

## **SUPPLIER/CONSUMER RIGHTS AND OBLIGATIONS**

The rights and obligations of the consumer and the supplier are established by the Resolution of the National Commission for State Regulation of the Energy and Public Utilities Sector (the “**Regulator**”) No. 2496 dated 30 September 2015 (the “**Natural Gas Supply Rules**”) and are outlined below. Please note that Axpo Ukraine does not serve household customers, consequently information below is provided in relation to consumers that are not households, pursuant to Section II of the Natural Gas Supply Rules.

### **1. RIGHTS AND OBLIGATIONS OF THE CONSUMERS**

#### **1.1 Rights of the consumer**

The consumer has the following rights:

- to receive natural gas in the amounts, established by the supply agreement in case of compliance with its provisions;
- to execute several supply agreements at a time, if the annual volume of its natural gas consumption exceeds 30 million cubic meters;
- to obtain information on the prices of the supplier for natural gas and the payment method free of charge;
- to independently stop (limit) acceptance of natural gas for own consumption in accordance with effective legislation, of which it shall notify all natural gas market participants with whom it has concluded respective agreements;
- to request renewal of natural gas supply in accordance with the established procedure after removal of infringements and payments of disconnection and connection fees, if the stopping of the natural gas supply was made without termination of the gas supply agreement;
- other rights that are envisaged by the Natural Gas Supply Rules and effective legislation.

#### **1.2 Obligations of the consumer**

The consumer has the following obligations:

- to comply with the requirements of the Natural Gas Market Rules;
- to prevent unauthorised withdrawal of natural gas;
- to pay for the supplied natural gas fully and in a timely manner in accordance with the terms of the supply agreements;
- to implement measures to prevent the threat of death or injury, destruction of equipment and negative environmental impacts after receiving notification of termination or restriction of natural gas supply;
- to provide unrestricted access to the representatives of the supplier to the natural gas meters;
- to stop or limit natural gas supply by its own accord in the event of:
  - partial or untimely settlements under the supply agreement;
  - absence or lack of confirmed volume of natural gas nominated to the consumer;
  - overconsumption in excess of the daily norm or the confirmed quantity of natural gas in the delivery month;

- absence of the supply agreement; and
- occurrence of measures provided for in the Natural Gas Market Rules and effective legislation; and
- fulfil other obligations imposed on a consumer by the effective legislation and Natural Gas Market Rules.

## **2. RIGHTS AND OBLIGATIONS OF THE SUPPLIER**

### **2.1 Rights of the supplier**

The supplier has the following rights:

- execute supply agreement with any consumer and, in case of absence of outstanding indebtedness of the consumer to a previous supplier, to deliver natural gas to the consumer after the end of period of supply by the previous supplier;
- to receive payments from the consumer in timely manner in accordance with the conditions of the supply agreement;
- to have unrestricted access to the natural gas meters;
- to obtain complete and reliable information from the consumer on the natural gas consumption schemes;
- to commence the procedure for stopping (restricting) of natural gas supply to the consumer in accordance with the conditions of supply agreement and in accordance with Natural Gas Supply Rules; and
- other rights that are envisaged by the Natural Gas Supply Rules and effective legislation.

### **2.2 Obligations of the supplier**

The supplier is obliged to:

- to comply with the requirements of the Natural Gas Market Rules;
- to ensure continuous supply of natural gas in accordance with the procedure and terms of the supply agreement;
- to ensure submission to the transmission system operator of all the documents necessary to confirm the volume of natural gas necessary for its consumers, subject to the fulfilment by the consumers their own obligations to the supplier for ordering the natural gas volumes;
- to consider requests of the consumers in relation to the supply of natural gas in the established manner;
- to provide free of charge the consumer with reliable information, including information required by the Law of Ukraine No. 887-VIII On Aspects of Access to Information in the Sphere of Supply of Electricity, Natural Gas, Heating, Central Supply of Hot Water and Sewage dated 10 December 2015 and data on actual value (volumes and price) of the natural gas supply services;
- to inform its consumers in a timely manner if it is in a state of liquidation or bankruptcy, or if its license has been suspended or cancelled, or it does not have enough natural gas resources to fulfil its deliveries;

- to ensure a proper quality of service of natural gas supply in accordance with the effective legislation and the supply agreement;
- to propose to the supplier choice of means of payment for the supplied natural gas under the supply agreement, including bank payment service, online transfer, postal transfer, cash payment to the account of the supplier through the cashier and/or other methods which are approved in fair, transparent and non-discriminatory between suppliers manner;
- to create points of contact for providing information to consumers (the contact information and opening hours of each contact point must be indicated in the supply agreement and on the web-site of the supplier;
- to provide its consumers with the final invoice within 6 weeks of change of supplier or termination of the supply agreement; and
- to fulfil other obligations imposed on a supplier by the effective legislation and Natural Gas Market Rules.