



CORAL PETROLEUM AND CHEMICAL PRODUCTS SOCIETE ANONYME

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Tax Reg. No: 094472979, Tax Office: Athens Tax Office for the Taxation of Sociétés Anonymes, General Electronic Commercial Registry (GEMI) No: 122222201000

The following General Terms and Conditions of the Natural Gas Supply Contract are attached to, and form an integral part of, the Natural Gas Supply Application/Contract concluded between, of the one part, the société anonyme under the corporate name "CORAL Petroleum and Chemical Products Société Anonyme", holder of a Natural Gas Supply Licence pursuant to Decision No 415/2016 of the Regulatory Authority for Energy, registered with the Register of Users of the National Natural Gas System under No 52 pursuant to decision No 130/2017 of the Regulatory Authority for Energy, which lawfully carries out the activity of Natural Gas Supply to Eligible Customers and, of the other part, the Customer, whose details are listed in the Application/Contract, the subject of which is the supply of Natural Gas.

1. SUBJECT

1.1 The Customer has requested from the Supplier the Natural Gas supply at the Point of Delivery described in the Application/Contract for the use and the load declared therein, by paying timely and duly the fees and charges stipulated in the Supply Contract, the Supply Offer attached thereto, as well as in the applicable law, and the Supplier undertakes to supply the Customer with natural gas at the Point of Delivery.

1.2 During the term of this Contract, the Customer agrees that the Supplier will be the sole Natural Gas Supplier and that the Customer solely will consume the quantities of Natural Gas to be received for the use described in the Application / Contract.

2. DEFINITIONS

In the General Terms and Conditions, the following terms or definitions have the content given to them below to facilitate the application of these Terms and the Application / Contract without specifying, in an exclusive manner, the content of the articles:

2.1 Application / Natural Gas Supply Contract

It is the Supplier's form, in which the Customer states the information required for the conclusion of the Supply Contract, including the use and installed capacity of the combustion appliances, for which the Natural Gas is intended, and is concluded between Supplier and Customer for the Natural Gas Supply. Integral parts thereof are the General Terms and Conditions of Natural Gas Supply, any special terms and the Natural Gas Supply Offer, as all the above apply legally and as amended.

2.2 Application for Natural Gas Connection Contract

It is the application for the conclusion of an Agreement of Connection with the Distribution Network concluded by the Customer or the legal representative thereof,

which is addressed to the competent Natural Gas Distribution Network Operator. The application may be submitted by the Supplier on behalf of the Customer after signing the relevant representation authorisation from the Customer to the Supplier, which authorisation is an integral part of the Application / Supply Agreement.

2.3 General Terms and Conditions

These are the General Terms and Conditions of the Natural Gas Supply Contract describing the terms and agreements between the Contracting Parties and their rights and obligations, as provided by applicable law and the existing regulatory framework.

2.4 Distribution Operator

The Company exercising, in accordance with applicable law, the local activities of the Natural Gas Distribution Network Operator.

2.5 Transmission System Operator

The Hellenic Gas Transmission System Operator (DESFA) and the Independent Natural Gas Systems Operators, in accordance with the provisions of applicable law.

2.6 Distribution Network

Pipelines, decompression and metering facilities, and equipment and control and maintenance facilities intended for Distribution or required for the transmission of Natural Gas from the Transmission System to the consumers' premises, as defined in Article 2(2)(i) of Law 4001/2011.

2.7 Outdoor Installation

It includes the entire facility between the Distribution Network and the Customer's Gas Point of Delivery.

2.8 Indoor Gas Installation

The set of pipelines, instruments, devices, shafts, components and other related accessories from and after the Point of Delivery - Pick-up Point to the exit of the gas removal facility.

2.9 Vulnerable Customers

Customers meeting the criteria of Article 52 of Law 4001/2011 and the GENERAL TERMS AND CONDITIONS of the natural gas supply contract and the Ministerial Decisions issued by virtue of the above Article.

2.10 Electronic Delivery Point Identification Code

Each Point of Delivery corresponds to a unique Electronic Delivery Point Identification Code consisting of twenty (20) characters unique to each Point of Delivery of the Distribution Network. The Electronic Delivery Point Identification Code is determined by the competent Operator, is included in the Connection Agreement and used in each Customer transaction with the competent Operator.

2.11 Consumption Account

The detailed service invoice issued by the Supplier under the Supply Contract, which includes the Fees for Supply, the Regulated Charges, the applicable taxes and fees, the calculated guarantee, as well as any other Customer's dues to the Supplier arising from the Supply Contract and applicable law.

2.12 Meter

It means the Natural Gas volume metering equipment which has been installed by the competent Operator at the Point of Delivery.

