

Private network contract



Customer notes:

Electricity is required from: year, month, day (ordinary weekdays)*		Personal identification number (10 digits)*	
First name (please print clearly)*		Last name (please print clearly)*	
Delivery address*		Post code and city*	
Apartment no.*	Telephone*	Who occupied the property before you*	
E-mail address			
Invoice address (if different from the above)			

Remember

- We require your application at least 3 days before you need electricity.
- Don't forget to terminate your contract for the property you are leaving. Termination must take place either in writing or verbally (personally) at least 3 days before you move.
- If the meter is in the property, you must help us to obtain access to it.

Credit check

Affärsverken retains the right to carry out the customary credit check.

General terms and conditions of the contract

The network owner for the outlet point is Affärsverken AB. Electricity supply takes place according to general terms and conditions of supply, currently NÄT 2012 K. If you do not have a contract with an electricity supply company, you will receive the designated electricity supply company Affärsverken Energi AB and be invoiced according to the current price list. General terms and conditions of supply, currently EL 2012 K and special terms and conditions for sales of electricity from designated electricity supply companies to consumers.

Current contract terms and conditions can be read at www.affarsverken.se or contact our customer service team on +46 (0) 455 783 75.

Information on processing of personal information

Within Affärsverken AB, we process personal information provided by you when you sign your contract. This information is processed in order for Affärsverken AB to be able to fulfil the contract entered into regarding supply of services, for administration and invoicing. You have the right, once a year and without charge, to request in writing the information we hold about you.

You also have the right at any time to request rectification of any altered or incorrect information about you.

Payment

Payment should reach us no later than the date stated on the invoice. You can pay via bank giro or direct debit. You can also receive your invoice as an e-invoice. Normally you will receive 12 invoices per year.

Direct debit

With direct debit, the amounting is automatically withdrawn from your account. So that you know the amount that will be deducted from your account. A paper invoice will be sent to your home address on each payment occasion. All you need to do is to complete a direct debit authorisation with your personal information, customer number, account number and signature, and submit it to us. You can download forms from www.affarsverken.se or contact our customer service team on +46 (0) 455 783 75.

E-invoice

E-invoices are a straightforward, secure and environmentally friendly alternative for those of you who are connected to an Internet banking service. Sign up via your Internet bank. For the service to work, the Internet bank customer must be a customer of Affärsverken AB. If you have a direct debit you can combine this with e-invoicing.

Consumption

If you live in a flat where you pay for household electricity, you normally use: 1. approx. 1500-2000 kWh/year, 2. approx. 2000-3000 kWh/year and 3. approx. 3000-more kWh/year. We will read your meter when you move in or out of your home and once a month in the meantime.

Date*	Signature*	Name in block capitals*
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*Mandatory field

Affärsverken's notes:

Area ID KKA	Facility ID 735999218	Credit check sign
Meter ID	Customer number	Subscription number

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Special terms and conditions for sales of electricity from designated electricity supply companies to consumers

SPECIAL TERMS AND CONDITIONS drawn up by Svensk Energi. The terms and conditions have been designed following agreement with the Swedish Consumer Agency.

These terms and conditions refer to sales of electricity to consumers who have been designated an electricity supply company by the network owner in accordance with Chapter 8 Section 8 of the Electricity Act (1997:857).

1a. Delivery begun and contract signed when the facility is not connected

Electricity supply begins immediately when the consumer confirms that they accept the terms and conditions for supply and the reasonable security/advance payment that in applicable cases can be requested. The contract applies from the beginning of electricity supply providing that no special security/advance payment has been requested. In the latter case, the contract applies from when the requested security/advance payment has been received. The requested security/advance payment must have been received no later than five working days after supply has begun. If the requested security/advance payment is not received within five working days, electricity supply may be immediately suspended.

1b. Payment of supply when the facility is connected

If the transmission of electricity is not suspended and the consumer begins to use electricity without a supply contract having been signed, according to the Electricity Act the consumer must still pay for the electricity to the designated electricity supply company according to the terms and conditions that the latter applies.

When the electricity supply company becomes aware that an electricity consumer is using electricity, the electricity supply company must immediately send out the terms and conditions for supply, with a request for security/advance payment in applicable cases. The contract applies from the time at which the consumer has received the terms and conditions providing that no

special security/advance payment has been requested. In the latter case, the contract applies from when the requested security/advance payment has been received.

