



Business Electrical Emergencies

Particular terms and conditions

1. Contracted products and economic conditions



Business Electrical Emergencies: includes assistance and repair of electrical emergencies in less than 3 hours, emergency assistance in plumbing, locksmith and glazing, with travel and 3 hours of labour, access to the repair and renovations service, business IT Support Service and personalised energy survey.

	2.0 TD rate power <15kW	3.0 TD rate power <25kW	3.0 TD rate 25kW ≤ power ≤ 50kW
Price excluding Taxes:	€7,95/month	€9,95/month	€11,95/month
Price including Taxes	€9,62/month	€12,04/month	€14,46/month

Discount:

50% in the **Business Electrical Emergencies** during the first 2 months.

Additional Information: N/A

2. Duration and lock-in period

The duration of this service shall be the same as that of the energy contract and shall be automatically renewed every year, unless either party gives notice to the contrary. If you wish to cancel it, you must give notice at least 15 days before the termination of the contract, at any of the Iberdrola Clientes customer services channels available.

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.

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

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

Electrical Emergencies: This includes assistance, within three (3) hours of notification, covering the cost of the repair carried out by an authorised installer, up to the annual limit of:

- Installations with 2.0 TD rate and power <15kW: €300/year
- Installations with 3.0 TD rate and power < 25kW: €500/year
- Installations with 3.0 TD rate and 25kW ≤ power ≤ 50kW: €700/year

Includes: all applicable taxes, travel, parts, labour and taxes, with no annual limit on the number of interventions.

Other Emergencies: This includes assistance for the main trades: plumbing, locksmithing and glasswork, within three (3) hours of notification, with the cost of travel and the first 3 hours of labour being FREE.

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Access to the Repair and Renovation Service, with wide geographical coverage, with guaranteed service in terms of intervention times, prices applied by the professional and quality of the work carried out.

Business IT Support Service is done through chat and remote control by specialist technicians or by telephone, with unlimited number of assistance, without limit of duration. The features are help in the use of applications, resolution of incidents with the computer and administration and configuration of systems. Opening hours:

- Opening hours from Monday to Friday and local holidays: from 9 a.m. to 24 p.m.
- Opening hours on Saturdays, Sundays, and national holidays: from 10 a.m. to 6 p.m.

If the client requests the provision of the service to the Support Center outside the hours set out above, it will be attended as soon as possible on the next business day.

The assistance may be “in situ” to solve those incidents that could not be resolved from the Support Center. The price of the work to be carried out will be previously informed, which must be approved by the client.

Service guarantees in terms of intervention time, prices for fees per professional and quality of work

Energy Survey Service this service includes monthly reports with detailed evolution of consumption in € and kWh, consumption history and periodical personalised recommendations of possible savings in the energy supply bill and the Smart solutions that best suit your business.

This energy survey service will be conditional on a minimum annual consumption of 1,500 kWh, in order to ensure that potential energy saving and efficiency measures are identified.

 **Specific terms and conditions****1. What is the purpose of this conditions?**

The purpose of these specific conditions is the description of the **Business Electrical Emergencies** service provided by IBERDROLA CLIENTES, S.A.U. (hereinafter IBERDROLA).

1.1. Electrical Emergencies**1.1.1. Scope**

The service includes assistance, within a period of less than 3 hours from receipt of the customer's notification, in the event of an electrical emergency due to a power failure at the location of the energy supply contract to which this service is associated.

Electrical emergency means an unforeseen and sudden event in the user's private electrical network, which causes the absence of electrical energy in all or part of the premises, excluding garages, storerooms, annexes, swimming pools and outdoor lighting.

The user's private electrical network is that defined in the Low-Voltage Electrotechnical Regulations, Royal Decree 842/2002 of 2 August 2002. The element separating the networks of the residents' association and the end user is the metering element, which is included in the end user's network.

When the customer is an end user, the part of the network owned by the residents' association will be excluded.

In the event of an electrical emergency on the Customer's private electricity network, the service covers the cost of repairs carried out by an authorised installer, up to the annual limit set out in the Particular Terms and Conditions.

This limit shall be updated on 1 January of the successive years in which the contract remains in force, with the increase corresponding to the CPI, considered as the real accumulated value, from November to November prior to the application of the increase, of the general Consumer Price Index, published by the National Institute of Statistics.

1.1.2 Exclusions

The scope of the service excludes the following:

- Premises whose electricity supply has a contracted power of more than 50 kW
- When the repair requires the replacement of plugs, sockets, switches or other devices, these will be replaced with standard elements based on the repair technician's decision, unless the CUSTOMER pays for and supplies different spare parts.
- The repair of household appliances, electronic devices, computers, air conditioners, pumps, heaters, motors, fans, generators, solar panels, antennas, and any electrical appliance whether built into the customer's facilities or not.
- The repair or replacement of elements designed for lighting, such as lamps, bulbs or fluorescent tubes.
- The repair of custom made items when these are the property of the electricity distribution company.
- The repair of electrical faults which may occur outside the customer's private installations, as described earlier.
- Consequential damage due to the total or partial lack of electricity supply.
- The damage caused intentionally by the customer or with their connivance.
- Those in which no fault has been found.
- Those cases where the conditions describing the fault as an emergency are not met.
- Services in commercial or industrial installations and, in general, those which do not correspond to the home referred to in the contract.
- Services completed or contracted by the customer on their own account, unless previously authorised by IBERDROLA.
- The repair of installations that do not comply with regulations in force at the time of their completion.