2.13 Customer

Customer means the natural or legal person that has concluded this Supply Contract with the Supplier for the supply of Natural Gas for its own use, whose details are stated in the Natural Gas Supply Application / Contract.

2.14 Supplier

The legal person entering into this Supply Contract and lawfully performing the activity of Natural Gas Supply under the provisions of Article 81 of Law 4001/2011.

2.15 Natural Gas Supply Offer

It is the Natural Gas Supply invoice provided by the Supplier to the Customer under the Supply Contract depending on the category to which it belongs based on the use and annual consumption of natural gas at the Point of Delivery. The supply invoices are posted on the Supplier's official website and notified to RAE no later than seven (7) business days from their entry into force.

2.16 R.A.E.

It is the Greek independent Regulatory Authority for Energy, which was established by Law 2773/1999 and supervises the energy market in accordance with the provisions of Article 4 et seq. of Law 4001/2011.

2.17 Regulated Charges

It is the charges borne by the Customer and relates to regulated services related to the Supply of Natural Gas provided by third parties.

2.18 Natural Gas Connection Contract

It is the Contract concluded between the Competent Distribution Operator and the owner of the property used by the Customer or its legal owner or its authorised representative in accordance with the specific terms contained therein.

2.19 Delivery - Collection Point

The point of transfer of ownership of the gas from the Supplier to the Customer. That point is the output of the Meter. Each Point of Delivery corresponds to a Final Customer.

2.20 Contracting Parties

The Supplier and the Customer contracted by the signature hereof.

2.21 Connection

It means the connection of the Customer's Indoor Installation with the competent Operator's Distribution Network.

2.22 Supply Charges

The total of the charges imposed by the Supplier on the Customer for the supply of Natural Gas which are exclusively related to the Natural Gas Supply.

3. SUPPLIER OBLIGATIONS

3.1 The Supplier shall deliver Natural Gas to the Customer's Point of Delivery for the use and the load stated, in accordance with the terms of the Contract and the law governing the supply of Natural Gas.

3.2 The Supplier must ensure a stable and uninterrupted supply of natural gas to the Customer. Given that the supply of natural gas by the Supplier to the Customer is carried out through third-party infrastructure (national transmission system, distribution networks, gas meters) on which it has no right (e.g. ownership) and is not subject to any liability for management, maintenance or replacement, and without prejudice to the provisions of Article 68 of the Distribution Network Management Code, the Supplier will not be held liable towards the Customer for interruptions or other malfunctions in the gas supply related to such infrastructures. The Supplier shall not be held liable to compensate for any damages to the Customer's Indoor Gas Installations or Customer's equipment by reason of gas supply interruptions due to causes beyond its own control, accidental events, interruptions/malfunctions of the national natural gas transmission system and/or natural gas distribution networks and/or the meter, including malfunctions or limitations for the performance of works or any cause or in emergency situations, as defined in the applicable law.

3.3 The Supplier shall, throughout the entire term hereof, respond promptly and with sufficient resources and means to any Customer's complaint or request by providing thereto all possible information about the content and application hereof, in accordance with the relevant Customer response and complaint handling code, which it prepares and publishes. If required, based on the process, a written response will be sent to the Customer by post or electronically.

3.4 The Supplier shall fully and strictly fulfil the terms of this Contract by providing high quality services, ensuring the required quality and reliability to the Customer.

3.5 The Supplier shall provide the Customer with information about the Meters and their readings which the Customer may need for changing the Supplier, as well as any information required by the System Operator or the Distribution Operator. The information is provided within fourteen (14) calendar days from the submission of the relevant written request by the Customer to the Supplier or the new Supplier to the Supplier, provided the request is accompanied by the relevant authorisation of the Customer to the new Supplier.

4. CUSTOMER OBLIGATIONS

4.1 By submitting the Application, the Customer states the use and installed capacity of the combustion appliances for which the Natural Gas is intended. In the event that the Customer changes the stated and agreed manner of use of the Natural Gas supplied thereto, the Customer is obliged to inform the Supplier immediately, in order for the latter to proceed with the necessary actions or charges. In the event of failure to notify the Supplier of any change in use or installed capacity, the Supplier

reserves the right to terminate this contract and seek any damage suffered. Any intention to change the category of use on behalf of the Customer should also be communicated to the Distribution Operator under Customer's responsibility.

4.2 The Customer shall consume the Natural Gas supplied solely at the Point of Delivery that has been declared.

4.3 The Customer undertakes to conclude the Contract to monitor and ensure the excellent condition of the Meter installed at the Point of Delivery, as well as the uninterrupted and risk-free access of the Distribution Operator's officers to it, based on the provisions of the Distribution Code, in order to be possible to measure the amount of natural gas consumed. As soon as the Customer becomes aware of any intervention, malfunction, deterioration or modification to the Meter, the Customer shall immediately notify the Supplier and the Distribution Operator. Otherwise, the Supplier may terminate this Contract immediately and due to the Customer's fault .

