Mälarenergi AB's electricity trading agreement terms – PRIVATE CUSTOMER

Terms valid from 10/11/2026

Validity
This Agreement (the "Agreement") is valid from the date Mälarenergi AB, corporate registration no. 556448-9150, ("Mälarenergi"), accepts the Customer's order and until further notice. Credit checks may be carried out and result in the order not being accepted. Mälarenergi AB is responsible for the balance of the electricity supply. The grid fee from local electricity network companies is not covered by the Agreement.

Cooling off period
Should the Agreement have been concluded by distance, the Act on Distance Contracts and Off-premises Contracts applies. This means that the Customer may withdraw from the Agreement within 14 days of the Customer receiving information about the right of withdrawal. The right of withdrawal is exercised by the Customer by contacting Mälarenergi's Customer Center ("Customer Center") or by using the standard form attached to the contract confirmation, and sending it to Mälarenergi. The form is also available on Mälarenergi's website and at the Swedish Consumer Agency.

If the Customer has requested to begin the electricity delivery before the 14-day withdrawal period has expired, and then chooses to exercise the right of withdrawal within the withdrawal period and terminate the signed electricity purchase agreement, the Customer will be invoiced for the delivery carried out according to the agreed price for the period in which the delivery took place.

General terms and conditions
The industrys General Terms and Conditions for electricity sales to consumer apply in addition to the Agreement. The General Terms and Conditions are attached to the contract confirmation. They can also be read on Mälarenergi's website (www.malarenergi.se) and can be obtained through the Customer Center. In the event of a dispute, the terms of the Agreement take precedence.

Information of prices, terms and other services
Current electricity prices, contract terms, General contract terms and information about other services can be obtained via *malarenergi.se* or Mälarenergi's Customer Center.

Consumer protection, complain and dispute
Information on consumer rights, complaint handling, dispute resolution and independent user advice can be found on www.malarenergi.se. Upon request, this information is also available through Mälarenergi's Customer Center. Complaints are primarily made to Mälarenergi's Customer Center. In the event of a dispute and the need for support for dispute resolution, the Customer can contact the National Board for Consumer Complaints, ARN. ARN is a government agency whose main task is to examine consumer disputes impartially, and without charge to the parties. More information can be found on ARN's website www.arn.se. Mailing address: ARN, Box 174, 101 23 Stockholm.

Start of contract
If the Customer has provided information that is correct and complete to Mälarenergi, the Agreement usually starts to be valid 20 days from the date of the agreement unless otherwise agreed. If the Customer has an agreement with another electricity trading company, the Customer is responsible for possibly terminating this unless otherwise agreed. The Customer shall bear any costs related to contracts with another electricity supplier.

Payment
Payment for the delivery must be received by Mälarenergi no later than on the due date specified in Mälarenergi's invoice. If payment is not made in a timely manner, Mälarenergi has the right, in addition to the invoice amount, to charge interest according to the Interest Act from the due date specified in the invoice and compensation for the costs associated with the delay.

Statutory fees (superordinate to *Conditions regarding Fixed electricity price contracts*)
If during the contract period authorities decide on changes in the Electricity Certificate Act, levies and other tax rates, the price will be adjusted in accordance with the new decisions, even during a current commitment period. The changes will be announced before adjustment is made by special notice to the Customer and reported on the Customer's invoice after the change.

Information and advice
Information and advice from Mälarenergi regarding the electricity market and the choice of contract form does not mean that the Customer leaves it to Mälarenergi to decide on the choice of electricity trading agreement. Mälarenergi accepts no responsibility for the Customer's decision.

Commitment
If Mälarenergi neglects its obligations and the negligence constitutes a material breach of contract, the Customer as a consumer has the right to cancel the Agreement. However, before cancellation may take place, Mälarenergi shall be given the opportunity to take remedial action within a reasonable time. The industrys General Terms and Conditions for electricity sales to consumer includes a provision on compensation if Mälarenergi should fail to fulfil its obligations to the Customer.

Assignment
Mälarenergi has the right to assign the Agreement to another party on unchanged terms. The Customer may not assign the Agreement to another party.

Cessation
If the Agreement expires without the Customer entering into a new electricity trading agreement, Mälarenergi's Temporary Monthly Price will apply for the continued supply of electricity.

Contact details
The customer reaches Mälarenergi's Customer Center via telephone 021-39 50 50, email post@malanergi.se or address Mälarenergi AB, Box 14, 721 03 Västerås. On Mälarenergi's website *malarenergi.se* there is also a chatbot, Melker.

