

Västerbergslagens Elförsäljning AB ("VBE") Special Terms and Conditions for Electricity Supply Agreements with Private Customers

Valid from 18 March 2026

1. Conclusion and Validity of the Agreement

This agreement ("the Agreement") becomes valid from the day VBE accepts the Customer's order. A customary credit check may be carried out and could result in the order not being accepted, or that an acceptable security or prepayment is required before the agreement can start. The electricity supply will begin as agreed, provided that the Customer has submitted complete and accurate information. The Customer is responsible for any costs related to agreements with other electricity suppliers.

2. Personal Data

VBE is the data controller and will process the Customer's personal data in accordance with the purposes stated in the applicable Privacy Policy, available at vbenergi.se/personuppgifter-hos-vb-energi/. The Privacy Policy also contains information about the Customer's rights and how to exercise them, including the right to object to certain types of processing.

3. Contact Information

The Customer can contact VBE's Customer Service by phone at 0771-98 70 00 or by email at info@vbenergi.se. A chat function may also be available from time to time on VBE's website, vbenergi.se. Customer Service can also be reached by mail at: Västerbergslagens Elförsäljning AB, Box 860, 771 28 LUDVIKA.

4. Scope of the Terms and Conditions

The electricity supply is governed by the written order confirmation, these special terms and conditions, and the industry's applicable General Terms and Conditions for the sale of electricity to consumers, currently *Elhandel 2025 K*. In the event of any discrepancy, the order confirmation takes precedence over these special terms and conditions. If VBE's terms conflict with the General Terms and Conditions, the terms most favorable to the Customer shall apply.

5. Information, Advice and Recommendations

5a. Information about terms, prices and other services

The applicable agreement terms, general terms, electricity prices, and information about other services offered by VBE can be obtained via VBE's Customer Service or website.

5b. Information, advice and recommendations

Any information, advice, or recommendations provided by VBE regarding, for example, the electricity market, choice of contract type, or similar matters do not mean that the Customer transfers responsibility to VBE to decide which electricity contract to choose. VBE is not responsible for the Customer's decisions and cannot be held liable for any financial outcomes.

6. Exceptional Situations, Taxes and Fees, etc.

VBE has the right, even during an agreed fixed contract period, to adjust the electricity price without prior notice as a result of events beyond VBE's control. Such events include war, governmental decisions (for example, changes related to electricity bidding zones), disruptions in public transportation, extreme weather conditions, or any other exceptional event that significantly affects VBE's costs and that VBE could not have foreseen or reasonably prevented.

This also applies if existing taxes or fees are changed, if new ones are introduced, or if regulations concerning the electricity market are amended.

If any provision of the Agreement is or becomes invalid, this shall not affect the validity of the remaining parts of the Agreement. The Agreement shall then be adjusted as necessary to remove the invalidity, with the intention of maintaining or restoring the original balance of the Agreement.

If the Customer terminates a fixed-term contract or a Winter Protection ("Vintertrygg") contract before the end of the commitment period due to such changes, VBE is entitled to compensation in accordance with sections 17c, 18d, or 16c.

7. Consumer Rights, Complaints and Disputes

Information on consumer rights is available through VBE's Customer Service or website. Complaints should first be submitted to VBE's Customer Service, which will handle the matter. If the issue cannot be resolved to the Customer's satisfaction, the dispute may be reviewed outside of court by the National Board for Consumer Disputes (ARN). VBE undertakes to follow ARN's decisions. ARN can be reached by mail at Box 174, 101 23 Stockholm, or online at www.arn.se.

Disputes can also be resolved outside of court following supervision by the Swedish Energy Markets Inspectorate (Energimarknadsinspektionen) or the Swedish Consumer Agency (Konsumentverket).

8. Transfer of the Agreement

The Customer agrees that VBE may transfer the Agreement to another party under unchanged terms. The Customer does not have the right to transfer the Agreement to another party.

9. Invoicing and Payment

The Customer's Agreement is invoiced monthly in arrears based on measured consumption values provided by the Customer's grid operator. The payment period is at least 20 days. If the grid operator does not have measured values available, the grid operator will instead send substitute values approved for billing in accordance with applicable regulations. VBE must base its invoicing on these values.

