

PROCEDURE FOR REVIEWING CONSUMER APPEALS, COMPLAINTS, AND CLAIMS

This Procedure is developed in accordance with the Law of Ukraine "On Citizens' Appeals", the Law of Ukraine "On the Electricity Market", and the Retail Electricity Market Rules (PRREE).

1. Submission of an Appeal (Complaint, Claim)

1.1. The Consumer has the right to contact "NRG" LLC to resolve any issues related to electricity supply, commercial settlements, balancing, and quality of services.

1.2. An appeal can be submitted:

- Verbally: by calling the Information and Consultation Center (ICC) / Call Center: +380 800 357 151;
- By email: to the official ICC email address support@nrgorynok.com;
- In writing: by sending a letter to the postal or legal address of the company (04107, Ukraine, Kyiv, Soliana St., 70, prem. 54);
- In person: at the physical location of the ICC during business hours (Mon-Fri, 10:00 - 17:00).

1.3. The appeal must include: the full name of the Consumer, EDRPOU code, address of the supply facility, EIC code, the essence of the issue raised, and contact details for the response.

2. Review Timelines

2.1. "NRG" LLC commits to reviewing the appeal as quickly as possible, but no later than 30 calendar days from the date of its receipt.

2.2. Appeals that do not require additional investigation are reviewed immediately, but no later than 15 days from the date of their receipt.

2.3. Claims regarding issued invoices are reviewed within 5 working days. Pending a decision on the merits of the claim, the Consumer has the right to pay only the undisputed part of the invoice.

3. Dispute Resolution

3.1. All disputes arising between the Consumer and "NRG" LLC are resolved through pre-trial settlement and negotiations at the level of the ICC or company management.

3.2. If an agreement is not reached, the Consumer has the right to submit an application for dispute resolution to the National Energy and Utilities Regulatory Commission (NEURC) or the Energy Ombudsman.

3.3. Appealing to NEURC or the Energy Ombudsman does not deprive the Consumer of the right to protect their interests in court in accordance with the current legislation of Ukraine.

INFORMATION AND CONSULTATION CENTER (ICC) CONTACT INFORMATION

"NRG" LLC

Phone: +380 800 357 151

Email: support@nrgorynok.com

Visit Address: 03045, Ukraine, Kyiv, Vito-Lytovsky Lane, 15, Holosiivskyi district, Premises 3/2

Legal Address: 04107, Kyiv, Soliana St., 70, prem. 54

Business Hours: Monday - Friday: 10:00 - 17:00. Saturday - Sunday: Closed.