



COMERCIAL

Customer service **808 53 53 53**

8 A.M. to 10 P.M. / business days **213 53 53 53**

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## ENERGY SUPPLY CONTRACT GENERAL TERMS AND CONDITIONS

### 1. Scope

- 1.1. This agreement sets out the terms and conditions for supply of electricity by EDP Comercial to Customer, under these Specific Conditions and in the General Conditions (hereinafter referred to as "**Agreement**").
- 1.2. The Specific Conditions of this Agreement detail each of the Customer's consumption points where electricity and/or natural gas are supplied, as well as other elements, including without limitation:
  - a. the corresponding electricity supply voltage;
  - b. the contracted electricity;
  - c. the natural gas supply pressure level;
  - d. the natural gas consumption tier;
  - e. the electricity and/or natural gas consumption profile;
  - f. the electricity and/or natural gas invoicing recurrence.
- 1.3. The Customer shall not use the electricity and/or natural gas supplied for purposes other than as contracted and shall not assign, dispose of or make available to third parties either the electricity or the natural gas supplied hereunder.
- 1.4. Pursuant to this Agreement, EDP Comercial also provides the Customer such services as expressly set forth in the Specific Conditions, in particular regarding products announced on EDP Comercial's website at [edp.pt](http://edp.pt), or on promotional brochures.

### 2. Term

- 2.1. This Agreement is entered into for a one-year term and shall be automatically renewed for successive one-year periods, provided that no Party gives a minimum thirty-day prior notice in writing to the other of the intention not to renew.
- 2.2. The Agreement shall take effect as of its date of signature and shall become effective with regard to each of the Consumption Points on the date when:
  - a. the consumption points meet all statutory and regulatory requirements for the supply of electricity and/or natural gas by unregulated suppliers, including supplier switching procedures;
  - b. the Customer's facility where electricity and/or natural gas are supplied meets the maintenance and operation conditions specified under the applicable safety and technical rules; and
  - c. the supply of electricity and/or natural gas begins.
- 2.3. EDP Comercial shall give notice to Customer of the date when the supply begins.
- 2.4. If, prior to the execution of this Agreement, the Customer's facility where natural gas will be used is shut down or its owner changes, pursuant to the applicable laws, an inspection must be carried out by an entity accredited and certified by the DGEG [the Directorate-General of Energy and Geology (Direção-Geral de Energia e Geologia)], at Customer's request and expenses.

### 3. Price

- 3.1. The Customer undertakes to pay the Price stipulated in the Specific Conditions of each product supplied according to this Agreement.
- 3.2. The Price shall include the cost related to the tariff for access to the electricity and/or natural gas networks, including its transportation network use, distribution network use and global system use components, as applicable to consumers supplied by unregulated suppliers; the acquisition cost of the electricity and/or natural gas supplied by EDP Comercial to the Customer; and other applicable costs, charges, fees and taxes.
- 3.3. EDP Comercial may change the Price to be paid by the Customer from time to time at EDP Comercial's own discretion, according to Clause 12.2, provided that without limitation:
  - a. a change occurs in the tariffs published by the ERSE [Energy Services Regulatory Entity (Entidade Reguladora dos Serviços Energéticos)], whether in regard to tariff value or its structure, including without limitation to reconfiguration or introduction of new components;
  - b. a change occurs in the applicable statutory and regulatory framework, including as a result of EDP Comercial being subject to any obligations to bear or charge any costs, expenses, fees or taxes;
  - c. a change occurs in the acquisition costs of electricity and/or natural gas, as well as the modification of the consumption profile specified in the Specific Conditions for the supply of electricity and/or natural gas; or
  - d. at the beginning of each calendar year, as a result of the update of the Price owed by Customer based on the Consumer Price Index for the previous year, excluding dwelling prices, as published by the *Instituto Nacional de Estatística* [National Statistics Institute].