4.4 The Customer shall pay timely the accounts sent thereto by the Supplier, in accordance with the provisions in paragraph 10.4 of the General Terms and Conditions.

4.5 The Customer shall notify the Supplier of its intention to leave the property, to which the Supply Contract refers, at least thirty (30) days prior to the intended departure date. In such a case, the Contract shall be terminated ipso jure at the time stated in the Customer's notification. If the Customer does not disclose its departure or does not disclose it within the prescribed time, the Supply Contract shall remain valid until the Customer's Meter Termination of Representation occurs and the Customer will therefore be required to pay the dues arising from it.

4.6 The Customer shall inform the Supplier in writing of any change in its contact information.

5. TERM OF SUPPLY CONTRACT

5.1 This Supply Contract shall enter into force upon acceptance by the Supplier of the Application / Contract and have a term of twelve (12) months from the start date of the provision of the Natural Gas Supply service by the Supplier and the representation of the Customer's Meter by the Supplier to the Distribution Operator, unless otherwise set forth by the specific terms of this Agreement. More specifically, the guarantee may be billed by signing and accepting the Application / Contract by the Supplier, not by the start of the representation of the Customer's Meter by the Supplier to the Distribution Operator.

5.1 The Supplier must remind by written or electronic notice the Customer of the upcoming termination of the Agreement one (1) month prior to the occurrence thereof. After the expiration of the first year, the Agreement will be automatically renewed for an indefinite period, without prejudice to the termination rights referred to herein. In the event of automatic renewal as to the billing of the Natural Gas Supply, paragraph 9.9 shall apply.

5.3 For the time between the expiration or termination, by any means, of the Supply Agreement and the occurrence of the Termination of Representation of the Meter/Point of Delivery by the Supplier, the Customer will owe to the Supplier a consideration for the quantities of the natural gas consumed

at the Installation, based on the pricing category, to which the Customer is included, and in accordance with the provisions of the Supply Agreement.

6. NATURAL GAS SUPPLY

6.1 Launch of Customer's Natural Gas Supply Service with Non-Existing Outdoor Installation

If the Customer's property does not have an integrated Outdoor Installation ready for supply, the launch of the Natural Gas Supply

is performed as follows:

6.1.1 Depending on the existence or non-existence of an active connection agreement for the property, then: (a) Existence of an active Connection Agreement between Customer and Distribution Operator.

If the Customer or the owner of the property has already entered into a Connection Agreement with the Distribution Operator, then, upon arriving to conclude the Supply Contract with the Supplier, the Customer shall provide the latter with the Electronic Point of Delivery, as indicated in the Connection Agreement. Upon conclusion of the Supply Contract with the Supplier, the Customer authorises the Supplier to represent the Customer before the Distribution Operator, and to provide the Customer in the future with information about the process of connecting the Customer's property; (b) No active Connection Agreement between Customer and Distribution Operator

Where the Customer or the owner of the property has not entered into a Connection Agreement with the Distribution Operator, then the Customer may do so on its own initiative and by directly contacting the Distribution Operator, or enter into a Supply Contract with the Supplier, by authorising the latter or its Affiliates to represent the Customer before the Distribution Operator regarding any matter associated with the Connection Agreement and to submit to the Distribution Operator the relevant Request for Connection on their behalf. After receiving the Request for Connection, the Distribution Operator will consider, within twenty-one (21) Business Days of receiving the full application (in accordance with the Distribution Network Management Code, as applicable), whether the application meets the criteria set out in the Distribution Network Management Code and advise the applicant, through the official method of communication, whether their application has been approved or not. If the application is approved, the Distribution Operator defines the tasks to be performed, specifies the respective amount of Connection and/or Extension Fees and advises the Customer about the Connection Agreement.

6.1.2 The owner of the property, or the legal representative thereof, shall conclude directly with the Distribution Manager a Connection Agreement, which sets the terms and conditions for the connection and construction of the Outdoor Installation up to the Point of Delivery. From the entry into force of the Supply Contract between the Supplier and the Customer, the communication during the Connection process is done by the Distribution Operator to the Supplier and communicated simultaneously to the Customer in accordance with the officially agreed methods of communication.

6.1.3 Once the Point of Delivery has been constructed by the Distribution Operator, the Customer carries out the construction of the indoor installation through certified technical personnel selected at the Customer's own discretion or as proposed by the Supplier, who are required, under any circumstances, to hold the necessary permits

in accordance with the applicable law and the installation's supervising Engineer shall submit to the Distribution Operator the relevant design for the indoor natural gas installation, in order to carry out the necessary inspection of compliance of the indoor installation with the specifications of the current Technical Regulation.

