**Modalities for measuring, invoicing, invoice content and mean of payment**

**In accordance with the provisions of Order 29/2016, below are presented the general principles on invoicing and how to determine the consumption of natural gas:**

* **The way to determinate the natural gas consumption for a billing period**

The determination of natural gas consumption, expressed in unit of energy, representing the amount of energy supplied for the billing period, is achieved by multiplying the quantity of natural gas, expressed in cubic meters, for the billing period, with its higher calorific value, for the period billing, in accordance with the provisions of the measurement regulation approved by ANRE.

The quantity of natural gas supplied to end customer shall be measured by the measuring equipment by the operator of the pipeline/system to which the place of consumption is connected in accordance with the provisions of the measuring regulation approved by ANRE; if the malfunctioning of the measuring equipment is found, the quantity of natural gas supplied at the place of consumption is recalculated according to the legislation in force.

In order to determine the quantity of natural gas supplied to the end customer for the purpose of issuing the invoice based in the effective consumption, the operator of the pipeline/system to which the customer`s consumption place is connected has the obligation to read the index of the measuring equipment at specified intervals, with the compliance of the following principles:

a) the reading interval of the measuring equipment index set by the operator for determining the quantity of natural gas supplied to a household customer shall not exceed 3 months;

b) the reading interval of the measuring equipment index set by the operator to determine the quantity of natural gas supplied to a non-household customer shall not exceed 6 months;

The quantity of natural gas, expressed in mc, corresponding to the interval between two consecutive operator readings is determined by the difference between the newly read index at the end of the reading interval and the old index read at the end of the previous reading interval.

For the billing period in which the operator performs the reading of the measuring equipment index, invoicing is based on actual gas consumption, determined by the operator and taken over by the supplier.

If the reading interval of the operator is higher than the billing period provided within the gas supply contract, the billing in the period between two consecutive readings shall be made, as appropriate:

a) on the basis of the effective consumption of natural gas, determined by self-reading of the measuring equipment by the end customer and its transmission within the time and conditions communicated by the supplier;

b) on the basis of an estimated natural gas consumption, provided in a convention agreed by the parties at the conclusion of the natural gas supply contract, which is taken only if the end customer does not transmit the self-appraisal index and under the conditions communicated by the supplier;

For the above-mentioned situation, the supplier has to make a regularization for the period between two consecutive readings in the first invoice issued after the operator reads the index of the measuring equipment if he finds that at the end of the reading interval there are differences between the effective consumption achieved by the end customer the billed consumption, in the interval between operator’s readings.

* **The information included in the invoice**

The supplier must include in the invoice issued to the end customer for the place of consumption, on the first or at most the second page of the invoice, at least the following priority information:

a) data of identification and contact of the supplier;

b) data of identification of the end customer, address of the place of consumption and billing address, if the letter is different of the address of the place of consumption;

c) the code of client assigned by the supplier;

d) the code of the place of consumption assigned by the operator CLC, with the observance of the term stipulated in art. 25 align. (7) of Order 29/2016;

e) the number and date of the invoice;

f) the start and end date of the billing period;

g) the due date of payment;

h) the name of the invoiced products/services, as appropriate, and their unit of measurement;

i) the unit price for the supply of natural gas, expressed in lei/MWh or in submultiple lei/kWh, and the unit price/tariffs/taxes applied for each product/service that is separately invoiced in addition to natural gas supply, not included in the unit price, as the case may be;

j) the type of the unit price for the supply of natural gas (fixed/variable);

k) the components included in the unit price for the supply of natural gas, specifying what is regulated or a reference to the place where a detailed description of them can be found;

l) the payment value for each product/service invoiced;

m) the time interval and the manner (s) by which the customer can transmit the index of the measuring equipment determined by self-reading in the case of the end customer where the operator reading interval is higher than the billing period;

n) the index of the measuring equipment used at the beginning and end of the billing period for determining the quantity of natural gas, expressed in mc; in the case of the of the end customer where the operator`s reading interval is longer than the billing period it should be detailed the way of determination of the index, respectively reading by the operator/self-reading by the end customer/estimation based on the consumption convention;

o) the quantity of natural gas, expressed in cubic meters, related to the billing period;

p) the value of the higher calorific value for the billing period;

q) the amount of energy, expressed in MWh/kWh, which represents the consumption of natural gas invoiced;

r) the modality to convert the quantity of natural gas, expressed in mc, into the amount of energy, expressed in MWh/kWh;

s) information on gas excise;

