

# SPECIAL TERMS OF SUPPLY CONTRACT FOR CUSTOMERS REGISTERED IN THE ELECTRICITY PRODUCT



Special Terms governing the Contract shall mean the terms included in the Application and the Supply Contract (General Terms), as well as the following terms related to the selection by the Customer of the PPC **myHome Online** product, which supersede any opposite general terms:

## 1. Contract Duration

The duration of the Contract is 12 months as from the date on which the Supplier PPC S.A. starts representing the Meter of the Customer's installation, as regards new customers, or from the date of activation of the product for an active supply which is already represented by the Supplier PPC S.A.

## 2. Special Pricing Terms

2.1 The electricity supply charges are based on the Pricelist of the Supplier PPC, as attached to the Special Terms and posted on the website [www.dei.gr](http://www.dei.gr).

2.2 By way of exception to the provisions of Article 1.2 of the Pricing Terms and article 6.5 of the General Terms of Supply of a Residential Or Non-Residential Customer with a supply capacity up to 25 kVA, the electricity consumption bill either estimated or actual, is issued periodically on a monthly basis and is sent to the customer exclusively in electronic form through the electronic service myΔΕΗ of PPC S.A., in accordance with the Terms and Conditions of Use of the Service, which it accepts unreservedly.

2.3 By way of exception to the provisions of Article 7 of the General Terms of Supply of a Residential Or Non-Residential Customer with a supply capacity up to 25 kVA, in case of new representation no guarantee is paid.

## 3. Promotional Discounts

3.1 In case of new representation of the Meter of the Customer's installation by the Supplier PPC S.A. or a customer already represented by the Supplier PPC S.A. with product Γ1 or Γ1N and chooses to join product PPC **myHome Online**, with the activation of the PPC product **myHome Online**, during the validity of the promotional activity he will receive a gift in the form of a credit of 30 € to the 1st consumption electricity bill.

#### 4. Contract Termination

Notwithstanding those provided for in Article 8 of the General Terms of Supply, in case the Customer terminates the Contract, or, pursuant to article 18 of the General Terms, amends the Contract by selecting products with no commitment period prior to the expiration of the 12-month term from the date of activation of the product for an active supply already represented by the supplier PPC S.A. or from the date on which the supplier PPC S.A. started representing the Customer's installation meter for new customers, the Customer will be charged, depending on the period that he/she remained registered in the above product with the amount set out in the Table below, which upon termination of the Contract will become immediately due and payable.

Contract term	From month 1 to month 3	From month 4 to month 6	From month 7 to month 9	From month 10 to month 12
Amount charged (in €)	100	65	30	0

During the Art. 138 of Law 4951/2022 being in force, in case of contract termination or change supply tariff, the provisions of the previous paragraph are not applied.

The customer will not be charged with any of the above amount in case of Contract Termination or Conclusion of a new Contract with PPC after the expiry of the Program and during the year of renewal of the Contract, pursuant to Special Term 6.

#### 5. Billed Energy

By way of exception to the provisions of Article 1.2 of the Pricing Terms and article 6.5 of the General Terms of Supply of a Residential Customer or a Non-Residential Customer with a supply capacity of up to 25 kVA, the amounts to be invoiced by the Supplier of PPC S.A. for the quantities of electricity supplied to the customer will be invoiced on a monthly basis, taking into account as far as possible the historicity of the customer's consumptions during the corresponding period of the previous year, so that it corresponds with the greatest possible accuracy to its actual consumptions and will be cleared based on the quantities of electricity resulting from the counting per period of 4 months, or on any other basis, in accordance with the provisions of the applicable legislation. In particular, and in accordance with the above mentioned within the four-month term, three (3) bills and one (1) statement of account will be issued, provided that there are available cash indications from the Administrator.

#### 6. Contract Renewal

**6.1** After the expiry of the initial commitment period of twelve (12) months and pursuant to Article 5 of the General Terms of the Contract for Residential or Non-Residential Customers with supply capacity of up to 25 kVA, the Contract will be automatically renewed indefinitely and the applicable tariff will be automatically renewed annually and the tariff **ΔΕΗ myHome Open** as published and in force each time as well as the General and Special

Terms for this product as published and in force shall be applied, with the exception of any promotional discounts.

**6.2** The Customer will be notified of the forthcoming expiry of the Contract by means of notification in a special field of the electricity bill or via email, which will refer to the Supplier's website for more information; at the same time the Customer will be reminded of his/her right to terminate the Contract, pursuant to Article 8 of the General Terms of Supply for Residential or Non-Residential Customers with supply capacity of up to 25 kVA.

## **7. Payment of Bills**

Electricity bills are paid within the deadline stipulated them. The payment of bills, by way of exception to the provisions of Article 6 of the General Terms of Supply of a Residential or Non-Residential Customer with a supply validity of up to 25kVA, is made to the cooperating Banks exclusively through a standing bank order or a standing order for payment on a credit/debit card. Especially for customers who have been included in the Registry of Vulnerable Customers who choose to join the PPC product **myHome Online**, the deadline for payment of electricity bills provided by the Supply Code, 40 days from the issuance of bills, will not apply.

## **8. Exceptions**

The product is not available to customers who have not activated the myΔEH service.