

## Summary of Eskilstuna Energi och Miljö's terms and conditions for electricity trading

### When does the contract start?

Your electricity contract starts when you receive a contract confirmation.

### Right of withdrawal – applies only to consumers

After you have received your contract confirmation, you have the right to withdraw from the contract at any time in the next 14 days without providing any reason.

### How long a non-fixed-term electricity contract lasts

A **non-fixed-term** electricity contract lasts until you cancel it or switch to another electricity contract.

### How long a fixed-term electricity contract lasts

A **fixed-term** electricity contract lasts until the end date specified in your contract.

### Notice period

If you have a **non-fixed-term** electricity contract that runs until further notice, this contract will not expire until 14 days after you cancel it.

If you have a **fixed-term** electricity contract, the notice period is 14 days before the end date of the contract.

### What happens if your fixed-term electricity contract expires?

If you do not renew or terminate your electricity contract at least 14 days before the end of the contract, you will automatically be given an Indefinite-Term Contract instead. Indefinite-Term Contracts are often slightly more expensive. You can find information about our prices here on our website:

**[eem.se/teckna-elavtal](https://eem.se/teckna-elavtal)**

The Indefinite-Term Contract is valid until you sign another electricity contract with us, or cancel your electricity contract. You can change or cancel the Indefinite-Term Contract whenever you want.

### What happens if you break your electricity contract early?

If you have an electricity contract that includes a fixed electricity price and you decide to cancel it before the end date, we are entitled to receive compensation from you for any money we lose because you cancel the electricity contract.

## The below applies if we change anything in our contract terms

If you have a **non-fixed-term** electricity contract, we must notify you of any changes at least two months before they take effect.

If you have a **fixed-term** electricity contract, the terms of the contract will only change after the contract has expired.

You have the right to cancel your electricity contract when we make changes to the contract terms. In such a case, you must cancel the electricity contract at least 14 days before the changes take effect.

## If you move

If you are going to move, you must contact us before the move. Your electricity contract will follow you to the new address unless we tell you otherwise. We are entitled to terminate your electricity contract when you move.

## Payment and invoicing

We will invoice you once a month. We always invoice you in arrears when we see how much electricity you have used.

Individuals have 20 days to pay the invoice, and businesses have 30 days to pay the invoice.