

## SOCIAL RESIDENTIAL TARIFF – SOLIDARITY SERVICES TARIFF – VULNERABLE CUSTOMERS

Useful information about the eligibility criteria for:

- (A) Application of the Social Residential Tariff I & II.
- (B) Application of the Social Residential Tariff III.
- (C) Application of the Solidarity Services Tariff.
- (D) Inclusion in the category of Vulnerable Customers.

### (A) Criteria for Application of the Social Residential Tariff (SRT) I & II

#### (1) General

Pursuant to Decision [D5-HL/B/F1.21/23824/23.12.2013](#) of the Minister of Environment, Energy and Climate Change, as amended and in force, all electricity suppliers are obliged to provide to vulnerable consumer groups a differentiated, privileged tariff, known as the Social Residential Tariff (“Koinoniko Oikiako Timologio – KOT”, hereafter “**SRT**”).

The SRT is applied to the total 4-month consumption, up to the corresponding consumption limit for each category of beneficiary, provided that:

1. The consumption refers to coverage of the needs of the beneficiary’s main residence;
2. The power supply connection (supply number) is in the name of the beneficiary or of the beneficiary’s spouse;
3. The consumption equal to or higher than 200 kWh for every 4-month period;
4. The total 4-month consumption period does not exceed the consumption limit specified for each category of beneficiary. Night consumption billed at a reduced (night) charge is not taken into account in the calculation of the consumption limits for each category of beneficiary.

In cases where:

- (a) The 4-month consumption limits defined for each category of beneficiary are exceeded, and
- (b) The average 4-month consumption on an annual rolling basis, based on meter readings, exceeds the consumption limit foreseen for each category of beneficiary,

then the SRT is not applied for that particular 4-month period.

In cases where:

- (a) The total 4-month consumption limits are exceeded, but
- (b) The average 4-monthly consumption on an annual rolling basis, based on meter readings, does not exceed the consumption limit foreseen for each category of beneficiary,

then the part of the 4-month consumption in excess of the above average 4-month consumption will be billed at the charges applicable under the Protergia residential tariff which corresponds to the total consumption of the beneficiary concerned.

In what especially regards persons required to use life-support medical equipment, if their consumption exceeds the limit of 2,000 kWh, then the SRT is applied to the part of their 4-month consumption up to 2,000 kWh, while the part in excess of 2,000 kWh is billed at the charges applicable under the Protergia residential tariff which corresponds to their total consumption.

If the consumption for a 4-month period is lower than the consumption stated under item [3] of the above list, then instead of the SRT the charges of the applicable Protergia tariff will be applied for that particular 4-month period.

Inclusion in the SRT and application of the SRT charges is for an entire calendar year (from 1/1 to 31/12 inclusive), i.e. for all 4-month bills issued during the year and for the total 4-month consumption up to the consumption limit foreseen for each category of beneficiary. For the beneficiaries under category (e) below (persons required to use life-support medical equipment), inclusion in the SRT and application of the SRT charges is for an entire calendar year (from 1/1 to 31/12 inclusive), irrespective of consumption limit. For beneficiaries in this category, the SRT is applied to the part of their 4-month consumption up to 2,000 kWh, while the part of their 4-month consumption in excess of 2,000 kWh (i.e. from 2,001 kWh and up) will be billed at the charges applicable under the Protergia residential tariff which corresponds to their total consumption. For these beneficiaries, exceeding the 2,000 kWh limit does not result in their removal from the SRT

## **(2) Categories of SRT I & II beneficiaries**

### **(a) Persons with low income:**

Persons with an annual total taxable family income (actual or imputed), based on their tax assessment for the financial year preceding the year of inclusion in the SRT, less than €12,000 before the applicable income reductions, augmented by 50% in cases where the beneficiary is a permanent resident in an island with a population below 3,100 people. This limit is increased by €3,000 for each one of the first two dependent children.

The consumption limit for the 4-month period is 1,500 kWh.

The applicable charges are the charges under SRT I shown in the table of paragraph (4) below.

### **(b) Parents with three dependent children:**

Parents with three (3) dependent children (based on their tax income statement assessed for the financial year preceding the year of inclusion in the SRT) and an annual total taxable family income (actual or imputed), based on their tax assessment for the financial year preceding the year of inclusion, less than €23,500 before the applicable income reductions, augmented by €6,000 in cases where the beneficiary is a permanent resident in an island with a population below 3,100 people.

Parents with more than three dependent children (based on their tax income statement assessed for the financial year preceding the year of inclusion in the SRT), are included in this category after submitting a relevant application, provided that they meet the other requirements for inclusion. In this case, the application of the SRT begins immediately after the discontinuation of the application of the large family tariff, provided that the application for SRT is submitted fifteen (15) days before the

fourth child attains the age of majority. Protergia informs the beneficiaries in this category of the discontinuation of the application of the large family tariff via the actual bill issued at least two (2) months before the fourth child attains the age of majority and before the discontinuation of the application of the large family tariff.

The consumption limit for the 4-month period is 1,700 kWh.

The applicable charges are the charges under SRT I shown in the table of paragraph (4) below.

