

Additional services: Administrative, information and management of consumption services

	Service	Standard Service		Term after payment	Express Service		Term after payment
		Price in BGN, VAT incl.	Price in EUR, VAT incl.		Price in BGN, VAT incl.	Price in EUR, VAT incl.	
1	Sending an original paper invoice to a specified by the customer						
	one time service	6,00 BGN	3,07 €	up to 5 working days	11,00 BGN	5,62 €	up to 8 working hours
	subscription service (6 months)	30,00 BGN	15,34 €				
	subscription service (12 months)	55,00 BGN	28,12 €				
Description: The service represents sending an already issued invoice in a paper format for a specific meter reading period to a postal address specified by the customer.							
2	Issuing a copy of an invoice upon a customer's request	6,00 BGN	3,07 €	up to 5 working days	11,00 BGN	5,62 €	up to 8 working hours
The service represents issuing an already issued invoice for a specific meter reading period, specified by the customer. The document is being sent to an email signed with a qualified electronic signature.							
3	Issuing an invoice outside regular terms upon a customer's request	12,00 BGN	6,14 €	up to 5 working days	18,50 BGN	9,46 €	up to 8 working hours
Description: The service represents issuing an invoice for electricity in terms earlier than regular for better expenditure planning by the customer. The service is upon customer's request after providing the necessary data. The document is being sent to an email signed with a qualified electronic signature.							
4	Issuing an official note to a customer	8,00 BGN	6,14 €	up to 5 working days	13,50 BGN	6,90 €	up to 8 working hours
Description: The service represents issuing a document to a certain date, which confirms that a customer has/doesn't have a valid contract with ENERGO-PRO Energy services EAD . The following may serve in front of any specified by the customer institution.							
5	Issuing a certificate for presence/absence of customer's liabilities	10,00 BGN	5,11 €	up to 5 working days	16,00 BGN	8,18 €	up to 8 working hours
Description: The service represents issuing a document to a certain date which certifies the presence/absence of any liabilities to EPRES.							
6	Current and overdue payments report	10,00 BGN	5,11 €	up to 5 working days	16,00 BGN	8,18 €	up to 8 working hours
Description: The service represents a report for all current and overdue liabilities, partially or wholly unpaid, up to the report date. The report is being sent by email in MS Excel format.							
7	Statement for issued invoices and payments for a period of up to 36 months	29,00 BGN	14,83 €	up to 5 working days	40,00 BGN	20,45 €	up to 8 working hours
Description: The service represents a detailed report of all issued invoices with their payment terms, as well as all payments made. The document is being sent by email in MS Excel format.							
8	Statement for invoiced electric power amounts and price for a period of up to 36 months	29,00 BGN	14,83 €	up to 5 working days	40,00 BGN	20,45 €	up to 8 working hours
Description: The service provides information about the invoiced amount and price of the active energy by meter reading periods and tariffs, for each contract signed by the customer.							
9	Detailed inquiry for electricity based on invoice (in MS Excel format)						
	one time service	15,00 BGN	7,67 €	up to 5 working days			
	subscription service (12 months)	126,00 BGN	64,42 €	20 working days*			
* The deadline is for a subscription starting from the month of the service request							
Description: The service represents information from the customer invoice systematized by sites. The MS Excel format allows easy processing and sorting by different criteria, such as voltage level, tariffs, network services, etc.							
10	Inquiry for the invoiced price for products with exchange price						
	one time service	13,50 BGN	6,90 €	up to 5 working days			
	subscription service (12 months)	38,40 BGN	19,63 €	20 working days*			
* The deadline is for a subscription starting from the month of the service request							
Description: The report is suitable for customers with concluded contracts for products with a directly related to the energy exchange price, who want to understand in detail how their final electricity price is formed in the issued invoice. The inquiry contains detailed information on the prices and quantities of the customer (calculated according to the assigned typical profile or measurements for the sites) by each settlement period for the invoiced period.							
11	SMS Notification	0,95 BGN/month	0,49 €/month	up to 5 working days			
Description: Text message sent to customer's mobile number to inform about energy invoice issue date, date of maturity or in the event of electricity supply disconnection. The service is provided per customer ID for 12-month subscription period.							
12	Site-specific measurements by settlement periods report						
	for 1 month	first site next site	12,50 BGN 6,30 BGN	6,39 € 3,22 €	up to 20 working days		
	for 6 months	first site next site	25,00 BGN 12,50 BGN	12,78 € 6,39 €	up to 20 working days		
	for 12 months	first site next site	31,30 BGN 15,70 BGN	16,00 € 8,03 €	up to 20 working days		
	for customers with 50 or more sites	according to an individual offer					
Description: The service is applicable only for customers with mounted devices with measurement by settlement periods. It represents sent by email MS Excel report for the amount of active electric power for each site measured by settlementend periods.							
13	Access to sites' measurements by settlement periods through a web application						
	subscription for 6 months	first site next site	27,00 BGN 13,50 BGN	13,80 € 6,90 €	up to 20 working days		
	subscription for 12 months	first site next site	40,50 BGN 20,30 BGN	20,71 € 10,38 €	up to 20 working days		
	addition of new site per month, after a subscription has started		3,30 BGN	1,69 €	up to 20 working days		
	for customers with 50 or more sites	according to an individual offer					
Description: The service is applicable only for customers with mounted devices with measurement by settlement periods. It represents granting access to a web application with monthly updated information of site measured by settlement periods amount of active electric power. The application allows exports in a table or graphic format. Information for current month will be available after the 15th of the next month.							
14	Issuing an electricity consumption inquiry based on customer needs	according to an individual offer					
Description: Electricity consumption inquiry meeting customer individual needs and preferences. It is implemented after clarifying the specific customer requirements.							
15	Assistance in changing ownership - submission of documents, conclusion of the necessary contracts and other necessary administrative activities	39,20 BGN	20,04 €				
Description: The indicated price is for assistance in changing the ownership for one site. In order to perform the service, it is necessary for the customer to authorize EPRES in advance with the rights to perform the necessary activities (to be represented in the relations with the grid operators).							

