

**E.1. INTRODUCTION**

1. The company under the trade name “NRG SUPPLY AND TRADING ENERGEIAKI SOCIETE ANONYME”, and the distinctive title “NRG SUPPLY AND TRADING S.A.”, having its registered office in Maroussi, Attica, at the junction of 168 Kifissias Avenue with Sofokleous street, with Tax Identification No 998102480-Athens Tax Office for Commercial Companies, with General Commercial Registry No: 00936160100 (hereinafter the “Supplier”) holds an Electricity Supply Licence, by virtue of RAE Decision No 541/2013 (15/11/2013), as subsequently amended by RAE Decision No 735/2019 (11/7/2019), and is registered in the Register of Market Participants kept by the Hellenic Energy Exchange (HEX) and by the Non-Interconnected Islands Operator (HEDNO SA) as Supplier No 29XNRGRTRADING—S.
2. The Supplier offers Customers under section E.2 hereof the new commercial electricity supply plan “nrg OnTheGo” (hereinafter the “Plan”).
3. The inclusion and participation of the Customer in the Plan, as well as the terms thereof, are specified by these special terms (hereinafter “Special Terms”). For any issues not regulated by the Special Terms, the Supplier’s General Terms of Electricity Supply shall be applicable (hereinafter “General Terms”).
4. The Plan is not combined with any other offers and/or discounts or promotional actions of the Supplier, provided that they concern the same benefit. The Plan participates in the combined promotional action “nrg CONNECT”, and in the combined promotional action “TOTAL nrg 4U”; therefore, any special terms of the above combined promotional actions, which are posted on the Supplier’s website, [www.nrg.gr](http://www.nrg.gr), will additionally apply. The Plan is also combined with the Social Residential Tariff (SRT) and the Environmental Residential Tariff (ERT).
5. The Special terms will prevail over any contradicting General Terms.

**E.2. TARGET MARKET**

1. The Plan is addressed to household customers already represented by the Supplier, as well as to any new ones, who are legal owners of an electric and/or plug-in hybrid vehicle, who will opt to join the Plan while it is available.
2. To demonstrate fulfillment of the relevant requirement for participation in the Plan, the Supplier may ask the Customer for a copy of their electric and/or plug-in hybrid vehicle license.

**E.3. DURATION**

1. It is agreed that, with the exception of section E.3.2 hereof, the Plan will last for a period of twenty-four (24) months [730 calendar days], commencing, pursuant to Article 4 of the General Terms:
  - (a) for already existing Customers, as of the date on which the relevant Supply Contract is signed by the Parties, whoever signs last; and
  - (b) for new customers, as of the date of entry into force of the Load Meter Representation Declaration, which the Supplier undertakes to submit to the competent Operator, under the Electricity Supply Code.
2. In particular, for those Customers that will opt to make use of the privilege to purchase the home charger on a discount, in accordance with the provisions of section E.6.C hereof, the relevant duration of the plan is agreed for a period of thirty-six (36) months [1095 calendar days]. The Customer may freely and at any time activate the above privilege. The activation of the above privilege after entry into force of the Supply Contract entails extension of the validity term thereof for twelve (12) more months, in which case the total term of the Contract will be thirty-six (36) months.
3. Upon expiration of the period of twenty-four (24) or thirty-six (36) months respectively, the Supply Contract will be converted to an indefinite-term contract, and from that point onwards it will be governed by the General Terms.

**E.4. SUPPLY CHARGES**

With regard to the billing of the Customer, it is agreed that the Supply Charges of the Plan will be applied, as listed in the Supplier’s General Price List of Offered Plans, in combination with the special conditions of discounts specified in section E.5 hereof.

