

SPECIAL TERMS OF SUPPLY CONTRACT FOR CUSTOMERS WHO HAVE JOINED THE PRODUCT



Special Terms governing the Supply Contract shall be the following terms which are related to the selection by the Customer of the **PPC myHome4All** product and which are valid together with the General Terms of Contract for Residential or Non- Residential Customers with a supply capacity of up to 25 kVA and the Terms included in the Supply Application, as provided for in the Electricity Supply Code to Customers (Government Gazette vol. B' no 832/2013, hereinafter referred to as "ESC"). The Special Terms shall supersede any opposite General Terms as well as the Terms included in the Supply Application.

1. Duration of the Contract

The duration of the Contract shall be 12 months as from the date of commencement of representation of the Meter of the Customer's installation by the Supplier PPC S.A. for new customers or from the date of activation of the product for an active supply, which is already represented by the Supplier PPC SA.

2. Special Billing Terms of Supply Charges

2.1 Without prejudice to article 138 of Law 4951/2022 as well as to the relevant applicable legislation, regulatory acts and any guidelines of the competent authorities, the charges for the supply of electricity are based on the Price List attached to the Special Terms of the Supplier PPC S.A., as in force and posted on the website www.dei.gr.

2.2 Throughout the duration of the Contract, the Customer shall receive a 2% discount on the supply charges (after having taken into account any other discounts offered by the Supplier), provided that the Customer maintains an active standing order for payment of the electricity bill through a bank account.

2.3 During the term of this Contract for the **PPC myHome4All** product, the customer is granted a **myHome4All Reward** in case of achieving a 15% reduction in his/her average daily consumption, compared to the consumption of the corresponding period of the previous year. The conditions for granting the reward are customer's registration for the myEnergyCoach online service and existence of historical consumption data for the existing supply for the corresponding period of the previous year. The reward shall start to apply to consumptions that will take place after customer's registration in the above service and shall be calculated as described in detail in paragraphs 2.4 and 2.6 of these Special Terms.

2.4 The **myHome4All Reward** (in €) is calculated as the product of the Price Difference (€/kWh) multiplied by the consumption in kWh falling within the 2nd electricity consumption tier, as detailed in the published Price List. The **Price Difference** is defined as the difference in the supply charge price (€/kwh) between the 2nd ("**All the rest**") and 1st ("**The first 500 kWh/month**") electricity consumption tier as detailed in the published Price List. The **myHome4All Reward** shall be calculated on actual electricity bills.

2.5 It is explicitly stated that the **myHome4All Reward** shall not be provided to beneficiaries of the Social Residential Tariff (SRT) and the Solidarity Services Tariff (TYA) nor to new connections to the LV Network, given the absence of historical consumption data.

2.6 The calculation of the average daily consumption is based on the calculation methodology indicated in Article 3 of the Ministerial Decision YPEN/DIE/135293/4708 (Government Gazette vol. B' no 6534/20.12.2022), as applicable each time, according to which the Electricity Network Operator is liable for the implementation and the transmission of the relevant data. In case of suspension of the obligation of the Network Operator to send data on the energy saving percentage achieved by residential consumers, PPC S.A. will apply the above methodology to the historical consumption data of the customer.

2.7 The myHome4All Reward is not related to and is granted by the supplier PPC S.A. regardless of the state subsidy granted through the Energy Transition Fund (TEM) or any other subsidies granted on a case by case basis by the State.

3. Contract Termination

The Customer reserves the right to terminate the Supply Contract at any time without cause and without any penalty. Without prejudice to par. 3 of Article 42 of the ESC, the effects of the termination shall become effective thirty (30) days from the date of notification of the termination to the Supplier.

In case of termination of the Contract after the notification of paragraph 5.2 of the present Special Terms and provided that the legal effects of the termination become effective after the expiry of the initial term, for the energy consumption made during the period after the end of the initial term and until the date of termination of the representation by the supplier PPC S.A., the customer shall be billed based on the product of paragraph 5.1 (**myHomeOpen**) of the present Special Terms.

4. Billed Energy

In case the Customer selects to receive a monthly bill, billing will be carried out by the Supplier PPC S.A. for the quantities of electricity supplied to the Customer on a monthly basis, taking into account the history of customer's consumptions during the corresponding period of the previous year, so as to reflect as accurately as possible the actual consumption and will be settled based on the quantities of electricity resulting from meter readings on a 4-month basis or on any other time basis, in accordance with those provided for in the applicable legislation. Specifically, pursuant to those mentioned above, in case of monthly bill, within a 4-month period three (3) Estimated bills and one (1) Actual bill will be issued, as long as meter readings are made available by the Distribution Network Operator.

5. Contract renewal

5.1 After the expiry of the initial term of the Contract, which is set in accordance with Article 1 of these Special Terms to twelve (12) months, and provided that the right of termination pursuant to Article 5 of the General Terms of Contracts for Residential or Non-Residential Customers with a supply capacity of up to 25 kVA has not been exercised, the Contract shall be automatically renewed on an annual basis and the applicable variable rate tariff **PPC myHomeOpen**, as published and in force each time, as well as the General and Special Terms for the said product, as published and in force, shall apply.

5.2 The Customer shall be informed about the upcoming termination of the Contract through a notification in a special field of the Electricity bill or through an e-mail or, if he has consented and provided his details to the Supplier PPC SA, through any other appropriate means of communication, such as, but not limited to, digital communication apps. The notification will relate to the upcoming termination of the Supply Contract and the terms of the PPC myHomeOpen product, which will be implemented after the expiry of the initial term of the Contract in accordance with the provisions of Article 5.1 of these Special Terms, and will refer to the Supplier's website for detailed information, while at the same time the Customer will be reminded of his/her right to terminate the Contract at any time, without cause and without penalty, in accordance with Article 3 of these Special Terms and Article 8 of the General Terms of Supply Contracts for Residential or Non-Residential Customers with a supply capacity of up to 25 kVA.

6. Promotional activity "FREE GreenPass for 4 months"

6.1 Upon activation of the PPC myHome4All product, the PPC Green Pass service is also activated and is provided free of charge for 4 months. The GreenPass service is the commitment through Renewable Energy Sources (RES) Guarantees of Origin that an equal amount of electricity to that consumed by your household will be generated by PPC's Renewable Energy Sources (RES) plants.

6.2 After the expiry of the 4-month period, the special terms of the PPC Green Pass service, as having been approved by the customer, shall apply.