



GENERAL TERMS OF ELECTRICITY SUPPLY CONTRACT of Low-Voltage Non-Household Customers

The following provisions constitute the General Terms of the electricity supply contract by 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 Marousi, Attica, at the junction of 168 Kifisias Avenue and Sofokleous street, with Tax Identification No. 998102480-Athens Tax Office for Commercial Companies, with General Commercial Registry No 008361601000 (hereinafter "Supplier") to the customer (hereinafter "Customer"), whose details are indicated on the application submitted by the Customer to the Supplier (hereinafter "Application"). The electricity supply contract between the above contracting parties (hereinafter "Supply Contract") comprises a) the Customer's application to enter into a Supply Contract (hereinafter "Application"), signed by the Customer and the Supplier; b) these General Terms, which are signed by the Customer; c) the General Price List of Offered electricity Plans, as in force at the time of signing the Supply Contract (hereinafter "General Price List of Offered Plans"); and d) the List of Promotional Actions and Discounts on Electricity Plans for residential and professional low-voltage supplies, and the Special Terms thereof (hereinafter "List of Promotional Actions and Discounts"), provided that such a list is in force, and provided that the Customer has opted to join one of the available plans, which is combined with one of the promotional actions or discounts of the above List of Promotional Actions and Discounts, available at that time.

Article 1: In general

1.1 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 29XNRGTRADING-S.

1.2 For the purposes of implementation and interpretation hereof, the definitions laid down in the Code of Electricity Supply to Customers (hereinafter: Supply Code, Government Gazette, Series II, No 832/2013 & Government Gazette, Series II, No 1463/2016) shall apply. These terms concern Customers falling under the category of Non-Household Customers, within the meaning of Article 3 par. 2 of the Supply Code.

Article 2: Scope of the Supply Contract

2.1 The Supplier shall supply electricity to the premises/facilities of the Customer, whose details are indicated on the Application, in accordance with the terms hereof, and the Customer shall receive the electricity supplied to their premises/facilities by the Supplier, timely paying any and all fees and charges provided for herein and in the law.

2.2 Throughout the term of the Supply Contract, the Parties agree that the Supplier shall be the sole electricity supplier for the Customer's premises/facilities referred to in the Application.

Article 3: Obligations of the Parties

3.1 The Supplier represents and undertakes the obligation vis-à-vis the Customer:

3.1.1 To comply with and implement the terms of the contracts it has signed with the Independent Power Transmission Operator (IPTO S.A.) for the use of the system and, respectively, with the Hellenic Electricity Distribution Network Operator (HEDNO) for the use of the network, so that it is able to comply with its obligations arising hereunder.

3.1.2 Within fifteen (15) days from signing hereof, to take all necessary actions relating to the submission of the Load Meter Representation Declaration to HEDNO, in accordance with the applicable provisions.

3.1.3 To process the Customer's requests and complaints in a fast and effective manner, and provide the Customer with all the necessary information provided for by the law and the relevant Codes in relation to the implementation hereof, and in particular to make available to the Customer the Form of Electricity Services and the Code of Management of Customers' requests and complaints, which are posted on the Supplier's website, in accordance with the Electricity Supply Code, and to inform the Customer each time they are amended, by relevant reference to the address of the website on which they have been posted.

3.1.4 To maintain a generally high level of quality of services, and in the event of improper performance of such obligation, at its own liability, including erroneous or late charges, to compensate the Customer for any direct actual property damage suffered by the Customer, due to the Supplier's wrongful conduct.

3.2 The Customer represents and undertakes the obligation vis-à-vis the Supplier:

3.2.1 To maintain installed at their premises the technically required meters for measuring the energy absorbed.

3.2.2 To duly and timely pay the electricity consumption bills sent by the Supplier, in accordance with Article 8 of the General Terms.

3.2.3 To exclusively consume the electricity supplied to the Customer by the Supplier, and only for the intended use set out in this Supply Contract.

