

## Rules for work with energy services users of GEN-I, trgovanje in prodaja električne energije, d.o.o.

### Section one „General Provisions “

**Art. 1** (1) The Rules for Work with Energy Services Users of GEN-I, trgovanje in prodaja električne energije, d.o.o. (the Rules) regulate the procedures for work with consumers, conclusion, change and termination of contracts for sale of natural gas, the procedure and deadlines for receiving, reviewing, verifying and responding to submitted complaints and proposals, as well as the information provided to customers of the Company.

(2) GEN-I, trgovanje in prodaja električne energije, d.o.o. has its registered seat and management address in Krško, 17 Vrbina, 8270 Krško, Slovenia, and a registration number from the Commercial Register № 1587714000, holding a license № L-585-15 dated 22.12.2021 for the activity "natural gas trading" on the territory of the Republic of Bulgaria for a period of 10 (ten) years.

**Art. 2** (1) GEN-I, trgovanje in prodaja električne energije, d.o.o. in its capacity of a natural gas trader, enters into transactions for the sale of natural gas to customers on the free market.

(2) Providing services to its clients, the Company shall observe the following principles:

1. equal access to the provided services;
2. honest and open communication;
3. respecting the requests of the clients;
4. awareness of the clients;
5. standardization of the processes in order to ensure consistently high quality of the service and high customer satisfaction;
6. customer satisfaction;
7. constant improvement of the processes and implementation of good practices;
8. confidentiality.

### Section Two "Natural Gas Trade"

**Art. 3** (1) The company carries out the activity of trade in natural gas in accordance with the provisions of the Bulgarian legislation, and in particular of the Energy Act (EA, promulgated SG, issue 107 of 2003), the Rules for trading with natural gas (promulgated SG, issue 59 of 2015), Rules for balancing the natural gas market (promulgated SG, issue 99 of 2016) and Rules for providing access to the gas transmission and / or gas distribution networks and for access to the natural gas storage facilities (promulgated in the State Gazette, issue 36 of 2013).

(2) When working with clients, the company shall develop and apply procedures that correspond to the development of the market model and the regulatory framework.

(3) The company develops and uses standardized forms and forms when working with clients



**Art. 4** The Company enters into transactions with clients at freely negotiated prices. A written contract must be concluded for the transactions between GEN-I, trgovanje in prodaja električne energije, d.o.o. and the clients.

**Art. 5** The subject of transactions may be, but is not limited to:

1. purchase and sale of natural gas
2. responsibility for balancing
3. additional services related to the provision of natural gas transmission and access to the gas transmission or gas distribution networks by clients of the Company.

**Art. 6 (1)** The company has a specialized unit for work with customers in its structure.

(2) The company shall provide a center for work with clients, where they could submit all documents related to the supply of natural gas, to provide them with information on the terms of the contracts, as well as for filing claims under them, and filing complaints and inquiries. The company is not obliged to respond to inquiries for offers.

(3) The center for work with clients is the office of the local affiliate, located on bul. Bulgaria, r.q. Bokar office building 19 C/D, Sofia 1404. Working hours for working with clients are from Monday to Friday between 09:00 – 17:00 h. E-mail address: [info@gen-i.si](mailto:info@gen-i.si), tel: +359 2 850 41 19.

**Art. 7** The Company creates and maintains an information database for all concluded contracts with clients.

**Art. 8** The Company creates and maintains a register on:

1. submitted complaints, signals and proposals of clients;
2. the answers to the submitted complaints, applications and proposals.

**Art. 9** For the sold natural gas/provided services, the Company issues invoices to the clients in accordance with the requirements of the Accountancy Act and the Value Added Tax Act, the Excise Duties and Tax Warehouses Act and the contract between the parties.

### **Section three "Information exchange with clients"**

**Art. 10** The Company maintains up-to-date information on its website regarding its work with clients, including contact information - address, telephone number and e-mail.

**Art. 11** The information that the Company exchanges with the clients in connection with the settlement of details on the conclusion / termination of transactions is in a written form.

**Art. 12** Except it is required by law, the Client and the Company agree that all confidential information disclosed by any of the parties will remain confidential and will not be disclosed to third parties, unless explicitly agreed with the concerned party and unless or until such disclosure is required by law or applicable regulation.

**Art. 13 (1)** Before concluding a contract (for purchase and sale of natural gas or other contract), the clients shall submit to the Company the following information:

1. general information: client's company, registered office and address, contact person(s), telephone, e-mail, UIC, EIC code, bank account details;
2. information regarding the consumption of natural gas - quantities of natural gas (in MWh) consumed by the customer for the last 3 full calendar months; technical information about the client's sites;
3. other information requested by the Company, which is necessary in view of the execution of the concluded transactions with natural gas at freely agreed prices and their compliance with the



requirements of the Natural gas Trading Rules;

4. certificate for granted access to the network, issued by the respective operator.

