

1. GENERAL PROVISIONS

1. Unless otherwise stated in the terms of this agreement, the provisions of the [Standard Energy Supply Agreement](#) resulting from negotiations between Energi Norge and Forbrukertilsynet (the consumer rights protection authority), shall apply.
2. By entering into this agreement, the customer grants Viddakraft AS (hereinafter referred to as Viddakraft) the power of attorney to obtain the necessary information, as well as to carry out and report the change of energy supplier to Elhub, the common data center of the energy industry.
3. Personal data, entrusted in connection with the conclusion of the agreement, will be processed confidentially and in accordance with the requirements of the Data Protection Act. Viddakraft will use personal data, obtained in connection with the conclusion of the agreement, to manage the relationship with the customer, including the provision of electricity and invoicing. Personal data will also be used for the distribution of information and offers, related to the agreement concluded by the customer. This also applies to the sending of information electronically in accordance with §15 of the Marketing Act, including by e-mail and SMS. A customer who does not wish to receive this type of information has the right to contact Viddakraft and object.

2. TERMS AND CONDITIONS OF SUPPLY

1. Viddakraft offers power supply to customers nationwide; the terms and products mentioned herein are for individual customers.
2. Viddakraft has the right to inquire about the customer's creditworthiness and refuse to establish cooperation / terminate cooperation with the customer, if there are reasonable grounds for this. In the event of refusal, Viddakraft shall be released from all obligations resulting from the concluded contract. Notification of creditworthiness inquiries is usually sent by e-mail. Viddakraft reserves the right to verify with Folkeregisteret (population register) and Elhub the information received about the customer, and the owner of the subscription and the property.
3. Viddakraft is not responsible for the consequences of any termination of the customer's contract with the previous power supplier due to the cessation of power supply.
4. Viddakraft's electricity supplies usually begin 2-3 weeks after the conclusion of the agreement.
5. The provisions of *Angrerettloven* (law on the right of withdrawal) apply to distance sales and off-site sales. The customer shall allow Viddakraft to prepare for the commencement of supply before the end of the withdrawal period. If the customer exercises the right of withdrawal, the customer is obliged to pay for the electricity delivered before the termination of the supply. The customer must independently enter into a new subscription agreement with the new supplier of their choice.
6. In case of moving, the agreement will be transferred to the customer's new address. Viddakraft is authorized to obtain the necessary information from the owner of the grid infrastructure and to register Viddakraft as the energy supplier at the new address. Before moving, the customer must contact Viddakraft to ensure continuation of the agreement. If the customer fails to notify Viddakraft that they are moving out of the premises where the previous meter was located, the customer will be responsible for the costs generated at that premises until the end of the agreement term or change of subscription agreement for the previous address.

3. ENERGY SUPPLY AGREEMENTS

1. A "**Spot**" is an agreement based on spot prices, i.e., variable hourly prices from the Nord Pool energy exchange, specific to the customer's distribution area. The amount on the invoice will be calculated based on the hourly energy consumption during the metering period. If the owner of the grid infrastructure does not provide information on the hourly consumption, the customer will pay the average price from the Nord Pool power exchange relevant for their distribution area. The electricity price on the monthly invoice includes a margin and a contractually agreed fixed fee. Invoices resulting from the agreement are issued after the end of each month. There is no notice period, unless the parties agree otherwise.

4. NOTICE OF TERMINATION AND EARLY TERMINATION FEE

1. Agreements concluded for an indefinite period may be terminated by either party in writing upon fourteen days' notice.
2. Conclusion of a fixed-term agreement entails a mutual obligation. Such an agreement cannot be terminated before the end of the period for which it was concluded, unless the customer pays an early termination fee. The customer will be released from their obligations under the contract if they cover the loss incurred by Viddakraft due to non-performance of the supply covered by the agreement. The minimum amount of the fee is 150 NOK/meter for each month remaining until the end of the agreement period.

5. PRICE, BILLING AND PAYMENT TERMS

1. In the case of a Spot agreement, invoices are issued for a full month after its completion.
2. Viddakraft charges 49 NOK for each paper invoice. Electronic invoices, AvtaleGiro order, eInvoicing or Vipps are free of charge for the customer.
3. If the customer fails to pay the invoice on time, Viddakraft may send a request for payment to the customer's registered mobile phone number. If the invoice is not paid on time, late payment interest and late payment compensation will be charged. Interest on late payment shall be calculated in accordance with the provisions of the Act on late payment interest, etc. of December 17, 1976, No. 100.
4. The indicated electricity price includes VAT and an electricity certificate of origin. In the event of any changes in taxes and fees, the electricity price will be adjusted accordingly. This also applies to energy products with a fixed electricity price.
5. If Viddakraft makes a billing based on an incorrect price, Viddakraft reserves the right to make a correction for a period of up to 3 years back, calculated from the date the error occurred.

6. CHANGE OF TERMS

1. Information about changes in prices and conditions will be communicated in accordance with the provisions of the Energi Norge standard agreement. This means direct notification to the customer of a change in price or terms and conditions at least 14 days before the change comes into effect. If the change is significant and the customer does not agree to it, the customer has the right to withdraw from the agreement with immediate effect.
2. The price components may be subject to annual adjustment on the basis of changes in the consumer price index over the last 12 months. Information on changes will be provided in accordance with the provisions of Energi Norge's standard agreement.
3. Viddakraft may assign the agreement and its obligations thereunder to a third party without authorization from the customer.

7. OTHER TERMS

1. In matters not covered by the provisions of this agreement, the standard Energi Norge electricity supply agreement applies. If the terms of Energi Norge's standard agreement and this agreement are mutually exclusive, the terms of this agreement shall prevail. The terms of this agreement shall apply in addition to any separate agreement between the parties covering the supply of a specific energy product. If the terms of the separate agreement and this agreement are mutually exclusive, the terms of the separate agreement shall prevail.
2. The terms of this agreement have been translated into various languages by a sworn translator. When interpreting the terms of the agreement, the Norwegian version takes precedence over all translations.