6.1.4 The supply of the End Customer's Point of Delivery shall be effected by a feeding request submitted by the Supplier to the Distribution Operator for Natural Gas supply at Point of Delivery, provided that a positive inspection of the indoor installation has preceded (by the Distribution Operator) and the Customer has paid the agreed Consumption Guarantee to the Supplier. The relevant feeding request from the Supplier shall be sent upon prior consultation between the Supplier and the Customer.

6.1.5 The Customer's Supply Service shall not be activated, unless an active Connection Agreement is in place between the Distribution Operator and the owner of the property or its legal occupant or the authorised representative thereof.

6.2 Launch of Gas Supply Service to Customer with Existing Outdoor Installation

The amount to be paid for the launch of the Natural Gas Supply, in the event of feeding anew an already existing outdoor installation on a property, where the natural gas supply had been discontinued by the Distribution Operator, for any reason whatsoever, is specified in the Services Manual of the Distribution Operator (ancillary service) and notified to the Supplier and the Customer through the relevant lists containing the Distribution Operator's costs of ancillary services.

7. CONSUMPTION GUARANTEE

7.1 The Supplier may ask the Customer to provide a guarantee at the time of signing the Supply Contract, to which it refers solely to secure future dues arising from the Natural Gas Supply Contract. The amount of guarantee cannot exceed the estimated amount of two (2) Consumption Accounts, which correspond to the two (2) months with the highest consumption within the year. The amount of guarantee may exceptionally reach the estimated amount of three (3) Consumption Accounts for Customers, for which a request of disconnection of the Consumption Meter due to arrears has been submitted at least twice in the last twelve (12) months.

7.2 The amount of guarantee may be adjusted during the term of the Contract if there is significant deviation of the Customer's Consumption Accounts in relation to the estimated amount used to set the guarantee or in case of repeated delays of the Customer in the settlement of its accounts. The Supplier is required to inform the Customer through the current Consumption Account for the adjustment of the guarantee and debit or credit the amount of difference to the next Consumption Account.

7.3 In the event of non-payment of the guarantee, the Supplier is entitled to declare the Customer in default and apply the provisions set out in paragraph 11.3 hereof.

7.4 In the event of termination of the Supply Agreement by the Supplier due to non-payment of arrears, the amount of the guarantee shall be forfeited to the Supplier and offset against the amount of arrears.

7.5 Without prejudice to paragraph 7.4 of the General Terms and Conditions, in the event of termination of the Supply Contract, after termination or upon the expiry

of the contract, the amount of the guarantee shall be offset against the amount payable of the final closure Consumption Account until the disconnection of the supply.

7.6 Any credit balance that arises after the offsetting shall be paid to the Customer interest-free, at the latest within one (1) month from the issue of the final closure Consumption Account to a bank account thereof,

as notified to the Supplier.

8. READING OF NATURAL GAS CONSUMPTION

8.1 The measurement of the quantity of Natural Gas consumed by the Customer is based on the indications of the Natural Gas Meter, which is the sole competence and ownership of the Distribution Operator, which is placed at the Customer's Point of Delivery. The Distribution Operator shall be solely responsible for obtaining the meter readings and sending them to the Supplier.

8.2 During the year, meter readings will be made in accordance with the provisions set out in the Distribution Code and the Measurement Regulation.

8.3 The Consumption Account shall be issued with reference either to consumption based on Meter reading by the Distribution Operator or to consumptions based on the Customer's communication of the reading (after the Customer has recorded the meter indication) or to estimated consumption (during the summer period or when it is not possible to read the meter) in accordance with the provisions of the Distribution Network Management Code and the Measurement Regulation. The final account and final invoicing of the Customer are based on the actual consumption resulting from the Meter readings.

8.4 Any failure to record a meter reading for reasons related to the Customer may result in the issue of consumption accounts, during the year, that are not based on actual readings. In the event of repeated failure of the Distribution Operator's employees to access the Meter and other parts of the installation over a long period of time, the Distribution Operator may, for security reasons, discontinue the supply of natural gas, if at its discretion the continued supply involves risks of physical or material damage.

8.5 The readings of the Meter installed by the Distribution Operator at the Customer's Installation are a complete proof of Natural Gas consumption and the Supplier's claims towards the Customer. Any objections raised by the Customer as to the accuracy of operation of a Meter do not relieve the Customer of the obligation to promptly settle in full the accounts issued and sent by the Supplier thereto.