3.2.4 To inform the Supplier, through a written application, in the event of their relocation, at least fifteen (15) days before the relocation date, unless they wish to terminate this contract, in which case the deadline of thirty (30) days provided for in Article 11 of these General Terms shall apply.

3.2.5 The Customer also recognizes the right of the Hellenic Energy Exchange (HEX) to take direct action against the Customer, enjoying the same rights it has against the Supplier, for the part of the Customer's consumption corresponding to the Supplier's Load Declaration, in the cases of non-lawful submission of a Load Declaration, due to the lack of a certificate of coverage of financial obligations or due to lack of payment of the financial obligations arising out of a Supplier's Load Declaration, in the context of the Day-Ahead Scheduling, while the Customer shall not be entitled to raise any objections arising out of their contractual relationship with the Supplier, under Article 2, paragraph 1(E) of the Power Exchange Code for Electricity (hereinafter PEEC: Government Gazette, Series II, No 104/31.1.2012, as amended and in force).

3.2.6 The Customer also recognizes the right of the Non-Interconnected Islands Operator (NII Operator) - (HEDNO SA) to take direct action against the Customer, enjoying the same rights it has against the Supplier, for the part of the Customer's consumption corresponding to the Load Declaration, taking into account the relevant consideration of Services of General Interest (SGI), and the Customer shall not be entitled to raise any objections arising out of their contractual relationship with the Supplier, if they have not paid the financial obligations arising from the Supply Contract, as explicitly laid down in Article 23, paragraph 3(e) of the NII Electrical System Management Code (hereinafter NII Code: Government Gazette, Series II, No 304/2014, as amended and in force).

3.2.7 To authorize the Supplier to submit to the competent Operator (HEDNO) a Load Meter Representation Declaration to the Customer's Meters, to represent the Customer before the Operator, in the case of an original activation or connection reactivation, for the conclusion of the procedures required for electrification, and to represent the Customer in general before the Operator for all the issues regulated by the Supply Code, the Manual on Management of Measurements and Periodical Settlement of Network Suppliers (Manual on Management of Measurements: Government Gazette, Series II, No 2773/2015), the PEEC, the Hellenic Grid Control Code for Electricity (hereinafter GCEC: Government Gazette, Series II, No 103/2012, as amended and in force).

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3.2.48 To authorize the Supplier to submit to the competent Operator (HEDNO) a Load Meter Representation Declaration to the Customer's Meters, to represent the Customer before the Operator, in the case of an original activation or connection reactivation, for the conclusion of the procedures required for electrification, and to represent the Customer in general before the Operator for all the issues regulated by the Supply Code, the Manual on Management of Measurements and Periodical Settlement of Network Suppliers (Manual on Management of Measurements: Government Gazette, Series II, No 2773/2015), the PEEC, the Hellenic Grid Control Code for Electricity (hereinafter GCEC: Government Gazette, Series II, No 103/2012, as amended and in force).

for at least (6) months from the signing of the Supply Contract, and after such minimum term, they may be amended in accordance with these General Terms and the applicable laws. In the event that the List of Promotional Actions and Discounts regulates Supply Invoices, which are different from Supply Invoices in the General Price List of Offered Plans, the provisions of the List of Promotional Actions and Discounts shall prevail.

6.2 The charges imposed by the Supplier for the supply of electricity at the Customer's premises include the Supply Charges, the regulated charges, and the other charges, as described in detail in the General Price List of Offered Plans and/or the List of Promotional Actions and Discounts. The charges set by the Supplier are only the Supply Charges, i.e. the ones constituting a consideration for the supply of electricity. The regulated charges and the other charges are calculated in accordance with the applicable laws in a single manner for all Suppliers.

6.3 In the event of change to the electricity supply cost, the Supplier reserves the right to adjust the Supply Charges to its current price lists for the service plans it offers. Notification of the amendment to Supply Charges may be provided through the first Electricity Consumption Bill following such amendment.