**(c) Long-term unemployed:**

Persons who on the 30<sup>th</sup> of November of the year preceding the year of inclusion in the SRT were unemployed for more than six (6) consecutive months, with an annual total taxable family income (actual or imputed), based on their tax assessment for the financial year preceding the year of inclusion in the SRT, less than €12,000 before the applicable income reductions, augmented by €6,000 in cases where the customer is a permanent resident in an island with a population below 3,100 people. This limit is increased by €3,000 for each one of the first two dependent children. The above taxable income does not include income from employment which may be included in the customer's tax income statement and concerns the period prior to the unemployment. In cases where both spouses are unemployed for more than six (6) consecutive months, any deductions of income from employment included in the above tax income statement, made in order to calculate the taxable family income, refer to both unemployed spouses.

The consumption limit for the 4-month period is 1,500 kWh.

The applicable charges are the charges under SRT II shown in the table of paragraph (4) below.

**(d) People with a disability:**

Persons with a degree of invalidity of 67% or more or persons with dependent family members with a degree of invalidity of 67% or more, based on their tax income statement assessed for the financial year preceding the year of inclusion in the SRT, and an annual total taxable family income (actual or imputed), based on their tax assessment for the financial year preceding the year of inclusion, less than the limit of category (b) before the applicable income reductions.

The consumption limit for the 4-month period is 1,700 kWh.

The applicable charges are the charges under SRT II shown in the table of paragraph (4) below.

**(e) People required to use life-support medical equipment**

Persons required to use life-support medical equipment installed at home and essential for sustaining their life or persons with dependent family members required to use life-support medical equipment, with an annual total taxable family income (actual or imputed), based on their tax assessment for the financial year preceding the year of inclusion in the SRT, less than €30,000 before the applicable income reductions.

In this case, for 4-month consumption levels up to 2,000 kWh, the applicable charges are the charges under SRT II shown in the table of paragraph (4) below.

**(f) Unemployed for a continuous unemployment period of at least three (3) months**

Unemployed individuals, registered at OAED, who upon the request of their integration to the beneficiaries of SRT, are in a continuous unemployment period of at least three (3) months.

The customer must have an annual total taxable family income (actual or imputed), based on their tax assessment for the financial year preceding the year of inclusion in the SRT, less than €12,000 before

the applicable income reductions, augmented by €6,000 in cases where the customer is a permanent resident in an island with a population below 3,100 people. This limit is increased by €3,000 for each one of the first two dependent children. The above taxable income does not include income from employment which may be included in the customer's tax income statement and concerns the period prior to the unemployment. In cases where both spouses are unemployed for more than three (3) consecutive months, any deductions of income from employment included in the above tax income statement, made in order to calculate the taxable family income, refer to both unemployed spouses.

The verification of income criteria for this category is implemented by the General Secretariat of Information Systems, after the clearance of tax statements that are submitted in the year of submission of the statements.

The consumption limit for the 4-month period is 1,500 kWh.

The applicable charges are the charges under SRT II shown in the table of paragraph (4) below.

### **(3) Application procedure for the SRT and other details I and II**

#### **(a) When are applications for the SRT submitted?**

Applications for the SRT are submitted from October 1<sup>st</sup> to December 15<sup>th</sup> of every calendar year and take effect on January 1<sup>st</sup> of the following year.

Applications may be also submitted after the expiry of the above period, however the inclusion of eligible Customers will apply for the time remaining in the calendar year, after the verification of the information submitted is completed. In what in particular regards persons under category (c) above (unemployed), if they submit their application after the expiry of the above period they must have completed six (6) consecutive months in unemployment, calculated on the last working day of the month preceding the month of submission, and they must also meet the other criteria.

Persons for which the SRT has already been approved are not required to submit a new application for the following year, with the exception of beneficiaries under case (e) above (persons required to use life-support medical equipment). In the event of any change in the information initially declared, submission of a new application is required.

Fulfilment of the requirements for inclusion in the SRT is verified again by the Hellenic Electricity Distribution Network Operator (hereafter "DEDDHE") in December every year, for all beneficiaries already approved. If as a result of this verification it is established that certain beneficiaries do not meet the requirements for approval of the SRT for the next calendar year, application of the SRT will be discontinued.

#### **(b) How are applications for the SRT submitted?**

Applications for the SRT are submitted online through the website of DEDDHE ([www.deddie.gr](http://www.deddie.gr)). The following supporting documents are also required when submitting an application:

For persons with low income, families with three children, long-term unemployed, people with a disability:

1. The payment code for the power supply connection, as shown on the customer's electricity bill.
2. Police Identity Card data and Taxpayer Identification Number – TIN (of applicants and their spouses, if they are married).

For persons required to use life-support equipment, the following are also required in addition to the

above:

1. Their Social Security Number (AMKA).
2. The name of their Social Security Organisation.
3. The protocol number of the certificate issued by the patient's Social Security Organisation, certifying the need for life-support equipment at home in order to sustain the patient's life. If the patient is not insured, the protocol number of a certificate to this effect issued by a State hospital.
4. A solemn declaration stating that they have in their possession the certificate under (iii) above.

The beneficiaries in this category must keep the original of the relevant certificate for as long as they are included in the SRT and must present it the event of an inspection. The competent services may verify the existence of the certificate and the accuracy of its contents, as well as the contents of the solemn declaration, against the records kept by other services.