**E.5. DISCOUNTS ON THE SUPPLY CHARGES FOR TIMELY PAYMENT**

1. If the Customer timely pays the electricity consumption bills issued by the Supplier, the former will receive a twenty percent (20%) discount on the supply charges (competitive charges) of the Plan, as listed in the General Price List of Offered Plans.
2. The amount corresponding to the above discount rate will be credited to the immediately following consumption bill, after the Clearing Bill (regardless of whether it is an Estimated or a Clearing Bill) on the condition that all the issued electricity bills concerning the clearing period, including the Clearing Bill, have been timely paid.
3. The discount for timely payment, under section E.5.1, cannot be combined with other plans or other promotional actions of the Supplier, which provide for a discount on the electricity consumption bill, except for the ones restrictively listed in these terms.
4. The discount for timely payment, under section E.5.1, concerns only the day/or night electricity charge (€/KWh) of the Plan, as well as the monthly fixed charge, as listed in the General Price List, and it by no means concerns the readjustment charge, under clause 6.A of the Supplier’s General Terms, as well as the “nrg Fixed” subscription, if the Customer opts to activate it. It should be further clarified that the above discounts do not concern the regulated & other charges, which are governed by the provisions of the General Terms of Electricity Supply.
5. The discount rate, under section E.5.1, applies to the competitive charges provided for in section E.5.4, as they are formed following deduction of free electricity, under section E.6.1 hereof, and/or application of the Social Residential Tariff or the Environmental Residential Tariff, provided that it applies to the Customer.

**E.6. BENEFITS**

1. Upon joining the Plan, the Customer is granted the following privileges:
  - (A) **Free electricity for charging the electric vehicle:**  
The Supplier offers each Customer that will join the Plan free electricity for vehicle charging for a period of one (1) year. Such electricity, which has been budgeted for use for 10,000 km/year, and for a vehicle with an average consumption of 14 kWh/100 km, covers the Day and/or Night electricity charge of the Plan up to the limit of 1,400 kWh, exclusively for the first (1st) year of validity thereof [365 calendar days]. It should be clarified that the above free electricity will appear as a separate credit in the electricity bills to be issued and sent by the Supplier, and will be partially delivered, depending on the billing period of each electricity consumption bill until completion of a period of one (1) year. Delivery of the total free electricity presupposes that the Contract will remain valid for a period of at least twelve (12) months. Otherwise, it will be delivered in proportion to the period during which it remained valid. Any change of the supply user, at the relevant request of the Customer, and according to the procedure specified by the Supplier, will not entail any obligation of the Supplier to deliver again the electricity that has already been freely granted. The amount corresponding to the electricity offered for free is calculated in accordance with the following methodology:
    - For household supplies without night-rate electricity:  
Amount of free electricity= 1400 kWh/365 days \* billing days of electricity consumption bill \* Plan Charge for Day consumption (€/KWh).
    - For household supplies with night-rate electricity:  
(a) Estimated electricity consumption bills:  
Amount of free electricity = Amount of free electricity for Day consumption + Amount of free electricity for Night consumption (mix of Day - Night electricity at a rate of 70% - 30%), where:  
- Amount of free electricity for Day consumption = 1400 kWh/365 days \* billing days of electricity consumption bill \* Plan Charge for Day consumption (€/KWh) \* 0.7  
- Plan Charge for Night consumption = 1400 kWh/365 days \* billing days of electricity consumption bill \* Plan Charge for Day consumption (€/KWh) \* 0.3  
(b) Clearing electricity consumption bills:  
- Amount of free electricity for Day consumption = (1400 kWh/365 days) \* billing days of electricity consumption bill \* (Day consumption/Total consumption) \* Plan Charge for Day consumption (€/KWh)  
- Amount of free electricity for Night consumption = (1400 kWh/365 days) \* billing days of electricity consumption bill \* (Night consumption/Total consumption) \* Plan Charge for Night consumption (€/KWh)
  - (B) **Free Guarantee Withdrawal Subscription (nrg Green Subscription)**  
The Supplier offers Guarantees of Origin (GOs) to each Customer that will join the Plan, for the whole term of the Customer’s Supply Contract, without the obligation to pay the subscription fee provided for in section A.(v) of the Supplier’s General Price List of Offered Electricity Plans. Guarantees of Origin are the electronic certificates certifying that for the electricity consumed by the Customer in the above supply, the Supplier has withdrawn (reserved) exclusively in the name of the said Customer an equal amount of electricity, generated by certified RES. The withdrawal (reservation) of GOs is governed by the terms and conditions of clause 16 of the Supplier’s General Terms.
  - (C) **Option to purchase an electric vehicle home charger on a discount**
    - (a) The Supplier offers each Customer joining the Plan the option, should they so wish, to purchase the electric vehicle home charger model of their preference, among the ones available by the Supplier, on a 30% discount.
    - (b) The available models of chargers are the following:
      - Terra AC wallbox for single-phase supplies (7.4kW), of the type TAC-W7-T-0, with a nominal value of €909.00 plus VAT, which, following a 30% discount, is available for sale by the Supplier at the final price of [€909.00 - (909.00\*30%)]= €636.30, plus the corresponding 24% VAT
      - Terra AC wallbox for three-phase supplies (22kW), of the type TAC-W22-T-0, with a nominal value of €969.00 plus VAT, which, following a 30% discount, is available for sale by the Supplier at the final price of [€969.00 - (969.00\*30%)]= €678.30, plus the corresponding 24% VAT.
    - (c) The above discounts do not affect, and are, therefore, additional to the state subsidy for the acquisition of a home charging point of the action “I MOVE ELECTRICALLY”, which is provided for in Ministerial Decision No Y1TEN/ΕΠΤΑΕΝ/77472/520 (Government Gazette, Series II, No 3323/7.8.2020).
    - (d) For the purchase of the charger with the above discount rate, the Customer must fill in the relevant standardized form of the Supplier. The acceptance and activation of the above privilege on the part of the Supplier entails extension of the validity term of the Electricity Supply Contract for twelve (12) more months, in accordance with the special provisions of section E.3.2 hereof.
    - (e) The Supplier is entitled to justifiably refuse to grant the above discount, especially if the Customer has overdue debts towards the Supplier or breaches the terms of the Supply Contract.
    - (f) The Customer can receive the charger either from the existing network of the Supplier’s