If security/advance payment is requested according to EL 2012 K point 4.3, it must have been received no later than 5 working days after the consumer has received notification that security/advance payment is required. If security/advance payment has not been received within the stated time, the conditions stated in the third paragraph of 1.a apply.

2. Conditions for supply

Electricity supply assumes that the consumer's facility is not disconnected due to a failure to pay or any other breach of contract towards the electricity network company.

3. Prices

Prices for supplied electricity are stated in the attached price list.

4. Reconnection

If the consumer has committed a significant breach of contract towards the designated electricity supply company and the consumer's facility has been disconnected in accordance with the provisions in EL 2012 K point 5.2, the following applies.

Reconnection takes place once the consumer has fulfilled all of their obligations according to the contract and has paid reasonable remuneration to the designated electricity supply company for the costs incurred for disconnection and reconnection. Reconnection will take place even if the continuing default is insignificant.

5. General

In general, applicable parts of General terms and conditions EL 2012 K apply.

We would like to welcome you as an Affärsverken customer

Affärsverken is a Karlskrona-based company that began supplying electricity in 1907. Through our business areas of Electricity network, Electricity supply, Heating, Cleaning, Ferry service and Metropolitan area networks, we strive to achieve an infrastructure that guarantees a good quality of life, a healthy environment and sustainable societal development.

Electricity

Since deregulation of the electricity market in 1996, our default supplier Affärsverken Energi AB has been offering affordable electricity contracts to private customers across Sweden. If you have questions regarding your electricity price, please contact our customer service team on +46 (0) 455 783 75. Regarding the electricity network in Karlskrona, we are still responsible for operation and maintenance.

Heating

Affärsverken produces and supplies water-borne district heating to customers in Karlskrona municipality. In addition to three central production facilities, we have a number of remote facilities outside the urban area.

Reko district heating

We are a Reko district heating supplier. This means that we meet high demands in terms of openness, comparability and confidence. For you as a customer, this means security. You can find more information about Reko district heating at www.svenskfjarrvarme.se.

Cleaning

Affärsverken handles much of the cleaning in Karlskrona; this includes collecting household waste from private homes on behalf of Karlskrona Municipality. If you have questions about waste collection or invoices, call Technical Administration customer service on +46 (0) 455 30 32 00.

Mältan facility

Affärsverken owns and runs the Mältan recycling and waste facility, where you can deposit all sorts of waste which is then handled in an environmentally friendly manner. Opening hours: Mon, Wed and Fri 9.00-19.00. Tue and Thur 9.00-17.00. Sat 9.00-14.00.

Container service

When you're cleaning up the garden, emptying the attic or spring-cleaning the garage, a container can be useful. You can hire different sized containers from us. The price varies depending on the type and size of the container and the type of waste you want to discard. For booking, questions or advice, contact our container service on +46 (0) 455 783 70.

Ferry service

Affärsverken operates the archipelago fleet in Karlskrona. We operate both regular trips on behalf of Blekingetrafiken and hire out boats for private events. Timetables and information are available on www.affarsverken.se. If you have questions, please ring +46 (0) 455 783 30.

Metropolitan area networks

Since the 1990s, Affärsverken has been expanding the fibre optic broadband network in Karlskrona – what we call the metropolitan area network. Today it is one of Sweden's best and most secure IT infrastructures, and has also obtained a number of awards both in Sweden and abroad.

Karlskrona portal

The Karlskrona portal is a service selection portal where you can freely choose between different suppliers and services such as TV, Internet and IP telephony. Visit www.karlskronaporten.net today to see what's on offer. The open, service neutral metropolitan area network provides our customers great freedom of choice and competitive prices.

Contact us

If you want more information, please call us on +46 (0) 455 783 75 or visit us at Norra Smedjegatan 53 in Karlskrona. If you would like to know more about Affärsverken, visit www.affarsverken.se. Opening hours: Mon-Fri 8.00-16.30. May-August Mon-Fri 8.00-16.00. Box 530, 371 23 Karlskrona. Tel. +46 (0) 455 783 00. www.affarsverken.se

