each local area has a limited number of kilowatt hours (kWh), in other words, the total amount of electricity produced by production sources within various local areas, the number of kWh per customer and per point of delivery may be limited. However, the Customer shall always be guaranteed at least 1,500 kWh, up to a maximum of 25,000 kWh, per year and per point of delivery. This option shall apply on a month-by-month basis until further notice, and if canceled, shall terminate on the last day of the month of cancellation.

18. Terms and conditions for Bixia Default Electricity Price (Bixia Anvisningspris)

The electricity price within the applicable electricity bidding area for each particular point of delivery may be changed effective from the 1st day of each calendar month. The price shall be announced on the 15th day of the previous month. When the 15th day falls on a Saturday, Sunday, or holiday, the price shall be announced on the next working day. Pricing information is available at bixia.se as well as from our Customer Service department. A flat-rate fee shall be added.

The contract shall be valid until further notice, with a mutual notice period of 14 days. Even after the notice period has expired, the terms and conditions for Bixia Default Electricity Price shall apply until a new pricing agreement has been signed with Bixia or another electricity supplier. Beginning on the next working day, the Customer may switch over to any of Bixia's other electricity products.