

ASSISTANCE FOR RESIDENTS' ASSOCIATIONS SPECIAL CONDITIONS

The Residents' Association Assistance Service includes two benefits:

- 1) assistance for repairs and emergencies in the communal areas of the Residents' Association at the Supply Address shown in the Special Conditions (the "Residents' Association" or the "Customer").
- 2) a two-yearly inspection of the Residents' Association's facilities by an engineer in order to undertake an energy assessment.

Emergency and repair assistance:

This service consists of providing the Residents' Association with a qualified engineer to repair breakdowns related to the following types of work in communal areas:

- Electricity
- Glazing
- Plumbing
- Locks
- Garage doors

Energy assessment:

This two-yearly service consists of sending a qualified engineer at the customer's request to carry out an assessment of the Residents' Association communal facilities as defined in the Specific Conditions to recommend energy-efficiency improvements. This assessment shall provide the Residents' Association with a report detailing the energy-efficiency measures suggested by the engineer and an estimate of the savings that could be made by implementing them.

Price: The Price, Annual Limits and Replacement Payment will be updated on 1 January of each year in which the contract is in force according to the CPI, considered to be the actual accrued value for the November-to-November period of the year preceding application of the variation in the general Consumer Price Index published by the Spanish National Institute of Statistics.

Service duration: the duration of the Residents' Association Assistance is two (2) years, automatically renewed on expiry

Waiting period: There is a waiting period of thirty (30) days from the date the Contract becomes effective as defined in the Specific Conditions before the service may be used.

SPECIFIC CONDITIONS RESIDENTS' ASSOCIATIONS ASSISTANCE

1. OBJECT

The purpose of these Specific Conditions is the description of the provision by IBERDROLA CLIENTES S.A.U. (hereinafter, IBERDROLA) of the Residents' Association Assistance Service to the Residents' Association, as specified in the Special Conditions and with the scope defined below:

1.1. Emergency and repair service:

Includes engineer call-out to the work site and the repair of faults and breakdowns as detailed below, with no labour charge up to a maximum of three hours.

The Customer will be charged for materials and any extra hours of repair time over three hours and will be billed following presentation of an estimate and its acceptance by the Customer.

1.1.1. Emergencies

1.1.1.1. Scope

The cover included in the service is as follows:

- **Electricity:** complete absence of power in the communal areas of the Residents' Association.
- **Plumbing:** burst and leaking pipes, ducts and other communal water installations.
- **Glazing:** breakage of windows or any other glass surface, including interior patios that form part of the communal areas of the Residents' Association and which, due to their breakage render the community exposed to the exterior.
- **Locks:** the non-functioning of locks that impedes access to the Residents' Association and which requires the intervention of a locksmith in the absence of alternative solutions.
- **Community garage door:** breakage of the communal garage door(s) that preventing access or exit to and from the garage.

1.1.1.2. Emergency attention

Emergencies will be attended to within a maximum of three (3) hours from notification. The emergency response time is deemed to have been met when the engineer has contacted the customer within the established period and offered at least one appointment time within the aforementioned maximum period. The maximum time will not be considered unfulfilled if the customer requests a visit at another time.

1.1.2. Repairs:

1.1.2.1. Scope

This service includes non-urgent repairs relating to the types of work detailed in Section 1.1.1.1. Non-urgent repairs are deemed to be those not considered urgent as described in the aforesaid section.

1.1.2.2. Breakdown assistance

Breakdown assistance will be provided within 48 hours of notification.

The breakdown response time is deemed to have been met when the engineer has contacted the customer within the established period and offered at least one appointment time within the aforementioned maximum period. The maximum time will not be considered unfulfilled if the customer requests a visit at another time.

1.1.3. Exclusions

The following are excluded from the scope of the Residents' Association Assistance Service:

- Breakdowns occurring as a consequence of abnormal, negligent or inappropriate use of the installations or any type of action of external origin.
- Breakdowns in elements belonging to electricity or gas distribution companies, who are liable for the repair thereof.
- Inspections, assistance or repairs provided by persons unrelated to IBERDROLA and any damage they may cause.
- Elements, appliances and/or parts of the installation that are not visible and/or inaccessible because they are obstructed or covered by furniture, the structure of the premises or other objects, including equipment installed outside the home or premises that, due to their position, are rendered inaccessible or have no appropriate connections that allow the tests described herein to be undertaken.
- Where there has been intentional damage to the installations.
- Installation maintenance or conservation operations such as greasing, adjustment or regular cleaning or inspections.
- Breakdowns as a direct or indirect result of fires, extraordinary or catastrophic natural phenomena (floods, storms, hurricanes, earthquakes, volcanic eruptions etc.), events arising from terrorism, riots, unrest or legal or illegal demonstrations, nuclear reaction or radiation, armed conflicts, the intervention of armed forces during peacetime and events defined by the responsible authorities as a

catastrophe or disaster.

- Breakdowns of domestic appliances or air-conditioning installations in communal use by the Residents' Association, even if they are associated with the installations of the contracted supply point.
- Removal of devices and waste management of any description.