Terms Temporary monthly price
Temporary monthly price is based on the market situation in the electricity market. The price is set monthly in arrears. A fixed monthly fee will be added. Switching to another of Mälarenergi's products can be done at any time during the current month. If the customer does not sign a new electricity trading agreement, the Temporary Monthly Price continues without an end date. Information about the current price can be found on Mälarenergi's website (www.malarenergi.se) and is announced on the Customer's invoice.

Relocation
In the case of the Customer's relocation, the Agreement will transfer to the facility to which the Customer is moving. Occupancy at a new facility must be notified to Mälarenergi's Customer Centre no later than one month before the moving-in date. The Customer must also report this to the local electricity grid company at the new location.

Designated agreement with designated monthly price
Customers who have not signed an electricity contract at the time of moving in will be offered a fixed contract with a fixed monthly price. The price is set monthly in arrears. A fixed monthly fee will be added to the designated price. After three months the designated monthly price will change to Mälarenergi's Temporary monthly price unless another form of contract is selected. Information about the current price can be found on Mälarenergi's website (*www.malarenergi.se*)and is set out on the Customer's invoice.

Source of energy
The Agreement consists of electricity from fossil-free energy sources. Fossil-free energy sources are water, solar, wind and nuclear power. The customer can sign an option to have the delivered electricity produced by a specific energy source. Current price for specific energy source can be found on Mälarenergi's website and can be obtained via the Customer Center. Mälarenergi undertakes to purchase electricity for the Customer's chosen energy type corresponding to the volume of electricity the Customer consumes. For agreements with fixed-term electricity price contracts, the selected energy source and agreed price apply for the same period as the fixed electricity price agreement. For other forms of agreement, the price of the selected energy source is a variable price that can be adjusted monthly. The current price for the selected energy source is specified on the Customer's My Pages for all forms of contract except for fixed electricity price agreements where the cost of the selected energy source is included in the total electricity trading price.

Terms and conditions regarding fixed electricity price agreement
The fixed electricity price consists of electricity trading price, electricity certificate fee and VAT. During the agreed binding period, the electricity price and the agreed fixed annual fee remain unchanged. The agreement expires at the end of the contract term without the requirement of termination and then changes to Mälarenergi's Temporary Monthly Price unless another form of contract is selected. Information that the Agreement expires is communicated by Mälarenergi 60-90 days before the end date of the term of the agreement.

Early termination of fixed electricity price agreement
In case of termination of the Fixed Electricity Price Agreement, one month's mutual notice period applies and must be given at least one month before the end of the contract period. Termination in connection with the end of the contract period is free of charge. Upon the Customer's termination, this must be done in writing to the Customer Centre.

In the event of early termination, Mälarenergi is entitled to compensation under the General Terms and Conditions for damage suffered by Mälarenergi if the Customer terminates the Agreement in advance. The calculation of the termination fee is based on the difference between the agreed price excluding VAT and the price applicable at the time of termination excluding VAT for the corresponding contract length multiplied by the estimated remaining consumption for the remaining part of the contract period. The termination cost is invoiced with VAT. Compensation is payable even when the supply of electricity under the Agreement has not commenced in the event of the Customer's early termination. The remaining part of the commitment period is calculated in whole months and the monthly consumption is then calculated as one twelfth of the annual consumption declared by the network owner. In the event of a dispute, Mälarenergi has the right to retrieve consumption data from the Customer's electricity grid company. No compensation will be charged if the termination is due solely to the Customer's definitive relocation. Relocation must be notified no later than one month before the moving date, to the Customer Centre and to the local electricity grid company.

Terms and conditions regarding Dynamic electricity price
Dynamic electricity price is based on the current time resolution for Nord Pool's spot price quotations for the current electricity area. Current time resolution is 15 minutes resolution. 15 minutes resolution refers to a 15 minutes interval that starts on the full hour, 15 minutes past, half an hour or 15 minutes into the full hour.

In the event that the Customer's electricity network company cannot measure on a 15 minutes basis but only on an hour and sends the measured values divided into 15 minutes resolution to Mälarenergi, Mälarenergi will, in accordance with regulations, invoice with the measured values sent by the electricity network company.

In the event of further future new time resolution of spot price quotations, agreements with Dynamic Electricity Price will be adjusted accordingly. The Customer will be notified at least two months in advance before the agreement changes to a new time resolution.