### 4. Invoicing

- 4.1. Any invoices shall be issued on a monthly basis, except if, by agreement with the Customer set out in the Specific Conditions, another periodicity is agreed, provided that the Customer may request electronic invoicing by providing an e-mail address.
- 4.2. Customers who elect electronic invoicing shall make their e-mail addresses suitable for receiving the former and immediately notify any changes which they intend to make to their addresses, notwithstanding the possibility that they may cancel this invoicing method at all times, according to Clause 17.3.
- 4.3. Electronic invoicing may be cancelled by EDP Comercial at all times, particularly when it is not possible to confirm the delivery of any invoice to the e-mail address provided by the Customer. EDP Comercial may also request the confirmation of the elements of the electronic invoice as provided by the Customer.
- 4.4. The applicable compensation terms and repayment mechanisms in the case of inaccurate or delayed invoicing are set out in the Specific Conditions or on EDP Comercial's website at [edp.pt](http://edp.pt).
- 4.5. The electricity and/or natural gas invoicing shall be based on the information regarding consumption data made available by the respective network operator and obtained through the reading of metering equipment at the consumption points or by means of estimates.
- 4.6. Any possible adjustments resulting from the estimates shall be reflected on the first subsequent invoice issued as a result of the reading of the Consumption Points' metering equipment.



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4.7. Any interruption of the supply of electricity and/or natural gas for which the Customer is liable shall not suspend invoicing of any costs and charges borne by the Customer, and charged by EDP Comercial pursuant to the laws or regulations, in particular electricity standing charges, the fixed tariff term and the natural gas used capacity.

#### 5. Invoicing adjustments

- 5.1. EDP Comercial may carry out invoicing adjustments that are justified, particularly, in light of any anomalies in the meters' operation, fraudulent procedure, invoicing based on consumption estimate and the correction of metering, reading and invoicing errors.
- 5.2. The amounts resulting from the invoicing adjustment shall be paid within the same term as the term stipulated for the payment of the respective invoice.
- 5.3. Invoicing adjustments following invoicing based on consumption estimates shall use, for that purpose, the data which was made available by the operators of the electricity and/or natural gas distribution networks and collected from the direct reading of the metering equipment.
- 5.4. EDP Comercial shall not be held liable for any failure to comply with the previous paragraph if it cannot obtain consumption data directly from the meters' reading due to the Customer.

#### 6. Payment

- 6.1. The invoices issued by EDP Comercial shall be paid by the Customer within 15 (fifteen) business days as of its issuing date, including without limitation by means of Direct Debit, ATM payment, directly at the EDP stores (by means of ATM payment or in cash), payshop, CTT or before a commercial agent, pursuant to the Specific Conditions.
- 6.2. The delay in the invoices' payment without the Customer having provided the guarantee specified in paragraph 7 of this Clause shall entitle EDP Comercial to charge default interest over the outstanding amount, calculated as of the first day following maturity (inclusive) until the date of its effective payment, at the legal rate in force on the maturity date.
- 6.3. Additionally, and in the cases of repeated delays in paying the supply of electricity and/or natural gas, EDP Comercial may charge penalties whose amount shall be disclosed on its website, edp.pt.
- 6.4. Notwithstanding the previous paragraphs, the lack of payment may result in the interruption of the supply of electricity and/or natural gas to the Customer and constitutes grounds for EDP Comercial to terminate the Agreement pursuant to Clause 14.
- 6.5. Prior to the interruption of the supply of electricity and/or natural gas as a consequence of the Customer's arrears, EDP Comercial shall give a minimum twenty-day prior notice in writing, including by e-mail if the Customer has previously provided it, detailing the motives for such interruption and stating the means through which the Customer may avoid the interruption.
- 6.6. In the case of an interruption of the supply of electricity and/or natural gas, pursuant to the previous paragraph, EDP Comercial will not be obliged to resume the supply, should the Customer fail to pay all the outstanding payments, including default interest and all the expenses resulting from the interruption and the possible supply restoration.
- 6.7. In the event of a non-compliance with any of the payment obligations due in accordance with this Agreement, resulting in the interruption of the supply, the Customer shall provide to EDP Comercial, upon request, a guarantee in an amount no less than the three-month average invoice, in order to ensure the compliance with the payment obligations that may become due.
- 6.8. The judicial recovery of debts resulting from the non-compliance with this Agreement's terms by the Customer shall result in the latter's obligation to pay, to the extent of the default, all the costs and charges, including court fees, attorneys and enforcement agents' fees and any other resulting from the debt's compulsory collection.

