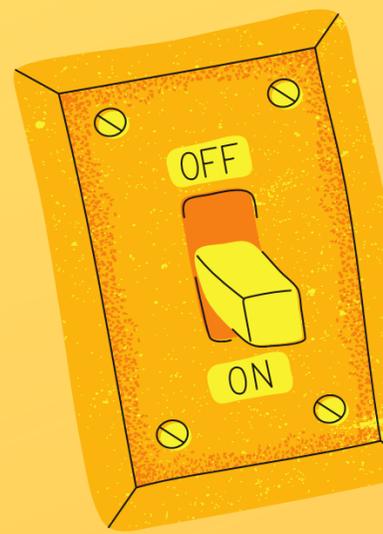




# What are your rights?



1. To receive all-including written information on prices, tariffs, standard terms and conditions, regarding the access and use of electricity services.
2. To use various payment methods and protect yourself from unfair invoicing methods, as well as the right to not pay additional costs for changing the supplier.
3. To benefit from transparent and convenient procedures used for handling your complaints, including a reimbursement and/or compensation system.
4. To be informed, at no additional cost, regarding your electricity consumption and costs, according to the metering equipment you are equipped with.
5. To install additional units of measurement as per your request and expense.