Pricing conditions Dynamic electricity price agreement
The final electricity price per every 15 minutes is determined monthly after the end of the calendar month and consists of the 15 minutes spot price on Nord Pool for the current electricity area, which is multiplied by the Customer's individual 15 minutes consumption. To the Customer's unique spot average price, Mälarenergi adds variable costs when purchasing/trading electricity (electricity certificates, fee to Svenska kraftnät, fee to Nord Pool, imbalance costs, credit costs), costs for guarantees of origin for the Customer's chosen energy source and an agreed fixed surcharge. A fixed monthly fee is added.

When invoicing, the Customer's average price for every 15 minutes of the entire invoicing period is reported under the item Spot price, variable costs under the item Variable costs, selected energy source and agreed fixed surcharge. Data for individual 15 minutes and price specification of the variable costs are reported on Mitt Mälarenergi.

Terms and conditions for Variable monthly price (volume weighted)
The variable electricity price is based on Nord Pool Spot's hourly prices, for the current electricity area, as volume weighted. Volume weighted electricity price means that the hourly electricity price prices for Nord Pool Spot and Mälarenergi's customers' joint electricity consumption per hour form the basis for calculating Mälarenergi's variable electricity price per month. The variable volume weighted monthly price is a weighted average of Mälarenergi's purchased energy volume for the customers' usage profile per hour, multiplied by Nord Pool Spot's hourly spot price for the electricity area where the Customer's facility is located.
In addition to the volume weighted variable monthly price, Mälarenergi adds variable costs when purchasing/trading electricity (electricity certificates, fee to Svenska kraftnät, fee to Nord Pool, imbalance costs, credit costs), costs for guarantees of origin for the Customer's chosen energy source and an agreed fixed surcharge. In addition to the variable electricity price, a fixed monthly fee is added. Variable monthly prices are invoiced monthly in arrears. Price specification of the variable costs is reported on Mitt Mälarenergi.

General terms and conditions for Dynamic electricity price agreement and Variable monthly price
Purchase/trading of electricity refers to the costs Mälarenergi pays to Svenska kraftnät, e-Sett and Nord Pool as well as fees relating to balancing power and regulating power resulting from statutory balancing responsibility for electricity, credit costs and costs for guarantees of origin according to the applicable level for each delivery period. If the Customer is notified of changes at least two months in advance, Mälarenergi has the right to change the surcharge, fixed monthly fee and Contract Terms. It is possible to bind the price to the currently applicable fixed contract price during the current contract period.

Termination of Dynamic electricity price agreement
The Agreement is valid until further notice with a one-month mutual notice period. Termination is free of charge and must be made in writing by the Customer to the Customer Center unless the Customer with a variable contract signs a fixed-term contract with Mälarenergi, in which case the Agreement will cease to be valid on the day the fixed-term contract begins.

Terms and conditions regarding Variable hourly rate agreement Trial 3 months
With a Variable hourly rate agreement 3 months trial, the Customer pays Mälarenergi's purchase price, i.e. no mark-up and no fixed monthly fee, for the first three months. After that, the agreement automatically switches to the ordinary terms and conditions for Dynamic electricity price agreement or Variable monthly price, depending on the measurement method the Customer has chosen for their Variable electricity price agreement.

Terms And Conditions Managed Electricity Fund
Managed Electricity Fund is a product that combines variable price with fixed price. The price is a mix of the volume-weighted spot price and the result of the active management of financial positions carried out by Mälarenergi AB's Krafthandel. The price is set after the end of the month and also consists of a guarantee of origin for the selected energy source and electricity certificate. In addition to the price, there is a fixed monthly fee. The agreement runs until further notice.

Termination of Managed Electricity Fund
For Managed Electricity Fund, a three calendar months mutual notice period applies. Termination is free of charge and must be made in writing by the Customer to the Customer Center. In the event of termination, and if the Customer has not signed another electricity contract with Mälarenergi AB or another electricity trading company after the notice period has expired, the Customer receives a Temporary monthly price in accordance with the applicable terms and conditions, see Terms Temporary monthly price.

Terms and conditions regarding Winter price hedging
Dynamic electricity price agreement or Variable monthly price is the basic product for Winter price hedging, see Terms and conditions for pricing Dynamic electricity price agreement and Terms and conditions for Variable monthly price. Winter price hedging is taken out during the period December to March. During the binding period, the electricity trading price including the cost of electricity certificates and the agreed monthly fee remains unchanged. In April, the electricity trading price switches to a variable price again. For any termination of Winter price hedging, the condition Termination of Fixed electricity price agreement applies.

