

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." which has its registered office in Maroussi, Attica, at the junction of 168 Kifissias Avenue and Sofokleous street, with Tax Identification No 998102480-Athens Tax Office for Commercial Companies, with General Commercial Registry No 008361601000 (hereinafter "the Supplier"), who holds an Electricity Supply License, 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 (HEEx) and by the Non-Interconnected Islands Operator (HEDNO SA) as Supplier No 29XNRGTRADING-S, offers Customers the following promotional actions or discounts for timely payment, depending on the plan selected by the Customers.

2. The conditions for granting the discount rate for each promotional action or discount for timely payment are listed hereunder.

3. The period of distribution of each promotional action by the Supplier to the consumers is specified in the Supplier's website www.nrg.gr. Distribution of discounts for timely payment (Bonus Time) is not subject to any time limit.

4. The promotional actions, under section E.2., are not combined with any other offers and/or promotional actions, provided that they concern the same supply, neither are they combined with the discounts for timely payment (Bonus Time), under section E.3. The only exclusion is the case of the combined promotional action "nrG CONNECT", to which the provisions under section E.2.b below apply, as well as the case of combination of the promotional action "4ALL 25%" with the combined electricity/natural gas promotional action "TOTAL nrg 4ALL", the terms of which are included in the form "List of promotional actions in the context of natural gas supply contracts & combined promotional actions of natural gas / electricity supply contracts, and special terms thereof", which is posted on the Supplier's website www.nrg.gr. Similarly, the discounts for timely payment (Bonus Time), under section E.3., are not combined with any other discounts or offers, and exclusively concern the electricity plans, under section E.3.a. The discounts for timely payment (Bonus Time), under section E.4., are applied regardless of the plan and/or promotional action.

5. Any special terms of the promotional actions or discounts listed below shall prevail, for the whole term thereof, over any contradictory general terms.

E.2. AVAILABLE PROMOTIONAL ACTIONS (discounts on the electricity charges) & SPECIAL TERMS THEREOF

a. ELECTRICITY PROMOTIONAL ACTIONS

1. "Electricity 4U 35%"

The promotional action "Electricity 4U 35%" is addressed to Household Customers who will opt to join the plan "Electricity 4U" for their household supply, during the period in which such promotional action is offered, and offers them 35% free electricity, i.e. a 35% discount on the kilowatt-hour charge (€/kWh), compared to the relevant charge of the plan "Electricity 4U" [$0.09815 - (0.09815 * 35\%) = 0.0638$ €/kWh], for a period of twenty four (24) months:

Kilowatt-hour Charge (€/kWh)	Fixed Rate Charge
Day - night 0.0638 €/kWh	Floating, depending on consumption: From 0kWh to 800kWh in a 4-month period: €3.50 per 30 calendar days From 801kWh to 1000kWh in a 4-month period: €4.80 per 30 calendar days From 1001kWh to 2000kWh in a 4-month period: €5.50 per 30 calendar days From Higher than 2000kWh in a 4-month period: €6.50 per 30 calendar days

2. "Electricity 4Uni"

The promotional action "Electricity 4Uni" is addressed to Household Customers who are themselves or have children who are undergraduate or postgraduate students in any private or public educational institution in Greece, who will opt to join the plan "Electricity 4U" for the household supply of their property located in the region of the above educational institution, during the period in which such promotional action is offered, and offers them 35% free electricity, i.e. a 35% discount on the kilowatt-hour charge (€/kWh), compared to the relevant charge of the plan "Electricity 4U" [$0.09815 - (0.09815 * 35\%) = 0.0638$ €/kWh], for a period of twenty four (24) months:

Kilowatt-hour Charge (€/kWh)	Fixed Rate Charge
Day - night 0.0638 €/kWh	Floating, depending on consumption: From 0kWh to 800kWh in a 4-month period: €3.50 per 30 calendar days From 801kWh to 1000kWh in a 4-month period: €4.80 per 30 calendar days From 1001kWh to 2000kWh in a 4-month period: €5.50 per 30 calendar days From Higher than 2000kWh in a 4-month period: €6.50 per 30 calendar days

For proof of the student status, nrg may request that relevant evidence be presented.