6.4 The parties agree that, throughout the validity term hereof, the Supplier may readjust the Supply Charges, by imposing a Readjustment Clause, based on the fluctuation of the cost of electricity supply for each period of consumption of the Customer, according to the mathematical formula $Y=A(MCP)+B$, where: Y = the supply cost 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 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 separate charges or credits in the electricity consumption bills sent by the Supplier to the Customer, when the competent operators make the actual data available.

6.5 Fixed-rate Subscription ("nrg Fixed"): 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 "nrg Fixed Subscription"), for as long as the Customer keeps such subscription active, on the special terms and conditions provided for herein.

6.6 Guarantees of Origin withdrawal subscription ("nrg Green"): Each Customer may request withdrawal (reservation) of the Guarantees of Origin (hereinafter "GOs" in its name, by paying the Supplier the subscription fee under section (A)(v) of the Supplier's General Price List of Offered Plans (hereinafter "nrg Green Subscription"). The withdrawal (reservation) of GOs is governed by the terms and conditions of clause 17 hereof.

Article 7: Payment of Guarantee

7.1 The Customer undertakes to pay to the Supplier the amount referred to in the Application as guarantee for the timely payment of the Electricity Consumption Bills. In the case that the Customer is in the category of Small Customers, the guarantee may not exceed the estimated amount of two (2) consecutive electricity consumption bills. By exception, if a load meter deactivation declaration on the ground of overdue debts of the Customer during the past twelve (12) months has been submitted at least twice, the amount of the guarantee may be equal to the amount of three (3) consecutive Electricity Consumption Bills. The guarantee must be paid within the period designated in the Application. If the guarantee has not been paid, the Supplier shall be entitled to consider the Customer in default and apply the relevant provisions hereof.

7.2 The amount of the guarantee shall be refunded to the Customer interest-free upon expiration hereof. In the event that at the

Article 11: Termination of the Supply Contract, and withdrawal from the installation premises

11.1 This Supply Agreement may be terminated by the Customer at any time and on any grounds on written notice to the Supplier. The effects of termination shall apply thirty (30) days from the date on which the notice was sent to the Supplier. Prior termination of the Supply Contract is required for change of Suppliers, and, therefore, in that case, the termination shall become legally effective on the day before the entry into force of the Load Meter Representation Declaration submitted by the new supplier to the competent Operator, as such date is set and notified to the Supplier by the Operator. The Customer may not terminate the Contract, in order to exercise the right to change Suppliers if they have not already paid in full any amount due and payable arising from the initial Contract or if they have not arranged for a settlement of all amounts due and payable to the Supplier, in accordance with the settlement policy implemented by the latter. If the Customer does not comply with the conditions of the settlement for overdue debts, the old Supplier shall reserve the right to give the relevant Operator an order of supply deactivation, even if a supply contract has been signed with a new Supplier.

11.2 Termination of the Supply Contract by the Customer shall have no consequence of financial or other nature to the Customer, except for the case where the Supply Contract contains special terms regarding the minimum validity term, and the compensation due if the Supply Contract is terminated by the Customer, or by the Supplier exclusively on the ground of default of the Customer in terms of payment of their debts before expiration of the minimum term.

11.3 In any case, the Supplier shall not be entitled to compensation if the Supply Contract is terminated by the Customer within thirty (30) days from receiving the Supplier's notification on the amendment of a term of the Supply Contract, or from becoming aware of the amendment of the Supply Charges, as analysed below in Article 14 of these General Terms, even if the said termination takes place during the minimum validity term of the Supply Contract.

11.4 This Contract is terminated by the Supplier by written letter to the Customer, on the ground of breach of the terms hereof, which are all agreed to be material, for a period longer than thirty (30) days. In such a case, the Supplier shall notify the Customer to this end, setting a deadline of at least thirty (30) days for the resolution of the breach, and shall notify the latter of the consequences of failure to comply within the deadline set. If the aforementioned deadline lapses without action, the Supplier shall be entitled to terminate this Supply Contract and take the necessary actions towards the Distribution Network Operator in order to revoke the representation of the Customer's Meter. In such case, termination shall become effective immediately.