ş) VAT value;

t) the total value for payment (including TVA);

ţ) the modalities of paying the invoice;

u) contact details of the customer service centre provided by the supplier;

v) the phone number made available by the operator to report emergency situations regarding the safe operation of the installations of the end customer or the operator;

If the end customer fails to pay an invoice within the due date, the subsequent invoice must include information about the previous unpaid debit at the moment of issuance of the invoice and the meaning of each payment obligation included in the invoice.

The supplier must provide at least the following additional information to the end customer through the invoice and/or the documents annexed thereto:

a) information on the right of the end customer to change the supplier free of charge, in compliance with the contractual conditions, under the procedure approved by ANRE with the mention that “*The list of the economic operators, holders of licenses of natural gas supply*” is published on ANRE`s website.

b) information on how complaints are transmitted by end customers and on their options if they are not satisfied with the way on solving of their complaints;

c) information on the measures that the supplier has the right to take, according to the gas supply contract concluded, in the event that the end customer fails to pay the invoice within the due date;

d)information on the right of the end customer to benefit from a minimum level of quality of supply and services related to natural gas supply, the non-compliance of which entails payment by the provider of such activity/service of a penalty/compensation to the end customer affected, according to the standards of performance approved by ANRE;

e) any other information provided by the applicable legislation that the supplier is required to make available to the end customer through the invoice and/or the documents attached to it.

In addition to the information provided above, the supplier shall make available to household customers, through the invoice and/or documents enclosed to it, information on the types of facilities made available by the supplier to vulnerable customers or a reference to where such can be consulted.

The supplier must provide at least the following invoicing information to the end customer through the invoice and/or document attached to it:

a) the current price and the real gas consumption;

b) comparisons between the current consumption of the end customer and the consumption corresponding to the same period of the previous year, to the extent that this information is available, preferably in graphic form;

c) information on energy efficiency concepts and contact details of energy related institutions from where the end customers can obtain information on available energy efficiency improvement measures, individual consumption reference profiles and other technical specifications for energy appliances which can help to reduce consumption.

If the reading interval of the index of the measuring equipment is longer than the billing period, the supplier shall include in the invoice for regularization the following information:

a) indication in a clear manner that this is a regularization invoice;

b) the period for which is performed the regularization;

c) the index of the measuring equipment determined by the operator by reading at the beginning and end of the period for which the regularization is made;

d) the quantity of natural gas, expressed in cubic meters, effectively consumed during the period for which the regularization is made;

e) the average of upper calorific value of the period for which the regularization is made, calculated as the arithmetic mean of the upper calorific values for each day of the regularization period;

f) the quantity of energy, expressed in MWh/kWh, which represents the actual consumption of natural gas during the period for which the regularization is made;

g) the quantity of energy, expressed in MWh/kWh, which represents the invoiced consumption of natural gas in the interval between the operator readings;

h) the debtor/creditor balance at the end of the regularization period, calculated on the basis of the difference between the actual consumption and the invoiced consumption in the interval between the operator`s readings, respectively the amount that end customer still has to pay to the supplier or the amount owed by the supplier to the end customer as a result of regularization, as appropriate.

* **Payment methods:**

In order to pay the natural gas invoice, the following methods are applicable:

1. Payment order in the bank account no. RO78BACX0000001231479000 for LEI and account no. RO51BACX0000001231479001 for EUR opened with UniCredit Bank Romania.;

2. Cash payment to any bank agency UniCredit Bank Romania from the country on the bank account indicated above.