 **Specific terms and conditions****1.1.3 Support Service**

Telephone Support Service 24 hours a day, 365 days a year for emergencies. IBERDROLA will be responsible for appearing at the customer's home in the event of any type of Emergency within three (3) hours of receiving the notification.

Repairs and renovation services will be carried out within a maximum of two (2) working days, excluding Saturdays, Sundays and public holidays, from the date of notification, except in cases of force majeure.

The deadline for these services is considered to have been met when the technician has contacted the customer within the established period and offered an appointment within the maximum period mentioned above. The deadline will not be considered unfulfilled if the customer requests a visit at another time.

1.1.4. Faults exceeding the Annual Cost Limit

If the cost of the breakdown or repair added to the repair costs incurred in a year totally or partially exceeds the Annual Cost Limit, the Customer shall be liable to pay the amount of these costs not included and shall be invoiced upon presentation of a quote and its acceptance by the Customer.

1.2. Other emergencies**1.2.1. Scope**

The professional must come to the customer's address listed in the Supply address within 3 hours of receiving the notice. Emergency care will be provided for the following cases:

- **Plumbing:** breakage of the fixed water pipes at the customer's premises.
- **Glasswork:** breakage of exterior glass, unprotected premises.
- **Locksmith:** opening of the main door of the premises. Keys and lock not included.

1.2.2. Faults exceeding the Annual Cost Limit

The service includes the travel costs of the professional and the first three (3) hours of labour required for the repair, with customers being invoiced for any excess hours, should they occur. The price at which these hours or fractions of hours shall be billed shall be detailed in an annually updated scale. The materials used in the repair shall always and in all cases be borne by the customer.

1.3. Repair and renovation service

An assistance service is available to customers for repairs and renovations related to energy services and other breakdowns and repairs common to the business, with wide geographical coverage.

The amount corresponding to the execution of the work and services requested and any other expenses arising from the performance of the aforementioned services shall always be borne by the customers. The price of these services will be determined by means of the corresponding estimate, which will be in accordance with the rates of a scale that can be updated annually.

There is no deductible and a waiting period of thirty (30) days is established from the entry into force of the contract to which this service is associated.

The service includes the professional's travel costs and a free estimate. The estimate has a travel cost of €45, which will be deducted from the accepted estimate.

The hourly unit prices applied by the professional will be previously agreed by IBERDROLA with the company awarded the contract.

1.4 Guarantees

Repairs will have a guarantee of six months from the completion date of the repair.

 **Specific terms and conditions****1.5. Associated point of supply**

The **BUSINESS ELECTRICAL EMERGENCIES** Service must be associated with an electricity supply contract for a supply point with a contracted power of 50 kW or less. In the event that the Customer increases the contracted power of the supply point above 50 kW, this service will be terminated.

 **2. Service terms and conditions****2.1. Contract activation**

A waiting 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 the services electrical emergencies, other emergencies, repair service and renovations, IT support included in the **BUSINESS ELECTRICAL EMERGENCIES**, may not be used. In the case of the energy Survey service, a waiting period of 6 months will be established.

2.2. Service request

The customer may request the **BUSINESS ELECTRICAL EMERGENCIES** Service:

- By calling the Technical Support Service hotline.
- By visiting an Iberdrola Customer Service Point in person.

2.3. Conditions for the provision of services

IBERDROLA shall provide the **BUSINESS ELECTRICAL EMERGENCIES** Service in accordance with the following terms and 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 billed for the expenses incurred.
- 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.
 - Damage caused to third parties by the elements covered - In the event of unforeseeable circumstances and force majeure.
- IBERDROLA is not responsible for delays or impediments in the execution of services in the event of strikes, riots, serious meteorological events and other cases of force majeure.

 **3. Service effective date****3.1. Entry into force**

The entry into force of the **BUSINESS ELECTRICAL EMERGENCIES** Service is conditional upon the entry into force of the electricity supply contract with IBERDROLA corresponding to the supply point with which it is associated if they are contracted simultaneously. The waiting period established in the Particular Terms and Conditions will commence from that time.

If the **BUSINESS ELECTRICAL EMERGENCIES** Service is contracted after the existing electricity supply contract with IBERDROLA associated to the same supply point, this Contract will come into force on the date on which it is signed, without prejudice to the waiting period established in the Particular Terms and Conditions.

 **Specific terms and conditions****3.2. Cancellation and withdrawal**

The termination of the electricity supply contract associated with the **BUSINESS ELECTRICAL EMERGENCIES** service will imply the cancellation of this service.

The Customer may freely withdraw at any time from one or more of the services included in the **BUSINESS ELECTRICAL EMERGENCIES** (Electrical assistance, Smart Assistant or IT support included), in which case the rest of the services will remain in force. In this case, the price of the services that are maintained will become the price applicable by IBERDROLA as if they had been contracted independently.

The cancellation of the **BUSINESS ELECTRICAL EMERGENCIES** 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 may terminate the **BUSINESS ELECTRICAL EMERGENCIES** 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 BUSINESS ELECTRICAL EMERGENCIES, 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