

RULES
FOR DEALING WITH CONSUMERS
of
NOMAD ENERGY COMPANY LTD

Sofia, 2020

1. GENERAL

NOMAD ENERGY COMPANY LTD has its seat and registered office at: 69 Dimitar Petkov Blvd., fl.2, office 3, 1309 Sofia, and the Company is registered with the Commercial Register under UIC 205606662.

NOMAD ENERGY COMPANY LTD, in its capacity as an electricity trader concludes transactions for the sale of electricity with consumers on the free market.

In servicing its customers, NOMAD ENERGY COMPANY LTD observes the principles of equal access to the services provided, fair and open communication, customer awareness, application of effective processes and implementation of good practices and confidentiality.

1.1. DEFINITIONS

1.1.1. All terms used in these Rules shall have the meaning assigned to them under the Energy Act and its related regulations, unless otherwise expressly provided for or resulting from the text and the reasonable interpretation of the Rules.

1.1.2. "**NEC**" means NOMAD ENERGY COMPANY LTD, a sole member limited liability company, registered with the Commercial Register at the Registry Agency under UIC 205606662.

1.1.3. "**EA**" means Energy Act.

1.1.4. "**Commission**" means the State Energy and Water Regulatory Commission.

1.1.5. "**Rules**" means these Rules for Dealing with Consumers.

1.1.6. "**Consumer**" means a domestic or non-domestic consumer of electricity who has entered into a contract with NEC for the supply (purchase and sale) of electricity.

1.1.7. "**Manager**" means the person entitled to manage and represent NEC according to the relevant entries in the Commercial Register.

1.2. PURPOSE

The purpose of these Rules is to:

1.2.1. provide information about the specialized unit of NEC for dealing with Consumers;

- 1.2.2. determine the terms and conditions, the procedure and the deadlines for the submission, processing, consideration and response to complaints, alerts and proposals of Consumers.

1.3. PRINCIPLES

- 1.3.1. These Rules are based on the principle of equality and non-discrimination of different categories or individual consumers in their service.
- 1.3.2. In case of mismatch between the provisions of the individual contract with the particular consumer and these Rules, the provisions of the individual contract with that consumer shall prevail.
- 1.3.3. These Rules are prepared on the basis of and comply with the current legislation of the Republic of Bulgaria. In case of non-compliance of the Rules with the applicable mandatory regulations, the latter shall prevail.

2. INFORMATION ABOUT THE SPECIALIZED CONSUMER SUPPORT UNIT

- 2.1. Address: 69 Dimitar Petkov Blvd., fl.2, office 3, 1309 Sofia
- 2.2. E-mail: office@nec.bg
- 2.3. Phone: +359 2 468 78 02
- 2.4. Working hours: 09:00 to 18:00

3. TERMS AND CONDITIONS, PROCEDURE AND DEADLINES FOR THE SUBMISSION, PROCESSING, CONSIDERATION AND RESPONSE TO COMPLAINTS, ALERTS AND PROPOSALS

3.1. SUBMISSION OF COMPLAINTS, ALERTS AND PROPOSALS

- 3.1.1. Each consumer is entitled to submit complaints, alerts and proposals to NEC in connection with or on the occasion of the conclusion, performance or termination of a contract(s) for electricity supply executed by and between NEC and the respective consumer.
- 3.1.2. A complaint, signal or suggestion can be submitted by the consumer in one of the following ways:
 - in person in the office of NEC at the address specified under Art. 2.1;
 - by registered mail with acknowledgement of receipt;

- to the e-mail specified under Art. 2.2;
- in case of emergencies, on the telephone number specified under Art. 2.3.

3.1.3. Any complaint, alert or proposal submitted should have the following minimum content:

- the full name in the case of a natural person or the full legal name in the case of a legal entity acting in its capacity as a consumer;
- address, email and contact phone;
- statement of the complaint, alert or proposal and the relevant requests of the consumer;
- copies of all documents related to the complaint, alert or proposal (if these are available to the consumer);
- signature of the consumer, and in cases where the consumer is a legal entity, the full name and the signature of the person empowered to represent it before third parties.