#### 7. Metering

- 7.1. The operators of the electricity and natural gas networks are the entities responsible for the reading of the Consumption Points' metering equipment.
- 7.2. The communication of the readings of the Consumption Points' metering equipment may be carried out by the Customer through the means made available for that purpose by the operators of the electricity and natural gas networks.
- 7.3. In the case that the reading of the metering equipment of any or all of the Consumption Points has not been possible for six consecutive months due to a fact for which the Customer is liable, EDP Comercial shall be entitled to require that the Customer sets a date for this purpose, within five business days, before the respective distribution network operator, and, as a result, that the Customer pays the extraordinary reading service.
- 7.4. In the case that the Customer does not set a date for the reading of the metering equipment of the respective Consumption Points, according to the previous paragraph, the operator of the respective distribution network may carry out, at the Customer's expense, the interruption of the supply of the electricity and/or natural gas to the Customer' Consumption Points, within 20 (twenty) days as of the notification referred to in the previous paragraph.
- 7.5. The reading errors of the Consumption Points' metering equipment resulting from any anomaly identified in the respective equipment, which do not originate from a fraudulent procedure, shall be corrected according to the best estimate of the supply during the period in which the anomaly persisted. This estimate shall be calculated by the operator of the respective distribution network, according to the applicable regulations.
- 7.6. Any procedure likely to distort the normal operation or the reading of the metering equipment of the respective Consumption Points shall result in a non-compliance with this Agreement, for which the Customer may be held criminally and/or civilly liable.

#### 8. Safety obligations of the Customer

- 8.1. The Customer undertakes to carry out the periodic inspections in accordance with the terms and the deadlines set out in the applicable legislation and regulations, particularly when the facility is subject to any changes or repairs, including when the facility is located on the common parts of condominiums or properties incorporated under commonhold.
- 8.2. In the case that any malfunction or leak is detected in the Customer's natural gas use facility, the Customer shall immediately cut the supply of natural gas in accordance with the safety rules in place and immediately communicate the occurrence to EDP Comercial.



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**8.3.** In the case of a malfunction or leak in the Customer's natural gas use facility, the supply of natural gas shall be immediately suspended and restored upon the leak and/or the malfunction's repair and the certification of the facility by a duly entitled entity, to which the Customer shall authorise the access to his/her facility.

**9. Service quality**

**9.1.** The main service quality general and individual parameters of a commercial nature to which EDP Comercial must abide, in its capacity as a unregulated supplier of electricity and natural gas include, but are not limited to, the following:

**a. Contact services:**

EDP Comercial provides its Customers with the following contact services (i) in-person customer service in the customer service centres; (ii) centralised call centre system and (iii) in writing, including an electronic form.

**b. Provision of information:**

The Customer is entitled to require that EDP Comercial provides any information regarding technical or commercial aspects related to the service of the supply of electricity and/or natural gas and related services and EDP Comercial shall provide and disclose relevant information to the Customer.

**c. Arranged visits:**

The Customer is entitled to arrange the visits to his/her facilities by means of an agreement with EDP Comercial. For this purpose, EDP Comercial shall notify the operator of the respective distribution network in accordance, whose technicians shall conduct the visits.

**9.2.** In the case that the Customer requests information and/or submits complaints, EDP Comercial shall reply to them within 15 (fifteen) business days.

**9.3.** The terms of the compensation owed pursuant to the applicable regulations, in the case that EDP Comercial fails to abide by the service quality general and individual parameters of a commercial nature, are set out in the Specific Conditions or in the website of EDP Comercial, on edp.pt.

**9.4.** The compensation owed to the Customer by the operator of the electricity and/or natural gas distribution network, in the case that the latter fails to comply with its obligations under the applicable regulations, shall be notified by EDP Comercial to its Customer and the compensation amount shall be automatically credited in the Customer's invoice, pursuant to the terms of said regulations.

**9.5.** Notwithstanding the previous paragraph, EDP Comercial shall not be contractually liable for any loss of profits or consequential damages, including those resulting from supply failures or the quality of the services provided and its liability shall, in any case, be limited to the damages directly resulting from the failure to comply with contractual obligations as a consequence of the wilful intent or serious fault caused by itself or by the representatives, agents, assistants or any other persons to whom it may resort to meet its obligations.