8.6 The Customer has the right to request metrological control of the Meter thereof, if the Customer considers that it is not operating accurately, assuming the costs incurred for that work only if the metrological control result shows that the Meter is correctly calibrated and operates within the legal limits of tolerance, in accordance with the provisions of the Measurement Regulation. If the control reveals that the Meter is inaccurate, the Customer shall not bear the cost of such control and the Supplier shall adjust the consumption amounts debited during the period in question and the cost for the control shall be borne by the person provided for in the applicable law. The Supplier shall inform the Customer of the process of submitting a request for control of the Meter and forward the Customer's request to the

Distribution Operator. The Customer may be present during when checking any Meter.

8.7 If the control reveals that the measurement made by the Measurement Equipment is outside the tolerance limits, the Distribution User or the End-Customer shall be entitled to compensation only for the quantities delivered during the Measurement Periods between the submission of the request for control of proper operation and the installation of the replacement Measurement Equipment.

9. PRICING - NATURAL GAS CONSUMPTION BILL

9.1 Natural Gas shall be invoiced by the Supplier in accordance with the supply invoices and based on the methodology communicated to RAE, and will be posted on its official website. The billing unit for the quantity

of Natural Gas consumed at the Point of Delivery is the kilowatt hour (kWh) of Higher Thermogenic Power.

9.2 The Customer's charge for the services provided hereunder is made by issuing and sending the Consumption Bill. The Consumption Bill shall be issued periodically and every four (4) months at most. The Supplier may also issue a Consumption Bill in a shorter period of time pursuant to its decision and after notifying the Customer.

9.3 The Consumption Bill is distinguished in FINAL- Reconciliated, based on the consumption measurement by the Distribution Operator, and ADVANCE, based on an estimated consumption, in accordance with the historical data received by the Supplier from the Distribution Operator, and in FINAL - METER READING, based on the the Meter's reading by the Customer or the Supplier.

9.4 The Natural Gas Consumption Bill contains a distinct indication of the charges applied, broken down below, including the net amount and the applicable tax for each charge, the unit values of the Calculation Fees and the individual sums of the amounts per charge group: a. Group of Supply Charges: Charges for the supply of Natural Gas under the Supply Contract. b. Group of Regulated Charges: (a) Charges for the use of the National Natural Gas System (NNGS); (b) Charges for the use of the Distribution Network; (c) Charges for performance of works on the Customer's supply, if applicable; (d) Other Charges as defined in accordance with the applicable law.

9.5 The Consumption Bil includes, in addition to the minimum requirement under applicable law, the following information: (a) the amounts due corresponding to charges borne by the Customer and remitted by the Supplier to third parties, e.g. charges resulting from a recording of incorrect quantities of Natural Gas consumed due to a meter failure or charges for ancillary services provided by the Distribution Network Operator (e.g. disconnection of supply, re-activation, recording of a meter reading at the request of an end-customer, etc.); (b) amounts due corresponding to charges borne by the Customer and remitted by the Supplier to third parties (e.g. Special Consumption Tax, Special Fee 5%, the Security of Supply Fee, etc.), in accordance with the applicable statutory provisions; (c) the applicable value added tax (V.A.T.); (d) charges for any services agreed between the Supplier and the Customer; (e) account payment method(s); (f) the bank payment code (Dias Debit) and payment code in the Hellenic Post; (g) alternative payment methods (e.g. with a

standing order), as well as the possibility of connecting the invoice with a specific payment method.

9.6 The Customer may challenge the content of the Consumption Bill by providing in writing and substantiated to the Supplier grounds for dispute before the payment expiry date of the Consumption Bill that follows the Consumption Bill that is being disputed. The Supplier shall inform the Customer of whether or not the dispute has been accepted within ten (10) business days. The lapse of the aforementioned time limit by the Customer shall render the amount of the Consumption Bill due final, acknowledged and uncontested. The existence of a dispute does not suspend the Customer's obligation to timely settle in full the Consumption Bill.

9.7 The Supplier shall immediately rectify the past Consumption Bills if it is found that, for any reason, incorrect charges have been imposed on a Customer thereof. Certified differences in favour of the Customer shall be refunded in full by the Supplier, interest-free, either by issuing a correction account or by offsetting the relevant amount against the next regular account.

9.8 In the case of correcting Customer's measurement data and redefining the corresponding charges imposed on the Supplier, as defined in the applicable regulatory law, the Supplier shall, at any time, correct the charges of the Customer's accounts affected in a manner fully corresponding to the correction made to the charges imposed on it based on the Customer's original measurement data. The amounts of the corrected debits and credits shall be paid interest-free.