11.5 Moreover, the Supplier may terminate this Supply Contract, with immediate effect, if the Customer has been rendered in default as regards payment of overdue debts, as provided for below: If the Electricity Bill is not paid within the deadline set, the Supplier shall take the following actions: a. Indicate the amount of overdue debt in the next bill and add this amount, subject to the lawful default interest, to the total due amount of the new bill that the Customer is required to pay by the normal due date of the new bill; b. If the second due date also expires to no effect, the Supplier may submit to the competent operator an order for deactivation of the load meter due to unpaid debts. Such order must be notified to the Customer; c. If the overdue debt is not paid within ten (10) days from its communication to the Customer of the order for load meter deactivation, the Supplier may terminate the Supply Agreement by submitting to the competent Operator a declaration of termination of representation, informing the Customer accordingly.

11.6 If any of the contracting parties is declared bankrupt, enters receivership, special or other type of liquidation, or enforces any other procedure provided for by the Law in case of insolvent debtors or debtors of limited financial position, the non-defaulting party shall be entitled to terminate this contract, with immediate effect.

11.7 Without prejudice to Article 4.3 of these General Terms, the Supplier shall, in any other case, except for the cases listed in this Article, and regardless of the reason, be entitled to terminate this contract in writing, by giving a prior sixty (60) days' notice.

11.8 In the case of any reason for termination hereof, any kind of debts of the Customer to the Supplier shall automatically become due and payable, and the Supplier shall be entitled to take the foreseen actions towards the competent Operator for the revocation of the Customer's meter representation.

11.9 If the Customer leaves their premises without timely notifying their departure to the Supplier, the Supply Contract will continue to be in force until the Customer's meter representation ceases. In such case, the date of revocation of the Customer's meter representation shall be considered as the date of automatic termination of the Supply Contract, as set by the competent Operator, in accordance with the provisions of the relevant Code.

Article 12: Applicable Law - Dispute Resolution

Any disputes arising from or in relation to this Contract, which may not be amicably resolved between the Parties, in accordance with the procedures provided for by special terms hereof and/or the Electricity Supply Code, shall be finally resolved in accordance with the Greek Laws, and the Courts of Athens shall have exclusive jurisdiction.

Article 13: Amendments

13.1 The Supplier further reserves the right to amend the terms hereof on material grounds, including but not limited to: amendment to the applicable legislation, or issuance of decisions of the competent supervisory and regulatory authorities that affect the operation of this Contract in any manner, and change in the terms of the electricity market.

13.2 The individual notification of the Customer about the said amendment and the material grounds, which is provided for by the Electricity Supply Code, shall be made by letter or by alternative ways (by email, by telephone, via a brief notification included in the Electricity Consumption Bill or sent electronically, referring to the Supplier's website for full information about the content of the amendment), provided that the Customer has consented to this, or in accordance with Article 6.3 of these General Terms, with the first electricity bill following the amendment.

13.3 Without prejudice to Article 6.3 of the General Terms, if the Customer belongs to the category of Small Customers, the Customer shall be informed at least sixty (60) days before entry into force of the amendments, and shall be reminded that within such period, the Customer may state whether they accept those new terms or not, and whether they wish to terminate this Supply Contract, pursuant to Article 11.1 of these General Terms, without actually incurring any liability, under paragraph 3 of the same Article.

Article 14: Notifications

Unless otherwise provided for in special terms hereof, the written notifications and statements exchanged between the Parties, including the termination hereof, shall be sent by registered mail on proof of receipt or by facsimile transmission or by e-mail, or by service by bailiff to the following addresses of the Parties or any other address which the Parties may notify at a later date, in one of the aforementioned ways, including the Electricity Consumption Bill: For the Customer: The address and the contact details stated in the Application. For the Supplier: NRG SUPPLY AND TRADING ENERGEIAKI S.A., 168 Kifissias Avenue & Sofokleous St, 151 26, Maroussi - Telephone: 18101 Fax: 210 960 6021 - Email: cs@nrg.gr. The last address stated shall be considered as the lawful registered office or residence of the contracting party it concerns, where all documents, under this Contract, are lawfully served, and become effective pursuant to the law.