Beneficiaries must have their electricity bills issued to their name or to the name of their spouse. Where the power supply (meter) information does not correspond to the beneficiary, then before submitting the application for inclusion in the SRT the customer must apply for all the procedures required to ensure that the electricity bill is issued to his name, at the address of his main residence. DEDDHE verifies that for each beneficiary the SRT is approved for one power supply connection only (i.e. for a single supply number).

#### **(c) What verification procedures are applied for approval of the applications for the SRT?**

Verifications are carried out by DEDDHE. In particular, by submitting their applications customers also authorise DEDDHE to request from the competent authorities (the General Secretariat of Information Systems of the Ministry of Finance and the Greek Manpower Employment Organisation [OAED] their personal data which certify that they are eligible for inclusion in one of the categories of beneficiaries. After the relevant data are examined, the applicant is included in the SRT and a relevant notification is sent by DEDDHE to the customer and to Protergia. If as a result of this verification it is established that the applicant does not meet the criteria, then DEDDHE informs the applicant of the reasons for the rejection of his application.

#### **(d) Procedure in relation with the category (f) (Unemployed for a continuous unemployment period of at least three (3) months)**

The applications are transmitted to DEDDHE for control of completeness of SRT inclusion in collaboration with the General Secretariat of Information Systems and the Manpower Employment Organization (OAED).

Customer's data are sent for control directly from DEDDHE to OAED. As applications control date is defined the submission date. OAED in the next five (5) labour days from the submission of the application controls if the applicant meets the prerequisite of the continuous unemployment period of at least three (3) months. After the verification from OAED, the customer is included in the SRT beneficiaries, and its supplier gets notified. In the next step, the applicant data are sent from DEDDHE to the General Secretariat of Information Systems in order to control the data regarding their accuracy and their correctness.

For the submission of the applications, the SRT applicants must declare, in accordance with the provisions of v.1599/1986, the following:

- a. the code of the valid unemployment card. In cases where both spouses are unemployed, the applicants must declare, both card codes.
- b. that on the date of the application submission he/she is unemployed for a continuous unemployment period of at least three (3) months.

c. that the annual total taxable family income (actual or imputed), based on their tax assessment for the financial year preceding the year of inclusion in the SRT, without including income from employment which may be included in the customer's tax income statement and concerns the period prior to the unemployment, are within the limits specified in paragraph 1 of the present article.

d. In cases, where the audit of income criteria (paragraph c. above), indicates the non-fulfilment of the conditions for inclusion in the SRT, are applied the penalties indicated on the last paragraph of the present article.

e. that the applicant accepts the re-evaluation of the application regarding their transition category c (long-term unemployed )

The inclusion in the Social Residential Tariff happens the day following the date of completion of the audit from OAED and the applicant and its supplier gets notified from DEDDIE.

For the first audit of the data, which are related with the conditions of inclusion in category f of the SRT, after the beginning of submission of the tax returns, the data are transmitted from DEDDIE to the General Secretariat of Information Systems for intersection and confirmation. The General Secretariat of Information Systems sends the list of unemployed beneficiaries, without delay, after the settlement of tax returns, so they can be checked as soon as possible and confirmed by the archive of Integrated Tax Information System. If from the audit of the data, comes out that the applicant does not fulfil the criteria for inclusion in the SRT, then he/she gets notified about the relevant reasons for this exclusion. DEDDIE notifies the applicant as well as its supplier. DEDDIE also keeps record of the category f customers, for the possibility of re-evaluation of the data and the automation of the evaluation.

The integration of beneficiaries of f-category applies for a maximum of one (1) calendar year. After three (3) months of continuous unemployment from the submission of the application, if the audit of the income criteria is completed or with the completion of the income criteria audit for any other reason , happens the transition to the c-category of the SRT (long term unemployment). After three (3) months from the submission of the application, OAED audits the status of the unemployment and if the income criteria are fulfilled, the applicant falls automatically onto c-category of the SRT (long term unemployed).

Revaluation of the requirements for inclusion in the SRT is carried out by DEDDIE the month of December annually. Should this process that does not meet the inclusion requirements for the next calendar year the SRT is not valid anymore.

#### Penalties

In cases, where from the first audit, the beneficiary data will not be confirmed from the records of the General Secretariat of Information Systems, in accordance with the procedure of the present article, then the applicant is excluded retroactively from the date of inclusion in the SRT, and he/she is obliged to pay interest, through the account of the supplier of electricity, the amount refrained to pay the improper inclusion of him/her in the SRT. Moreover, are imposed the legal penalties for false data declaration in accordance with law v.1599/1986.

