

# English

## How do I get my electricity?

This is how it works. All households in Sweden need to have one contract with a electricity network operator and one contract with an electricity trading company. The electricity network operator owns the electricity network in your area and the electricity trading company supplies the electricity you use. Getting electricity supplied to your home is a two-step process: first you must register with your electricity network operator and then you contact us at Bixia. The electricity network operator owns the electricity network, transports electricity to your home and also deals with any power cuts. You can't choose your electricity network operator but you can freely choose your electricity supplier.

When you move into a new house or apartment, it's important that you contact your electricity network operator to register your occupancy. It's equally important that you contact us at Bixia to get the best possible electricity supply contract for your needs. If you don't actively select an electricity supply contract, and we're not allowed to choose one for you, you will get a designated contract (anvisningsavtal) that often works out to be more expensive than other electricity supply contracts.

## When you contact us, we will need to know:

- Your Personal Identity Number (Swedish social security number)
- Your name, address and telephone number
- The date that you want the electricity supply contract to start
- Your area ID (nätområdesid) and electrical system ID (anläggningsid). You will find this information on your electricity bill or you can request these details when you register with the electricity network operator.

### Contact us:

Customer Service 0771-60 30 30  
You can call +46 771 60 30 30 from outside Sweden.  
kundservice@bixia.se

### Opening hours

Mon-Thurs 9 am to 8 pm  
Fri 9 am to 6 pm

## Why Bixia?

The best thing of all is that as a private customer of Bixia you always get 100% renewable electricity at no extra charge. Together, we're doing more than simply using the renewable electricity already available – we're also helping to increase those supplies. You get excellent customer service, favourable terms and conditions, and a value-for-money contract suited to your needs. We want you to feel absolutely certain that you've made a good choice.

## How do I get an electricity supply contract?

It's easy to enter into an electricity supply contract or change to a different contract, and it won't cost you anything to switch from another electricity supplier to Bixia. Call our Customer Service on 0771-60 30 30, or send an email to kundservice@bixia.se, and we will help you get a new contract in English.

You can also enter into an electricity supply contract at [www.bixia.se/elavtal](http://www.bixia.se/elavtal) (in Swedish).

## If you're already a customer with Bixia

If you're already a Bixia customer and want to renew or change your existing electricity supply contract, you can do this at [www.bixia.se](http://www.bixia.se) (in Swedish), chat with us online at [www.bixia.se](http://www.bixia.se), contact our Customer Service on 0771- 60 30 30 or send an email to kundservice@bixia.se.

Our customer service team is fluent in written and spoken English.

## My Pages

On My Pages (Mina Sidor) at [www.bixia.se/minasidor](http://www.bixia.se/minasidor), you can view your bills and electricity use, and renew your electricity supply contract. To log in, you need your Customer Number and your password, which is the four last digits of your Personal Identity Number. My Pages is currently only available in Swedish.

[www.bixia.se/minasidor](http://www.bixia.se/minasidor)



## What do I pay for electricity?

Your electricity costs are divided into two parts. You pay one part to the electricity network operator for maintaining the electricity network. This consists of a fixed charge and a variable part that will depend on your electricity use (measured in kilowatt hours, kWh). Bixia has no control over this part.

Bixia bills you for the electricity you use. The electricity price consists of a fixed charge, the agreed electricity price (öre/kWh), VAT and any surcharges. How much you pay will mostly depend on how much electricity you use, i.e. the number of kilowatt hours.

## How do I pay my bill?

Your bill is sent to you once a month or once a quarter.

### Choose an eco-friendly billing alternative

We automatically send you a paper bill by post. But choosing to have your bill sent to your internet bank or email address is better for the environment and more convenient for you. Let us know which billing method suits you best – we have no billing charges. We need to know your Personal Identity Number, the name of your bank and your email address.

## Do you want the amount to be taken directly from your bank account?

You will receive a bill once a month as usual. The difference is that the amount is automatically taken from your bank account. All you need to do is to make sure there's enough money in your account. Autogiro Direct Debit is a convenient way to avoid payment reminders and late payment charges. To sign up for Autogiro Direct Debit, simply visit your internet bank to sign up for Autogiro Direct Debit. If you're not connected to the internet bank, please contact us and we will help you.

### Paying from abroad

If you want to pay us from abroad, you will need to specify a SWIFT and IBAN code in order to avoid excessive charges.

Bixia has the following codes:

**SWIFT code: SWEDSESS**

**IBAN code: SE73 8000 0848 0691 4329 7167**

## Which electricity supply contract should I choose?

### Our electricity supply contracts

#### Variable Electricity Price

A variable electricity price (rörligt elpris) gives you greater flexibility and follows market fluctuations. Your electricity price will vary depending on the spot price on the electricity exchange. While the price you pay for electricity will vary each month, historically a variable electricity price works out cheaper over time. If you choose a variable electricity price, you can switch to one of our other contracts at any time

#### Fixed Electricity Price

If you want greater certainty about your electricity price, a fixed electricity price (fast elpris) is a better option. You can enter into a fixed-price contract for 6 months, 1, 3 or 5 years.

#### Mixed Electricity Price

If you want to combine a fixed and variable electricity price, you can choose a mixed electricity price (mixpris). You buy half of your electricity at a fixed price and half at a variable price. You can enter into a mixed-price contract for 6 months, 1, 3 or 5 years.

## Are you moving away?

You can move anywhere in Sweden and still have Bixia as your electricity supplier.

Call our Customer Service on 0771-60 30 30 or send an email to [kundservice@bixia.se](mailto:kundservice@bixia.se) and we'll help you get a new contract for your new address. Please contact us at least three days before you move to avoid any unnecessary costs. We will also contact your electricity network operator to register your occupancy. We help you with every aspect of moving your electricity supply contract.

### We need to know:

- Your personal details, address and apartment number if applicable
- Your telephone number
- The date you want your electricity supply to start
- If you are two people who are moving in together, you must notify us who will be responsible for the contracts, as the electricity network contract and electricity supply contract must both be signed by the same person.