**10. Customers with special needs and economically vulnerable customers**

**10.1.** The Customer may request that EDP Comercial registers him/her, before the respective distribution network operator, as a customer with special needs or as a priority customer, upon the production of documents attesting that capacity.

**10.2.** According to the regulations applicable to the electric sector, customers are considered as having special needs when they (i) have any limitation with regards to sight, hearing, speech or mobility; (ii) are dependent on medical equipment to survive or improve their quality of life; or (iii) are part of a household which includes a person in one of the previous situations.

**10.3.** According to the regulations applicable to the natural gas sector, customers are considered as having special needs when they (i) have any limitation with regards to sight, hearing, speech or sense of smell; or (ii) are part of a household which includes a person having those limitations.

**10.4.** The registration is voluntary and the sole responsibility of the Customer.

**10.5.** The Specific Conditions provide, in the cases set out in the law, the specific conditions and terms for the supply of electricity and/or natural gas to economically vulnerable customers.

**11. Modifications at the request of the Customer**

**11.1.** The Customer is entitled, pursuant to the applicable legislation, to modify the contracted power and the tariff and price options, in accordance with the Specific Conditions, upon a request of that modification to EDP Comercial, which, if necessary, shall forward it to the operator of the respective distribution network.

**11.2.** Any modifications to the contracted power or the tariff and price options, at the Customer's request:

a. shall only take effect as of the activation date notified by the operator of the respective distribution network; and

b. may result in a modification of the Price, which shall take effect as of the date referred to in the previous sub-paragraph.

**11.3.** The Customer shall bear all the costs that are required to carry out the requested changes, particularly the cost of any technical modifications which may be required.

**12. Amendment to General and Specific Conditions**

**12.1.** EDP Comercial reserves itself the right to amend the content of any clause of these General Conditions and/or of the Specific Conditions, including the Price to be charged for electricity, natural gas and/or for providing the services supplied by EDP Comercial.

**12.2.** Any contractual amendments shall be previously communicated in writing to the Customer and they will be deemed accepted if the Customer does not terminate the relevant contract within a term of 14 (fourteen) days from receipt of the said communication by the Customer, and they shall become effective on the date specified by EDP Comercial for such purpose.

**12.3.** Whenever an amendment to the content of any clause of these General Conditions and/or of the Specific Conditions entails an objective advantage to the Customer the provisions of the previous number shall not apply.

**13. Information**

**13.1.** Any information on the contractual conditions including any information found on the EDP Comercial website at edp.pt at any time, which this Agreement cross refers to and that are an integral part hereof, is provided to the Customer before the execution of this Agreement, under applicable legal terms.



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**13.2.** At no additional cost the Customer may consult updated information about their consumption, the prices for the supply of electricity, natural gas and/or for the provision of services that are the subject matter of this Agreement, and the network access tariff applicable to consumers of electricity and/or natural gas supplied by unregulated suppliers on the EDP Comercial website at [edp.pt](http://edp.pt), and they may also consult information about applicable tariffs on the ERSE website at [www.erse.pt](http://www.erse.pt).

**14. Termination of the Contract**

**14.1.** This Agreement may be terminated:

- a. if the Customer or EDP Comercial oppose to its renewal within the terms specified in Clause 2;
- b. by revocation by mutual agreement between EDP Comercial and the Customer;
- c. by cancellation at any time at the Customer's or EDP Comercial's discretion, by serving a minimum twenty- business day prior notice in writing;
- d. by termination at the Customer's discretion pursuant to Clause 12.2, by written notice to EDP Comercial;
- e. by termination at EDP Comercial's discretion (i) pursuant to Clause 6.4, by notice in writing sent to the Customer at least 20 (twenty) business days before its respective effective date, or (ii) in case of a supply interruption of electricity and/or natural gas for which the Client is liable, by serving a minimum twenty business days prior written notice to the Client.

**14.2.** If the Customer wishes to oppose the renewal, cancel or terminate this Agreement under this Clause, the Customer may deliver the written notification referred to in the above paragraph at any EDP store, or send it by registered letter with recorded receipt.

