



FAQs - ACN Energy in Partnership with energie:direct

General

1. Are there any conditions I need to fulfill to become an energie:direct customer?

Yes, you need to have the following:

- Your own connection for electricity and gas
- Internet access
- A valid email address
- No objections to direct debit
- No objections to voice recording, which is part of the ordering process described below
- A bank account in the Netherlands

2. Can businesses become customers as part of ACN's partnership with energie:direct?

No.

3. How does energie:direct position itself?

Energie:direct targets the price sensitive segment of the market, offering the best prices regardless of whether customers want both Electricity and Gas or one service only. Energie:direct is cheaper than the former incumbent (Nuon, Essent, Eneco) of which 85% of households are customers. Therefore, energie:direct offers a benefit to 85% of the market. In addition to price, energie:direct differentiates itself through its flexible product offering, allowing customers to add options on to the standard **Voordeel Garantie** package which responds to more of their needs than just price.

Products & Services

4. Which products and services are available?

Energie:direct supply Electricity and Gas as a combined energy service.

The default product is the **Voordeel Garantie** package, which offers the lowest variable rates for Electricity and Gas, and has a contract period of 12 months.

One or both of the following options can be added to the **Voordeel Garantie** package:

- **PrijsZeker Garantie: €5 per month**
Your customer can choose to fix the rates in the **Voordeel Garantie** package for 12 or 36 months. If 36 months is selected, the contract period will therefore be increased to 36 months.
- **Wind Garantie: €2 per month**
This option ensures the electricity supplied is environmentally friendly. You can choose to have this option for a minimum of one month at any time during the contract period.

Promotional Offer: Until December 31, 2009, energie:direct are offering the **Voordeel Guarantee** package with a 36 month contract term. Customers who sign up for this promotional offer will benefit from lower rates for the first 6 months than with the standard 12 month contract. This cannot be combined with the PrijsZeker Guarantee.

5. What is the duration of a contract period?

If a customer has the **Voordeel Garantie** package without the **PrijsZeker Garantie** the contract period is 12 months. If a customer has the **PrijsZeker Garantie** option for 36 months the contract period will therefore be 36 months.

6. If I order the Voordeel Garantie package, but after 6 months would like to fix the rates with the PrijsZeker Garantie, is that possible?

Yes. You can choose to fix the rates with the **PrijsZeker Garantie** at anytime.

7. If I order the Voordeel Garantie package with the PrijsZeker Garantie, but after 18 months would like to have variable rates, is that possible?

Yes, however a cancellation fee will apply based on the remaining term of the contract.

For more information about cancellation fees refer to the **Switching Providers** section of these FAQs.

8. What are variable rates?

Variable rates mean that there will be a price change twice a year (January 1 and July 1). Energy is always bought in advance; Electricity and Gas rates are dependent on the oil rates with a delay of 6 months. If oil prices rise, your energy costs will increase. If oil prices go down, the energy costs will decrease. This approach is common in the Dutch market and applies to all energy providers.

9. Are customers informed of the new rates when they change?

Yes, energie:direct are legally obliged to inform customers of the new rates when they change.

10. What happens if there is a substantial price increase and I am no longer happy with the rates?

You can send a termination letter during the month of the price change explaining that you would like to cancel the contract because of increased rates. In this case a cancellation fee will not apply.

11. Which rates are fixed when opting for the PrijsZeker Garantie?

The supply rates (price per m³ and/or kWh) are fixed, which amount to approximately 50% of the total Gas price and 30% of the total Electricity price. What cannot be fixed are the network costs and energy taxes which energy providers have no influence over. These costs may change annually or every 6 months.

12. Are there different rates for different times of the day?

There is only one rate for Gas, but there are 'peak' and 'off-peak' rates for Electricity, which depend on where customers lives, and whether they have 2 meters to accommodate the different rates:

Noord Brabant & Limburg - Peak (07:00-21:00) and Off-Peak (21:00-07:00)
Rest of the Netherlands - High (07:00-23:00) and Low (23:00-07:00)

If you only have one meter, a single rate for Electricity will apply.