3.1.4. In case part of the information in the complaint, alert or proposal is confidential, the sender is required to explicitly state this circumstance.

3.1.5. The received complaints, alerts and proposals shall be registered with a special register for complaints in the office of NEC.

3.1.6. For complaints, alerts or proposals submitted by phone, the relevant responsible officer of NEC shall, within 3 business days, draw up a written record to be sent to the consumer. In case of disagreement with the and circumstances stated in the record, the consumer should make an objection within 24 hours of its receipt, otherwise the record shall be considered approved.

3.1.7. The consumer is required to request and keep a card with the reference number and the date of the a coupon with the incoming number and date of receipt of the complaint, alert or proposal in the office of NEC. In case of a dispute, the complaint, alert or proposal shall be deemed submitted on the date specified in the special register under para. 3.1.5 and the card handed over to the Consumer.

3.1.8. NEC shall not be bound to process and consider anonymous complaints, alerts and proposals.

4. INITIAL PROCESSING AND HANDLING OF COMPLAINTS, ALERTS AND PROPOSALS

- 4.1.1. The Manager shall be responsible for the overall dealing of NEC with the consumers regarding the received complaints, alerts and proposals.
- 4.1.2. The Manager shall, by means of an internal order or in another appropriate way, appoint one or more responsible employees to process, consider and prepare answers to specific complaints, alerts and proposals.
- 4.1.3. If necessary or in case a request is received, the responsible officer shall explain to the senders of the complaint, alert or proposal their rights and obligations in compliance with the current legislation and these Rules.
- 4.1.4. During the initial processing of the documents, the responsible officer shall determine the nature of the submitted document - whether it is a complaint within the meaning of Art. 22 of the EA, another type of complaint, alert or proposal and shall register this circumstance with the special register under para. 3.1.5.

4.2. CONSIDERATION ON THE MERIT

- 4.2.1. **Consideration of complaints** - the responsible officer shall collect, summarize and analyse all the necessary information to clarify the circumstances of the complaint. If necessary, that officer may involve other employees of NEC or request the opinion of third parties - specialists in the relevant field. Statements of findings shall be drawn up for the performed on-site inspections or meetings with the Consumer which shall be signed by the responsible officer and the other attending persons. After the completion of the proceedings, the responsible officer shall prepare a draft response and submit it to the Manager.
- 4.2.2. **Consideration of alerts and proposals** - after receiving an alert, the inspection shall be carried out within 10 days, and in case of emergency - immediately. The results of the inspection shall be summarized in a statement of findings and action measures (if necessary) shall be noted. The statement shall be signed by the responsible officer and the other attending persons and submitted to the Manager together with a draft response to the Consumer. The proposals of the consumers shall be evaluated in terms of their legality, applicability and effect. If necessary, the Manager may return a note on a complaint, alert or proposal for further investigation within the deadlines for response under these Rules and the applicable law.

- 4.2.3. The sender of the complaint, alert or proposal is required to assist the responsible officer to clarify the facts and circumstances of the case.
- 4.2.4. If in the course of the proceedings it is established that the consideration of the respective issue is not within the competence of NEC, the received documents shall be returned to the sender with instructions for the competent person/body to which the sender should refer the complaint, alert or proposal.