- shops, or through a courier service at the address to be indicated by the latter, within the Greek territory. Customers who will choose to receive the charger through a courier service may pay the relevant price of purchase thereof, either by deposit to the bank account notified to them by the Supplier before the charger is sent, or by cash on delivery. The costs for delivery of the charger to the Customer, as well as any costs for the cash on delivery service shall be borne by the Supplier.
- (g) The time of delivery of the charger at the delivery point set by the Customer depends on the Supplier’s stock and/or the availability of the carrier.
- (h) The charger will be installed at the care and responsibility of the Customer.
- (i) Any issues relating to the legal guarantee of the above charger, and the Customer’s right to rescind the purchase thereof shall be regulated in accordance with the provisions of Law 2251/1994, as amended and in force.
- (j) The Supplier reserves the unilateral and unlimited right to replace the charger type with any other type he may wish, at any time and for any reason whatsoever.

**(D) Shell Smart Club Bonus Points**

The Supplier offers each Customer that will join the Plan the right to receive 2000 Smart points in their Shell Smart Club as a one-time welcome gift. Granting the above points presupposes possession of the Shell Smart Club card of Coral. Moreover, each Customer acquires the right to collect all smart points in proportion to the competitive electricity charges they repay, for the duration of the “nrg@allsmart” Plan, and for as long as they remain a customer of nrg. The relevant action is governed by the terms of the Supplier’s “nrg@allsmart” plan, which are posted on the Supplier’s website ([www.nrg.gr](http://www.nrg.gr)).

2. All privileges provided for in section E.6 are subject to the condition of commencement of representation of the Supplier’s supply before the competent Operator, and expiration of the deadline for rescission of the Contract, as set forth in clause 4.4 of the Supplier’s General Terms. Therefore, the submission on the part of the Customer of an application for the purchase of the charger, under section E.6.1.C on a discount, as well as the acceptance thereof on the part of the Supplier before expiration of the above rescission deadline, shall by no means entail or be construed as assumption on the part of the Supplier of the obligation to accommodate the relevant request before expiration of the relevant rescission deadline. The relevant request is scheduled and served by the Supplier by order of precedence, only after expiration of the above deadline.