Article 15: Personal Data Protection

15.1 The Supplier respects the Customer's right to the confidentiality of its personal data and declares that the requested information is strictly necessary for the conclusion and execution of the Supply Contract as well as for the fulfillment of the other processing purposes of the Supplier, as these are set out below, and such data shall be processed in accordance with the applicable data protection legislation (Regulation 2016/679 E.C. GDPR, with Greek legislation for personal data protection, as in force each time, and with any other applicable provisions, laws, regulatory decisions, directives or/and codes of conduct concerning the processing of Personal Data) and with the Supplier's Privacy Policy, as this posted on the Supplier's website (www.nrg.gr). For the purposes of this Article, the terms "personal data", "processing", "restriction of processing", "data controller" and "data subject" shall have the same content with the one attributed to them by the GDPR.

15.2 This Personal Data Processing Notification applies to all personal data provided by the Customer upon submission of the electricity supply application as well as for any additional data provided at a later time by the Customer or by other sources (name, contact details, consumption details, etc.) (hereinafter: "the Data").

15.3 Data controller shall be the company "NRG SUPPLY AND TRADING ENERGEIAKI SA" which has its registered office in Maroussi Attica, at 168 Kifissias Ave. and Sofokleous St., with T.I.N. 998102480, Tel. 18101.

15.4 The Customer acknowledges that the provision of its data is a legal or contractual obligation or requirement for the assessment of its application by the Supplier, for the Supplier's communication with the Customer in connection thereto, and for the conclusion of the contract with the Supplier, as well as that failure to provide such data would render impossible not only the conclusion preparation and the proper performance of the contract, on the one hand, but also the Supplier's compliance with its obligations under the law and the preservation of its legitimate interests, on the other hand.

15.5 Given that the Customer grants its consent to that end, the Supplier may process data for additional purposes related to the Company's activities, although this is not strictly necessary for the execution of the Supply Contract, such as information, marketing, commercial communication of products and services, as well as researches to assess the quality of the services provided with various means, even automated (by e-mail, SMS, MMS, fax, telephone). The Customer may withdraw its consent at any time, however the processing performed prior to such withdrawal is not rendered illegal.

15.6 The Supplier may process the Customer's data, even without the prior consent of the Customer, whenever processing is necessary or required (a) for the preparation and/or execution of the Supply Contract between it and the Customer; (b) for the fulfillment of the Supplier's statutory obligations; (c) for the exercise of its rights in judicial proceedings; (d) for the pursuit of its legitimate interests, indicatively the improvement of the services provided, as well as in all cases provided for, where appropriate, in Articles 6 and 9 of the GDPR.

15.7 The Supplier shall process the Data electronically and manually and shall ensure that the processing procedures and policies followed by it are consistent with the purposes set out above and with the applicable legislation (including issues pertaining to the safety and confidentiality) as well as with the principles of fair and lawful processing. Customer's Data will be stored only for the period necessary in order to fulfill the purposes for which it was collected. In any event, the criterion used to determine the storage period shall be based on and take due account of the need to comply with any relevant legal requirement, the principle of limitation of the storage period, the principle of minimization of data and the need for reasonable handling of the Company's data. The Supplier may retain all or part of the data even after the expiration of the Supply Contract for the period necessary in order to fulfill its contractual and legal obligations, as well as to pursue the purposes described in paragraph 4 of this Article.

15.8 The Data shall be accessible to the following categories of authorized persons of the Supplier: personnel involved in accounting, tax and administrative issues, information technology personnel and personnel involved in internal audits and any other authorized person who must process the Customer's data in the scope of his/her work duties. The Data may also be transmitted to other affiliates of the Supplier, within the meaning of Article 99 of Law 4548/2018, which may not be established in EU countries ("third countries") for purposes permitted under law and/or on the basis of a legitimate interest (administrative and accounting needs, legal claims, development of the undertaking). Customer's personal data shall be used exclusively for the aforementioned purposes under paragraph 2 of this Article and information shall not be disclosed or sold to third parties for other non-relevant purposes.