#### (4) SRT I & II Pricing

##### SRT I

##### Category A & Category B

| <b>4-month consumption: up to 800 kWh</b>  |                             |                                |
|--|-----------------------------|--------------------------------|
| Supply type                                | Standing charge (€/4months) | Day Consumption Charge (€/kWh) |
| Single-phase                               | 2.77                        | 0.06452                        |
| Three-phase                                | 7.88                        | 0.06904                        |
| <b>4-month consumption: 800 - 1500 kWh</b> |                             |                                |
| Supply type                                | Standing charge (€/4months) | Day Consumption Charge (€/kWh) |
| Single-phase                               | 11.13                       | 0.07885                        |
| Three-phase                                | 22.20                       | 0.07885                        |
| <b>4-month consumption: over1500 kWh</b>   |                             |                                |
| Supply type                                | Standing charge (€/4months) | Day Consumption Charge (€/kWh) |
| Single-phase                               | 1.52                        | 0.0945                         |
| Three-phase                                | 4.80                        | 0.0945                         |

##### SRT II

##### Category C & Category D & Category E

| <b>4-month consumption: up to 800 kWh</b>  |                             |                                |
|--|-----------------------------|--------------------------------|
| Supply type                                | Standing charge (€/4months) | Day Consumption Charge (€/kWh) |
| Single-phase                               | 2.77                        | 0.05735                        |
| Three-phase                                | 7.88                        | 0.06137                        |
| <b>4-month consumption: 800 - 1500 kWh</b> |                             |                                |
| Supply type                                | Standing charge (€/4months) | Day Consumption Charge (€/kWh) |
| Single-phase                               | 11.13                       | 0.07009                        |
| Three-phase                                | 22.20                       | 0.07009                        |
| <b>4-month consumption: over1500 kWh</b>   |                             |                                |
| Supply type                                | Standing charge (€/4months) | Day Consumption Charge (€/kWh) |
| Single-phase                               | 1.52                        | 0.0945                         |
| Three-phase                                | 4.80                        | 0.0945                         |

## (5) Application of the SRT in the event of short-term measures for the reduction of particulate emissions (PM10) from combustion units

In cases where an announcement is issued concerning the application of short-term measures for the reduction of particulate pollutant emissions (PM10) from combustion units – namely a recommendation for the discontinuation of the use of fireplaces, solid fuel heaters and biomass heaters – by the Minister of Environment, Energy and Climate Change for the geographic area of the Region of Attica or by the competent Head of Region for the geographic areas of the other Regions in the country, the following will apply for SRT beneficiaries living in the geographic area concerned, in connection with the electricity consumption for the 4-month period in which these measures were applied:

For a number of days equal to two times the number of days on which the above short-term measures apply, the power consumption charge under the competitive charges of the SRT is nil.

The 4-month consumption limits, as defined above, are expanded by applying the following formula:

$$D.O.T.K._i = O.T.K._i * (1 + 2 * A.H.E.M. / 120)$$

where:

D.O.T.K.<sub>i</sub> : Expanded 4-month consumption limits under the SRT for each category of beneficiary

O.T.K.<sub>i</sub> : Normal 4-month consumption limits under the SRT for each category of beneficiary, and

A.H.E.M. : Number of days on which the measures apply.

## **(B) Categories of SRT III beneficiaries**

### **(1) General**

The "Social Residential Tariff III" (SRT III), which is provided by all suppliers of electricity, applies to consumers who are facing great difficulties to cover their energy needs and who are disconnected from the mains electricity energy network due to debts, and give them the opportunity to reconnect immediately and to become included in special reduced tariffs for basic energy needs through the use of electricity.

### **(2) Beneficiaries**

Electricity consumers, who are registered on food rations either regional or organized by the Church or - in paragraph 2 of Article 13 of the Constitution organized by other known faiths - on November 1, 2013 and who are disconnected from the power network, because of overdue debts to their prior suppliers.

### **(3) Procedure**

Special committees are arranged in municipalities across the country, where every committee is consisted of: one (1) representative of the respective Municipal authority, one (1) representative of DEDDIE, and one (1) representative of the electricity suppliers, in order to audit the conditions and immediately give the order for the reconnection of vulnerable consumers. By decision of the Mayor established the Committees, and appointed members and the coordinator of these.

The procedure applied for the integration of electricity consumers in the SRT III reads as follows:

(a) The arranged committees, referred further above, in the Municipalities across the country collect the data supplied to them by the municipalities, regions and the Holy Dioceses and other religious frames in relation with electricity consumers, who were enrolled in food rations of OTA, the Regions of the Church of - as stated in paragraph 2 of Article 13 of the Constitution organized by known faiths - 1 November 2013 and who are already disconnected from the mains electricity supply network.

(b) The audit of the financial data of these vulnerable consumers with regard to overdue debts for electricity is made by electricity suppliers' representative as a member of the above Committee, and the review of the technical data required for reconnection is made by the representative of DEDDIE.

(i) If the above consumer is disconnected due to debt and he/she holds an active supply contract with a supplier, then the supplier will be informed in order to give reconnection instruction, which will be promoted DEDDIE for execution. DEDDIE will implement the reconnection and will not charge reconnection fees.

(ii) If the above consumer has no active supply contract, then he/she will be represented by the Universal Service Provider as stated in the procedure already provided for in Article 9, Fri the 14th, approx. C RAE under the Decision no. 182/2013 "Amending provisions of the Manual Measurement Management and Periodic Payment Network Providers, as amended and in validation (Official Paper 82/2006 B) and encoding in a single text."(Government Paper 1463 / 06.17.2013), and he/she will be priced as described below. The Universal Service Supplier, in accordance with Article 44 of the Electricity Supply Code to Customers (Government Paper 832 / 09.04.2013), shall inform upon joining

and promptly before the expiry of the four months of inclusion in SRT III via individual notice, written or electronic, shall inform consumers the following:

- a. on their inclusion under a Universal Service state
- b. for the terms and rates of this benefit
- c. for the right of customers to switch supplier at any time.