**E.7. EARLY TERMINATION FEE**

1. In the event of termination of the Electricity Supply Contract for the supply that has joined the Plan before completion of the period of two (2) years, under section E.3.1 hereof, either on the part of the Supplier, due to the fault of the Customer, or on the part of the Customer for any reason, without prejudice to clause 11.3 of the General Terms of the Electricity Supply Contract (on the termination of the Supply Contract by the Customer on the ground of amendment of a term of the Contract or the supply charges by the Supplier), the Customer will be charged in the final clearing bill with the amount of one hundred Euro (€100.00), plus the corresponding VAT.
2. It is expressly agreed that the early termination fee provided for in the preceding paragraph shall be further increased by the full amount of one hundred Euros (€100.00), in the event that the term of the Supply Contract has been extended to the period of thirty six (36) months, as provided for in section E.3.2 hereof.
3. The early termination fee shall be imposed on each Meter of the Customer that has joined the Plan.

**E.8. READJUSTMENT CLAUSE**

The Supplier may readjust the Supply Charges of the Plan, by imposing a Readjustment Clause, based on the fluctuation of the cost of electricity supply for each consumption period of the Customer, according to the mathematical formula  $Y=Ax(MCP)+B$ , where:

- (Y) = the cost of supply of each kilowatt-hour in Euros (€/kWh) for the period billed each time, (A) = the increase coefficient 1.18, (MCP) = the mean Day-Ahead Market Clearing Price (MCP) for the Customer’s consumption period billed in each consumption bill (ESTIMATED and/or CLEARING BILL) and (B) = the price €0.008/kWh.
- [\* The Day-Ahead Market Clearing Price (MCP) is posted on the Hellenic Energy Exchange website on a daily basis [https://www.enxgroup.gr/el/markets-publications-el-day-ahead-market].

**In particular:**

- a) if the value (Y) ranges between the limit of €0.043/kWh (Minimum Cost Value) and the limit of €0.053/kWh (Maximum Cost Value), the supply charges will remain intact.
  - b) if the value (Y) ranges below the limit of €0.043/kWh (Minimum Cost Value), then the product of the difference between value (Y) and the above Minimum Cost Value multiplied by the total consumption of the Customer for the period at issue may be passed on in favor of the Customer, through the imposition of a Readjustment Clause.
  - c) if the value (Y) ranges above the limit of €0.053/kWh (Maximum Cost Value), then the product of the difference between value (Y) and the above Maximum Cost Value multiplied by the total consumption of the Customer for the period at issue may be similarly claimed by the Customer as an additional cost, through the imposition of a Readjustment Clause.
- The above fluctuations of the Supply Charges will appear as distinct charges or credits in the electricity consumption bills sent by the Supplier to the Customer, when the competent operators make the actual data available.

**E.9. FIXED-RATE SUBSCRIPTION (“nrg Fixed Subscription”)**

The right to readjust the Supply Charges, under the preceding paragraph, shall be suspended if the Customer opts to pay the fixed-rate subscription, under section (A)(vi) of the Supplier’s General Price List of Offered Plans (hereinafter the “nrg Fixed Subscription”), for as long as the Customer keeps such subscription active, on the special terms and conditions provided for therein.

**E.10. PRIVILEGES OF BMW & MINI OWNERS (Promotional action - nrg OnTheGo BMW GROUP)**

- As part of the strategic cooperation of the Supplier with BMW HELLAS S.A. for the development and promotion of electromobility in Greece, the following privileges are provided to owners of electric & hybrid plug-in BMW & Mini vehicles:
- (a) 10% discount for timely payment, additional to the one set forth in section E.5.1 hereof;
  - (b) 15% discount for acquisition of an electric charger, additional to the one set forth in section E.6.1.C hereof;
  - (c) 100% discount on the cost of charging their vehicle at the SHELL & AVIN service station network for the first year of the term of their Supply Contract [365 calendar days], and 20% discount for each following year until expiration of their Contract;
  - (d) 1000 additional Shell Smart Club bonus points to the ones provided for in section E.6.1.D.

Date	For the Customer	For the Supplier
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