

## BIXIA'S SPECIAL CONTRACT CONDITIONS FOR SALE OF ELECTRICITY – DOMESTIC CONSUMERS

### Scope of the conditions

These conditions relate to contracts for the supply of electricity through Bixia Rörligt Pris, Bixia Timma, Bixia Inköpspris, Bixia Fast Pris, Bixia Mix 50/50, Bixia Anvisningspris and Bixia Nära.

The supply of electricity is subject to a contract confirmation, these conditions, the General Conditions in force at any time in the industry for consumers and also for the sale of electricity from a nominated electricity trading undertaking to a consumer. In the event of any deviation in conditions, the contract confirmation and these conditions take precedence. All of the conditions are available at [bixia.se](http://bixia.se) and from Bixia's Customer Service. Bixia has the right to amend these conditions. Any amendment shall be notified to the customer through a special notification at least two months before the amendment enters into force.

### Supply

The supply of electricity agreed in the contract confirmation covers the agreed supply addresses. The customer undertakes to purchase their entire electricity needs from Bixia during the term of the contract, and Bixia undertakes to satisfy the customer's needs for the supply of electricity to the supply addresses agreed in the contract confirmation.

Bixia reserves the right to postpone the date for the start of supply if data necessary for the change of supplier cannot be obtained in time. In accordance with Bixia's **Start of Supply Guarantee**, the customer is entitled to compensation if any delay in the start of supply in accordance with the contract occurs because of a reason that is attributable to Bixia. Compensation is paid in the form of a one-off amount on the customer invoice. For further information, see [bixia.se](http://bixia.se) or contact Bixia's customer service.

### The Swedish Distance Contracts Act

For contracts entered into at a distance or outside business premises, the consumer has a right under the Swedish Distance Contracts Act to withdraw from the purchase within 14 days. The cooling-off period comes into force from the date on which the contract was entered into. If the customer exercises the right to withdraw after the supply of electricity has commenced, the customer will be invoiced in accordance with the agreed price for the period during which supply took place under the contract. This is on the condition that the customer has expressly requested that the supply should start during the cooling-off period. If an obligation to supply remains after the date on which the contract is terminated, supply shall take place in accordance with the conditions for Bixia Rörligt Pris at the prevailing standard price.

### Taxes and fees

Statutory taxes and fees will be charged at the current level in connection with each invoice. Any other taxes and fees adopted or recommended by an authority during the term of the contract shall also be added. These taxes and fees may be adjusted during the current term of the contract without prior notification. Reporting of such adjustments shall take place subsequently on the invoice. If the conditions were to change for Bixia in the form of an amended quota commitment, special tax or fee prescribed by an authority, or in the form of new legislation or ordinance or commitment from the industry or measure from Svenska Kraftnät, eSett, Nord Pool, Nasdaq Commodities or any other governmental or municipal authority in the form of a provision, recommendation, etc., and these changes affect the cost of the supply, prices shall be adjusted in accordance with the cost change on the condition that these costs would otherwise be incurred by Bixia.

### Invoicing

In accordance with Bixia's **Invoicing Guarantee**, the customer is entitled to compensation if consumption is invoiced more than five months after the invoice should have been received by the customer. Bixia shall also, on request, issue an interest-free payment plan for a period of time of the same length as the invoice period to which the invoice relates. In the event of late invoicing, the customer shall never be invoiced for consumption that is more than 12 months old. For further information, see [bixia.se](http://bixia.se) or contact Bixia's customer service.

### Definitive change of address

In the event of a customer's definitive change of address in accordance with the Swedish Tax Agency's definition of a change of address (SFS 1991:481), the contract is terminated as from the date of moving without any financial compensation.

### Transfer of contract to new address

The customer has the right to transfer the contract to the new supply address, on the condition that the product is currently part of Bixia's product range.

### Transfer

If Bixia were to be acquired by another undertaking or to be part of the formation of a new company during the term of the contract, this contract may be transferred with unchanged conditions without the customer's consent on the condition that the customer is not adversely affected. The customer does not have the right to transfer the contract without Bixia's consent.

Bixia has the right, with unchanged conditions for the customer, to transfer any receivables incurred under this contract to any of Bixia's holding companies.