15.9 For the aforementioned purposes, Data may be further transmitted to: Authorities and public bodies, third partners providing specific technical or logistical services to the Company (e.g. cloud computing providers, external legal, technical and other consultants and partners, agents, distributors, commercial partners, Company's suppliers, third parties and their consultants in case of unplanned operations - mergers and takeovers, transfers of businesses/business units) and other legal recipients. Where applicable, such natural/legal persons shall act as Data Controllers, Processors or persons authorized to process personal data for the same abovementioned purposes, with the same assurances and in accordance with applicable law.

15.10 As regards the transmission of Data to third countries, the Supplier shall inform that the transmission of the Data will be made in each case in accordance with one of the methods permitted by the personal data legislation, such as, for example, with the Customer's consent, the application of standardized data protection clauses issued by the European Commission or by the Personal Data Protection Authority, or on the basis of legal status of adequacy decision by the European Commission.

15.11 Customer may contact the Supplier's Data Protection Officer at any time at the following address: dataprotection@nrg.gr or at the mailing address NRG SUPPLY AND TRADING ENERGEIAKI SA - Data Protection Officer, 168, Kifissias Avenue and Sofokleous St., P.C. 151 26 Maroussi, Attica, in order to exercise its rights under Articles 15-22 of the GDPR, including: the right to receive a confirmation that the Data concerning it is processed by the controller, as well as to obtain specific information on the processing (such as, among others, the processing objectives, categories of recipients, rights, etc.), to obtain a copy thereof, to obtain the data concerning it in a structured, commonly used and machine-readable format, as well as the right to transmit such data to another company, to request the direct transfer of the data, in a corresponding format, to another company, if this is technically feasible, to request their completion, updating, deletion or restriction of processing thereof or even to oppose to the data processing for legitimate grounds.

15.12 The Customer may address the Company's Data Protection Officer about its concerns for the safety and protection of its data, or file a complaint to the competent Data Protection Authority, namely the HELLENIC PERSONAL DATA PROTECTION AUTHORITY (www.dpa.gr). It can also read the Supplier's privacy policy at the following address www.nrg.gr.

15.13 This Article, as well as the Supplier's privacy policy, may be amended.

Article 16: Withdrawal of Guarantees of Origin

16.1 The Supplier has a record in the Register of Guarantees of Origin kept by the Operator of RES & Guarantees of Origin (former LAGIE & currently DAPEEP) for withdrawal of the Guarantees of Origin (GOs) in accordance with the provisions of Law 3468/2006 and Ministerial Decision No Δ6/Φ1/ou.8786/06.05.2010, Government Gazette, Series II, No 646/14.05.2010 [Unique Number of GO Record (UNGOR): DSX100015].

16.2 The GOs are the electronic certificates by virtue of which it is certified that for the electricity consumed by a Customer in a given period of time, and in a specific installation of such Customer, the Supplier has withdrawn (reserved) exclusively in the name of the said Customer an equal amount of electricity, generated by certified RES.

16.3 All Customers have the right to submit to the Supplier a request for withdrawal (reservation) of GOs in their name, regardless of the Plan or the Promotional Action they have chosen, in which case they shall bear the amount of the nrg Green Subscription corresponding to the use and the validity of their supply, in accordance with the provisions of the Supplier's General Price List of Electricity Plans. Each GO involves standardized energy of 1 MWh. In the event that the validity term of the Subscription does not cover a complete settlement period, the consumption on which the GOs are calculated will be the one corresponding to the validity term of the Subscription, if a non-integer number of MWh results from the settlement of consumptions of a specific installation for a certain period of time, the Supplier shall grant a GO withdrawal certificate for consumptions rounded up to the nearest integer (e.g. 10.4 MWh shall be rounded up to 11 MWh, 30.6 MWh shall be rounded up to 31 MWh).