9.9 In the event of renewal of the Contract for an indefinite period, in accordance with paragraph 5.2 of the General Terms and Conditions, the respective applicable Supplier's invoice will apply, as published, for the category to which the Customer belongs. The Supplier shall inform the Customer of any imminent modification to the applicable invoice, by means of a written notice to the Customer, giving the Customer the right to terminate the Contract without incurring any liability.

9.10 The Natural Gas Consumption Bill shall be considered to be an extract from the Supplier's commercial books with full probative value.

10. SENDING AND PAYMENT OF THE NATURAL GAS CONSUMPTION BILL

10.1 The Supplier shall send the Consumption Bill to the Customer's last stated postal address. The Customer may opt to receive the Consumption Bill in alternative ways, such as by e-mail to the email address

stated in the Application / Supply Contract.

10.2 The Customer shall inform the Supplier without delay of any change in the postal or electronic mailing address, to which the Customer receives the Consumption Bill, as well as of any failure to receive.

10.3 The Customer may subscribe to a Supplier's dedicated online service and have immediate access to its Bill and be notified when it is issued, electronically or via a text message (SMS) through the mobile phone stated.

10.4 The Customer shall pay the amount of the Consumption Bill within the payment due date indicated thereon, which is twenty (20) days from being issued. If the due date of the Consumption Bill is Sunday or a public holiday, the due date is considered the next business day.

10.5 The due date of the Consumption Bill shall be considered as a payment date.

11. CUSTOMER'S DEFAULT

11.1 Upon the lapse of the due date of the Consumption Bill, in accordance with paragraph 10.4, the relevant debt becomes automatically due and payable and the Supplier may proceed as follows:

(a) It records the amount of the arrears in the next Consumption Bill and adds the amount in question with the statutory default interest to the total amount due in the new Consumption Bill which the Customer is required to pay within the prescribed due date of the new Consumption Bill; (b) If the second consecutive payment due date lapses, the Supplier may submit to the relevant Operator an order of deactivation of Consumption Meter due to arrears by notifying the Customer accordingly, either by a letter or by a written message to the Customer's mobile phone, which the Customer has stated by e-mail to the e-mail address stated by the Customer; (c) If the arrears are not paid within ten (10) days of notification to the Customer of the order of deactivation of the Consumption Meter, the Supplier may terminate the Supply Contract by submitting at the same time to the Distribution Operator a statement of disconnection of representation, informing accordingly the Customer.

11.2 The deactivation order due to arrears does not cause any change in the Customer's representation. The Customer may, until the termination of the Contract and completion by the Distribution Operator of the termination process, ask the Supplier to reconnect the Meter thereof by paying all arrears thereof, including any default interest and court fees, as well as by paying all costs assessed by the relevant Operator, which are borne solely thereby.

11.3 Customer's default results in the payment of default interest, at an interest rate equal to the maximum statutory default interest rate. Default interest is included in the Consumption Account to be sent to the Customer. Costs incurred from service of the Supplier's extrajudicial declarations addressed to the Customer due to default or breach of a material term of the Contract by the Customer shall be borne solely by the Customer and calculated based on the applicable law and included in the natural gas account. In the event of a legal action for the recovery of a debt, the court costs (i.e., indicatively, costs for the filing and hearing of the action, payment order or other legal remedy) shall be solely borne by the Customer and calculated in accordance with the provisions of the applicable law.

12. TERMINATION

12.1 This Agreement shall be terminated by the parties hereto only in writing and in accordance with the provisions of this Article.

12.2 The Customer, subject to paragraphs 12.3 and 12.4 of the General Terms and Conditions, may at any time and without incurring any penalty, terminate this Agreement and, in any event, within thirty (30) days of notice by the Supplier regarding an amendment to a term of the Agreement, with which the Customer disagrees. The results of the termination shall occur after the receipt of the Meter's final reading and after the lapse of thirty (30) working days from the date of its notification to the Supplier. In the event of termination by the Customer due to a Change of Supplier and provided that there are no arrears due to the Supplier or settlement or assumption by the New Supplier, the legal effects of the termination

shall occur on the day preceding the effective date of the Request for Change in the Consumption Meter Representation, as defined by the competent Operator and notified to the Supplier. The Customer shall remain liable to the Supplier for the amount of Natural Gas consumed thereby until the start of the Customer's representation by the New Supplier.

12.3 The above termination by the Customer does not result in any financial or other consequence for the Customer, unless the Contract contains specific terms regarding the minimum period of validity of the Contract, in which case the Supplier may request reasonable and justified compensation, provided that the termination has taken place during and before the lapse of the above minimum period of validity.