If required the presentation of a new statutory declaration for installer recheck, it may be presented after the integration process of the beneficiary in the new specific invoice, and in no way it stands as an obstacle to completion.

#### (4) Duration of SRT III

The inclusion on the SRT III is valid for a four months period. After the end of this four months period the consumer is excluded from the SRT III. In case he/she was registered in an SRT beneficiaries' category, the customer remains on the same relevant category before the inclusion on the SRT III. In cases where the consumer was not registered an SRT beneficiaries' category, he/she gets notified from the committee as described in (3) above for the right submit directly inclusion request in a SRT beneficiaries' category, for which meets the existing criteria.

SRT III is valid until 31.12.2015. The inclusion on the SRT III for each beneficiary applies for only one quarter of each calendar year.

#### (5) Duration Limits of SRT III - Pricing

The SRT III applies to the total of the quarterly electricity consumption up 1700kWh, and refers to consumption (day and / or night for those consumers who have nocturnal consumption meter) of electricity to meet the basic needs of the main residence.

As prices of competitive and regulated charges of SRT III are defined the values listed in the following table:

Special Tariff Rates Table - Social Residential Tariff III

| <b>4-month consumption / up to 800 kWh</b>  |                             |                                |
|---|-----------------------------|--------------------------------|
| Supply type                                 | Standing charge (€/4months) | Day Consumption Charge (€/kWh) |
| Single-phase                                | 0                           | 0,00000                        |
| Three-phase                                 | 0                           | 0,00000                        |
| <b>4-month consumption: 800 - 1700 kWh</b>  |                             |                                |
| Supply type                                 | Standing charge (€/4months) | Day Consumption Charge (€/kWh) |
| Single-phase                                | 0                           | 0,04101                        |
| Three-phase                                 | 0                           | 0,04101                        |
| <b>4-month consumption: 1700 - 2000 kWh</b> |                             |                                |
| Supply type                                 | Standing charge (€/4months) | Day Consumption Charge (€/kWh) |

|   |                                |                                   |
|---|--------------------------------|-----------------------------------|
| Single-phase                              | 1,52                           | 0,0908                            |
| Three-phase                               | 4,80                           | 0,0908                            |
| <b>4-month consumption: over 2000 kWh</b> |                                |                                   |
| Supply type                               | Standing charge<br>(€/4months) | Day Consumption Charge<br>(€/kWh) |
| Single-phase                              | 1,52                           | 0,0945                            |
| Three-phase                               | 4,80                           | 0,0945                            |

For the transmission system usage charges, other charges and distribution charges, as well as Utilities and ETMEAR charges, the valid pricing is the one of the SRT beneficiaries.

For quarterly total consumption that exceeds 1700kWh, the SRT III applies to the part of the quarterly consumption which is up to 1700KWh while on that portion of the quarterly consumption of 1701 kWh and above apply for the competitive part of the current values of each of the supplier's household invoice, corresponding to each total consumption.

## **(C) Solidarity Services Tariff**

### **(1) General**

Pursuant to article 58A of Law 4001/2011, as in force, in conjunction with Decision D5-HL/B/F1.21/23824/23.12.2013 of the Minister of Environment, Energy and Climate Change (published in Government Gazette issue 3274/B/2013), and as amended and in force with decision APEIL/G/F1.21/441/oik.23609/23.12.2014 of the Minister of Environment, Energy and Climate Change (FEK B' 3545/30.12.2014), all electricity suppliers are obliged to offer a Solidarity Services Tariff ("Timologio Ypiresion Allileggyis – TYA", hereafter "**SST**") which shall apply to legal persons of public law active in welfare services, to Church and charitable foundations and to specially certified (in accordance with the provisions of article 5 of Law 2646/1198) non-profit entities of private law that provide social care services.

The prices to apply under SST mechanism are the prices offered by Protergia, with which the beneficiary is billed for the day consumption charge and until the limit as specified below, reduced by the percentage per consumption category as indicated in paragraph (2) below and applied for all of the SST beneficiaries. Otherwise is applied the current per beneficiary invoice of Protergia.

The SST is applied to the total 4-month consumption (for tariffs based on time-of-day zone charges, it is applied only to the day consumption), up to the consumption limits (4 month consumption per consumption category) foreseen as indicated below, independently from beneficiary's category, provided that the consumption of electricity concerns the coverage of the beneficiary's needs for the provision of social care services.

### **(2) Beneficiaries**

Inclusion in the SST is for an entire calendar year, and is applied for the total 4-month consumption (for tariffs based on time-of-day zone charges, it is applied only to the day consumption), up to the consumption limits (4 month consumption per consumption category) foreseen as below, independently from beneficiary's category.

The beneficiaries included in the SST must satisfy the following requirements, per category:

(a) **CATEGORY A:**

Specially certified (in accordance with the provisions of article 5 of Law 2646/1198) non-profit entities of private law that provide social care services.

(b) **CATEGORY B**

Church foundations offering social meals in special premises maintained for this purpose (kitchens, mess halls).

(c) **CATEGORY C**

Legal persons of public law active in welfare services, operating under the supervision of the Ministry of Labour, Social Security and Welfare.