(2) For the purposes of establishing the parameters of the transactions with each client, the Company also uses publicly available sources of information - Commercial Register, press publications and others.

(3) The Clients shall notify the Company in writing of any change in the declared according to para. (1) data within 14 (fourteen) days from its occurrence, as well as to present to the company a document certifying the occurrence of the respective change.

**Art. 14** After concluding the contract for purchase and sale of natural gas, clients promptly provide the Company with the information necessary to notify the transactions with the transmission system operator / other participants, according to the Natural gas Trading Rules.

**Art. 15** (1) The company shall promptly notify the client of significant changes in the regulatory framework, which could have an impact on the client's activity in connection with its participation in the free natural gas market.

(2) Each client has the right to receive from the Company at least the following information, according to the applicable legislation - data on the its own consumption; applicable prices for natural gas supply by the Company; information on switching suppliers.

#### **Section four "Procedure and deadlines for submission, examination, verification and response to complaints, alerts and proposals"**

**Art. 16** (1) Complaints, signals and proposals shall be submitted by the clients in written form to the address and / or the e-mail of the Company.

(2) The complaints, the signals and the proposals shall be entered in the register under Art. 8 should have reference number.

**Art. 17** (1) When submitting a complaint, signal or proposal, the client shall indicate his name (company), headquarters and address of management, address for correspondence, telephone, e-mail and contact person.

(2) The complaints, signals and proposals submitted by the client must meet the following requirements:

1. to be written in Bulgarian;
2. the name and addresses of the sender, telephone, fax, e-mail address, contact person in connection with the particular case specified in the complaint, alert or proposal shall be indicated;
3. to indicate what the request consists of;
4. the circumstances of the case shall be stated and evidence shall be presented, if the sender has such;
5. be signed by the sender or his authorized representative.

(3) The Company has the right to request additional information on individual cases, as well as to carry out on-site inspections and findings.

**Art. 18** (1) The reply shall be sent to the sender in written form after clarification of the facts and circumstances relevant for the case under consideration.

(2) The term for answering a complaint, alert or proposal of a client shall be 30 (thirty) days.

(3) When the complaint is well-founded, the Company shall take measures for elimination of the admitted violation or inaccuracy, within a term not longer than the term under para. (2).

(4) In case the complaint is not upheld, the Company shall state reasons for this in the written answer to the sender.

(5) When the decision on a given complaint concerns other clients, the company shall notify them in written form.

**Art. 19** In case of disagreement with the response of the Company, the client has the right to file a complaint to the EWRC in accordance with the Energy Act. The complaint is filed through the Company, which sends a copy of the entire file on the case with attached evidence within 7 (seven) days.

**Art. 20** The company keeps the files on complaints, alerts and proposals in time according to the current legislation. The company is obliged to provide information about the stage of consideration of the complaint, at the request of the Client.

**Art. 21** The Company uses all legally permissible means of resolving disputes, including:

1. conducts negotiations in which it seeks to fully present to the client its arguments for actions taken, as well as to give all necessary explanations related to the specifics of the licensing activity carried out by the company in order to avoid future disputes;
2. participates in the special proceedings initiated before the EWRC for voluntary settlement of disputes between the client and the Company.

**Art. 22** (1) In the cases when the Company and the client cannot resolve the dispute through negotiations or applying alternative forms of dispute resolution, they may refer the dispute to a competent state body, applying the relevant law relevant to resolving the dispute.

(2) In case of an unpaid obligation for delivered natural gas during the past period, the Company may initiate proceedings admissible by the Civil Procedure Code for collection of its obligations, including:

1. to request from the competent court the issuance of an enforcement order;
2. to be provided with a writ of execution;
3. to seek the assistance of a bailiff in view of the issued writ of execution, requesting the imposition of precautionary measures and the application of the methods permitted by law for compulsory collection of debts.

## **Section Five "Cooperation with consumer organizations"**

**Art. 23** The Company cooperates with Consumer organizations representing their interests.

**Art. 24** The Company organizes and presents together with the Consumer Organizations measures and initiatives for the development of the market model of the free natural gas market.

**Art. 25** Communication channels for providing up-to-date information from the company to the clients:

1. the offices of the Company;
2. official website of the company - <https://www.gen-i.si/en/> ;
3. brochures with explanatory information;
4. publications in the mass media.



## **Section Six "Final provisions"**

**§1.** (1) These Rules have been approved by the EWRC by Decision № L-585 of 22.12.2021 and are an application and an integral part of the license № L-585-15 of 22.12.2021 for the activity "natural gas trading".

(2) The Company shall publish the Rules in one central and one local daily newspaper, as well as on its website and shall enter into force upon their publication.

(3) Amendments to the Rules shall be made in accordance with the procedure for their approval.

**§2.** In case of changes in the legislation, the provisions of these Rules, which contradict the changes, are replaced by the mandatory norms of the law.