10. Choice of Energy Source

The Customer may add an option specifying that the supplied electricity must be produced from a particular energy source. This option is not available for Assigned Contracts ("Anvisat avtal"). For fixed-price contracts, the chosen option and agreed price apply until the end of the fixed term. For Variable Price with Winter Protection, Hourly Price with Winter Protection, and Quarter-Hour Price with Winter Protection, special conditions apply according to section 16a. For all other contracts, the option and agreed price for the chosen energy source apply until further notice.

11. Supply Obligation, Move-out and Move-in

If the Agreement is terminated without the Customer entering into a new electricity supply contract, VBE's current terms and prices for Assigned Contracts ("Anvisat avtal") will apply to continued supply. The Agreement ends when the Customer permanently moves out. VBE has the right to require proof that a permanent move has taken place. A Customer who wishes to move the Agreement to a new address must contact VBE's Customer Service to determine whether such a transfer is possible.

12. Special Terms for Variable Price - Monthly Price

12a. Electricity Price

The final electricity price is determined monthly in arrears and consists of Nord Pool's average spot price for the relevant electricity area, VBE's variable electricity procurement costs, fixed surcharges consisting of the electricity certificate fee and a fixed spot markup (öre/kWh). A fixed annual fee and applicable VAT are added. VBE's variable procurement costs include the consumption profile of all VBE customers settled monthly in the relevant electricity area, trading costs for electricity, costs for guarantees of origin for the fossil-free mix. Detailed price information for the invoiced month's variable costs is available on "Mina sidor" on VBE's website.

13. Special Terms for Quarter-Hour Pricing (Kvartspris)

13a. Definition

A *quarter* refers to a 15-minute interval starting on the hour, at 15 minutes past, at the half-hour, or at 15 minutes to the hour.

13b. Ordering Quarter-Hour Pricing

Quarter-Hour Pricing requires that the electricity consumption at the Customer's installation is measured every 15 minutes. Before the Agreement begins, VBE has the right—according to applicable regulations—to request that the Customer's grid operator adjusts metering and reporting to support quarter-hour measurement. If the electricity supply under the Agreement begins before the installation has been adjusted, delivery will initially follow the terms for *Variable Price - Monthly Price* until the grid operator has completed the adjustment.

13c. Electricity Price

The final electricity price per quarter is determined monthly in arrears and consists of the quarter-hour spot price on Nord Pool for the relevant bidding zone, VBE's variable procurement costs, fixed surcharges consisting of the electricity certificate fee and a fixed spot markup (öre/kWh).

A fixed annual fee and applicable VAT are added.

VBE's variable procurement costs include electricity trading costs and costs for guarantees of origin for the fossil-free mix.

On the invoice, the Customer's *volume-weighted spot price* is shown. This is calculated for the billing period based on the Customer's quarter-by-quarter consumption and the

corresponding quarter-hour spot prices on Nord Pool. Consumption, price and cost for each quarter, as well as detailed information on the month's variable costs, can be found on "Mina sidor" on VBE's website.

14. Special Terms for Assigned Contracts (Anvisat avtal)

14a. Electricity Price

The final electricity price is determined monthly in arrears and consists of Nord Pool's average spot price for the relevant bidding zone, VBE's variable procurement costs, and fixed surcharges consisting of the electricity certificate fee and a fixed spot markup (öre/kWh). A fixed annual fee and applicable VAT are added. VBE's variable procurement costs are based on the consumption profile of all VBE customers settled monthly in the relevant bidding zone and costs for electricity trading. Detailed information on the month's variable costs is available on "Mina sidor" on VBE's website.

15. Common Special Terms for Variable Price, Quarter-Hour Price and Assigned Contracts

15a. Electricity Markets

Other equivalent electricity markets used for physical trading shall be treated the same as Nord Pool under this Agreement, should VBE choose to use such a market instead of Nord Pool.

15b. Changes to Terms VBE has the right to change agreement terms and prices for the fixed electricity certificate fee, fixed markups, fixed annual fee, and the selected energy source. The Customer must be notified of such changes at least two months in advance.

