

GENERAL TERMS AND CONDITIONS

Objections

This confirmation contains the conditions for the sale of electricity. Please check that the information in the contract confirmation is correct. If they are correct, you do not need to take any action, and the contract will take effect according to the details set out in the confirmation.

If you discover any errors, you can lodge an objection within 21 days of the date on which the contract confirmation was sent. During the period between the conclusion of the contract and any objections, the contractual conditions set out in the confirmation will apply. If you do not submit any objections within the time limit, the contract is deemed to be accepted on the terms set out in the confirmation. In the event of a dispute, the seller has the burden of proof that the information in the contract confirmation is correct.

If your contract was concluded by phone and you have accepted it in writing (e.g. by SMS), there is no right to object, unless it is due to an error by the seller. However, as a consumer customer, you have a 14-day right of cancellation.

Terms of contract

These general terms and conditions and the current version of the Finnish Energy Industries Terms of Electricity Sales 2024 shall apply to retail electricity sales, unless otherwise stated herein. The terms and conditions of your electricity sales contract are available at <https://www.herrfors.fi/en/customer-service>. You can read, print and download them free of charge. If you wish, you can also get a paper copy of the terms and conditions free of charge.

Validity of the contract

*) The electricity sales contract can enter into force earliest when the metering fulfils the requirements of the Electricity Market Act, the provisions issued under it and the necessary metering arrangements have been made. Entry into force of the contract may also be delayed for other reasons.

The contract is valid according to the agreed terms at a specific place of consumption and cannot be transferred to another place.

A fixed-term contract is valid for the agreed period and cannot be cancelled in the middle of the period. At the end of the contract period, it continues as an open-ended contract, priced on a spot basis, unless you have indicated your preference for another type of contract before the end of the contract period. An open-ended contract can be cancelled with 14 days' notice.

Channel for notifications

Contract confirmations and notifications of changes to prices and conditions are mainly sent electronically. If you wish, you can also request a paper version free of charge.

You can check and update your notification channel and address in our electronic service. You will be informed of the electronic notification in a pre-agreed way, for example by e-mail or SMS. As a consumer, you can also request notifications in paper form at no extra cost.

Renewable electricity

If you have chosen a renewable electricity contract, the electricity you use will be certified as being produced from renewable sources. This is done through guarantees of origin, which are given for electricity produced from renewable sources.

If you have not chosen renewable electricity, the origin of the electricity will not be certified, and the energy source distribution will be specified according to the Finnish residual distribution.

Network services and metering data

The local distribution system operator is responsible for the network service provided (transmission and metering) in accordance with the terms and conditions applicable to the service. The DSO charges for the network service in accordance with the applicable tariff.

Pricing

The prices set out in this agreement are the basis for billing. The basic fee is charged monthly.

The prices for a fixed-term contract are valid for the agreed period.

The prices/margins for an open-ended contract are subject to change. The seller notifies any changes to prices/margins at least 30 days before they take effect. If the current price/margin stated in this contract is changed before the start of delivery, the new price/margin will apply.

For spot contracts, the price is determined based on Nord Pool Spot's Finnish area price plus the seller's margin.

Fingrid's balancing service fee included in the margin is invoiced according to actual consumption. If the fee changes, the margin will also change accordingly.

Changes in taxes, official fees and other similar charges are taken into account in pricing as soon as they enter into force.

If your electricity sales product is Stable+, the energy price consists of a fixed component and a consumption-based component, which is calculated monthly for each place of use.

Consumption impact

Consumption impact means that your electricity bill is determined based on your electricity consumption during spot price periods. Consumption impact is calculated by comparing the weighted average price for your consumption with the average spot price for the month.

The calculation is made by multiplying your electricity consumption for each time period by the spot price for that time period. The resulting sum is divided by your consumption for the entire month to obtain the spot price weighted according to your consumption. This is compared with the average spot price for the month, and the difference is added to or deducted from your electricity bill.

If you have consumed electricity during periods when spot prices were particularly low, you will receive a discount. However, if your consumption is weighted towards higher spot prices, the impact of your consumption will increase your electricity bill.

Invoicing

Your invoice will be sent according to the invoicing interval and delivery method you choose, such as e-invoice, e-mail, paper invoice or other optional method. E-invoicing requires your approval in your own online bank.

Interest is charged on unpaid invoices in accordance with the Interest Act. In addition, there are separate charges for any connection and disconnection of the electricity connection. Your electricity supply may be cut off if you do not pay your bills in accordance with the terms and conditions.

Accuracy of data

The parties undertake to inform each other of any changes in the circumstances referred to in the contract. As a customer, you are responsible for keeping your own information, such as billing and contact details, up to date. If your details change, you must inform the seller without delay so that billing and customer service can function properly.

Right of Cancellation

If the sales contract has been concluded via a remote medium (e.g. by telephone or online) or a door-to-door sales contract, as a consumer customer you can withdraw from the contract within 14 days of its conclusion without giving any reason.

You can cancel the contract, for example, by filling in a cancellation form available on our website. If the supply of electricity has started before the end of the cancellation period, you must pay the seller the contract price for the electricity supplied up to the date of cancellation.

The seller has the right to cancel the contract if, at the time of the conclusion of the contract, there are remarks in your credit history or if there is any other reason, such as a product restrictions, that

prevents the contract from coming into force. In such cases, you will be informed of the cancellation without undue delay.

Checklist

The checklist for electricity users is available at <https://energiavirasto.fi/en/frequently-asked-questions>