

Guaranteed Services

The E.ON Group is at your disposal as a universal service provider, vendor or distribution system operator with its services. This document contains information about our Guaranteed Services provided to our Customers. You can find the detailed regulations in our Business Rules.

I. Guaranteed Services provided by the Universal Service Provider

1. Forwarding user applications for electrical energy services

The Universal Service Provider forwards the application to the competent Distribution System Operator on the second working day the latest following its receipt.

2. Supply of information upon documented request for contact

If there is a documented request for contact regarding electrical energy supply, the Universal Service Provider will give an answer within 15 days.

3. Reimbursement in the case of incorrect billing

After determining that a complaint regarding a bill is legitimate, the Universal Service Provider will repay the overpayment within eight days.

4. Initiating reconnection of the User

Once the accumulated debt has been paid in full and payment has been verified, the Universal Service Provider will initiate reconnection to be performed by the Distribution System Operator within 24 hours.

5. Unlawful disconnection

In the case of unlawful disconnection, the Universal Service Provider will pay a penalty.

In the case of the Universal Service Provider:	the amount of penalty
Payable to household customers	HUF 5,000
Egyéb felhasználók esetén:	HUF 10,000

Method of paying the penalty in the case of nonperformance of the Guaranteed Services

Upon user application or automatically. The Universal Service Provider will pay the penalty in accordance with the provisions of the Business Rules. Detailed rules related to the Guaranteed Services of the Universal Service Provider are contained in the Universal Service Provider's Business Rules.

II. Guaranteed Services provided by the Distribution System Operator

1. Elimination of an outage affecting a single Place of Use

In order to fix the problem, the Distribution System Operator (DSO) will start repair work on site

- within 4 hours on working days and within 6 hours on weekends or public holidays in cities with a population of more than 50,000;
- within 6 hours on weekdays and within 8 hours on weekends or public holidays in cities with a population between 5,000 and 50,000;
- within 8 hours on weekdays and within 12 hours on weekends or public holidays in cities with less than 5,000 people;
- within 12 hours outside municipal boundaries after receipt of the report submitted by a user.

If the malfunction is reported after 8 pm, guaranteed repair will start between 7 and 10 am, or between 7 and 11 am outside the municipal boundaries.

2. Elimination of an outage affecting several Places of Use

Under non-extreme weather conditions:

- In the case of a single malfunction, the outage must be eliminated within 12 hours of receipt of the notification, and within 18 hours in the case of several malfunctions.
- For both single and several malfunctions, the penalty to be paid is doubled after 24 hours and tripled after 36 hours. Users are repeatedly entitled to the amount of penalty for each additional 12 hours elapsed.

In the event of extreme weather conditions, the amount of penalty is as described in the decision of the Hungarian Energy and Public Utility Regulatory Authority and in the Distribution System Operator's Business Rules.

3. Information to be provided in response to a user request for electrical energy supply

The DSO will provide a substantive answer to requests received from a User, a person/entity wishing to connect to the power grid or the energy trader in cases falling within its competence:

- a) for connection to the low-voltage grid:
 - within 30 days if on-site inspection is required;
 - within 8 days if no on-site inspection is required;
- b) otherwise within 30 days, or the User is notified of the date of the expected substantive response within 15 days

4. Connecting a new Place of Use or expanding capacity

The DSO will connect the Place of Use within 8 working days after the conditions described in the decision of the Hungarian Energy and Public Utility Regulatory Authority and in the Universal Service's Business Rules have been fulfilled in full.

5. Keeping to agreed appointments

The DSO's representative will appear within the time and at the place agreed with the User. The agreed period may not exceed 4 hours.

6. Supply of information upon documented request for contact

In the event of a documented request for the supply of electricity, the DSO will provide a substantive response within 15 days of receipt of the request.

7. Notification on a planned power outage

The DSO will notify the user (system user) groups of the downtime associated with the planned intervention in the manner set out in the Business Rules by observing the following deadlines:

- a) For system users below 200 kVA available capacity, 15 days before the start of work;
- b) For system users at 200 kVA available capacity and above, 30 days before the start of work.

8. Investigation of voltage complaints

In the event of a voltage complaint, the DSO will contact the User within 10 working days. The DSO will start measurement within another 5 working days and will inform the User within 15 days after the measurement is completed.

9. Voltage at the connection point of a low-voltage Place of Use

The DSO will supply electricity at the connection point of the Place of Use within a range of +/- 7.5% of rated voltage during a one-week measurement period under normal supply conditions in 95% of the values averaged for any 10 minutes of the day. On a 1-minute average, the rate of maximum voltage rise may not exceed 115% of the rated voltage and the rate of voltage drop may not exceed 80% of the rated voltage.

10. Reimbursement in the case of incorrect billing

The DSO will reimburse any overpayment within 8 days after the validity of the complaint regarding the System Access Fees has been verified.

11. Checking the accuracy of the meter

At the request of the User, the DSO will inspect the consumption meter on site within 15 days and replace the defective consumption meter within 8 days.

12. Reconnecting the User

The DSO will reconnect the User within 24 hours after full settlement of the accumulated debt has been credibly verified.

13. Unlawful disconnection

In the case of unlawful disconnection, the DSO will pay a penalty.

The method of paying the penalty in the case of nonperformance of the Guaranteed Services is automatic.

The amount of penalty in case of non-performance of the DSO's Guaranteed Services:

The amount of the penalty for the Guaranteed Services specified in points III. 1-4 and III. 6-12:

In case of automatic payment or payment upon user request:	Amount
To household customers:	HUF 5,000
To any other customers receiving low voltage power:	HUF 10,000
To any other customers receiving medium voltage power:	HUF 30,000

The amount of penalty for the Guaranteed Services specified in points III. 5 and III 13:

In case of automatic payment:	Amount
The current on-site visit fee to retail customers but at least	HUF 5,000
The current on-site visit fee to any other customers receiving low voltage power but at least	HUF 10,000
To any other customers receiving medium voltage power	HUF 30,000

The DSO will pay the penalty in accordance with the provisions of the Business Rules.

The detailed rules for Guaranteed Services are described in the decision of the Hungarian Energy and Public Utility Regulatory Authority and in the Distribution System Operator's Business Rules.

