

nova naturstrom contract form

By choosing **nova naturstrom**, green electricity produced exclusively by renewable forms of energy, you are adopting a responsible approach and making an active contribution to environmental protection by reducing CO₂ emissions.

nova naturstrom provided renewable power from national energy generation plants up to an extent of 62,50 %* by 2015, whereby hydropower, biomass, wind and photovoltaic resources are being used.

In addition to the local character and the sustainability of **nova naturstrom**, Enovos is moreover contributing to the further development of ecological energy generation in Luxembourg. Enovos continues to focus its activities on new plants and is committed to integrating them into its existing portfolio of renewable energies.

As of 2015, therefore, more than one third of your **nova naturstrom** mix is provided by hydroelectric power plants with a maximum age at January 1, 2015 of 3 years, or facilities that have been renovated within the last 3 years.

The nova naturstrom energy mix for 2015^(*):

- 35,70 % Hydro Luxembourg
- 19,60 % Biomass Luxembourg
- 6,80 % Wind power Luxembourg
- 0,40 % Photovoltaic Luxembourg
- 37,50 % Hydro other EU countries

(*) The nova naturstrom energy mix can vary depending on customer demand and the availability of renewable energies, the production of which is subject to the influence of a number of factors including weather conditions.

Your „green“ contribution with nova naturstrom

By selecting **nova naturstrom** you are deciding in favour of a premium product that you can opt for in return for the payment of an additional charge of 0.35 cent/kWh (excluding VAT) on the naturstrom tariff.

naturstrom prices do not include VAT (8%), metering and any other legal charges such as electricity tax (taxed'électricité), which are established by the authorities.

If you have any questions, feel free to contact us at serviceline@enovos.eu, by freephone on **8006-6000** or from abroad on +352 2737-6000, from Monday to Friday from 8.00 a.m. to 8.00 p.m. and on Saturdays from 9.00 a.m. to 6.00 p.m.

We are also available at our **enoshop in the La Belle Etoile shopping centre and at Cactus Ingeldorf (Monday to Thursday: 9.00 a.m. - 8.00 p.m., Friday: 9.00 a.m. - 9.00 p.m., Saturday: 9.00 a.m. - 6.00 p.m.)**, and at our **Luxembourg office, 9, boulevard Roosevelt, and also in Esch-sur-Alzette, 2, Domaine du Schlassgoard (Monday to Friday: 8.00 a.m. - 5.30 p.m.)**.

Do you want to subscribe to nova naturstrom?

Please complete the form on the other side, sign it and send it to us by e-mail to serviceline@enovos.eu or by fax to 2737-6111, or by mail to our postal address L-2089 Luxembourg.

(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: _____

(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

For Enovos Luxembourg S.A.



Marc SCHAACK
Head of Sales Enovos Luxembourg



Claude SIMON
Head of Sales

*stating "read and approved"

The nova naturstrom undertaking is governed by these general supply conditions. In the event of any discrepancies between this undertaking and the general supply conditions, this undertaking will prevail over the general conditions.

Term of the nova naturstrom contract

The nova naturstrom supply will commence automatically on the 1st day of the month following receipt of this undertaking, provided it has reached us before the 15th of the current month. The initial subscription period for nova naturstrom will run from the 1st day of the month in the current year following receipt of this undertaking up to the end of the following year. This undertaking will be tacitly renewed for periods of one year, unless either of the parties objects, within the timelines stipulated in the general supply conditions.

Termination of the nova naturstrom undertaking

In the event of a change in rates, pursuant to the general conditions customers may freely terminate their nova naturstrom supply if they do not accept the new rates, on notice at least to the end of the current month plus one month. When termination becomes effective, customers will be supplied with naturstrom green electricity at the standard rate.

Did you know?

nova naturstrom fund – the ecological investment fund from Enovos

*By way of its nova naturstrom fund, Enovos launched an investment fund in 2003 with the objective of promoting and exploiting renewable energy resources, energy efficiency and eco-technologies in Luxembourg. Various projects, irrespective of whether they are private or public, receive financial support via this fund. Upon the establishment of the Enovos Foundation in January 2010, the **nova naturstrom** fund was incorporated into it and is today supported via funding from the Enovos Foundation amounting to EUR 200,000 per year. Thanks to this support, it will be possible to increase the share of renewable energies in the overall national power mix on an on-going basis. Further information can be found at www.fnn.lu.*

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Marc SCHAACK
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