13. Does the Voordeel Garantie package have a monthly fee?

Yes, a monthly fee of €5,65 (incl. VAT) applies for each service (Gas and Electricity).

14. What is the Laagsteprijs Garantie (lowest price guarantee)?

Each customer automatically gets this guarantee, which means that if you are able to find a better priced standard variable or fixed rate offer from another provider, with the same contract duration, energie:direct will pay you the difference between the rates, plus 50%.

15. Why are there more attractive offers on comparison websites?

These offers from energy providers, including energie:direct, are tailored for comparison websites such as www.gaslicht.nl, www.energieprijzen.nl and www.prizewize.nl. They may initially appear more attractive, however, in most cases, the offers do not suit everybody's needs, do not apply to the actual rates (providers may offer a one-time credit to switch) and only apply to customers wanting both Electricity and Gas. The more attractive the offer, the higher the provider is placed above other providers. These offers are loss making to the providers but ensure a higher rating.

16. Will energie:direct always be able to provide both Electricity and Gas?

In most cases energie:direct will be able to provide both services. In the unlikely case that only Electricity can be provided, for example, customers will be notified via MijnEnergie that only the Electricity can be switched to energie:direct and the order will continue for that service.

MijnEnergie is a self-care portal which is described in the **Your Account** section of these FAQs.

17. Where can I find more information about the available products and rates?

All the information regarding the available products and rates can be found on www.energie:direct.nl. It is important, however, that the order is placed via www.acnenergy.nl to ensure your ACN Independent Representative gets compensated for the order, as this is the only place where the Team ID can be entered.

Switching Providers

18. Will a home visit be required to switch energy providers? Will my current equipment need to change?

No. Energie:direct will use your current connection to supply energy and your current meter/equipment can continue to be used. Energie:direct will arrange the switch without any inconvenience to you.

19. Can I switch to energie:direct if I have a fixed contract period with my current provider?

Yes, in this case you can either pay a cancellation fee to your current provider and switch as soon as possible, or you can apply to switch to energie:direct after your current contract has ended by entering a date at least 26 calendar days in the future, and not more than 30 months, during the online order process.

20. If I have a fixed contract period but choose to switch as soon as possible what are the cancellation fees?

The following are the cancellation fees (incl. VAT), which are based on the remaining term of the current contract:

Remaining Term	Electricity	Gas
After automatic renewal	€25	€25
Less than 18 months	€50	€50
Between 18 and 24 months	€75	€75
Between 24 and 30 months	€100	€100
More than 30 months	€125	€125

21. What happens if I have a fixed contract period but do not pay the cancellation fee and do not enter a future date?

The switch application will be rejected.

22. What future date should be entered if I have separate contracts for Electricity and Gas with different end dates?

You should enter the date that will happen first. If this date relates to Electricity, this service will be switched first and the Gas will be switched once the current

contract period has ended. In this case, the contract term will commence from the date the first service is switched.

23. If I apply to switch to energie:direct in the future by entering a future date in the online switch application, will the current rates apply to the contract?

If you apply for the **Voordeel Garantie** package without the **PrijsZeker Garantie** the rates that will apply to the contract will be the rates that are in effect as of the future date.

If you apply for the **PrijsZeker Garantie** the rates that will apply to the contract will be the rates that are in effect as of the date of application. The 36 months will start from the date of application, and the actual contract period will be from the future date until the end of the 36 month period, for example:

January 1, 2009 - date of application
July 1, 2009 - future date (start of contract period)
January 1, 2012 - end of 36 month fixed rate period

Contract period - 30 months (July 1, 2009 - January 1, 2012)

24. Are there any fees to switch energy providers?

No, however, the current provider will charge a cancellation fee if you have a remaining contract period and would like to switch to energie:direct as soon as possible.

25. What is the cancellation period of an energy contract?

The standard cancellation period is 30 days prior to the end date of the contract.