(d) **CATEGORY D**

Social solidarity structures established by Local Government Authorities of the first degree, accommodated in municipal buildings (social groceries, social clinics and social meals service).

Consumption Limit (4 month consumption per consumption category) independently from beneficiary's category.

1. For the consumption category up to 1200 kWh, is provided 70% discount on the price of the current invoice of Protergia, with which the beneficiary is billed.
2. For the consumption category from 1201 up to 5000 kWh, the 70% of the consumption gets 70% discount, that is from 1201 up to 5000 kWh a total 49% discount is offered on the current invoice of Protergia (competitive charges) with which the beneficiary is billed.
3. For the consumption category from 5001 up to 10.000 kWh, the 50% of the consumption gets 70% discount, that is from 5001 up to 10.000 kWh a total 35% discount is offered on the current invoice of Protergia (competitive charges) with which the beneficiary is billed.
4. For the consumption category from 10.00 kWh and above, there is no discount offered, that is the current price of Protergia's invoice is applied with which the beneficiary is billed.

Where a beneficiary belongs to a tariff category for which electricity bills are issued on a monthly basis, the above maximum limits are applied proportionally, i.e. they sub quadrupled.

### (3) SST implementation procedure

Inclusion of applicants in the SST takes place after the verification described in this paragraph is completed.

Applications are submitted online, directly or through Protergia, at the website of DEDDHE or of the Operator for the Non-Interconnected Islands. For the application to be submitted, the name of the applicant organisation must be declared. By submitting its application, the applicant organisation also authorises DEDDHE or the Operator for the Non-Interconnected Islands to request from the competent authorities (the Ministry of Labour, Social Security and Welfare) its data which certify that it is eligible for inclusion in one of the beneficiary categories. The consent for the collection and processing of such data is considered to be given with the above electronic submission of the application by the applicant organisation.

After the relevant data are examined, the applicant organisation is included in the SST and a relevant notification is sent by DEDDHE or by the Operator for the Non-Interconnected Islands to the applicant organisation and to Protergia. If as a result of this verification it is established that the applicant organisation does not meet the criteria, then DEDDHE informs the applicant organisation of the reasons for the rejection of its application. DEDDHE and the Operator for the Non-Interconnected Islands keep a register of the customers included in the SST, to allow for ex-post data verification and the automation of the verification process.

Customers included in the SST are not required to submit a new application for the following year.

In the event of any change in the information initially declared, submission of a new application is required.

Fulfilment of the requirements for inclusion in the SST is verified again by DEDDHE or by the Operator for the Non-Interconnected Islands in December every year, for all beneficiaries already included in the SST. If as a result of this verification it is established that there are beneficiaries which do not meet the requirements for inclusion in the SST for the next calendar year, application of the SST for the beneficiary concerned will be discontinued.

In all cases, the power supply connection (supply number) must be in the name of the applicant organisation of a public benefit nature. Where the supply number does not correspond to the applicant organisation, then before submitting the application for inclusion in the SST, the organisation must

apply for all the procedures required to ensure that the electricity bill is issued to its name, at the address of the premises where the provision of the social solidarity service takes place. In cases where a change in the name to which the meter is registered requires the issue of an updated certificate by a licensed electrician, this may also be submitted after the procedure for the beneficiary's inclusion in the SST is finished and will under no circumstances present an obstacle to its completion.

#### **(4) Procedure for the submission and verification of data**

Applications for inclusion in the SST are submitted following the procedure foreseen in paragraph (3) above and are forwarded to the Network Operators for verification of their completeness regarding the fulfilment of the requirements for inclusion in the SST, in collaboration with the General Secretariat of Welfare of the Ministry of Labour, Social Security and Welfare.

In submitting their applications, the organisations applying for inclusion in the SST must submit the following:

- (a) The name of the applicant organisation.
- (b) Data of the electricity bill, which must be issued to the name of the applicant organisation, exclusively for buildings where social care services are provided, as these are described in paragraph (2) above, per category of beneficiary.

One (1) month at the latest after their submission, the applications are forwarded by the Network Operators to the General Secretariat of Welfare of the Ministry of Labour, Social Security and Welfare for cross-checking and confirmation, in accordance with the provisions of article 5 of Law 2646/1998, of the information regarding the requirements for inclusion in the categories of beneficiaries of paragraph (2) above.

Within fifteen (15) days at the latest from the day on which the above data are forwarded by the Network Operators, the General Secretariat of Welfare of the Ministry of Labour, Social Security and Welfare sends to the Network Operators a list of the beneficiaries, based on the information it has confirmed against its records, in accordance with the provisions of article 5 of Law 2646/1998. Upon completion of the verification, the beneficiary organisations are included in the Register of Solidarity Services kept by the competent Network Operators.

In what especially concerns Categories B and D under paragraph (2) above, the cross-checking procedure described above is not required for the first time the SST is applied. The organisations under these categories must submit, with six (6) months from the entry into effect of the Ministerial Decision mentioned under paragraph (1) above, the following:

- (a) Organisations under Category B: A certificate issued by the Church of Greece, according to which the organisation fulfils the requirements for inclusion, i.e. is a Church foundation and provides social meals in special premises maintained for this purpose (kitchens, mess halls).
- (b) Organisations under Category D: A certificate issued by the corresponding Regional Administration or Local Government Authority of the first degree, according to which the organisation fulfils the requirements for inclusion, i.e. is a social solidarity structure established by a Local Government Authority of the first degree and is accommodated in municipal buildings (social grocery, social clinic and social meals service).