15c. Duration and Termination

The Agreement is valid until further notice. Both Variable Price and Quarter-Hour Price agreements may be terminated by either party with one month's notice. Assigned Contracts may be terminated by the Customer without any notice period. If the Customer chooses to enter into a new electricity supply contract with VBE, this Agreement will end on the day the electricity supply under the new contract begins.

16. Special Terms for Variable Price with Winter Protection (Vintertrygg) and Quarter-Hour Price with Winter Protection

16a. Electricity Price and Choice of Energy Source

The Agreement begins with an agreed Winter Protection period during which the electricity price, annual fee, and the price for the selected energy source remain unchanged. Applicable VAT is added. When the agreed Winter Protection period ends, a subsequent period begins (valid until further notice). During this period for *Variable Price with Winter Protection*, the electricity price follows sections 12a and 15a, for *Quarter-Hour Price with Winter Protection*, the electricity price follows sections 13c and 15a. The supply based on the selected energy source ends together with the Winter Protection period, after which electricity is supplied with a Fossil-Free mix. During the Winter Protection period, the contract is referred to as "Vintertrygg", and during the following period as "Variable Price" or "Quarter-Hour Price".

16b. Changes to Terms

After the Winter Protection period has ended, VBE may change the contract terms and prices for the fixed electricity certificate fee, fixed markups, and the fixed annual fee, provided the Customer is notified at least two months in advance.

16c. Duration and Termination

The Agreement applies until further notice. It may be terminated by either party with one month's notice, but not earlier than the end of the agreed Winter Protection period. If the Customer terminates the Agreement and breaks it before the end of the Winter Protection period, VBE is entitled to compensation calculated according to section 17c. If the Customer, after the Winter Protection period has ended, chooses to enter into a new electricity contract with VBE, this Agreement ends on the day supply under the new contract begins.

17. Special Terms for Fixed-Price Contracts

17a. Fixed-Term Electricity Price

The electricity price and the annual fee remain unchanged during the agreed fixed term. Applicable VAT is added.

As stated in section 6, VBE may adjust the electricity price even during the fixed term if certain events occur, such as the introduction of new taxes or changes to electricity bidding zone classifications.

17b. Automatic Renewal

If the Agreement is not terminated, it will automatically renew with the contract type, prices, and terms stated in the notice sent to the Customer at the earliest 90 days and no later than 60 days before

the end of the current fixed term.

The new fixed-term period may not exceed twelve months.

17c. Termination

Either party may terminate the Agreement no later than one month before the end of the current fixed term.

If the Customer terminates and breaks a Fixed-Price Agreement before the fixed term has ended, VBE is entitled to compensation based on the Customer's estimated electricity consumption for the remaining period.

The compensation per kWh equals the difference between the Agreement's electricity price + the Agreement's price for the selected energy source, and the electricity price + price for the selected energy source of a comparable contract available at the time of termination. If no active customer offer exists for a comparable contract, a proportional weighting is made between the nearest comparable contracts. VAT is not included in the compensation. Compensation applies even if electricity delivery has not yet begun. No compensation is charged if the termination is solely due to the Customer's permanent move, or the electricity price + energy source price of a comparable contract at the time of termination is higher than or equal to the Agreement's price.

18. Special Terms for Contract Mix 50/50

18a. Contract Structure

The Agreement is fixed-term. Half of the monthly electricity consumption is billed at a Fixed Price, and the other half at a Variable Monthly Price.

18b. Electricity Price and Choice of Energy Source

For the portion billed at Fixed Price, section 17a applies.

For the portion billed at Variable Monthly Price, sections 12a and 15a apply. A fixed annual fee and applicable VAT are added.

If an energy source option is selected, the option applies to the entire electricity consumption and is fixed for the duration of the contract period.

18c. Automatic Renewal

If the Agreement is not terminated, it will automatically renew with the contract type, prices, and terms stated in a notice sent to the Customer between 90 and 60 days before the end of the current contract period. The new fixed-term period may not exceed twelve months.

18d. Termination

Either party may terminate the Agreement no later than one month before the end of the current fixed-term period. If the Customer terminates and breaks a 50/50 Agreement before the end of the fixed term, VBE is entitled to compensation for the portion that would have been supplied at Fixed Price. The compensation is calculated according to section 17c.