

## Rules of Operations with Consumers of Energy Services ICGB AD

### Section One: “Scope”

**Art. 1.** (1) These Rules of Operations with Consumers of Energy Services of ICGB AD (hereinafter referred to as the “Rules”) set out the terms and conditions for receiving, consideration, review and response to applications, claims, alerts and proposals submitted by consumers of energy services, as well as the form of the data about consumption and the procedure for granting suppliers and consumers of energy services access to these data.

(2) The company is ICGB AD, Unified Identification Code 201383265, registered in the Commercial Register at the Registry Agency, with headquarters and registered address: city of Sofia, postal code 1000, Vazrazhdane region, 23 George Washington Street, holder of license No. L-576-06/04.11.2021 for “transmission of natural gas” on the territory of the Republic of Bulgaria for a period of 35 (thirty-five) years.

(3) The rights and obligations of ICGB AD, the users of the network and the registered parties related to the gas transmission services along the “Greece – Bulgaria gas interconnection” (the IGB gas pipeline), including the access to the natural gas transmission services, the procedures for reserving capacity, application and comparison, for management of loading, balancing, distribution, tariffs, measurement and reporting, billing and payment, termination, guarantees and commitments, quality of gas, etc. are set out in the Network Code of the IGB gas pipeline.

(4) The application of the Rules is based on the following principles:

1. equality of the customers;
2. transparency and non-discrimination in the provision of energy services.

### Section Two: “General Provisions”

**Art. 2.** (1) ICGB AD, in its capacity as an operator of a gas transmission network, shall fulfil their relationships with consumers of energy services in accordance with the provisions of the Energy Act (ZE), promulgated in SG, issue No. 107 of 2003, Regulation No. 4 of 5 November 2013 for connection to the gas transmission and gas distribution networks, promulgated in SG, issue No. 105 of 2013, the Rules for Consumers of Energy Services, the Rules for provision of access to the gas transmission and/or gas distribution networks and for access to the facilities for storage of natural gas, promulgated in SG, issue No. 36 of 16 April 2013, the Gas Transmission Agreement and the Network Code of the IGB Gas Pipeline, which constitute an integral part of the Gas Transmission Agreement.

(2) The Rules of Operations with Consumers shall be published upon approval by the Energy and Water Regulatory Commission (EWRC) on the website of ICGB AD.

**Art. 3.** (1) The company has a special unit for customer service in its structure.

(2) The Company shall provide Customer Service Centre, where they can submit all the documents related to natural gas transmission, obtain information about the terms and conditions of the contracts and file claims thereon, as well as for submitting complaints and inquiries.

(3) The Customer Service Centre is located on the following address: City of Sofia, postal code 1000, Vazrazhdane Region, 23 George Washington Street. Working hours with customers: Monday to Friday, 10:00 am – 12:00 pm; 14:00 pm – 16:00 pm; e-mail: office@icgb.eu, fax: +359 (2) 9250 392 tel.: +359 (2) 4513 545 .

(4) Updated information about the communication channels and contact details of ICGB AD is available and maintained on the company website, including its administrative (postal) address, electronic correspondence address, telephone number and fax number – www.icgb.eu.

(5) Meetings with customers and their representatives are held each business day at the premises of ICGB AD after a preliminary appointment for a specific day and time via e-mail, telephone, fax or post.

(6) Consumers may also obtain information via telephone and via the e-mail address for contact with the company.

### **Section Three: “Terms and conditions for receiving, consideration, review and response to applications, claims, alerts and proposals submitted by consumers of energy services”**

**Art. 4.** Consumers of energy services and other stakeholders shall have the right to submit any applications, claims, alerts or proposals to ICGB AD and receive responses thereto in the form and within the periods defined by the legislation currently in force and by these Rules.

**Art. 5.** ICGB AD shall review, decide on and respond to any applications, claims, alerts or proposals received related to:

1. The application of the provisions and the implementation of the Gas Transmission Agreement;
2. Measurement and reporting of data about the services used;
3. Application of the tariffs;
4. Quality of the natural gas transmitted;
5. Data related to the consumer’s account;
6. Other circumstances related to natural gas transmission on the IGB gas pipeline, including orders, provision of capacity and transmission, payment, interruption and balancing.

**Art. 6.** (1) Customers may submit their written applications, complaints, alerts or proposals to ICGB AD via post to the company correspondence address that is publicly available, to the company electronic address, via fax or by hand delivery at the company office and addressed to the company representatives.

(2) No anonymous applications, claims, alerts or proposals shall be accepted, processed or considered.

**Art. 7.** (1) A claim shall be filed in the case of a dispute about a violation of legal requirements or conditions under a signed gas transmission agreement on the part of ICGB AD.

(2) The claim shall meet the following requirements:

1. It shall be written in either Bulgarian or English;
2. The name and address of the sender shall be indicated;
3. The nature of the complaint/claim shall be explained;
4. The circumstances under the case concerned shall be detailed and evidence shall be presented, if available;
5. It shall be signed by the sender or by their authorised representative.

**Art. 8.** Applications shall be submitted for provision of information by ICGB AD.

**Art. 9.** Alerts may be submitted for notifying any unlawful actions on the part of ICGB AD or specific employees of the company that affect state or public interests, rights or legal interests of other parties.