If, as a result of the first verification conducted in December 2014 by DEDDHE or by the Operator for the Non-Interconnected Islands for the organisations under Categories B and D above, it is established that certain beneficiaries do not fulfil the requirements for inclusion in the corresponding categories, these beneficiaries will be considered to have never been included in the SST Register.

## (D) Vulnerable Customers

### (1) General – Definition of vulnerable customers

Decision D5-HL/B/F.121/OIK.12112/20.06.2013 of the Ministry of Environment, Energy and Climate Change laid down the criteria, conditions and procedure for inclusion of a power supply customer in the category of “vulnerable customers” (hereafter “**Vulnerable Customer**”).

Inclusion in the Register of Vulnerable Customers applies to residential customers and only in connection with the consumption of electricity for covering the needs of their principal residence, **provided** that they belong to one of the categories listed below and that their total 4-month electricity consumption does not exceed the maximum consumption limit foreseen for the respective category:

- (a) Customers with an annual total taxable family income (actual or imputed), based on their tax assessment for the financial year preceding the year of inclusion in the Register, less than €12,000 before the applicable income reductions, augmented by 50% in cases where the customer is a permanent resident in an island with a population below 3,100 people. This limit is increased by €3,000 for each one of the first two dependent children.

The maximum consumption limit for the 4-month period is 1,500 kWh.

- (b) Customers with three (3) dependent children (based on their tax income statement assessed for the financial year preceding the year of inclusion in the Register) and an annual total taxable family income (actual or imputed), based on their tax assessment for the financial year preceding the year of inclusion, less than €23,500 before the applicable income reductions.

The maximum consumption limit for the 4-month period is 1,700 kWh.

- (c) Customers who on the 30th of November of the year preceding the year of inclusion were unemployed for a period of more than six (6) months, with an annual total taxable family income (actual or imputed), based on their tax assessment for the financial year preceding the year of inclusion in the Register, less than €12,000 before the applicable income reductions, augmented by 50% in cases where the customer is a permanent resident in an island with a population below 3,100 people. This limit is increased by €3,000 for each one of the first two dependent children. The above taxable income does not include income from employment which may be included in the customer’s tax income statement and concerns the period prior to the unemployment.

The maximum consumption limit for the 4-month period is 1,500 kWh.

- (d) Customers with a degree of invalidity of 67% or more or customers with dependent family members with a degree of invalidity of 67% or more, based on their tax income statement assessed for the financial year preceding the year of inclusion in the Register, and an annual total taxable family income (actual or imputed), based on their tax assessment for the financial year preceding the year of inclusion, less than €23,500 before the applicable income reductions.

The maximum consumption limit for the 4-month period is 1,7kWh.

- (e) Customers required to use life-support medical equipment installed at home and essential for sustaining their life or persons with dependent family members required to use life-support medical equipment, with an annual total taxable family income (actual or imputed), based on their tax assessment for the financial year preceding the year of inclusion in the Register, less than €30,000 before the applicable income reductions.

- (f) People over seventy (70) years of age, provided that they do not live together with another person who is under the aforementioned age limit and, additionally, that their annual total taxable family income (actual or imputed), based on their tax assessment for the financial year preceding the year of inclusion in the Register, is less than €25,000 before the applicable income reductions, augmented by 50% in cases where these customers are permanent residents in an island with a population below 3,100 people.

The maximum consumption limit for the 4-month period is 2,000 kWh.

- (g) Customers with more than three dependent children and an annual total taxable family income (actual or imputed), based on their tax assessment for the financial year preceding the year of inclusion in the Register, less than €26,500 before the applicable income reductions, augmented by 50% in cases where these customers are permanent residents in an island with a population below 3,100 people. This limit is increased by €3,000 for each one of the fifth and sixth dependent children of the customer and by €1,500 for each dependent child beyond the sixth one.

The maximum consumption limit for the 4-month period is 2,500 kWh.

In cases where:

- (a) The total 4-month consumption of a Vulnerable Customer for a particular 4-month period exceeds the corresponding maximum consumption limit, and at the same time
- (b) The average 4-monthly consumption on an annual rolling basis, based on meter readings, exceeds the maximum consumption limit foreseen for each one of the above categories of Vulnerable Customers,

the Vulnerable Customer is not entitled to the privileges listed below for that particular 4-month period.

## **(2) Procedure for inclusion in a vulnerable customer category**

Customers meeting the criteria under section (B)(1) above are entitled to be included in the Register of Vulnerable Customers kept by DEDDHE. Inclusion takes place following the submission of an application by the Customer.

Applications for inclusion in the Register of Vulnerable Customers are submitted from October 1<sup>st</sup> to December 15<sup>th</sup> of every calendar year and take effect on January 1<sup>st</sup> of the following year. Customers for which the Social Residential Tariff is already approved are automatically included in the Register of Vulnerable Customers without any requirement for submitting a relevant application.