16 Participation in a standard balancing group		according to an individual offer					
Description: Concluding a contract for participation in a standard balancing group which transfers the responsibility for balancing of the respective sites to ENERGO-PRO Energy services EAD in his capacity of a coordinator. The results from the forecast and reported amounts of the consumption of these sites become part of the settlement of the group. The service is suitable for big industrial customers with hourly measurement irrespective whether their contracts for supply of electricity are concluded with ENERGO-PRO Energy services EAD or another supplier.							
17 MyEnergy							
12 months subscription	monthly fee for 1 site	44,00 BGN/month	22,50 €/month	up to 30 days from the contract signing date			
	additional meter reading device*	28,00 BGN/month	14,32 €/month				
24 months subscription	monthly fee for 1 site	34,50 BGN/month	17,64 €/month	up to 30 days from the contract signing date			
	additional meter reading device*	23,50 BGN/month	12,02 €/month				
* If the installation of a site does not allow the consumption measurement to be covered by only one device, then the monthly fee for the respective site is increased by the indicated amount for each additional metering device							
Description: The service represents a subscription-based access to a web-based platform with real-time electricity consumption data on sites after the installation of specialized equipment. The service can be used by all users regardless of the voltage level of the grid to which sites are connected, as well as the needs of usage - household or commercial. A client may use the service for more than one site by paying the full monthly fee for each one of them. In case a site requires the installation of more than one device, each additional device increases the monthly fee for the respective site by the corresponding amount on subscriptions. The service is applicable for sites on the territory of the regions of Varna, Ruse, Dobrich, Shumen, Targovishte, Razgrad, Veliko Tarnovo, Silistra and Gabrovo.							
18 Energy efficiency audit							
according to an individual offer							
Description: Energy efficiency audit of buildings, enterprises, industrial systems and outdoor artificial lighting systems. Issuing energy performance certificates for buildings. Assessment of achieved energy savings.							
Services related to disconnection and reconnection of the electricity supply							
Service		Standard Service		Term after payment*	Express Service		Term after payment*
		Price in BGN, VAT incl.	Price in EUR, VAT incl.		Price in BGN, VAT incl.	Price in EUR, VAT incl.	
1 Disconnection and reconnection of electricity supply for a customer's site, disconnected due to breach							
sites on territory of Electrodistribution North AD	from electricity meter/switchboard	50,00 BGN	25,56 €	according to the terms of the grid operator	69,00 BGN	35,28 €	according to the terms of the grid operator
	from electric board/grid	58,00 BGN	29,65 €		81,00 BGN	41,41 €	
	by operational switching	72,00 BGN	36,81 €		102,00 BGN	52,15 €	
sites on territory of Electrodistribution Grid West EAD	from electricity meter/switchboard	56,00 BGN	28,63 €	according to the terms of the grid operator	70,00 BGN	35,79 €	according to the terms of the grid operator
	from electric board/grid	148,00 BGN	75,67 €		208,00 BGN	106,35 €	
	by oper. switch/hourly metering	267,00 BGN	136,51 €		387,00 BGN	197,87 €	
sites on territory of Electricity Distribution Yug EAD	from distribution unit	270,00 BGN	138,05 €	according to the terms of the grid operator	390,00 BGN	199,40 €	according to the terms of the grid operator
	with direct metering (SLP)	68,00 BGN	34,77 €		88,00 BGN	44,99 €	
	with indirect hourly metering	118,00 BGN	60,33 €		163,00 BGN	83,34 €	
sites on territory of ERP Zlatni Piasaci AD	from electricity meter/switchboard	63,50 BGN	32,47 €	according to the terms of the grid operator			
	by operational switching	107,00 BGN	54,71 €				
	from distribution unit	63,50 BGN	32,47 €				
Description: Covering costs incurred in connection with disconnected and reconnected electricity supply to customers who have not paid their due amounts within the specified deadlines or are in default of other contractual relationships. If a power supply disconnection occurs, the reconnection is made after payment of the service price as well as the amounts due by the customer for the respective site and the statutory interest for late payment.							
2 Disconnection and reconnection of electricity supply for a customer's site, disconnected due to non-fulfillment of obligations, for which ENERGO-PRO Energy Services EAD is a previous supplier							
		69,00 BGN	35,28 €	according to the terms of the grid operator	99,00 BGN	50,62 €	according to the terms of the grid operator
Description: Covering costs incurred in connection with disconnected and reconnected electricity supply to customers who have changed their supplier, but have not paid their due amounts within the specified deadlines or are in default of other contractual relationships with their previous supplier. If a power supply disconnection occurs, the reconnection is made after payment of the service price as well as the amounts due by the customer for the respective site and the statutory interest for late payment.							

* The services are requested for performance to the respective grid operator within 2 working hours after receipt of the amount on the account and/or elimination of the non-performance, which led to disconnection of the supply.