

Additional services: Administrative, information and management of consumption services

| Service | | Standard Service Price in BGN, VAT incl. | Term after payment | Express Service Price in BGN, VAT incl. | Term after payment |
|--|--|---|-----------------------|--|-----------------------|
| 1 | Sending an original paper invoice to a specified by the customer | | | | |
| | one time service | 6,00 | up to 5 working days | 11,00 | up to 8 working hours |
| | subscription service (6 months) | 30,00 | | | |
| | subscription service (12 months) | 55,00 | | | |
| 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 | up to 5 working days | 11,00 | 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 | up to 5 working days | 18,50 | 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 | up to 5 working days | 13,50 | 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 | up to 5 working days | 16,00 | 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 | up to 5 working days | 16,00 | 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 | up to 5 working days | 40,00 | 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 | up to 5 working days | 40,00 | 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 | up to 5 working days | | |
| | subscription service (12 months) | 126,00 | 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 | up to 5 working days | | |
| | subscription service (12 months) | 38,40 | 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 | 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 hourly measurement report | | | | |
| | for 1 month | first site 12,50 next site 6,30 | up to 20 working days | | |
| | for 6 months | first site 25,00 next site 12,50 | up to 20 working days | | |
| | for 12 months | first site 31,30 next site 15,70 | 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 for hourly commercial measurement. It represents sent by email MS Excel report for each site hourly measured amount of active electric power. | | | | | |
| 13 | Access to sites' hourly measurements through a web application | | | | |
| | subscription for 6 months | first site 27,00 next site 13,50 | up to 20 working days | | |
| | subscription for 12 months | first site 40,50 next site 20,30 | up to 20 working days | | |
| | addition of new site per month, after a subscription has started | 3,30 | 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 for hourly commercial measurement. It represents granting access to a web application with monthly updated information of site hourly measured 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. | | | | | |

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| 14 Issuing an electricity consumption inquiry based on customer needs | according to an individual offer |
| <i>Description: Electricity consumption inquiry meeting customer individual needs and preferences. It is implemented after clarifying the specific customer requirements.</i> | |
| 15 Assistance in changing ownership - submission of documents, conclusion of the necessary contracts and other necessary administrative activities | 39,20 |
| <i>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).</i> | |
| 16 Participation in a standard balancing group | according to an individual offer |
| <i>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.</i> | |
| 17 Participation in a combined balancing group | according to an individual offer |
| <i>Description: The service is applicable only for producers of electric power from renewable energy sources with contracts for obligatory buy back and represents concluding a contract for participation in a combined balancing group, which transfers the responsibility for balancing of the respective sites to ENERGO-PRO Energy services EAD in its capacity of coordinator. The results from the forecast and reported amounts for the generation of these sites become part of the settlement of the group.</i> | |
| 18 Energy efficiency audit | according to an individual offer |
| <i>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.</i> | |

Services related to disconnection and reconnection of the electricity supply

| Service | | Standard Service | | Express Service | | |
|---|---|-------------------------|---|---|---|---|
| | | Price in BGN, VAT incl. | Term after payment* | Price in BGN, VAT incl. | Term after payment* | |
| 1 | Disconnection and reconnection of electricity supply for a customer's site, disconnected due to breach of contract | | | | | |
| sites on territory of Electrodistribution North AD | from electricity meter/switchboard | 50,00 | according to the terms of the grid operator | 69,00 | according to the terms of the grid operator | |
| | from electric board/grid | 58,00 | | 81,00 | | |
| | by operational switching | 72,00 | | 102,00 | | |
| sites on territory of CEZ Distribution Bulgaria AD | from electricity meter/switchboard | 56,00 | according to the terms of the grid operator | 70,00 | according to the terms of the grid operator | |
| | from electric board/grid | 148,00 | | 208,00 | | |
| | by oper. switch./hourly metering | 267,00 | | 387,00 | | |
| sites on territory of Electricity Distribution Yug EAD | from distribution unit | 270,00 | according to the terms of the grid operator | 390,00 | according to the terms of the grid operator | |
| | with direct metering (SLP) | 68,00 | | 88,00 | | |
| | with indirect hourly metering | 118,00 | | 163,00 | | |
| sites on territory of ERP Zlatni Piasaci AD | from electricity meter/switchboard | 63,50 | according to the terms of the grid operator | | | |
| | by operational switching | 107,00 | | | | |
| | from distribution unit | 63,50 | | | | |
| 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 | according to the terms of the grid operator | 99,00 | 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.