26. What happens if I have applied to switch to another provider and then apply to switch to energie:direct without revoking the previous order?

Unfortunately the energie:direct order will not supersede the order made with the other provider if it has not been revoked. This means that you will not be able to switch to energie:direct until the contract period of the order with the other provider has ended, unless you pay the cancellation fee to the other provider.

In the worst case, if you have applied to switch to three energy providers, each with a 36 month contract period, without revoking the previous orders, you will be bound to the first provider for 36 months, after which the 36 month contract for the second provider will apply, and once that has ended the third provider's 36 month contract will come into effect. So, you could be bound for 9 years before you can switch provider again, unless you pay cancellation fees to each provider.

27. Where can I find more information about switching providers?

A comprehensive site dedicated to the Dutch energy market and switching providers is www.energieleveranciers.nl.

Order Process

28. Do customers need to cancel the contract with their current provider before placing an order?

No. Energie:direct will take care of everything to ensure a smooth switchover, including cancelling the customer's current contract. This is part of the **Overstap Garantie**, which is automatically included with the **Voordeel Garantie** package.

29. Once an order is placed what happens next?

Within 3 days, you will receive a welcome email with details of how to access MijnEnergie.

Within 5 days you will receive a welcome letter.

After 12 days, you will receive an email requesting the meter reading. This can also be provided via MijnEnergie. Energie:direct will verify the meter reading provided

with the local distribution company, and notify you of the monthly pre-payment amount. The pre-payment amount is based on your usage with the current provider. Please note, if you have a history of poor payment behaviour a deposit will be required.

After 26 days the switch to energie:direct will be complete.

30. What happens if I forget to provide a meter reading?

Energie:direct will contact the local distribution company who will provide a meter reading for your address. If the local distribution company are unable to provide a meter reading, energie:direct will contact you again.

31. What are the reasons why customers may be rejected?

Customers may be rejected for one of the following reasons:

- The information provided is not correct
- The customer has an outstanding balance with the current provider
- The customer has not paid the deposit - a deposit will be required if the customer has a history of poor payment behaviour

32. How long will it take to switch to energie:direct?

The switchover process takes 26 calendar days from the date the contract with the current provider ends, if applicable.

33. Can I revoke an order once it's placed?

Yes, you have the right to revoke an order within 7 days following the date of application.

34. Can renewals/contract extensions be ordered online?

No. Regardless of whether it is a 12 or 36 month contract, if you do not end your contract before the last 7 days of the contract period, it will be automatically extended for a period of 12 months.

Billing & Payment

35. What payment methods are available?

Direct debit is the only payment method available.

36. Who will send the monthly invoice?

You will be invoiced monthly by energie:direct. Invoices will be uploaded on MijnEnergie when available. You can select to receive email notification via MijnEnergie when the invoice is available.

37. What happens if my monthly pre-payments amount to more than the cost of the actual annual usage?

At the beginning of each year you will receive a statement detailing the actual usage for the previous year. If you have paid more than the cost of the actual usage, energie:direct will reimburse you. If you have paid less than the cost of the actual usage, you will receive a bill for the difference.

Your Account

38. What is MijnEnergie?

MijnEnergie is a self-care portal where you can conveniently manage your account online, including:

- Requesting to change the monthly pre-payment amount (the request will either be approved or rejected by energie:Direct)
- Activating/deactivating the **Wind Garantie**
- Viewing invoices

- Amending personal details
- Arranging moving house
- Submitting meter readings

39. If I move to a larger house, will the monthly pre-payment amount be affected?

Yes. You will benefit from the same rates, but the usage will increase in proportion with the size of the house and how many rooms there are. Please note, the duration and Terms & Conditions of your contract will remain the same.

Who to Contact

40. If I have a question regarding my energy service who should I contact?

You should contact energy:direct on 0900 334 7328 (Mon-Fri 09:00-17:00, €0,70 per minute).

Information about service outages in your area can be found at www.gasenstroomstoringen.nl or by calling 0800 9009, available 24 hours a day.