12.4 The Supplier may terminate the Contract solely due to the Customer's default, pursuant to paragraph 11.1 of the General Terms and Conditions, or for breach of any term of the Contract for more than thirty (30) days. In that case, the Supplier shall notify the Customer accordingly, setting a period of ten (10) days to remedy the breach and informing the Customer of the consequences of any failure to comply within the prescribed period. If the above period lapses, the Supplier shall be entitled to terminate the Supply Contract immediately and take the prescribed steps towards the Distribution Operator in order to terminate the representation of the Customer's Consumption Meter. The results of the above termination arise upon receipt of the Meter's final reading.

12.5 In the event that one of the Contracting Parties becomes bankrupt, is placed under administrative receivership, liquidation, consolidation or conciliation, or where an application for inclusion under any of these procedures has been filed, the other Party shall be entitled to terminate this Agreement in writing. The results of the termination in that case shall occur immediately.

12.6 Upon termination of the Contract due to termination, by any means, any arrears of the Customer shall become due and payable and the Supplier shall send to the Customer a final Consumption Account, based on the measurements and data provided by the Distribution Operator.

12.7 The notices provided for in this Article shall be sent by the Supplier, either by registered mail or by any other appropriate means, in such a way as to indicate the date on which they were sent.

13. FORCE MAJEURE

13.1 Force Majeure shall mean any unforeseeable and exceptional situation or incident that does not fall within the sphere of influence and control of the Parties and could not have been avoided even if those persons had demonstrated extreme diligence and prudence expected by a reasonable and prudent party, which results in preventing any of the Parties from fulfilling their obligations.

13.2 Indicatively, it is agreed that the following may constitute Force Majeure events: natural disasters, strikes and lockouts, actions of the Government or any Government Authority, emergency situations under the NNGS Code and/or the Distribution Network Code, war, uprisings, riots, fire, floods, earthquakes, explosions, breakdowns or accidents in any transport facilities or other facilities or equipment necessary to provide the service or energy due and which extend to such a degree and extent that the performance of the service or energy due becomes impossible. Economic weakness is by no means considered as Force Majeure. An event of

Force Majeure shall be considered the non-delivery, for any reason, not due to Supplier's fault, of natural gas to the Supplier by its suppliers in the agreed quantities and/or quality which justify upon completion, the reduction in the quantity supplied and/or discontinuation of supply of natural gas to the Customer. Any force majeure event does not relieve the Customer of the fulfilment of its financial obligations until the time of the event.

13.3 In the event of Force Majeure, the Parties shall be released from liability for failure to comply with their obligations insofar as the failure to perform the obligations is due to, or is caused by, the Force Majeure, provided that they have complied with the provisions of the following paragraph.

13.4 Any Party invoking Force Majeure shall immediately notify the other Party of the occurrence of that event by telephone, or by fax or e-mail, to be confirmed by a letter to be sent no later than five (5) days from the occurrence of the event. Failure or delay in the provision of such information by the Party having suffered the event shall result in its non-acceptance as a force majeure event justifying the non-fulfillment, in whole or in part, of the Contract.

13.5 If the event where the force majeure event or its effects last more than thirty (30) days or in any case it is not possible to predict its duration, the Parties agree that they may review the possibility of continuing this Agreement.

14. ASSIGNMENT OF THE CONTRACT

14.1 The assignment by the Supplier to a third party of a Non-Domestic Customer's contract is only allowed upon prior agreement of the Customer.

14.2 It is permissible to transfer or assign by the Supplier to any third party, be it a natural or legal person, and in particular any associated Company of the Group of Companies to which it belongs, of any claim, right or remedy which it maintains against the Customer and derives or relates in any way hereto. In particular, as regards the collection of receivables by the Supplier arising from this Agreement, it is agreed that the Supplier is entitled to assign to third parties the collection of its receivables, subject to notifying the Customer in writing to this end.

15. RIGHT OF WITHDRAWAL

The Customer has the right to withdraw from the Contract without notice within fourteen (14) calendar days of its signing, in accordance with the specific provisions of Law 2251/1994 and Article 47(3) of Law 4001/2011, using the relevant Statement of Withdrawal Form attached hereto. In the event that charges arise within that 14-day period, these shall be borne by the Customer.

16. APPLICABLE LAW AND DISPUTE RESOLUTION

16.1 This agreement is governed and construed in accordance with Greek law. The parties undertake to make every effort to ensure that any dispute arising out of the performance hereof is settled amicably, in accordance with the Supplier's specific dispute resolution procedure, which is posted on the Supplier's website (www.coralpower.gr) and will be sent by post to the Customer upon request to the Supplier's Customer Service Department (customer support telephone line 18330). Similarly, the Customer may, in accordance with the provisions of the applicable law, be addressed to the Consumer Ombudsman or to any other out-of-court body for the settlement of consumer disputes, including Mediation.

16.2 In the event that the above attempt is unsuccessful, the settlement of the disputes in question shall be subject to the sole jurisdiction of the Courts of Athens.

