

## 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 Enter+** 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 in 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** Throughout the entire duration of the Contract, the customer shall receive a 2% discount on the supply charges, as long as he/she has an active standing bank order for electricity bill payment.

**2.3** During the present Contract term for the product PPC **myHome Enter+**, apart from the abovementioned discount on the supply charges, an additional discount of 5% is also applied for timely payment of electricity bills, the "Consistency Reward", (after deducting any promotional or other discounts as described in the Special Terms), for as long as the discount is valid, as described in detail and specified on the Supplier's website. The Consistency Reward will be valid until the Supplier announces its amendment or termination.

### 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 Enter+**, with the activation of the PPC product **myHome Enter+**, during the validity of the promotional activity he will receive a promotional discount of 50% of the fixed fee for the first six (6) months, according to the pricelist in force from time to time.

### 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 €)	60	40	20	0

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

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 correspond as accurately as possible to 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.

## 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 for the product PPC **myHome Enter+**, as published and in force each time, as well as the General and Special Terms for this product, as published and in force, shall apply, with the exception of any promotional discounts being applied. In case the product is no longer available, the basic tariff and the corresponding terms shall apply *mutatis mutandis*.

**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. Additional Green Pass Service

The product PPC **myHome Enter+** includes free of charge the additional service Green Pass. Green Pass is the trade name of the Guarantees of Origin of electricity produced from Renewable Energy Sources (RES). The Additional Green Pass Service certifies by PPC S.A. that for the electricity consumed at the customer's home, an equivalent amount of electricity is produced and bound by PPC's Renewable Energy Sources (RES) plants.

## 8. Additional 24/7 Emergency Technical Assistance Services

In the context of the product **myHome Enter+**, PPC offers additional Emergency Technical Assistance free of charge, as follows:

**8.1** PPC S.A. has concluded with the Insurance Company under the trade name "GENERALI HELLAS S.A." the **Group Insurance Policy No 12014646** for the purpose of providing emergency technical assistance at home to PPC S.A. residential customers. GENERALI HELLAS S.A. will fulfill the purpose of the above insurance policy in collaboration with a company that operates a network of technical assistance technicians under the trade name "Europ Assistance S.A. Greek Branch", having its seat at 205 Piraeus st. & Panagi Tsaldari st., Athens GR-177 18, (hereinafter called "Europ Assistance").

**8.2** For the execution of the insurance contract, the following personal data of the customer shall be forwarded by PPC to the companies Generali and Europ Assistance in order to activate the insurance policy, namely:

Customer's Name, Contract Account, Address of property (street, number) – Postal Code – City – Region, landline and mobile phone number.

Said personal data may be used by Europ Assistance or PPC S.A. for customer satisfaction surveys.

The details of the Insured party and the address of the Insured property are those included in the present Electricity Supply Contract.

**8.3** In case of emergency requiring immediate action or rendering the insured property uninhabitable or unsafe for habitation, the customer may reach the call center at **210-3497067** 24 hours a day, 365 days a year and give his/her Name, his/her Contract Account (mentioned in the electricity bill), the precise Address of the Insured Property and a brief description of the problem. A specialized network of technicians/associates of Europ Assistance will ensure the prompt provision of emergency technical assistance services at the customer's property, after being notified. Please note that Europ Assistance shall notify the customer of the personal details of the technician that will provide emergency technical assistance. The technician must present his ID card to the customer and the customer must present the electricity bill on which the Contract Account is stated.

**8.4** The incidents covered by the policy concern the following cases:

- ✓ Fault in the electrical installations of the Insured Property
- ✓ Damage to the fixed plumbing installation of the Insured Property
- ✓ Breakage of crystals and panes of glass
- ✓ Damage to the lock of the main entrance of the Insured Property, lock not working or damaged

The provided Insurance Coverage is listed in more detail below:

The exact framework of the insurance for Emergency Technical Assistance at Home is described in detail in the Insurance Terms, Conditions, Insurance Coverage, Deductibles, Insurance Coverage Exceptions included in the **Group Insurance Policy 12014646**, which is posted on [www.dei.gr](http://www.dei.gr) on the electricity product **myHome Enter +** page.

