

# The right to information of the electricity consumer

You have the right to request and receive, free of charge, before signing the supply contract, a copy of it and the standard conditions of service provision, as the case may be.

Before signing the supply contract, we have the obligation to provide you, in writing, with the following information:

- the steps and documents required for concluding a supply contract;
- the standard offers you can opt for, as the case may be;
- the contract corresponding to the chosen offer, as the case may be;
- prices and tariffs charged.

Check before signing if the contract received includes at least the following information:

- the identity and address of the supplier;
- the service provided, the quality levels of the service provided and the continuity of supply, as well as the term for starting the contract;
- applicable price / tariff;
- the duration of the contract, the conditions for renewal / extension of the contract and temporary interruption of the electricity / natural gas supply, the right to unilaterally terminate the contract;
- the compensations / compensations and the reimbursement method applicable in case of non-compliance with the quality levels of the service provided by the contract, as the case may be;
- the penalties you have to pay if you do not comply with the contractual provisions.

We are obliged to provide you, upon request, with a printed extract of the procedure for registration, investigation and settlement of petitions received from consumers.

We are obliged to inform you about any changes in prices, billing, collection or other conditions of the contract, directly and in a timely manner, in a transparent and easy to understand manner. If you do not agree with the announced changes, you have the right to cancel the contract without paying compensation, in compliance with the contractual and legal provisions in force.

If your right to be informed is violated, you can contact the National Energy Regulatory Authority - ANRE, str. Constantin Nacu no. 3, sector 2, Bucharest, Romania, Telephone: 021.327.81.00; Fax: 021.312.43.65, Toll free number: 0800800410 (callable only in the Romtelecom network), E-mail: [info@anre.ro](mailto:info@anre.ro); Website: [www.anre.ro](http://www.anre.ro)