

Article 1: Advertisements and commercial practices

Advertising and promotion of the electricity supply services must be carried out in compliance with the laws in force on advertising which concern the protection of consumers and the use of personal data. In particular:

1. All information supplied (verbally, on the Internet, in advertising or communication media, in promotional offers, on bills etc.) must be easily understood and accurate.
2. The supplier must ensure that all information supplied to consumers in connection with the charges and services offered, including the type of energy sold as this is established from the Guarantees of Origin certificates which the supplier must possess or from the supplier's particular characteristics (such as its business name, business nature, corporate affiliation, specific characteristics and assets), is not misleading nor is it intended to mislead consumers, due to inaccuracies or to the lack of clarity or of material information, so as to lead them or be likely to lead them to take a transactional decision which they would not have taken otherwise .
3. The supplier must take all possible measures to ensure that any information about charges and services no longer in effect, which may mislead the consumers, is withdrawn from its promotional materials.
4. The supplier must ensure that the commercial practices followed in promoting its services are not aggressive, in the sense that they do not significantly hinder and are not likely to significantly hinder the average consumer's freedom of choice.

Article 2: Conduct of associates and employees involved in commercial practices

The supplier must publish on its website, in a location easily accessible by the consumers, a list of the updated full details of its commercial partners. With regard to employees of the supplier or of its commercial associates who communicate directly with consumers, adherence to the following is essential:

1. From the start of the communication, the supplier's representatives must explain clearly their identity, the name of the supplier they represent and the commercial purpose of the communication.
2. In the case of a personal visit, the supplier's representatives must show an identification document bearing their photograph or some other identity mark and

must inform the consumer of the supplier's address and corporate contact details. Where communication is not face-to-face, they must inform the consumer of their full name, of the name of the supplier that they represent and of the latter's corporate contact details.

3. The supplier's representatives must be fully briefed and must answer the consumers' questions with clarity and accuracy.

4. When the promotion or sale is by means of a visit to the consumer's home or by phone, this must take place in full observance of the official quiet hours and not on public holidays and Sundays, unless the consumer requests otherwise.

5. The supplier's representatives must not mislead nor attempt to mislead the consumers in any way, through their actions, omissions or arguments, creating false impressions about the service provided by the supplier or the services provided by other suppliers or painting a negative picture of other suppliers.

6. As regards the employees of the supplier's commercial associates in particular, these must state clearly their capacity as authorised associates of the supplier and must not act in a way that is misleading, creating the impression that their company has been authorised to represent the supplier or has rights which the supplier has not assigned to it.

7. The supplier's representatives address must consumers politely, using appropriate language. Particular sensitivity must be demonstrated when communicating with vulnerable consumers (consumers with a disability, financially weak, the elderly etc.), as well as with persons that do not speak Greek. The supplier's representatives must not take advantage of the weakness of these consumers in order to achieve sales.

8. In all instances of communication (visit, phone call, SMS, e-mail) where the consumer wishes to be excluded from future promotional activities, the supplier's representatives must provide the consumer with an easy method for unsubscribing, free of charge, from the suppliers' promotional consumer records.

9. In cases of direct marketing campaigns using a list of consumers, the supplier must have secured the consent of the recipients, in accordance with the provisions of Law 2472/1997 on the protection of individuals with regard to the processing of personal data, having excluded from the list of consumers those who either have registered with the list of article 13 kept by the Authority for the Protection of Personal Data or have advised the supplier in writing.

Article 3: Provision of pre-contractual information

During the pre-contractual communication with the consumer, the supplier must that the consumer is provided with full, accurate and clear information, so that the consumer is in a position to choose the offer that is the most advantageous for him/her. In any case, the supplier ensures that the consumer who is concluding the contract has the capacity or lawful

authority to do so. The supplier must publish the Principles of Communication with Customers in an easily accessible location on its website and must ensure that its personnel and associates are fully familiar with the present document. More specifically, the provision to the consumer of pre-contractual information in a timely and adequate manner by the supplier must as a minimum include the following items:

1. Tariff category in which the consumer is included.
2. Description of the services offered.
3. The unit charges associated with the services offered, quoting each charge separately and clarifying the service it is associated to. Clear reference to the charges and services included in the unit charges.
4. Where the offer concerns a package with a standing charge for consumption within specific limits, very clear indication of the services and charges included in the standing charge; of the charges applied over and above the standing charge, for additional services or for consumption in excess of the maximum limit; and of the way in which limits are applied (based on estimates or actual measurements of the customer's consumption).
5. Estimation of the consumer's total annual bill based on the consumer's particular consumption characteristics, with a separate breakdown of the individual costs for each charge/service (power supply / competitive charges, use of transmission system, use of distribution network, other regulated charges etc.) or with a clear indication of the services covered by each charge, allowing comparisons to be made on the same basis with other offers from the same supplier or from another supplier. Comparisons of charges made by the supplier and involving charges offered by other suppliers must also be made on the same basis, otherwise it is considered misleading.
6. Start and end dates of the period during which the charges will remain in effect, and ways in which information on the charges applicable is provided.
7. General conditions of the supply contract.
8. Special terms associated with the specific offer made by the supplier.
9. Minimum term of the contract, terms and conditions for renewal, early termination penalties (if any).
10. Conditions regarding the customer's right of withdrawal from the contract.
11. Estimated time for activation of the service, if this is not otherwise determined by the law.
12. Bill payment options.
13. Billing frequency and any other information about additional bills which the consumer may receive for third party charges.
14. Terms and conditions regarding the amount and payment of the deposit, if any.