ANNEX no. 1

**RIGHT TO INFORMATION**

 **of the final electricity/natural gas user**

Dear End User,

By law, you have the right to be informed in your relationship with KOLMAR BULGARIA EOOD.

You have the right to request and receive, free of charge, before signing the contract for contract, a copy of the contract and the standard terms and conditions of the service, if applicable.

Before signing the supply contract, KOLMAR BULGARIA EOOD is obliged to provide you with the following information in writing:

- the steps and documents required for the conclusion of a supply contract;

- the standard offers you can opt for, if applicable;

- the contract corresponding to the chosen offer, if applicable;

- the prices and tariffs charged.

Check before signing that at least the following information is included in the contract received:

- the identity and address of the supplier;

- the service provided, the quality levels of the service offered and continuity of supply, and the starting date of the contract;

- the applicable price/tariff;

- duration of the contract, conditions for renewal/extension of the contract and temporary interruption of the electricity/natural gas supply, right of unilateral termination of the contract;

- compensation/damages and the applicable reimbursement method in the event of non-compliance with the service quality levels laid down in the contract, where applicable;

- how to initiate dispute settlement procedures and information on the procedure for dealing with final customer complaints;

- the penalties you have to pay if you do not comply with the contract.

Your supplier KOLMAR BULGARIA EOOD is obliged to provide you with a printed copy of the procedure on the obligation of electricity and gas suppliers to settle complaints of end customers upon request via the single points of contact.

Your supplier KOLMAR BULGARIA EOOD is obliged to inform you about any changes in prices, billing, collection or other conditions of the contract in a direct and timely manner, in a transparent and understandable way.

If you do not agree with the announced changes, you have the right to withdraw from the contract, respecting the contractual and legal provisions in force.

If your right to be informed is violated, you can address the National Energy Regulatory Authority.

ANRE

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