### Breach of contract and premature termination

If the customer serves notice to terminate the contract prematurely for any reason other than definitive change of address, Bixia has the right to financial compensation in respect of the loss that Bixia suffers because of the termination. Compensation is calculated on the basis of the estimated consumption for the remaining term of the contract. The remaining term of the contract is counted in full months. Monthly consumption is calculated as one twelfth of the last known annual consumption. The level of compensation comprises the difference between the agreed price and the market price minus 5 öre/kWh. The level of compensation for timelimited variable price consists of the agreed surcharge. The annual fee for the remaining term of the contract and an administration fee of SEK 500 are added to this.

If the customer has received a reward in the form of a gift voucher, a value cheque, a product or cash when entering into a new electricity trading contract and then exercises the right of withdrawal, or chooses not to complete the contract, the customer is obliged to either return unused gift vouchers/value cheques or to repay the value of the reward to Bixia.

### Data privacy regulation

Bixia is as a data controller responsible for processing personal data according to General Data Protection Regulation (GDPR). Bixia process personal data to accomplish and fulfill agreements or to fulfill legal obligations. At [bixia.se/integritetsskydd](http://bixia.se/integritetsskydd) more information describes the different objects of data processing and the rights of the data subjects according to GDPR. For further information contact Bixia's customer service.

The customer, as a data subject, has according to GDPR the right to information and access to data, rectification and erasure, right to object and automated individual decision making.

### Other conditions

Bixia reserves the right to perform the usual credit check.

By entering into this contract with Bixia, the customer certifies at the same time that he/she has a current contractual relationship with the electricity network undertaking.

In accordance with Bixia's **Administration Guarantee**, the customer is entitled to compensation if a case submitted to Bixia's customer service has not been responded to within one week. Compensation requires that the customer has provided contact details to Bixia's customer service. For further information, see [bixia.se](http://bixia.se) or contact Bixia's customer service.

In cases where a contract has been entered into between the customer and Bixia and the start of supply has not been passed, termination takes effect at the earliest as of the date for the start of supply.

At [bixia.se](http://bixia.se) there is information about customer rights and how customers should proceed in order to submit complaints. The website also has information about which bodies customers may contact in order to obtain information or request dispute resolution. Corresponding information may also be obtained from Bixia's customer service.

Bixia is not liable for any consequences of enforced disconnection due to a power shortfall.

## PRODUCT-SPECIFIC CONDITIONS

### Conditions for Bixia Rörligt Pris

The variable price of electricity per kWh for supplies settled on a standard rate is confirmed retrospectively every month and calculated as a volume-adjusted average of Bixia's price for physical power in the electricity area in question for each outtake point plus the electricity certificate fee. A surcharge and annual fee are added. Bixia has the right to increase the surcharge and the annual fee, after having notified the customer in a special notice at least two months before the increase enters into force. If, however, this is reduced, it can enter into force with immediate effect. A switch to any of Bixia's other electricity products can take place as of the following day. This contract is valid until further notice, with a mutual period of notice of 14 days. The conditions for Bixia Rörligt Pris also remain in force after the expiry of the period of notice until a new contract is signed with Bixia or another electricity trading undertaking. Customer who choose to bind their agreement the surcharge and annual fee is hedged during the term of contract. The contract is valid with a mutual period of notice of 14 days of the expiry of the term of the contract. If notice has not been served to terminate the contract, this contract is valid until further notice, with a mutual period of notice of 14 days. If notice is served, the contract conditions still remain in force until a new contract is entered into with Bixia or another electricity trading undertaking.

### Conditions for Bixia Timma

The variable price of electricity per kWh for supplies settled on a standard rate are confirmed retrospectively every month and calculated as a volume-adjusted average of Bixia's price for physical power in the electricity area in question for each outtake point plus the electricity certificate fee. From the date on which the customer has select invoicing based on metered consumption, the electricity network undertaking has a maximum of three months to make the necessary changes in order to be able to report metered values. Unless otherwise agreed, during this period prices are calculated in accordance with Bixia Rörligt Pris. A surcharge and annual fee are added. Bixia has the right to increase the surcharge and the annual fee, after having notified the customer in a special notice at least two months before the increase enters into force. If, however, this is reduced, it can enter into force with immediate effect. This contract is valid until further notice, with a mutual period of notice of 14 days. The conditions for Bixia Timma also remain in force after the expiry of the period of notice until a new contract is signed with Bixia or another electricity trading undertaking. A switch to any of Bixia's other electricity products can take place as of the following day. Bixia may not be held liable for damages in the event that the electricity network undertaking has not made the necessary changes in order to be able to report metered values within three months.