Terms and conditions regarding Mix 50/50 electricity price agreement
During the agreed binding period, 50% of the electricity consumption is at a fixed price and the remaining 50% at a variable price. The fixed electricity price consists of the electricity trading price, electricity certificate fee and VAT, what is agreed and bound is the electricity trading price and the agreed fixed annual fee, which is unchanged throughout the binding period. The variable electricity trading price is based on Nord Pool Spot's hourly prices, for the relevant electricity area, which is volume-weighted. The variable electricity trading price consists of Mälarenergi's purchase price (spot price, electricity certificate fee, fee to Svenska kraftnät, fee to Nord Pool, imbalance costs, credit costs), costs for guarantees of origin for the Customer's chosen energy source and an agreed mark-up. In addition to the variable electricity trading price, a fixed monthly fee is added. The electricity trading price is adjusted monthly and invoiced in arrears. The agreement expires at the end of the agreement period without a requirement for termination and then changes to Mälarenergi's Temporary Monthly Price. Information that the Agreement expires will be announced by Mälarenergi 60-90 days before the end date of the agreement period.

Early termination of Mix 50/50 electricity price agreement
The same conditions apply as in the case of termination of fixed electricity price agreements apply to termination of Mix 50/50 electricity price agreements.

Terms Equalized Payment

Terms valid from 10 February 2022

Validity
This Agreement (the "Agreement") is valid from the date Mälarenergi AB, corporate registration no. 556448-9150, ("Mälarenergi"), accepts the Customer's order and until further notice. Credit checks may be carried out and result in the order not being accepted. When the application has been granted, Mälarenergi will send a confirmation of the contract entered into to the Customer. Should the Agreement have been concluded by distance, the Act on Distance Contracts and Off-premises Contracts applies. This means that the Customer may withdraw from the Agreement within 14 days of the Customer receiving information about the right of withdrawal. The right of withdrawal is exercised by the Customer orally by contacting Mälarenergi's Customer Centre ("Customer Centre") or by using the standard form attached to the contract confirmation, and sending it to Mälarenergi. The form is also available on Mälarenergi's website and at the Swedish Consumer Agency.

Terms Equalized Payment
Equalized payment is a payment service that allows the Customer to equalize their payments over the year. The equalized amount is based on the customer's registered total calculated annual cost and is an estimated cost. A fixed monthly fee will be added. In case of a change in energy use or a change in the contract, the Customer should contact Mälarenergi for a recalculation of the equalized amount.

The balance of Equalized Payment is reported on each invoice and on Mälarenergi's web service Mitt Mälarenergi. After twelve months, a reconciliation is made by Mälarenergi and a new Equalized amount is calculated taking into account the Customer's new annual cost and the existing surplus or deficit balance on the Equalized payment. Mälarenergi will inform the Customer about the new Equalized amount.

Mälarenergi reserves the right to make a recalculation before the annual reconciliation if there is a change of the Customer's subscription or the Customer's annual cost so that the monthly amount needs to be corrected earlier. This is so that the Customer does not run the risk of receiving a larger increase in his monthly amount at the time of the annual recalculation.

Termination Equalized payment
One month's mutual notice period applies to Equalized Payment. Upon termination of Equalized Payment by either party, the Customer is notified of their total balance for Equalized Payment. If the Customer has a debt to Mälarenergi, it is due for payment in connection with the final invoice. If the Customer has a credit balance, it will be refunded upon termination of the contract, at the earliest on the first working day of the month. The terms of the agreement apply as long as the debt remains.

Breach
Mälarenergi has the right to terminate this Agreement with immediate effect if the Customer is guilty of a material breach of contract. Upon termination of the agreement, the total debt falls due for immediate payment in accordance with the normal collection procedures and penalties for each utility as specified.

Equalized payment and own production
Equalized payment does not work in combination with own production. If the Customer has equalized payment and starts producing electricity, equalized payment is terminated.

Equalized payment and submetering
Equalized payment does not work if the facility in the property is linked to a collective subscription via submetering. Even if the property owner has assigned the invoicing assignment to Mälarenergi, Mälarenergi no longer has the legal possibility to offer the Equalized Payment service.

Invoicing and payment terms
The Customer is billed one twelfth of the estimated total annual cost each month. Invoice specification with consumption values and actual cost is attached. Some other costs in addition to the previously calculated monthly amount such as reminder fees may be added. Payment for the delivery must be received by Mälarenergi no later than on the due date specified in Mälarenergi's invoice. If payment is not made in a timely manner, Mälarenergi has the right, in addition to the invoice amount, to charge interest according to the Interest Act from the due date specified in the invoice and compensation for the costs associated with the delay. Mälarenergi has the right to order that payment be settled in the following order; interest, fees and principal amounts.