17. AMENDMENTS

17.1 Amendment to the content of the Supply Contract by the Supplier is possible subject to individual Customer information thirty (30) days prior to the entry into force of the modifications in a specific field of the Consumption Account or in a separate form sent with it or by a short notice included in the Consumption Account or sent electronically by referring to the Supplier's website for full information on the content of the amendment.

17.2 The Customer may propose to the Supplier the amendment to the terms hereof. More specifically, in the following cases, the amendment to the Contract shall be made upon request by the Customer within thirty (30) days of its submission:

- a. Change in the Basic or Special category to which the Customer belongs, as well as the selection of a different invoice from the Supplier's available Supply Invoices
- b. Classification of Customers as Vulnerable.

17.3 In any case, the Customer has the obligation to inform the Supplier about the change of contact details, such as the address for sending the Consumption Accounts.

18. SPECIAL ARRANGEMENTS FOR VULNERABLE CUSTOMERS

18.1 The categories of Vulnerable Customers, as defined by applicable law, are subject to the following provisions.

18.2 The periods set out in paragraph 12.4 of the General Terms and Conditions shall be increased by another thirty (30) days.

18.3 The payment due date of the Consumption Account shall be forty (40) days.

18.4 The Supplier may not, in the case of a Vulnerable Consumer, submit to the competent Operator an instruction to deactivate a Consumption Meter or terminate the Contract due to arrears for the period from November to March.

18.5 Especially for Vulnerable Customers who require engineering support as well as those with serious health problems, the Supplier is entitled to terminate the Contract only in the event that the Customer fails to pay six (6) consecutive Consumption Accounts and after having sent a notice advising the Customer on its ability to settle the arrears thereof.

19. PERSONAL DATA

19.1 The Supplier shall comply with the National and EU Personal Data legislation and strictly abide by all obligations arising therefrom. The information requested by the Customer is the minimum required for the conclusion and operation of this Agreement.

19.2 The Customer acknowledges and accepts that the Supplier keeps and processes personal data in order to: (a) conclude, perform and monitor this Contract as to the rights and obligations

of the Parties, which are laid down in the law and herein; (b) inform, promote and advertise products and services of the Supplier, its subsidiaries or legally-contracted commercial partners. The Supplier undertakes not to disclose, transmit or use Customer-related information for any purpose other than those described above, subject to the provisions of this Agreement and the applicable law.

19.3 The recipients of the above data will be: (a) the staff of the Supplier and its subsidiaries; (b) public services, judicial and administrative authorities; (c) legally contracted third party dealers and associates of the Supplier with the purpose of collecting the necessary supporting documents for the conclusion of a contract of natural gas supply, as well as the independent provision and promotion by them of natural gas services and equipment; (d) legally contracted with the Supplier debtors' information companies pursuant to Law 3758/2009, as in force, including their staff; (e) lawyers and law firms legally contracted with the Supplier for the collection of the Customer's arrears towards the Supplier, (f) the Competent Operator in respect of the Customer's arrears or any orders of deactivation of a Consumption Meter due to arrears; (g) legally authorised third parties Suppliers in the event of Customer's request for Supplier change.

19.4 The Customer hereby expressly consents to the processing of its personal data by the Supplier and has all rights under the Law, in particular the right to information, access - even with the assistance of an expert - rectification, erasure, restriction of processing, data portability, complaint to a supervisory authority, opposition - objection and judicial protection.

19.5 The Supplier may retain from the Customer's personal data only those required for the specific purposes mentioned herein and for a reasonable period of time after the expiration hereof. Indicatively, a portion of the Customer's personal data may be retained for purposes relating to the Customer's service or any claims arising out of the contract, except in the case of *lis pendens* or administrative proceedings, thereby prolonging the maintenance until the final judgment is issued or to complete a case before a Judicial or Administrative Authority. Such data shall be erased as soon as the necessary time has elapsed for the fulfilment of the above purposes.

19.6 For any matter relating to the Supplier's policy, practice, process or method regarding the protection of personal data, the Customer may contact the Customer Service Department of the Supplier, 26-28 Averof Street, Perissos, Attica, GR-14232, the Customer Service Help Line 18330 (local call cost) or by e-mail: coralpower@ceg.gr.

20. FINAL PROVISIONS

20.1 The General Terms and Conditions, the Application / Supply Contract, any special terms and the Natural Gas Supply Offer, as all of the above apply legally, as amended, constitute a single and integral whole, while the terms and agreements which they contain are agreed to be considered as material and supersede any prior written or oral or other relevant agreement.

20.2 The nullity or voidability of a term herein will in no way affect the validity and the binding nature of the remaining terms thereof.



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