### Conditions for Bixia Inköpspris

The variable price of electricity per kWh is confirmed retrospectively every month and calculated as a volume-adjusted average of Bixia's price for physical power in the supply area in question for each outtake point plus the electricity certificate fee. A fixed daily fee is added. Bixia has the right to increase the price levels of the daily fee, after having notified the customer in a special notice at least two months before the increase enters into force. If, however, this is reduced, it can enter into force with immediate effect. A switch to any of Bixia's other electricity products can take place as of the following day. Bixia has the right perform continuous reconciliation of the customer's annual consumption in order to make sure that the customer is invoiced the correct daily fee. If a mistake is identified, the daily fee is adjusted and the change will be specified on the customer invoice. This contract is valid until further notice, with a mutual period of notice of 14 days. The conditions for Bixia Inköpspris also remain in force after the expiry of the period of notice until a new contract is signed with Bixia or another electricity trading undertaking.

### Conditions for Bixia Fast Pris

The agreed price of electricity for the electricity area in question for each outtake point and the annual fee are fixed during the agreed term of the contract. The contract is valid with a mutual period of notice of 14 days of the expiry of the term of the contract. If notice has not been served to terminate the contract or an active choice been made, the contract is extended in accordance with Bixia's Contract Guarantee\*. For further information, see [bixia.se](http://bixia.se) or contact Bixia's customer service. If notice is served, the contract conditions are changed to Bixia Rörligt Pris after the end of the term of the contract. These then remain in force until a new contract is entered into with Bixia or another electricity trading undertaking.

### Conditions for Bixia Mix 50/50

During the term of the contract, 50% of the supply is invoiced at the Conditions for Bixia Fast Pris and 50% at the Conditions for Bixia Rörligt Pris. The contract is valid with a mutual period of notice of 14 days of the expiry of the term of the contract. If notice has not been served to terminate the contract or an active choice been made, the contract is extended in accordance with Bixia's Contract Guarantee\*. For further information, see [bixia.se](http://bixia.se) or contact Bixia's customer service. If notice is served, the contract conditions are changed to Bixia Rörligt Pris after the end of the term of the contract. These then remain in force until a new contract is entered into with Bixia or another electricity trading undertaking.

### Conditions for Bixia Anvisningspris

The price of electricity for the electricity area in question for each outtake point may be changed as of the 1st of each calendar month. The price is announced on the 15th of the previous month. If the 15th falls on a Saturday, Sunday or public holiday, the price is announced on the previous working day. Price information is available at [bixia.se](http://bixia.se) or from our customer service. An annual fee is added. A switch to any of Bixia's other electricity products can take place as of the following day. This contract is valid until further notice, with a mutual period of notice of 14 days. The conditions for Bixia Anvisningspris also remain in force after the expiry of the period of notice until a new contract is signed with Bixia or another electricity trading undertaking.

### Conditions for Bixia Nära

Bixia Nära is a green alternative in which Bixia undertakes to obtain guarantees of origin from sources of production in a geographical local area selected by the customer. The guarantee of origin provides proof that the electricity has been produced from renewable energy sources in accordance with EU Directive 2001/77/EC on electricity production from renewable energy sources. Find out more about the production sources in the various local areas at [bixia.se](http://bixia.se). As each local area has a limited number of kilowatt hours (kWh), i.e. the total volume of electricity that the production sources in each local area produces, the number of kWh per customer per outtake point may be restricted. The customer is, however, always guaranteed at least 1,500 kWh per annum per outtake point.

This alternative is valid on a monthly basis until further notice, and when notice is served the alternative expires on the final day of the month for which notice is served.

### 100 % renewable electricity

Whatever product selection, 100 % renewable electricity is always included. Bixia undertakes to acquire guarantees of origin from Nordic renewable sources of production corresponding to customer consumption. The original guarantee proves that the electricity is produced with renewable energy sources in accordance with EU Directive 2001/77 / EC on renewable electricity.

### \*Contract Guarantee

Our contract guarantee means that if you have not made an active choice or served notice on your contract no later than 14 days before the contract expires, we extend your contract by one year at a time at the price in force for the current one-year contract on the extension date. The extended contract is valid with a mutual period of notice of 14 days of the expiry of the term of the contract. If our contract guarantee is exercised, the price may be amended in relation to your current price.