16.4 The Customer may request the Supplier to withdraw (reserve) GOs for a period of 12 months (365 days), in which case the Customer will be required to pay the nrg Green Subscription for the whole period above. The withdrawal (reservation) of GOs, and, consequently, the obligation to pay the above Subscription, may exceptionally concern a period shorter than 12 months exclusively in the case where prior to completion of the 12-month period, the Contract: a) is terminated by the Customer; or b) is dissolved due to the Customer's withdrawal from the installation.

16.5 During the validity term of the nrg Green Subscription, the withdrawal (reservation) of GOs on the part of the Supplier, in the name of the Customer, will be carried out partially, based on the periodicity of issuance of CLEARING bills concerning the installation for which it has been requested, and at all times, on a date subsequent to the date of issuance of the above bills. The Supplier may refuse to carry out the relevant withdrawal (reservation) of GOs for any consumptions for which it has not already carried out such withdrawal (reservation), in case of overdue debts on the part of the Customer, and/or termination of the Supply Contract, due to the Customer's fault.

16.6 Following activation thereof, and without prejudice to the first paragraph of clause 16.4 hereof, the nrg Green Subscription shall continue to be in force until it is freely withdrawn by the Customer.

16.7 Following withdrawal of the nrg Green Subscription for a specific installation of the Customer, pursuant to the provisions of clause 16.6 hereof, and/or following expiration and/or termination of the Contract, as provided for in clause 16.4 above, the Customer may ask the Supplier for a certificate of withdrawal (reservation) of GOs for the consumptions of the said installation until expiration of the validity term of the nrg Green Subscription. In that case, the Supplier shall grant the relevant certificate promptly after issuance of the first CLEARING bill following expiration of the validity term of the above Subscription. The Supplier may refuse to grant the foregoing certificate to the Customer, in case of overdue debts on the part of the Customer.

16.8 The GO withdrawal certificate is issued by the competent issuer (DAPEEP S.A.), in accordance with the form designated in Ministerial Decision No Δ6/Φ1/ou.8786/06.05.2010 (Government Gazette, Series II, No 646/14.05.2010), and includes, inter alia, the issuer, the date of commencement & expiration of the generation period to which the GO corresponds, the Unique Number of GOs (UNGO) withdrawn on behalf of the Customer, the electricity generation technology, the name of the producer to which the installation belongs, and the site of the installation, and the date of issue thereof.

16.9 The Supplier states that the certificate under clause 16.8 hereof certifies only withdrawal (reservation), exclusively in the name of the Customer, of energy generated by RES, of an amount equal to the one consumed at the Customer's installation within a specified settlement period, and the Supplier by no means guarantees that the generation period coincides with the consumption period.

16.10 The withdrawal (reservation) of GOs, as well as the relevant certificate, are issued as per Customer (Tax Identification Number). If a Customer has more than one active supplies/installations, such Customer may freely select the ones for which they wish withdrawal (reservation) of GOs.

Article 17: Final Provisions

17.1 The assignment of this Supply Contract by the Supplier to a third party is permitted, except for the case where the Customer belongs to the category of Small Customers. This shall not affect the Supplier's right, in particular as regards collection of its claims arising from this Supply Contract, to assign third parties to collect its claims.

17.2 The Customer states that before the signing hereof they have received from the Supplier all the printed material accompanying the supply offer, as provided for by the law, and have received full information about the supporting documents that the Customer must furnish or sign, in order for the Supplier to be able to fulfill its obligations hereunder.

17.3 The Customer may join one of the available combined promotional actions of the Supplier (electricity for households or businesses and/or electricity with natural gas for households and/or businesses), as they are in force per period, and are listed in the relevant list of promotional actions and/or discounts for electricity and/or natural gas, published by the Supplier. In that case, the Customer shall indicate the combined promotional action they wish to receive upon the new Application for Supply they will sign, either for electricity or for natural gas. The relevant Promotional Action or Discount shall apply as of the date on which the above application is signed by the two Contracting Parties, operating as an addendum and/or amendment to the terms of this Supply Contract.

Date	For the Customer	For the Supplier
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