



ELEKTROPRIVREDA CRNE GORE A.D.

Br.10-00-

Nikšić, \_\_\_\_\_ 2017

Pursuant to Article 62 of the Statute of Elektroprivreda Crne Gore A.D. Nikšić, the General Terms and Conditions of Electricity Supply (Official Gazette of Montenegro n. 70/16), I hereby enact the following

## **GENERAL TERMS AND CONDITIONS FOR USE OF THE SERVICE ELECTRONIC ACCOUNT OF EPCG A.D. NIKŠIĆ**

### **Basic Provisions**

#### **Article 1**

- (1) These General Terms and Conditions shall regulate the procedure and the manner for using the service Electronic Account.

#### **Article 2**

- (1) The Supplier shall present the Buyer with the electricity bill within 15 days from the date of expiry of the billing period.
- (2) The manner for delivery of electricity bills shall be defined by the Supplier and the final customer in the supply contract.

### **The Manner for Filing the Request for Service Activation**

#### **Article 3**

- (1) The Buyer shall be entitled to file the request for service activation in the following manners defined by the Supplier:
  - 1) Delivery of the request to e-mail address: [racun@epcg.com](mailto:racun@epcg.com);
  - 2) Registration via web portal: [www.epcg.com](http://www.epcg.com);
  - 3) Call EPCG Customer Care via the number 19100;
  - 4) Completion of the final form of the request for the service of delivery of electricity bill via e-mail in the local unit of FU Supply, thus the Customer has accepted General Terms and Conditions for Use of the Service Electronic Account.

### **Obligations of the Buyer**

#### **Article 4**

- (1) The Buyer shall state in the Request accurate data about their metering point (meter reference no./collection reference no., meter no.) as well as accurate e-mail address;
- (2) The Buyer shall be exclusively responsible for consequences caused by inaccurate provision of data;
- (3) The Buyer shall inform the Supplier about every change of data which are important for electronic bill delivery;
- (4) Once a month, the Buyer may modify data related to the e-mail address.

#### **Article 5**

- (1) In case of a title transfer, the new owner should re-activate the service of sending the bill electronically (change of the collection reference number shall entail deactivation of the service and the request should again be filed in one of the manners referred to in Article 3);
- (2) The Buyer may terminate usage of the service of electronic delivery of the bill, in which case the Supplier will start to deliver electricity bills via the National Post Service starting from the next month;
- (3) Activation/Deactivation of the service shall not be possible during the billing period – from 5<sup>th</sup> until 9<sup>th</sup> day of a month.

#### **Article 6**

- (1) By activating the service Electronic Account the Buyer has decided to receive the bill in no paper form. The service shall be available to all the electricity buyers.
- (2) In case the Buyer has not received the bill via e-mail or they have had no possibility to access their e-mail address, they shall not be exempt them from the obligation to settle the bill within the stated period.

### **Obligations of the Supplier**

#### **Article 7**

- (1) The Supplier shall submit electricity bill to the Buyer in their capacity of the user of the service Electronic Account no later than 10<sup>th</sup> of a month, to the stated e-mail address;
- (2) In case the Supplier has identified that an e-mail address submitted by the Buyer is incorrect or that e-mails sent to the Buyer's address are returned back to EPCG, EPCG shall cancel usage of the service and it shall again send bills via the Post Service until the Buyer has repeated the initiative for electronic delivery of electricity bill;
- (3) The Supplier shall not be responsible in case the Buyer has not received the bill or their e-mail address has been modified or unknown to the Supplier for some other reason;
- (4) If the Buyer has cancelled the service, the Supplier shall submit electricity bill via the National Post Service.

## **Data Security**

### **Article 8**

- (1) Data about metering point and e-mail address of the Buyers shall be deemed confidential and they shall be used only for the mentioned purposes approved by the Buyer.

## **Final Provisions**

### **Article 9**

- (1) EPCG shall retain the right to modify these Terms and Conditions, and it shall accordingly inform the Buyer in a timely fashion and in a reliable manner.

### **Article 10**

- (1) These General Terms and Conditions shall come into force on the date of adoption thereof.

In Nikšić,  
Date: \_\_\_\_\_

CEO,  
Tonino Maglio