**14.3.** The Specific Conditions set out the Customer's right to terminate this Agreement at its discretion within a reflection period of 14 (fourteen) days subsequent to the execution of the Agreement, under the applicable legal terms.

**14.4.** Under paragraph 1, the Customer or EDP Comercial may terminate the supply of a certain product or the provision of a certain service without entailing termination of this Agreement while the supply or the provision of any product or service continues.

**14.5.** Termination of this Agreement in the cases referred to in paragraphs a), c) and d) of no. 1 does not entail any obligation to compensate the Customer, without prejudice to any amounts due and any liability arising under the applicable legal and contractual terms.

**15. Assignment**

**15.1.** EDP Comercial may assign its rights and obligations under this Agreement at its discretion, in whole or in part, to any third-party affiliates, subsidiaries or parent companies or other group companies, by simple notice in writing to the Customer, informing the latter about such assignment.

**15.2.** The Specific Conditions may set out the terms and conditions under which the assignment or temporary suspension of this Agreement on the initiative of the Customer is admitted.

**16. Personal Data Protection**

**16.1.** The Customer's personal data collected within the scope of this energy supply agreement shall be processed to carry out the supply, measuring, invoicing, collecting the respective price, communications with the Customer and other acts inherent to comply with this Agreement and as required for its performance.

**16.2.** EDP Comercial shall process any personal data to the extent required to collect any Customer debts for energy supply with grounds on either the performance of this Agreement or on the legitimate interest of EDP Comercial to make prevail its right to any such collection.

**16.3.** EDP Comercial will process any personal data in its legitimate interest to carry out audits, quality assessment and service improvement/satisfaction analysis.

**16.4.** EDP Comercial shall process any personal data in its legitimate interest also where processing any personal data collected within the scope of this Agreement and throughout its term, for communicating product and service marketing campaigns and actions in connection with any Customer products and services provided. If the Customer does not wish to receive said communications, the Customer may refuse them immediately or upon each communication, using the means indicated in paragraph 16.7 of this clause.

**16.5.** The Customer's personal data may also be processed for some or all the following purposes, provided that Customer gives their specific express consent to each one of such purposes as set out in the Specific Conditions:

- Any communications about customized content, products and services in accordance with the Customer profile, taking into account their consumption, equipment installed, geographic location and products and services contracted, to be made by EDP Comercial during the term of the energy supply agreement.
- Any communications about product and service marketing campaigns and actions not connected with the energy supply agreement to be made by EDP Comercial during its term.
- Any of the communications referred to in the previous paragraphs and communications about product and service commercial campaigns and actions in connection with the energy supply agreement to be made by EDP Comercial during 12 months upon its term.

In this case, personal data processing shall be based on the Customer's consent. The Customer has the right to oppose to any processing or to withdraw their consent at any time, in respect of one or several of the purposes referred to above. For such purpose, the Customer may use the means indicated in paragraph 16.7 of this clause.

**16.6.** The personal data processed within the scope of this energy supply agreement are the data supplied by the Customer and the energy consumption data obtained from the relevant grid operator that are collected by the latter through the reading of measuring equipment of consumption points.

**16.7.** EDP Comercial, as better identified above, is the entity responsible for processing such data. The Customer may contact EDP Comercial in respect of any issue relating to personal data protection, as well as to exercise their rights in connection with their personal data, addressing their request in writing through the website [edp.pt/contactos](http://edp.pt/contactos), selecting the reason for contact "Safety and Privacy", or by letter addressed to Aparta do 12121, Loja CTT Picoas, 1061-001 Lisboa.

**16.8.** EDP Comercial may subcontract the provision of services from other companies with a view to fulfilling the purposes identified above and such companies shall act in accordance with its instructions.

**16.9.** EDP Comercial will assign personal data to the operators of electricity and/or natural gas distribution grids for compliance with the obligations under this agreement and that are listed hereunder: technical data relating to installation, registration of the delivery point code (CPE) and/or relating to registration



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of the universal installation code (CUI), readings and consumption, supply quality control data, and data relating to malfunctions or requests for on-site equipment assistance.

**16.10.** In the event that access to the Customer data by another electricity supplier is requested or authorized by the Customer, it shall be made under the terms of all applicable laws or regulations and free of charge.

