

HOW DO I GET MY ELECTRICITY?



How the system works. Each household in Sweden must have a contract with a network operator and a contract with an electricity supplier. The network operator owns the power grid in your area and the electricity supplier provides the electricity you use. Having electricity supplied to your home is a two-step process: first you have to register with your network operator and then you contact us at Billinge Energi. The network operator owns the power grid, transports electricity to your home and also handles any power outages. You cannot choose your network operator, but you are free to choose your electricity supplier.

When you move into a new house or flat, it's important that you contact your network operator and register your home. It's just as important that you contact us at Billinge Energi to get the best possible electricity supply contract for your specific needs. If you do not actively choose an electricity contract, and if we do not have the right to choose one for you, you will automatically be given a default electricity price that is often more expensive than other electricity supply contracts.

The information we need when you contact us:

- Your personal identity number
- Your name, address and phone number
- The date you want your electricity supply contract to start
- Your network area ID and your electrical installation ID. You can find this information on your electricity bill or you can request this information when you register with your network operator.
- If there are more than one of you moving in together, you must notify us who will be responsible for the network operator contract and electricity supply contract. Both contracts must be signed by the same person.



CONTACT US

Customer services: **0511-215 50**

You can phone **+46 511 215 50** if you are calling from outside of Sweden.

You can e-mail us at customer services on **info@billingeenergi.se**

Phone hours:

Visit our website www.billingeenergi.se for the current phone hours. These hours may change during bank holidays and holiday periods.

Why choose Billinge Energi?

The best reason of all is that as our customer you always get a local, safe service. We care about local renewable electricity and work for our customers in the region where they live and work. You receive excellent customer service, favourable terms and an affordable contract that suits your specific needs. We want you to have complete peace of mind that you have chosen the right electricity supplier.

How do I get an electricity supply contract?

It's easy to enter into an electricity contract or switch to another electricity supply contract, and switching from another supplier to Billinge Energi won't cost you anything. Call our customer services on **0511-215 50**, or e-mail us at **info@billingeenergi.se**, and we'll help you get a new contract in English or Swedish. Alternatively, you can enter into an electricity supply contract at **www.billingeenergi.se** (in Swedish).

Already a customer of Billinge Energi?

If you're already a customer of Billinge Energi and would like to renew or change your existing electricity supply contract, you can do so at **www.billingeenergi.se** (in Swedish), phone our customer services on **0511-215 50** or e-mail **info@billingeenergi.se**.

Our customer services team are fluent in English.



What do I pay for electricity?

Your electricity costs are divided into two parts. You pay one part to the network operator for maintaining the power grid. This part comprises a fixed element and a variable element that depends on your electricity use (measured in kilowatt hours, or kWh).

Billinge Energi has no control over that part. Billinge Energi bills you for the electricity you use. This part comprises a fixed fee, the agreed electricity price (öre/kWh), plus VAT and any additional charges. How much you pay largely depends on how much electricity you use, i.e. the number of kilowatt hours.

How do I pay my bill?

Your bill is sent to you once a month or once a quarter, either via your online bank or bank transfer.

Choosing an eco-friendly billing option

We automatically send your bill by regular post. But choosing to have your bill sent to your online bank or e-mail address is better for the environment and more convenient for you. Tell us which billing method is best for you – we do not charge any billing fees. We need to know your personal ID number, the name of your bank and your e-mail address.

Would you like the amount to be debited directly from your bank account?

Usually you are sent a bill once a month. Under the Autogiro direct debit scheme the amount is automatically debited from your bank account.

All you have to do is make sure that there are sufficient funds in your account. Autogiro is a convenient way of avoiding payment reminders and late fees. Visit your online bank to register for Autogiro. If you do not have online banking, please contact us for assistance.

Paying from abroad

If you would like to pay your bill from abroad, you must provide a SWIFT code and IBAN code so as to avoid extra fees.

Billinge Energi has the following codes:

SWIFT code: NDEASESS

IBAN code: SE53 9500 0099 6026 0927 8979

WHICH ELECTRICITY CONTRACT SHOULD I CHOOSE?

Variable price

A variable electricity price gives you greater flexibility and follows market changes. Your electricity price varies depending on the spot price on the electricity exchange. The price you pay for electricity will vary each month, and historically a variable electricity price is cheaper over time. If you choose a variable electricity price, you can switch to any of our other electricity supply contracts at any time.

Fixed electricity price

If you want more peace of mind about the price you pay for electricity, a fixed electricity price is a better option. You can enter into a contract that fixes the electricity price for six months or for one, three or five years.

Planning to move?

You can move anywhere in Sweden and still have Billinge Energi as your electricity supplier.

Call our customer services on **0511-215 50**, or e-mail **info@billingeenergi.se** and we will help you get a new electricity supply contract for your new address. Please contact us at least three business days before you move so as to avoid unnecessary costs. We will also contact your network operator to register your new home. We can help with all aspects of moving your electricity supply contract.

The information we need:

- Your personal information, address and apartment number, if available
- Your phone number
- The date you want your electricity supply contract to start
- If there are more than one of you moving in together, you must notify us who will be responsible for the network operator contract and electricity supply contract. Both contracts must be signed by the same person.