Fees and interest
In case of late or non-payment, a reminder fee will be charged. Any collection costs will be charged in accordance with applicable law. In the event of late payment or non-payment, interest on arrears will be charged at the reference rate plus eight percentage points, in accordance with Article 6 of the Interest Rate Act.

Payment alternatives
Mälarenergi offers payment via e-invoice. Registration is made through the Customer's online bank. For Equalized Payment, Mälarenergi recommends that the Customer apply for direct debit. Direct debit means that the full amount of the invoice is automatically taken from your bank account on the due date. See special conditions for direct debits on Mälarenergi's website.

Assignment
Mälarenergi has the right to assign this Agreement to another company within the same group. Mälarenergi also has the right to assign the claims arising under this Agreement to another party.

Change of contract terms
Mälarenergi has the right to change the current terms and conditions under current agreements. Such changes shall be communicated to the Customer by special notice. The change will then apply from the next calendar month.

Force majeure/liability
Mälarenergi shall not be liable for damage caused by an injunction, government action, act of war, sabotage, strike or lockout, boycott, riot or other similar circumstance.

Change of name or address
The customer shall immediately notify Mälarenergi of a change of name and/or address or other request that may affect the relationship between the Customer and Mälarenergi.

Customer Centre, all matters relating to the service are handled by:
Mälarenergi AB
Box 14
721 03 Västerås
post@malarenergi.se
Telephone: +46 (0)21-39 50 50

Information on consumer rights, complaint handling, dispute resolution, independent user advice and general terms and conditions is available at malarenergi.se. Upon request, this information is also available through the Customer Centre.

Processing of personal data

Terms valid from 1 July 2023

Mälarenergi AB, corporate registration No. 556448-9150, ("Mälarenergi") is, according to the General Data Protection Regulation, the data controller of the personal data that it processes. Full information about Mälarenergi's processing of personal data, the Customer's rights and how the rights can be asserted is published on Mälarenergi's website, www.malarenergi.se/om-webbplatsen/gdpr/. The information can also be obtained by contacting Mälarenergi's Customer Center.

The personal data processed may be name, address, telephone number, email address, social security number, customer number, purchase and user-generated data, information that appears in correspondence and messages with you, cookies, session cookies, meter number and status, meter ID, facility ID, invoice information, account number, property address, consumption.

The legal bases for the processing are current legislation and associated regulations (e.g. the Archives Act, the Electricity Act and the Accounting Act), fulfillment of agreements and/or balance of interests. Balance of interests means that the value of processing the data exceeds the protection interest.

Mälarenergi collects and processes personal data in order to fulfil the legal obligation incumbent on Mälarenergi, to enable information about products and services, and to carry out marketing activities, and where necessary, to be able to conclude and fulfil the agreement with the consumer. In cases where the Customer has provided Mälarenergi with his/her e-mail address and mobile phone number, Mälarenergi may use this information to provide the Customer with information that is regulated by law, that is needed in the contractual relationship or that Mälarenergi otherwise considers to be essential for the Customer. Updating these contact details is the responsibility of the Customer himself.

Personal data collected may be processed by Mälarenergi to carry out market analyses, prepare statistics and to evaluate, develop and inform about services and products. This processing is necessary for Mälarenergi's legitimate interest to be able to develop and improve products and services and maintain good customer relations.

Regarding the processing of personal data for specified purposes, Mälarenergi may share personal data with subcontractors (personal data processors) in order to perform services and fulfill other obligations.

Personal data may also be collected from or disclosed to third parties if required by law or if Mälarenergi has a legitimate interest in disclosing the personal data to such parties, such as a group company.

In addition, personal data may be provided to or collected from credit reference agencies for the purpose of assessing the Customer's financial ability to perform the Agreement.

Personal data may be updated against public and private records to ensure its accuracy and for the performance of the contract with the Customer.

The Customer has the right to request information about the personal data processed by Mälarenergi. The Customer may also request correction of incorrect information. Furthermore, the Customer has, under certain conditions, the right to restriction of the processing of his/her personal data, the right to erasure of personal data, as well as the right to object to processing based on a balancing of interests, and the right to object to processing for direct marketing purposes.

Customers who believe that the processing of their personal data is in breach of the General Data Protection Regulation have the right to lodge a complaint with the Swedish Authority for Privacy Protection (formerly the Data Protection Authority).

Contact details of Data Controller Mälarenergi AB (org.nr 556448-9150)

Customer service centre: +46 (0)21-39 50 50

Data Protection Officer: *dataskyddsombud@vasteras.se*