**16.11.** The Customer personal data shall be kept during the term of the agreement taking into account any statute of limitations and expiry of any related rights, without prejudice to the possibility of EDP Comercial keeping them beyond the said periods for compliance with any legal obligations and for statistical purposes, and for such purposes they shall be anonymized.

In the event of data processing for the purposes described in paragraph 16.5 and pursuant to Customer consent, EDP Comercial may also keep the data after termination of the agreement for a 12-month period after its end.

**16.12.** In their capacity as personal data subject the Customer has the right to request, through the contacts referred to in paragraph 16.7 and under the terms set out in applicable law, access to their personal data, rectification of inaccurate or incomplete data, erasure of personal data, total or partial restriction to personal data processing, the right to oppose to personal data processing, and the right to personal data portability in a structured, commonly used and machine-readable format.

**16.13.** Whenever the Customer deems that EDP Comercial has breached the Customer's rights arising under any personal data protection law, the Customer may lodge a complaint with the relevant supervisory authority, in this case the CNPD [Comissão Nacional de Proteção de Dados (Portuguese Data Protection Authority)].

**16.14.** The Customer may also contact the Data Protection Officer of the EDP group about any issues relating to their personal data processing and the exercise of their rights, addressing their request in writing to the email address [dpo.pt@edp.com](mailto:dpo.pt@edp.com).

### 17. Notices

**17.1.** The Customer accepts to be notified by EDP Comercial for all due purposes as set out in this Agreement by post, email, sms or in an separate field in the invoice (whenever adequate to convey all the necessary contents), as well as to be contacted for the marketing of any products or services or any other purpose related to or in connection with this Agreement by any of the said means or by telephone call.

**17.2.** In particular, the Customer accepts that any amendments to the Price to be charged for electricity, natural gas and/or for the provision of the services supplied by EDP Comercial may be notified to them in writing, in a separate field in the invoices to be issued by EDP Comercial.

**17.3.** Any notices from the Customer to EDP Comercial for any of the purposes set out in this Agreement shall be made in electronic form or by post to the addresses identified in the Specific Conditions or on the website at [edp.pt](http://edp.pt), or at the store or commercial agent of EDP Comercial.

### 18. Complaints

**18.1.** The Customer may lodge any complaints in writing, by providing their identification (full name and the number of an identification document), and where required, by attaching any other documentation that is deemed relevant.

**18.2.** Complaints may be lodged:

- By post addressed to EDP Comercial, Apartado 12121, Loja CTT Picoas, 1061-001 Lisboa;
- Through an online form on the website at [edp.pt](http://edp.pt);
- in the complaints book available at the EDP stores.

**18.3.** The complaint must be submitted within 30 (thirty) days as from the date the relevant facts become known by the Customer.

**18.4.** Any complaints will be processed free of charge.

### 19. Customer Ombudsman

**19.1.** The Customer may submit any question, doubt or dispute that may arise after a complaint has been lodged or under the Agreement, for assessment by the EDP Customer Ombudsman on the website at [www.provedordocliente.edp.pt](http://www.provedordocliente.edp.pt), and the respective procedure will be free of charge.

### 20. Dispute Resolution

**20.1.** Where the Customer is a consumer under the terms set out in Law no. 24/96 of 31 July as last amended by Law no. 47/2014 of 28 July (a natural person using the supply or service contracted for non-professional purposes), they may submit any consumer dispute relating to this Agreement to the entities responsible for defending and promoting consumer rights and in particular, to the Direção-Geral do Consumidor [Directorate-General of Consumers], or to the alternative dispute resolution mechanisms currently existing or that may exist in the future, included those provided by ERSE.

**20.2.** EDP Comercial is subject to mandatory arbitration under the terms of Law no. 23/96 of 26 July as last amended by Law no. 10/2013 of 28 January, where due to express choice by users that are natural persons, consumer disputes are submitted for assessment by the arbitral tribunal of the arbitration centres for consumer disputes legally authorized. The arbitration centres for consumer disputes, which are alternative dispute resolution entities and which EDP is bound to, are identified on the sheet attached hereto which is an integral part hereof.