1.1.4. Billing of costs that exceed the limits

As described in Section 1.1, the following will be invoiced, after presentation of an estimate and its acceptance, to the Customer, who will be charged for:

- Labour costs in excess of the 3 hours.
- The cost of the materials used to carry out the work.

1.1.5 Guarantee

Repairs will be guaranteed for six (6) months from the completion date of the repair.

1.2. Energy assessment service:

Includes a visit every two years and at the Customer's request to assess the communal installations associated with the supply point of the Residents' Association.

The visit includes an assessment of the communal facilities for energy efficiency by a specialist engineer. The engineer will undertake an analysis of the condition of the installations and, using an energy-efficiency calculator, will recommend potential improvements for those installations. On completion of the visit, the engineer will send a report with the detailed result of the suggested measures and the estimated potential savings that could be made by their implementation.

The engineer's inspection will be carried out within a maximum of 72 working hours from the Customer's request, and the report sent within a maximum of five days following the engineer's visit.

1.3. Associated Supply Point

The Residents' Association Assistance service needs to be associated with an electricity supply contract for a supply point with a contracted power of 30 kW or below, or with a gas supply contract for a low-pressure supply point.

Should the Customer increase their contracted power at the supply point to over 30 kW, the service will be suspended.

2. SERVICE TERMS AND CONDITIONS

2.1. Contract activation

There is a waiting period of thirty (30) calendar days from the date the Contract becomes effective (as stipulated in Clause 4.1 of the Specific Conditions), during which the services included in the Residents' Association Assistance cannot be used.

2.2 Service request

The customer may request any of the services included in the Residents' Associations Assistance:

- By calling the free IBERDROLA Technical Support helpline on 900 224 522.
- By visiting an IBERDROLA Customer Service Point in person.

2.3. Service provision terms and conditions

IBERDROLA will provide the services included in the Residents' Association Assistance under the following conditions:

- The Customer shall allow IBERDROLA service personnel to perform the work required to provide the service set forth herein. In particular, but not exclusively, the Customer shall grant access to the installations and equipment covered by this service as well as providing IBERDROLA with updated contact details at all times in order to carry out the necessary repair and assessment operations. Failure by the Customer to comply with this condition will give IBERDROLA the right to terminate the contract.
- The Customer will be liable for the appropriate and justified use of these Breakdown notifications.
- The services included in the Residents' Association Assistance service are specific to the installations and equipment located in the communal areas corresponding to the supply point of the association of owners of homes that are the subject of the contract, and as such are not transferable to another supply point.
- Service response will be available 24 hours a day, 365 days a year.
- If IBERDROLA cannot guarantee service through no fault of its own, including, but not limited to: danger in the area, any type of aggression directed against IBERDROLA engineers, unhealthy conditions in the dwelling, the CUSTOMER'S repeated refusals to seal off an installation that requires it or to receive the energy assessment visit etc., IBERDROLA reserves the right to terminate this contract, with the Customer having no right to any indemnification whatsoever.
- IBERDROLA may request the CUSTOMER'S voluntary collaboration in carrying out internal quality controls, always carried out by duly accredited personnel.

3. RESPONSIBILITIES AND EXCLUSIONS

IBERDROLA will take responsibility solely for the execution of the services according to the Contract. Specifically, it shall not be responsible for:

- Personal injury or material damage resulting from improper Customer use or upkeep.
- Damage caused to any item or its operation unless caused by the company itself.
- Injury to third parties caused by the covered elements.
- Delays, obstructions or, in general, any non-compliance arising from chance or force majeure, such as, by way of example, but not exclusively, in case of strike, unrest or serious meteorological phenomena.

4. SERVICE EFFECTIVE DATE, DURATION, RENEWAL AND CANCELLATION

4.1. Effective date

The entry into effect of the Residents' Association Assistance service is conditional on the entry into effect of the electricity or natural gas supply contract with IBERDROLA corresponding to the supply point with which it is associated if contracted at the same time. If contracted when an electricity or natural gas supply contract with IBERDROLA is already existing, the service will come into effect when it is taken out. The waiting period established in the Special Conditions will commence from the time it comes into effect.

4.2. Duration and renewal

The initial duration of the Residents' Association Assistance service will be two (2) years from its entry into effect.

This contract will be extended automatically for additional periods of two years, unless one of the parties notifies the other the contrary fifteen (15) days prior of the end of the initial duration or subsequent extensions.

4.3. Cancellation

Early termination of the Residents' Association Assistance service by decision of the CUSTOMER before the end of the initial duration or each extension thereto where the Customer has made use of the Energy Assessment service will obligate the Customer to pay any unpaid part of the price set for the whole of the initial duration or the extension. If the CUSTOMER has not used the Energy Assessment service, the contract will be terminated at no additional cost to the CUSTOMER.

The termination of the electricity or gas supply contract associated with the Residents' Association Assistance service, could result in the termination of the service.