

Effective as of 1.1.2016

Service price list

	Price, € (VAT. 24 %)	Price, € (VAT. 0 %)
Reporting		
Energy consumption information from the My Energy-service	0,00	0,00
Invoicing		
Invoice copies and other prints / piece	10,00	8,06
A customer requested a written report, hourly rate (energy consumption, billing)	40,00 / hour	32,26 / hour
A first payment reminder	-	5,00
A first payment reminder / B2B customers	-	5,00
Other		
Call to customer service from a mobile phone	8,35 cents/call + 16,69 cents/min	
Call to customer service from a landline	8,35 cents/call + 16,69 cents/min	
Lending of consumption meter for customers (2 weeks)	0,00	

Grid services are the responsibility of the local distribution system operator. Related charges, such as connection and disconnection charges, will be charged according to the network provider's current price list.

In the event of payment defaults a default interest will be charged according to interest law. The sending of payment requests, as well as cut-off notices, are taken care of on behalf of Vattenfall Oy by Intrum Justitia Oy. The charges for these measures are billed by Intrum Justitia Oy according to their current price list.

Prices are valid until further notice.