**20.3.** The Customer may obtain additional and updated information about the said arbitration centres for consumer disputes as well as about any other eventual Alternative Dispute Resolution entities (ADR entities) on the website of the Direção-Geral do Consumidor at [www.consumidor.pt](http://www.consumidor.pt).

**20.4.** Without prejudice to the provisions set out in the previous paragraphs, any of the parties, including customers that are natural or legal persons, may submit the resolution of any type of dispute arising out or in connection with this Agreement to the competent judicial courts.

### 21. Governing Law

This Agreement, including its interpretation, application and performance, as well as any omissions, is governed by Portuguese law including and in particular, the Commercial Relations in the Electricity Sector and in the Natural Gas Sector Regulations; the Service Quality in the Electricity Sector and in the Natural Gas Sector Regulations; and the Service Quality in the Electricity Sector and in the Natural Gas Sector Regulations; and the Data Measuring, Reading and Availability Guide.

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### Attachment - List of alternative dispute resolution entities

List of arbitration centers to which EDP Comercial is linked, under the terms set out in Law no. 23/96 of 31 July, referred to in the Conflict Resolution Clause of the General Terms and Conditions of the Contract.

**1. CNIACC - Centro Nacional de Informação e Arbitragem de Conflitos de Consumo**

Address: Rua D. Afonso Henrique, 1, 4700-030 Braga

Telephone: 253 619 107

Email: geral@cniacc.pt

Website: www.cniacc.pt

**2. CIMAAL - Centro de Arbitragem de Consumo do Algarve**

Address: Ninho de Empresas, Edif. ANJE Estrada da Penha, 3º andar, sala 26 8000 Faro

Telephone: 289 823 135

Email: info@consumoalgarve.pt

Website: www.consumidoronline.pt

**3. CACRC - Centro de Arbitragem de Conflitos de Consumo da Região de Coimbra**

Address: Avenida Fernão Magalhães, nº 240, 1º andar 3000-172 Coimbra

Telephone: 239 821 690 Fax: 239 821 690

Email: geral@centrodearbitragemdecoimbra.com

Website: www.centrodearbitragemdecoimbra.com

**4. CACCL - Centro de Arbitragem de Conflitos de Consumo de Lisboa**

Address: Rua dos Douradores, nº 116 - 2º andar - 1100-207 Lisboa

Telephone: 218 807 030 Fax: 218 807 038

Email: juridico@centroarbitragemlisboa.pt

Website: www.centroarbitragemlisboa.pt

**5. CACCARAM - Centro de Arbitragem de Conflitos de Consumo da Região Autónoma da Madeira**

Address: Rua Direita nº 27 - 1º andar esq. - 9050-450 Funchal

Telephone: 291 750 330 Fax: 291 750 339

Email: centroarbitragem.srem@madeira.gov.pt

Website: www.madeira.gov.pt

**6. CICAP - Centro de Informação de Consumo e Arbitragem do Porto**

Address: Rua Damião de Góis, nº 31 - Loja 6 - 4050-225 Porto

Telephone: 225 508 349 / 225 029 791 Fax: 225 026 109

Email: cicap@cicap.pt

Website: www.cicap.pt

**7. TRIAVE - Centro de Arbitragem de Conflitos de Consumo do Ave, Tâmega e Sousa**

Address: Rua Capitão Alfredo Guimarães, nº 1 - 4800-019 Guimarães

Telephone: 253 422 410 Fax: 253 422 411

Email: triave@gmail.com

Website: www.triave.pt

**8. CIAB - Centro de Informação e Arbitragem do Vale do Cávado (Tribunal Arbitral de Consumo)**

Address:

Braga: Rua D. Afonso Henriques, nº 1 4700-030 Braga

Telephone: 253 617 604 Fax: 253 617 605

Email: geral@ciab.pt

Viana do Castelo: Avenida Rocha Paris, nº 103 4900-394 Viana do Castelo

Telephone: 258 809 335 Fax: 258 809 389

Email: ciab.viana@cm-viana-castelo.pt

Website: www.ciab.pt

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Updated information based on the list of alternative dispute resolution entities on the website of the Directorate-General of Consumers (Direção Geral dos Consumidores) in May 2020.