Coverage	Damage to be covered	What is compensated by Generali
<b>Sudden or unexpected damage and problems to the fixed plumbing installation of the Insured Property.</b>	In case of broken pipes or valves (Fixed plumbing installation) at the Property. Coverage includes, in each case according to the special exceptions as these are described in detail in the special terms of the program "Emergency Technical Assistance at Home" posted on <a href="http://www.dei.gr">www.dei.gr</a> , emergency plumbing damage requiring inspection and benefits for: <ul style="list-style-type: none"> <li>• Repair/Change of bathtub tap</li> <li>• Repair/Change of bath sink tap</li> <li>• Repair/Change of kitchen sink tap</li> <li>• Repair/Change of toilet flush,</li> <li>• Unblocking of toilet,</li> <li>• Unblocking of sink</li> </ul>	Travel, labor and material cost with per-occurrence limit of up to one hundred (100) Euros and maximum limit of two (2) incidents per annual Insurance Period.

<p><b>Sudden or unexpected damage in the Electrical Installations of the Insured Property.</b></p>	<p>In case of power failure due to damage to the Fixed Electrical Installation of the Property. Coverage includes, in each case according to the special exceptions, as these are described in detail in the special terms of the program "Emergency Technical Assistance at Home" posted on <a href="http://www.dei.gr">www.dei.gr</a>, emergency electrical damage requiring inspection and benefits for:</p> <ul style="list-style-type: none"> <li>• Change of fuse,</li> <li>• Repair of socket,</li> <li>• Repair of switch.</li> </ul>	<p>Travel, labor and material cost with per-occurrence limit of up to one hundred (100) Euros and maximum limit of two (2) incidents per annual Insurance Period.</p>
<p><b>Damage to lock of the Insured Property or loss of keys.</b></p>	<p>In case of robbery or loss of keys, or not working or damaged lock at the main entrance of the Property. Coverage is provided in each case according to the special exceptions, as these are described in detail in the special terms of the program "Emergency Technical Assistance at Home" posted on <a href="http://www.dei.gr">www.dei.gr</a>,</p>	<p>Travel, labor and e material cost with per-occurrence of up to one hundred (100) Euros and maximum limit of one (1) incident per annual Insurance Period.</p>
<p><b>Crystal breakage</b></p>	<p>In case of crystal or glass panes breakage on external doors or windows of the Insured Property, due to flood as a result of damage to the plumbing installation of the Property or due to fire or burglary. Coverage is provided in each case according to the special exceptions, as these are described in detail in the special terms of the program "Emergency Technical Assistance at Home" posted on <a href="http://www.dei.gr">www.dei.gr</a>.</p>	<p>Travel, labor and material cost with per-occurrence limit of up to one hundred (100) Euros and maximum limit of two (2) incidents per annual Insurance Period.</p>

The Insured customer has the right to use the services five (5) times in total per annual Insurance Period.

**8.5** The Insurance Coverage becomes effective ten (10) days after the date on which the Supplier PPC S.A. starts representing the Meter of the Customer's installation for new customers or from the date of activation of the electricity product for an active supply already represented by the Supplier PPC S.A. and ceases to be valid if the Supply Contract between the Customer and the Supplier expires or is terminated for any reason whatsoever.

I have read, fully understood and accept the Special Terms of the Supply Contract and the promotion I have chosen.

I was informed that the necessary personal data, as mentioned above, shall be forwarded by PPC to the companies Generali and Europ Assistance in order to fulfill my insurance coverage, in compliance with the requirements of the General Data Protection Regulation (GDPR).

Detailed information on the data protection policy of the companies in question is provided at the following links:

<https://www.generali.gr/el/dilosi-prostasias-prosopikon-dedomenon/>

<https://www.europ-assistance.gr/gdpr/>.