**Art. 10.** Proposals may be submitted for suggesting improvements in the organisation of working with the customers or for resolving other matters related to the company's licensed activity.

**Art. 11.** If the applications, claims, alerts or proposals do not meet the respective requirements under Art. 7, Art. 8, Art. 9 or Art. 10, ICGB AD will send communication to the sender about the irregularities identified with an instruction that the document will not be reviewed if the irregularities are not rectified.

**Art. 12.** (1) The Company shall maintain a register of claims, which shall contain:

1. The applications, claims, alerts and proposals sent by the customers;
2. The responses to the applications, claims, alerts and proposals submitted.

(2) Each application, claim, alert or proposal received shall be registered in the company's file management system and a ticket with a reference number and date shall be issued. Upon request, each sender of an application, claim, alert or proposal shall receive a ticket with a reference number of the document they have submitted.

(3) The documentation about all applications, claims, alerts and proposals, as well as the responses thereto shall be stored for a period of five years until the case is closed, unless another period is provided by the legislation currently in force.

**Art. 13.** (1) The company may request the sender of the application, claim, alert or proposal to provide additional information in order to clarify the circumstances under the relevant case. Meetings with the sender may be organised for this purpose.

(2) The sender of an application, claim, alert or proposal must cooperate to the company units or employees and provide them with all the necessary documents and information they have available to clarify the circumstances under the relevant case.

**Art. 14.** (1) The company shall, after clarifying the facts and circumstances that are significant for the case at issue, respond to the application, complaint, alert or proposal of the customer in written form and with detailed justifications.

(2) If the decision affects the rights of other customers, they shall be notified about that in writing.

(3) ICGB AD shall respond in writing to any applications, claims, alerts or proposals submitted to its administration within 30 (thirty) calendar days of the date of registration of the documents submitted.

(4) If a longer period than the one defined in the previous paragraph is necessary in order to investigate and clarify the facts and circumstances, make an on-the-spot check or obtain information from the suppliers or operators of the connecting transmission systems and/or for resolution or, if the decision is within the competence of the collective management bodies of ICGB AD, the sender shall be notified in writing about the extension of that period.

**Art. 15.** (1) The response to the sender of an application, claim, alert or proposal shall be drafted in writing and shall be sent via courier/licensed postal operator to the correspondence address indicated by the sender with postage covered by ICGB AD or to the sender's electronic address.

(2) If the consumer has failed to notify ICGB AD about any change of their correspondence address, the response, notices and notifications will be considered duly delivered, if they were sent to the correspondence address indicated in the consumer's account.

**Art. 16.** (1) A claim filed to EWRC via ICGB AD shall be sent to the Commission by the company within seven days, along with the entire case documents thereon collected as a result of the investigation of the case and the opinion of the company.

(2) ICGB AD shall send a copy of the opinion to the sender of the claim and shall present the Commission with evidence about receipt of the opinion by the sender of the claim.

#### **Section Four: “Data about the energy services provided and procedure for access to this data”**

**Art. 17.** (1) The customer of energy services of ICGB AD may obtain information about the data of the energy services provided and the procedure for access to this data in accordance with the provisions of the Network Code of IGB and/or these Rules.

(2) The Customer may submit a written application in accordance with the procedure of Section Three for provision of information by ICGB AD about:

1. Invoices issued and amounts due;
2. Prices and payment of services;
3. The services provided and the conditions thereon;
4. The terms and conditions for receiving, consideration, review and response to the applications, claims, alerts and proposals submitted;
5. Contact details;
6. Other information the access to which has not been restricted under the applicable legislation.

#### **Section Five “Supplementary provisions”**

§ 1. Within the meaning of these Rules:

**1. IGB Gas Pipeline** means the gas interconnector and the facilities related thereto that connect the Greek and Bulgarian gas transmission system, as well as the connecting gas transmission system operated by Trans Adriatic Pipeline AG and the Bulgarian gas transmission system from the city of Komotini (Greece) to the village of Zagore, Stara Zagora Municipality (Bulgaria), which has been developed, designed, financed, constructed, owned and operated by ICGB AD.

**2. Network Code of the IGB gas pipeline** is a document that defines the rights and obligations of ICGB AD, the users of the network and the registered parties in relation to the gas transmission services along the IGB gas pipeline and constitutes an integral part of the Natural Gas Transmission Agreement.

**3. Natural gas or gas** is gaseous hydrocarbons or a mixture of gaseous hydrocarbons with gas specifications as indicated in the Network Code and transported by the IGB gas pipeline. The gas specifications may vary in accordance with the acceptable ranges indicated in the entry point specification.

### **Section Six “Final Provisions”**

§ 1. (1) These Rules have been approved by the EWRC pursuant to Decision No. L-576 of 4 November 2021 and constitute an annex and integral part of license No. L-576-06 for the “natural gas transmission” operation.

(2) The company shall publish the Rules in one national and one local daily newspaper and on its website and they shall enter into force after their publication.

(3) Any amendments to the Rules shall be implemented based on the sequence of their approval.

§ 2. In the case of any changes in legislation, the provisions of these Rules that are in conflict with the changes shall be replaced by the mandatory rules of the law.