Applications may be also submitted after the expiry of the above period, however the inclusion of eligible Customers will apply for the time remaining in the calendar year, after the verification of the information submitted is completed. In what in particular regards persons under category (c) above (unemployed), if they submit their application after the expiry of the above period they must have completed six (6) consecutive months in unemployment, calculated on the last working day of the month preceding the month of submission, and they must also meet the other criteria.

Persons included in the Register of Vulnerable Customers are not required to submit a new application for the following year, with the exception of beneficiaries under case (e) above (persons required to use life-support medical equipment). In the event of any change in the information initially declared, submission of a new application is required.

Fulfilment of the requirements for inclusion in the Register of Vulnerable Customers is verified again by DEDDHE in December every year, for all beneficiaries already included in the Register. If as a result of this verification it is established that certain beneficiaries do not meet the requirements for inclusion in

the Register for the next calendar year, these beneficiaries will be removed from it.

Vulnerable Customers must have their electricity bills issued to their name. Where the power supply (meter) information does not correspond to the Vulnerable Customer, then before submitting the application for inclusion in the Register the customer must apply for all the procedures required to ensure that the electricity bill is issued to his name, at the address of his main residence. DEDDHE verifies that each Vulnerable Customer is entered in the Register for one power supply connection only (i.e. for a single supply number).

Verifications are carried out by DEDDHE. In particular, by submitting their applications customers also authorise DEDDHE to request from the competent authorities (the General Secretariat of Information Systems of the Ministry of Finance and the Greek Manpower Employment Organisation [OAED] their personal data which certify that they are eligible for inclusion in one of the categories under section (B)(1) above. After the relevant data are examined, the applicant is included in the Register of Vulnerable Customers and a relevant notification is sent by DEDDHE to the customer and to Protergia. If as a result of this verification it is established that the applicant does not meet the criteria, then DEDDHE informs the applicant of the reasons for the rejection of his/her application.

### **(3) Supporting documents required**

- (a) When submitting the application for inclusion in the Register of Vulnerable Customers, beneficiaries of all categories must submit the following:
  - (i) Their Police Identity Card data and Taxpayer Identification Number – TIN (also for their spouse, if they are married).
  - (ii) Their electricity bill data.
  
- (b) For persons required to use life-support medical equipment, the following are also required in addition to the above:
  - (i) Their Social Security Number (AMKA).
  - (ii) The name of their Social Security Organisation.
  - (iii) The protocol number of the certificate issued by the patient's Social Security Organisation, certifying the need for life-support equipment at home in order to sustain the patient's life. If the patient is not insured, the protocol number of a certificate to this effect issued by a State hospital.
  - (iv) A solemn declaration stating that they have in their possession the certificate under (iii) above.

Persons required to use life-support medical equipment must keep the original of the relevant certificate for as long as they are included in the Register of Vulnerable Customers and must present it in the event of an inspection. The competent services may verify the existence of the certificate and the accuracy of its contents, as well as the contents of the solemn declaration, against the records kept by other services.

- (c) For persons over seventy (70) years of age, the following are also required in addition to the above:
  - (i) The Social Security Number (AMKA) of the beneficiary and the Social Security Number (AMKA) of every other person living with them.
  - (ii) A declaration stating that they do not live together with another person under the aforementioned age limit.

#### **(4) Privileges of Vulnerable Customers**

Vulnerable Customers will enjoy the following privileges regarding the procedure for the conclusion and implementation of their power supply contracts with Protergia:

**(a) Extended deadline for the payment of electricity bills**

The deadline for payment of the electricity bill of Vulnerable Customers is forty (40) days (instead of twenty (20) days for the other residential customers).

**(b) Option for payment of electricity bills in interest-free instalments**

Vulnerable Customers may request to pay their electricity bills, including any outstanding amounts due from previous bills, in interest-free instalments. Each monthly instalment cannot exceed 50% of the corresponding monthly expenditure for electricity of the Vulnerable Customer concerned. This option does not release Vulnerable Customers from their responsibility to promptly pay to Protergia all amounts due.

**(c) Termination of power supply contract**

- i. Where a Vulnerable Customer violates terms of the power supply contract for a period exceeding thirty (30) days, Protergia may terminate the supply contract, setting to the customer a minimum deadline of sixty (60) days (instead of thirty (30) days for other residential customers) in which to eliminate the violation.
- ii. Protergia cannot submit to the competent Operator a meter deactivation order for overdue debts or terminate the power supply contract of a Vulnerable Customer for overdue debts, during the period from November to March and during the months of July and August.
- iii. In what especially regards Vulnerable Customers who either themselves or one or more of their family members who live with them are required to use life-support medical equipment, as well as Vulnerable Customers with a disability, Protergia may terminate the corresponding power supply contract only in cases where the customer concerned has delayed the payment of six (6) successive electricity bills and provided that it has previously sent a notice informing the customer of the following: (a) of the option available to the customer to request an arrangement for the payment of his outstanding debts, and (b) of its intention to terminate the power supply contract by setting to the customer a deadline of twenty (20) days in which to settle the amounts owed, which has lapsed. If Protergia proceeds to terminate the power supply contact, the above Vulnerable Customers who are required to use life-support equipment or are people with a disability, will migrate automatically to universal service status without any prior interruption whatsoever of their supply with electricity.

**(d) Customer support for Vulnerable Customers**

Vulnerable Customers may call Protergia at 18311 for details of specific communication and customer support options according to their particular needs.