



When Balance is Achieved

THE CONNECTION OF A NEW CONSUMER ON
THE BASIS OF SINGLE INTERACTION PRINCIPLE

IN ELECTRICITY, NATURAL GAS AND WATER SUPPLY SECTORS

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CALL CENTER

 16 216

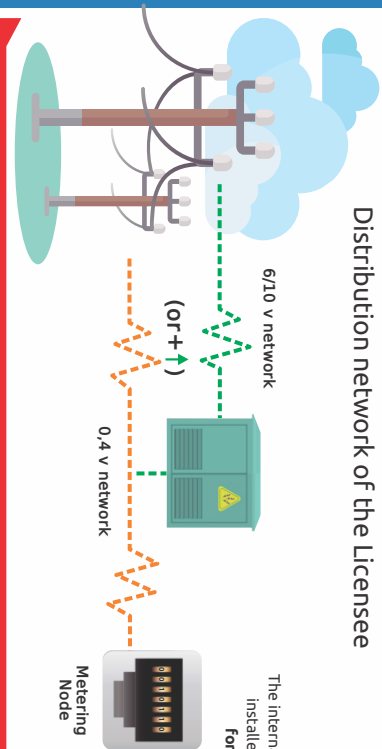
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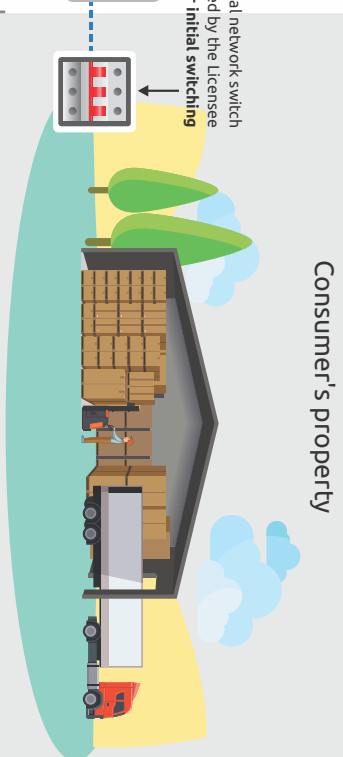
THE SCHEME OF CONNECTION BY SINGLE INTERACTION IN ELECTRICITY SECTOR

Distribution network of the Licensee



The work performed by the Licensee

Consumer's property



Consumer's internal wiring

THE CONSUMER PAYS THE CONNECTION FEE PRESCRIBED BY THE COMMISSION, ACCORDING TO THE VOLTAGE OF THE INDIVIDUAL METERING NODE AND ALLOWED CONNECTED CAPACITY, NOTWITHSTANDING THE VOLTAGE OF THE NETWORK TO BE BUILT FOR THE CONNECTION.

THE CONNECTION OF A NEW CONSUMER ON THE BASIS OF SINGLE INTERACTION PRINCIPLE:

This is a service standard approved by the Commission that implies an obligation of the Licensee to provide service in full technological cycle within the terms defined by the Commission on the basis of an application.

If the connection to the distribution network is not completed within the defined time -frame (e.g. within 40 days in case the capacity to be connected up to 150 MW) the connection fee shall be halved. In case of repeated failure to finalize works in time the connection fee shall be reduced to zero, whereas for third and each subsequent overdue the company is obliged to reimburse you the compensation in an amount of 50% of the connection fee.

Since 2017 the connection process - starting from submitting the application until the commencement of supply - is controlled automatically in a real time through electronic journals of the commercial quality.

The connection process of the unit is finalized once the fact of supply commencing is confirmed in the electronic journal of the commercial quality. New consumer's attendance is not obligatory.

Carrying out the connection work is the responsibility of the Licensee solely and applicant's participation in it (including in the process of obtaining permits) is prohibited.

The seeker of a connection to the network shall:

- Apply the Licensee with the request of the connection to the network through a standard application approved by the Commission (a template is available at the Commission's website- www.gnerc.org);
- Pay 50% of connection fee before submission of an application (except, when the case concerns the connection to the natural gas distribution network), or pay full cost when the application implies connection of a multi-flat building.

Any type of participation of a consumer in the connection works is prohibited

The Commission's recommendations to connection seekers:

- Completely fill out an application and request its registration number:
- Please abstain from communicating with the licensee within the initial term (first 40 days) of the connection (contact with the Licensee during the first term may cause certain types of difficulties and deferral of the fulfillment of the request);
- If the Licensee requests the fulfillment of additional conditions or requirements, please contact the Commission call center 16 216

The Distribution Licensee shall:

- Assess whether an application is complete within 5 days and notify an answer to an applicant in writing/ electronically, also via SMS (in natural gas sector only via SMS), otherwise an application will be considered to be accepted. The Licensee may determine that an application has a fault only if it is incomplete;
- Provide the Customer with all the services necessary for supply: including constructing the network, purchasing materials, obtaining permissions, installing a metering node and commencing supply;
- Carry out works, including, onsite inspection for the purpose of preparing network design and commencing supply, without consumer's participation;
- Not inspect the consumer's internal network (except of the natural gas sector, where precedent decisions of the Commission shall be taken into consideration, while making the inspection).

The consumer's attendance on the completion of the connection works (commencement of supply) is not obligatory.

FOR THE PURPOSE OF CONFIRMING THE FACT OF COMPLETING THE CONNECTION WORKS A FOLLOWING SMS SHOULD BE SENT TO THE APPLICANT:

IN CASE OF CONNECTING A 380 V CONSUMER

(Despite the consumer's attendance)

Electricity supply of your property has commenced and switch installed after the metering node is with voltage in a switched out mode. You are entitled to connect wire of your internal network to that switch (in accordance with security norms). The consumer is responsible for the initial switching and security of the switch and other facilities/installations installed after the metering node.

SMS, WHEN A 220 V CONSUMER WAS ATTENDING:

Electricity supply of your property has commenced and the wire of the internal network is connected to the network. The consumer is responsible for the initial switching and security of the switch and other facilities/installations installed after the metering node.

SMS, WHEN A 220 V CONSUMER WAS NOT ATTENDING:

Electricity supply of your unit has commenced and the wire of the internal network is not connected to the network. For the purpose of connection you should apply in writing and the company will ensure connection within 5 days, free of charge. The consumer is responsible for the initial switching and security of the switch and other facilities/installations installed after the metering node.