

Conditions Smart Assistance



Particular Conditions

1. Product and conditions economics

Smart Assistant

Smart Assistant: which helps you monitor your consumption and sends you customised notifications with saving tips.

In addition, by contracting the Smart Assistant, a free repair service is included for mechanical, electronic or electrical breakdowns of household appliances in the home.

Price excluding taxes	€1,95/month
Price including taxes	€2,36/month

Discounts:

100% on the Smart Home Assistant for the first 4 months.

2. Duration and lock-in-period

The duration of this service will be the same as for the energy contract, and will be automatically extended, unless the customer gives notice to the contrary 15 days before each renewal. The customer may cancel the service at any time without penalty. The cancellation of the energy contract to which the service is associated will imply the cancellation of the service.

The customer may cancel the service at any time without penalty, by notifying the aforementioned channels.

The service has a 30-day waiting period, which means that it cannot be used until 30 days after its registration. With the exception of the energy survey service, which will be for 6 months.

Prices and annual limits for products and services shall be updated on 1 January each year in accordance with the CPI.

3. Taxes

Taxes and tax rates in force at any given time will be added to these prices, which will be itemised on the bill:

Indirect taxes (VAT, IGIC (Canary Islands Tax) IPSI (Ceuta and Melilla Import and Service Tax):

- **Mainland:** Value Added Tax (VAT) is levied on the price of goods, products and services (21% or 5% or as applicable by law).
- **Canary Islands:** the Canary Islands General Tax (IGIC) is applied (0%, 3% or 7% or as applicable by law).
- **Ceuta and Melilla:** the tax on production, services and imports (IPSI) is applied (1% or 4% or as applicable by law).

4. Other terms and conditions

Smart Assistant: This is a functionality enabled within the Iberdrola Customers App that helps to control energy consumption by showing the estimated detail by appliance and sending customised notifications with savings tips.

To sign up for the Smart Assistant, you must have:

- an electricity contract with Iberdrola,
- A smart meter remotely managed and integrated into the electricity system, and
- A contracted power of less than 15 kW.

In addition, it is essential that the distribution company provides Iberdrola with the optimal daily consumption of your meter. If during the first 4 months of the contract the consumption is not received from the distribution company, Iberdrola will terminate the service at no extra cost. Instead, the Smart Home Assistant service without SA, which includes the same services except for the Smart Assistant, will be maintained.

Repair service for mechanical, electronic or electrical breakdowns of household appliances: covering the travel of a qualified technician and 2 hours of labour free of charge for the customer: refrigerator, washing machine, electric cooker, electric oven (not microwave), extractor hood, dishwasher, dryer and freezer. The cost of the parts and the additional hours to the covers will be assumed by the Client.

The following are excluded from the breakdown repair service: devices under warranty; other devices other than those expressly included; appliances which are not used exclusively for domestic purposes; cosmetic damage that does not affect the operation of the appliance; breakdowns caused by abnormal or improper use and damage caused intentionally; accidental damage or shock caused by something external; corrosion or oxidation; maintenance operations of the device, such as adjustments, cleanings or periodic checks; civil liabilities of any nature.

Specific Conditions

1. Purpose

The purpose of these Specific Conditions is the provision by IBERDROLA CLIENTES, S.A.U. (hereinafter, IBERDROLA) of the independent services included in the **SMART HOME ASSISTANT** indicated in the Particular Terms and Conditions, with the scope described below:

1.1. Smart Assistant

The Smart Assistant service offers the customer personalised information, with a breakdown of the electricity consumed by their household appliances, without any need for additional installations or notifications, and advice focused on saving and optimising consumption. The features included in the Smart Assistant are described at: <https://www.iberdrola.es/smart-home/asistente-smart>.

It is essential for the provision of the Smart Assistant service that the distribution company of the Customer's point of supply, which is the object of said service, provides IBERDROLA with the optimum daily consumption of its meter. If during the first four months from the start of the Smart Assistant service, IBERDROLA does not receive this information, the service cannot be provided and IBERDROLA will terminate it in accordance with the provisions of clause 3.4 below.

2. Service terms and conditions

2.1. Contract activation

A grace period of thirty (30) calendar days is established from the date of entry into force of the Contract (defined in clause 3.1 of this contract), during which breakdown repair services included in the **SMART HOME ASSISTANT** may not be used.

2.2. Service request

The customer may request any of the services included in the **SMART HOME ASSISTANT**:

- By calling the IBERDROLA Technical Support Service hotline.
- By visiting an IBERDROLA Customer Service Point in person.
- Through the IBERDROLA APP.

2.3. Service terms and conditions

IBERDROLA will provide the services included in the **SMART HOME ASSISTANT** under the following conditions:

- If it is found that the repair requested by the customer is not covered because it is included in one of the aforementioned exclusions, the customer will be invoiced for the expenses incurred and the corresponding quote will first be issued for the customer's approval.
- IBERDROLA will be solely responsible for the proper execution of the work described in this contract. Specifically, it will not be responsible for:
 - Personal injury or material damage resulting from undue use or preservation.
 - Damage caused to any element or its operation unless it is the cause of it.
 - Injury to third parties caused by the covered elements.
 - Acts of God and force majeure.
- IBERDROLA is not responsible for delays or impediments in the execution of the services in the event of strikes, riots, serious weather events and other events of force majeure.



3. Service effective date, duration, renewal and cancellation

3.1. Implementation date

The entry into force of the **SMART ASSISTANT** is subject to the entry into force of the electricity supply contract with IBERDROLA corresponding to the point of supply with which it is associated if contracted at the same time. The grace period established in the Particular Conditions will commence from that time.

If **SMART ASSISTANT** is contracted after the already existing electricity supply contract with IBERDROLA associated with the same point of supply, this Contract will come into force on the date on which it is signed, without prejudice to the grace period established in the Particular Conditions.

3.2. Duration

The duration of this Contract will be one year from its taking effect.

3.3. Renewal

The **SMART ASSISTANT** will be automatically renewed on an annual basis unless either party gives notice to the contrary, at least fifteen days prior to termination of the contract.

3.4. Cancellation and withdrawal

The termination of the electricity supply contract associated with the **SMART ASSISTANT** service will imply the cancellation of this service.

The cancellation of the **SMART ASSISTANT** or of any of the services that comprise it will not entail any penalty.

This termination will become effective on the date duly notified by the Customer.

IBERDROLA will terminate the Smart Assistant, with 15 days' notice, if during the first four months from the start of the service, IBERDROLA does not receive the information indicated in clause 1.1 above from the distribution company of the Customer's point of supply. All other services shall remain in force in accordance with the second paragraph of this clause.

IBERDROLA may terminate the **SMART ASSISTANT** services in advance at any time without prior notice in the event that the Customer, in relation to the provision of any of the services comprising the SMART ASSISTANT, engages in behaviour or acts which, due to their nature and circumstances, are reprehensible in the eyes of public opinion, or contravene the law, morality or public order.

As a user and consumer, you have the right to withdraw from this contract within the next 14 calendar days without need for justification. The withdrawal period will expire 14 calendar days after formalising the contract.

In order to exercise this right, customers may use the withdrawal document included in the contract.