3. "nrg SAVE 40%"

The promotional action "nrg SAVE 40%" is addressed to Household Customers who will opt to join the plan "nrg SAVE" for their household supply, during the period in which such promotional action is offered, and offers them: a) 40% free electricity, i.e. a 40% discount on the kilowatt-hour charge (€/kWh), compared to the relevant charge of the plan "nrg SAVE" [$0.10442 - (0.10442 * 40\%) = 0.06265$ €/kWh], for a period of twenty four (24) months; b) low fixed-rate charge irrespective of the consumption; and c) a €25 discount on their first* electricity

bill:

Kilowatt-hour Charge (€/kWh)	Fixed Rate Charge
Day - night 0.06265 €/kWh	Fixed, irrespective of consumption: €2.50 per 30 calendar days, through activation of the electronic bill (E-bill) or €2.95 per 30 calendar days with a paper bill

*If the sum of the individual charges of the first electricity consumption bill is lower than €25.00, the remaining amount of the credit is transferred to the immediately following electricity consumption bill. The credit of the amount of €25.00 is provided on the condition that the customer will not exercise the right to rescind the Supply Contract.

4. "Electricity 4BUSINESS1 30%"

The promotional action "Electricity 4BUSINESS1 30%" is addressed to Non-Household (Professional) Customers who will opt to join the plan "Electricity 4BUSINESS1" for their professional supply (except for common areas), with an agreed capacity of ≤25KVA, during the period in which such promotional action is offered, and offers them 30% free electricity, i.e. a 30% discount on the kilowatt-hour charge (€/kWh), compared to the relevant charge of the plan "Electricity 4BUSINESS1" [$0.09971 - (0.09971 * 30\%) = 0.0698$ €/kWh], for a period of twelve (12) months, as follows:

Kilowatt-hour Charge (€/kWh)	Fixed Rate Charge
Day 0.0698€/kWh	Floating, depending on consumption: From 0kWh to 2000kWh in a 4-month period: €5.50 per 30 calendar days From Higher than 2000kWh in a 4-month period: €7.00 per 30 calendar days

5. "Electricity 4BUSINESS2 20%"

The promotional action "Electricity 4BUSINESS2 20%" is addressed to Non-Household (Professional) Customers who will opt to join the plan "Electricity 4BUSINESS2" for their professional supply (except for supplies for common areas), with an agreed capacity of >25KVA, during the period in which such promotional action is offered, and offers them 20% free electricity, i.e. a 20% discount on the kilowatt-hour charge (€/kWh), compared to the relevant charge of the plan "Electricity 4BUSINESS2" [$0.08725 - (0.08725 * 20\%) = 0.0698$ €/kWh], for a period of twelve (12) months, as follows:

Kilowatt-hour Charge (€/kWh)	Fixed Rate Charge
Day 0.0698€/kWh	€9.00 per 30 calendar days

6. "Electricity 4BUSINESS3 25%"

The promotional action "Electricity 4BUSINESS3 25%" is addressed to Non-Household (Professional) Customers who will opt to join the plan "Electricity 4BUSINESS3" for their professional supply with night-rate electricity, during the period in which such promotional action is offered, and offers them 25% free electricity, i.e. a 25% discount on the kilowatt-hour charge (€/kWh), compared to the relevant charge of the plan "Electricity 4BUSINESS3" [$0.09307 - (0.09307 * 25\%) = 0.0698$ €/kWh], for a period of twelve (12) months, as follows:

Kilowatt-hour Charge (€/kWh)	Fixed Rate Charge
Day - night 0.0698 €/kWh	€9.00 per 30 calendar days

7. Electricity 4ALL 30%"

The promotional action "Electricity 4ALL 30%" is exclusively applied on supplies for common areas, irrespective of the agreed capacity thereof, and offers Customers who will opt to join the commercial plan "4ALL", during the period in which such promotional action is offered, 30% free electricity, i.e. a 30% discount on the kilowatt-hour charge (€/kWh), compared to the relevant charge of the plan "Electricity 4ALL" [$0.09971 - (0.09971 * 30\%) = 0.0698$ €/kWh], for a period of twenty-four (24) months, as follows:

Kilowatt-hour Charge (€/kWh)	Fixed Rate Charge
Day - night 0.0698 €/kWh	€5.50 per 30 calendar days

b. COMBINED ELECTRICITY PROMOTIONAL ACTION "nrG CONNECT"

The promotional action "nrG CONNECT" is applied in the case of combined representation by the Supplier of one professional low-voltage electricity supply (except for supplies for common areas), with a fixed-rate charge, which has been or is included in any of the available plans or promotional actions of the Supplier, and one household electricity supply, which, similarly, has been or is included in any of the available plans or promotional actions of the Supplier, regardless of user, during the period in which the promotional action "nrG CONNECT" is offered, and offers a 100% discount on the fixed-rate charge of the professional supply for as long as the household supply is also represented by the Supplier. The combination of the supplies is stated on the Application for Electricity Supply for Household and/or Professional customers, and the promotional action becomes effective on the date stated in Article E.2.d.2 of this list. The last day of representation of the household supply shall be considered as the last day of validity of this promotional action. In the event of termination of the Electricity Supply Contract for the household supply, the Customer will be henceforth charged with the fixed rate provided for in the plan or promotional action selected by the Customer in their application for their professional supply. Although no early termination fee is provided for with regard to the promotional action "nrG CONNECT", if the Customer has previously joined

or joins, simultaneously with the promotional action “nrg CONNECT”, also one of the other promotional actions of the Supplier on which an Early Termination Fee is imposed, in the event of termination of the Electricity Supply Contract of the household and/or professional supply, the Customer shall bear the Early Termination Fee for the other promotional actions they may have selected.

c. CHARGES

- The above promotional actions do not concern the regulated or other charges, which are governed by the provisions of the General Terms of Electricity Supply.
- The prices of the above promotional and combined promotional actions do not include VAT. (6%).

d. DURATION OF PROMOTIONAL ACTIONS

- The duration of the promotional electricity actions, under section E.2.a. is set in the table below, and commences: i) with regard to new electricity supplies, on the date of first representation of the new supply; and ii) with regard to already represented electricity supplies, on the date of signing of the relevant Electricity Supply Contract (for Household Customers and/or Professionals and Low-Voltage Businesses).
- The duration of the combined promotional action “nrg CONNECT” (under E.2.b above) is also set in the table below, and commences: i) for a combination of new electricity supplies, as of the date of commencement of representation of the professional supply; ii) for a combination of already represented electricity supplies, as of the date of signing of the relevant Contract executed last; and iii) for a combination of an already represented supply with a new supply, if the fixed-rate discount is to be applied on the already represented supply, as of the date of signing of the relevant Contract executed last, otherwise, if it is to be applied on the new supply, as of the date of commencement of representation thereof.

Promotional Action	Duration
Electricity 4U 35% or Electricity 4Uni or nrg SAVE 40%	24 months (730 calendar days)
Electricity 4BUSINESS1 30%	12 months (365 calendar days)
Electricity 4BUSINESS2 20%	12 months (365 calendar days)
Electricity 4BUSINESS3 25%	12 months (365 calendar days)
Electricity 4ALL 30%	24 months (730 calendar days)
nrg CONNECT	For the entire duration of simultaneous representation of the household and the professional supply by the Supplier

3. Following expiration of the duration of each promotional action, as explicitly stated in the table above, the validity of this list shall cease, and the Electricity Supply Contract shall from that point onwards be governed only by the General Terms thereof. Thereafter, the Customer will automatically join the Supplier’s Electricity Plan they have selected in their application, and will be henceforth billed with the kilowatt-hour charge (€/kWh) provided for in such plan.

e. EARLY TERMINATION FEE

1. In the event of termination of the Electricity Supply Contract concerning the supply receiving the discount specified above, as the case may be, before completion of the duration of the promotional action selected in each case by the Customer, either on the part of the Supplier due to the Customer’s fault, or on the part of the Customer, for any reason, without prejudice to Article 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, for the period of the calendar days remaining from the last day of representation until expiration of the promotional action selected, with the corresponding fixed charge, as specified in the table below:

Promotional Action	Charge
Electricity 4U 35% or Electricity 4Uni	Charge of Fixed Rate of the last clearing bill per 30 calendar days (€6.50 per 30 calendar days)*
nrg SAVE 40%	€2.95 (or €2.50 on an E-bill) per 30 calendar days
Electricity 4BUSINESS1 30%	Charge of Fixed Rate of the last clearing bill per 30 calendar days (or €7.00 per 30 calendar days)*
Electricity 4BUSINESS2 20%	€9.00 per 30 calendar days
Electricity 4BUSINESS3 25%	€9.00 per 30 calendar days
Electricity 4ALL 30%	€5.50 per 30 calendar days
nrg CONNECT	No early termination fee is provided for**

* In particular, with regard to promotional actions “Electricity 4U 35%”, “Electricity 4Uni”, “Electricity 4BUSINESS1 30%”, and “nrg SAVE”, the early terminated fee will be calculated based on the fixed-rate charge of the last clearing bill before the final one (per 30 calendar days), unless the Electricity Supply Contract is terminated before issuance of even one clearing bill, in which case it will be calculated based on the amount of the maximum fixed-rate charge contemplated for each promotional action, per 30 calendar days.

**No early termination fee is provided for with regard to the promotional action “nrg CONNECT”. However, if the action “nrg CONNECT” has been combined with one of

the other promotional actions of the Supplier on which an early termination fee is imposed, in the event of termination of the Electricity Supply Contract of the household and/or professional supply, the Customer shall bear the early termination fee for the other promotional actions selected by the Customer.

2. The early termination fee shall be imposed on each Meter of the Customer that has joined one of the aforementioned promotional actions.

E.3. DISCOUNTS ON THE SUPPLY CHARGES FOR TIMELY PAYMENT (BONUS TIME)

If a Customer, among the ones that have exclusively selected the electricity supply plans under this section (E3), timely pays the bills, such Customer will receive the following discount on the supply charges (competitive charges) of the relevant electricity supply plan selected by such Customer, as listed in the General Price List of Offered Electricity Plans, as follows:

- In the plans: “nrg Basic (household supplies) and “nrg Basic N” (household supplies with night-rate electricity), a 15% discount for timely payment is provided for on (day-night) supply charges.
- In the plan “Electricity PRO 3” (professional supplies with night-rate electricity) a 15% discount for timely payment is provided for on the day electricity charge.
- In the plans “Electricity PRO 1” (professional supplies of <25KVA) and “Electricity PRO 2” (professional supplies of >25KVA), a 10% discount for timely payment is provided for on supply charges.

In particular, if a Customer timely pays the (estimated or clearing) electricity bills, the above discount rate shall apply. The amount of the discount rate will be credited, provided that all the bills concerning the above consumption period, including the clearing bill, have been timely paid. The amount of the discount will be credited to the following bill by order of issuance, succeeding the clearing bill (regardless of whether it is an estimated or clearing bill). That discount cannot be combined with special plans or promotional actions providing for a discount on the electricity bill.

The above discounts for timely payment do not concern the readjustment charge, under clause 6.4 of the Supplier’s General Terms, and the “nrg Green” & “nrg Fixed” subscriptions. 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.

E.4. DISCOUNTS FOR TIMELY PAYMENT (BONUS TIME) ON THE GUARANTEE

If a Customer timely pays the bills, irrespective of the electricity supply plan or the promotional action selected by such Customer, then such Customer can receive the following discounts for timely payment on the guarantee amount: a) if they timely pay the first six (6) bills issued, the amount of their guarantee will decrease by 20%; and b) if they timely pay the first twelve (12) bills issued, the amount of their guarantee will decrease by 30% in total. The Customer will be informed of the forthcoming decrease of the guarantee, through a relevant reminder in the current bill, and the amount of the decrease will be credited to the following bill. If the Customer subsequently delays to pay the bills (after the aforementioned decrease of the amount of the guarantee has been applied), the Supplier shall reserve the right to readjust the amount of the guarantee, in accordance with the General Terms of Electricity Supply.

F.1 READJUSTMENT CLAUSE

The Supplier may readjust the Supply Charges of section E.2.a, 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 $Y=Ax(MCP)+B$, 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 bills sent by the Supplier to the Customer, when the competent operators make the actual data available.

F.2. 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 the “nrg Fixed Subscription”), for as long as the Customer keeps such subscription active, on the special terms and conditions provided for therein.