

Specific conditions for supply of electricity for customers with an annual meter reading

(1) Between the customer:

Customer N°*: _____ Customer account*: _____ Installation*: _____

A) Mrs _____ Mr _____
Surname / Forename: _____
Date of birth or social security number: _____

OR

B) Company name: _____
Corporate format (S.A., S. à r. l., or other): _____
Business register N° or VAT N°: _____
Company represented by (Surname / Forename): _____

and **Enovos Luxembourg S.A.**, with registered office at Place de l'Hôtel de Ville in L-9002 Ettelbruck, Luxembourg.

* These data will appear on your electricity bill.

(2) Address of consumption location (connection/meter location):

Street: _____ N°: _____ Postal code: _____

Block N°: _____ Floor: _____ Apartment N°: _____

Location: _____ Country: _____

Type: house apartment studio flat common sections
hall/garage trading premises other: _____

(3) Supply commencement date / / Move in index requested: _____

Meter or POD N°: _____

Installed power: _____

Disconnectable power: _____

Initial term of contract: Indefinite
Termination of contract: By registered letter on minimum notice of 20 days.
Conditions of payment: The payment date is 15 calendar days from date of invoice.

(4) Your billing address:

Only to be filled in if the billing address differs from the consumption point- see section (2).

| | | |
|-----------|---------------|---------------|
| Street: | N°: | Postal code: |
| Block N°: | Floor: | Apartment N°: |
| Location: | Country: | |
| E-mail: | Telephone N°: | |

(5) If you are a tenant, please supply the owner's details:

| | | |
|-----------------------|---------------|---------------|
| Surname and Forename: | | |
| Street: | N°: | Postal code: |
| Block N°: | Floor: | Apartment N°: |
| Location: | Country: | |
| E-mail: | Telephone N°: | |

(6) Your tariff:

Residential

Professional

MONO (= standard)

DOUBLE

Attached you will find your basic electricity supply tariffs for this year. Kindly note that these are the standard naturstrom tariff conditions valid for the current year.

Would you like to subscribe to the local greener energy **nova naturstrom**?

YES

NO

The initial **nova naturstrom** period will run until the end of the current year + 1 year and will be further extended by tacit renewal for a period of one year unless one of the parties terminates it within 20 days. In case of increase of the additional cost of **nova naturstrom**, the customer is free to terminate the nova naturstrom supply under the conditions provided by the article 18 of the General Terms and Conditions. In that case, the customer will be supplied in naturstrom.

For further information on rates and nova naturstrom: nova-naturstrom.lu or Tel.: 8006-6000

(7) Only to be filled in if you are changing your supplier:

| | |
|--------------------------------|----------------------|
| Name of your current supplier: | Current customer N°: |
|--------------------------------|----------------------|

Optional:

To assist with changing your supplier, please attach a copy of your last electricity bill.

(8) Power of attorney:

The undersigned hereby authorizes Enovos Luxembourg S.A. to act as follows in his/her name and on his/her behalf:

- 1) To terminate his/her existing electricity supply contract with his/her current supplier (when changing supplier).
- 2) To request the relevant grid system operator the personal data and information in relation to the concerned point of supply and to take all necessary steps enabling the supply of power by Enovos Luxembourg S.A.
- 3) In order to continue to receive newsletters, commercial offers, promotions and/or invitations to events related to products or services offered by the Enovos Group, the customer can give his consent to the registration of his/her Personal Data by visiting the site data.enovos.lu. Information about the processing of Personal Data is available on the site gdpr.enovos.lu

The present Specific Terms and Conditions of supply, the General Terms and Conditions of supply (EL_ENOVOS-CG_20180523) and the Pricing Conditions constitute the supply contract. The undersigned declares having read these conditions, and accepting them without any reservations. The Customer agrees and allows the Supplier to use his/her personal data that is necessary for the performance of the Contract, including for management and billing purposes and transmission to the grid operator.

(9) Withdrawal*:

Right of withdrawal

You (the consumption customer) have the right to withdraw from this contract within fourteen days with no need to state your reasons for doing so. The withdrawal period expires fourteen days after the day on which the energy supply contract is drawn up. To exercise your right of withdrawal you must issue notification, by e-mail to serviceline@enovos.eu or by post to our postal address Enovos Luxembourg S.A. L-2089 Luxembourg, of your decision to withdraw from this contract, in an unambiguous statement. You may use the specimen withdrawal form available at www.enovos.eu, although this is not compulsory. To meet the withdrawal deadline, you merely send your notification concerning exercise of the right of withdrawal before the withdrawal period expires. If you requested commencement of the gas supply during the withdrawal period, you must pay us an amount proportional to the supply you have received up to the time you informed us of your withdrawal from this contract, with respect to all services stipulated in the contract.

Effects of withdrawal

Should you withdraw from this contract; the contract will terminate at the date on which the withdrawal is received.

Requests for supply during the withdrawal period

The undersigned hereby confirms he/she has requested commencement of supply at the supply commencement date requested as stipulated in section (3) above. This date may be within the aforementioned withdrawal period.

* Provisions only applicable for contracts concluded at a distance or off-premises contracts with final customers (residential customers)

Date: _____

For the Customer

*stating "read and approved"

For Enovos Luxembourg S.A.



Marc SCHAACK
Head of Sales Enovos Luxembourg



Claude SIMON
Head of Sales

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