4.3. DEADLINES FOR TAKING A DECISION AND RESPONDING

- 4.3.1. If it is established that the submitted document constitutes a complaint within the meaning of Art. 22 of the EA, the responsible officer shall, with the assistance of the Manager, prepare an opinion on the complaint and send it together with the entire file to the Commission within 3 days of the receipt of the complaint in compliance with the requirement of Art. 98(3) of the Ordinance on licensing of energy-related activities.
- 4.3.2. Outside of the scope of the cases under para. 3.4.1 or in addition to the actions provided for therein, the responsible officer shall prepare a draft response to the consumer and submit it to the Manager within 14 calendar days of the registration of the relevant complaint, alert or proposal.
- 4.3.3. The deadline for taking the final decision on the submitted complaint, alert or proposal shall be 20 calendar days. In cases of factual or legal complexity, this period may be extended by further 20 calendar days, of which the consumer shall be notified in due time.
- 4.3.4. In case of complaints or alerts related to the security of the electricity supply, emergencies or other issues requiring urgent intervention, NEC should take actions as soon as possible.
- 4.3.5. NEC shall notify the sender of the complaint, alert or proposal of the result of the inspection with a written response within 3 days of the completion of the proceedings.

4.4. CONTENTS OF THE RESPONSE

- 4.4.1. Each response to a complaint, alert or proposal shall be made in writing and shall contain:
- information about the sender and the reference number of the file on which the response has been prepared;
 - summary of the facts and the applicable regulations;
 - opinion on the merits of the complaint, alert or proposal.

4.4.2. The response shall be signed by the Manager of NEC or a person authorized by the Manager.

4.4.3. In the case where the submitted complaint, alert or proposal results in the establishment of violations or inaccuracies in the work of NEC, the Company shall take measures to eliminate them, and information on such measures shall be included in the response to the Consumer.

4.5. COMMUNICATION WITH CONSUMERS

4.5.1. All responses and the other communications to the Consumer shall be sent by mail with acknowledgement of receipt to the address specified by the Consumer. In case the Consumer has specified an e-mail, the responses and the other communications shall be sent to the respective e-mail.

4.5.2. When the development of the proceedings under these Rules leads to an infringement of the rights of other Consumers, they shall be notified in writing and provided with the option to present their opinion on the relevant issues.

4.5.3. The documentation on all complaints, requests and proposals, as well as the responses thereto shall be kept for a period of at least five years from the closing of the file, unless another term is set by the applicable legislation.

4.6. IMPLEMENTATION OF THE MEASURES AND DECISIONS

The measures and the decision included in the responses to the consumers shall be implemented within 30 days from the date of their adoption. If it is necessary to extend the deadline, the Consumer shall be notified of these facts and the reasons for requesting the extension.

5. MISCELLANEOUS

5.1. AMENDMENTS OF EXISTING CONTRACTS

The correspondence exchanged between NEC and a consumer as a result of the procedures under these Rules shall not constitute and should not be construed as amending any existing contractual relations or creating new ones. In case such correspondence reveals the need for

amendments in any existing contracts, this should be executed by means of an explicit additional agreement (annex) signed between NEC and the respective consumer.

5.2. DISPUTE RESOLUTION

In case the consumer is not satisfied with the response received according to these Rules, that consumer may request additional direct negotiations with the management of NEC, as well as refer the dispute to a competent regulatory, arbitration or judicial body in compliance with the Bulgarian law and the signed contracts.

These Rules have been adopted and signed by the Manager of NEC and shall enter into force after their approval by the Commission and the issuance of a license for electricity trading.

(signature and seal)

Maria Sevdalinova-Stoeva
Manager
Nomad Energy Company LTD

Appendix 1 Form of Register of complaints, alerts and proposals

Appendix 2 Form of Card for received complaint, alert or proposal

Register of complaints, alerts and proposals filed by Consumers

<i>Ref. No. / Date of receipt</i>	<i>Type of document complaint / alert / proposal, etc.</i>	<i>Date of approval of the response</i>	<i>Date of handing over the response to the sender</i>	<i>Notes / Comments</i>
1	2	3	4	5

Form of Card for received complaint, alert or proposal

Ref. No. _____ / *date:* _____

Name and surname of the employee who has accepted the complaint, alert or proposal

Signature of the employee and seal