

Information on the amendments of the General Terms and Conditions for the Supply of Electrical Energy in plain English

Changes to the General Terms and Conditions for the Supply of Electrical Energy

The purpose of this text is to inform all our customers about some important changes.

These changes concern our General Terms and Conditions for the Supply of Electrical Energy. These changes are the basis for our electricity contracts with you.

We want to inform you in a way that's easy to understand. That's why we've written this text in plain English.

This text addresses the following questions:

- What are the General Terms and Conditions for the Supply of Electrical Energy?
- What has changed in the General Terms and Conditions for the Supply of Electricity?
- What effect do these changes have?

Important!

This text in plain English is only intended to inform you.

The text is an additional offer.

The legally valid texts are the contract and the law.

You cannot make any claims based on the text in plain English.

What are the General Terms and Conditions for the Supply of Electrical Energy?

The General Terms and Conditions for the Supply of Electrical Energy form the basis for our electricity contracts with our customers.

These terms and conditions of supply state, for example:

- What do the Innsbrucker **Kommunalbetriebe** – IKB for short – supply you with?
- From which date will IKB supply you with electricity?
- For how long is the electricity contract valid?
- What deadlines apply to the electricity contract?
For example, in the event of termination.
- What are IKB's obligations and rights?
- What obligations and rights do you have as a customer?

What has changed in the General Terms and Conditions for the Supply of Electricity?

Since we started supplying Innsbruck households with electricity, these terms and conditions of supply have changed repeatedly.

Currently, the 15th version of the General Terms and Conditions for the Supply of Electrical Energy is valid.

In the new version, 4 important points have changed:

a) Introduction of a table of contents

What have we changed?

Version 15 now has its own table of contents.

Why did we change this?

The aim of the table of contents is to make the General Terms and Conditions of Supply clearer and easier to understand.

This change does not affect the rights and obligations of our customers.

b) Change in point 7

What have we changed?

We changed the regulations for fee changes.

By fee we mean the price for the electrical energy.

Previously, the following regulation was valid:

We adjusted prices once a year on 1 June.

This means: We increased or decreased the prices on this day.

In this, we were guided by 2 figures:

These figures were:

- the energy price from the Austrian Electricity Price Index – ÖSPI
Electricity Price Index: [AEA – Austrian Energy Agency \(energyagency.at\)](https://www.energyagency.at)
- the basic price from the Consumer Price Index 2015 – CPI
[Consumer Price Index \(CPI/HICP\) - STATISTIK AUSTRIA - The Information managers](https://www.statistik.at)

We used these values to calculate the new energy price.

We always informed you about this price change in advance.

However, in February 2022 the Electricity Industry and Organisation Act – EIWOG – 2010 was changed: [RIS - Electricity Industry and Organisation Act 2010 - Federal Law Consolidated, version of 4/8/2023 \(bka.gv.at\)](https://www.ris.bka.gv.at).

Now this regulation no longer exists.

Future price changes will now no longer be based on these figures.

For this reason, we've adapted our General Terms and Conditions of Supply accordingly.

For households and small businesses:

There must be good reasons for future changes in your energy price.

For example: higher prices on the international electricity market due to a war.

However, the adjustment of your energy price must always remain reasonable.

If the circumstances change or the reasons for the price increase no longer apply, then the price must be reduced again.

Important!

We must inform you in writing at least one month before the price change.

We'll let you know about the following:

- Why is the price changing?
- How will the price change?
- Under what circumstances will the price change?
- From when does the new price apply?

We must inform you about this personally in a letter.
We can also send you this letter by e-mail.
However, we need your consent for this.

With this letter we'll also inform you:

Because of this price change, you can exercise your right to cancel.

This means:

You can cancel within 4 weeks from receipt of the letter.

You can do this free of charge.

By cancelling, you are no longer bound by your contract with us.

Have you terminated your supply contract with IKB?

Finding a new electricity supplier isn't always easy.

But you have a right to a basic supply of energy.

That's why the following applies when you cancel:

- We'll inform you about your right to basic energy supply in a separate letter after termination.
- We'll continue to supply you with electricity for another 3 months from the date of termination.
- You'll receive the electricity at the previously agreed price.
- You must find another electricity supplier within these 3 months and inform us about it.
- Then we'll stop our supply to you.

For companies:

Does your company consume no more than 100,000 kilowatt hours per year?

Then the above regulations for households and small businesses also apply to you.

Why did we change this?

In February 2022, the Austrian Federal Government amended the 2010 Electricity Industry and Organisation Act.

As a result of these changes, our previous General Terms and Conditions of Supply Version 14 no longer complied with the law in some cases.

Therefore, we adapted our General Terms and Conditions of Supply.

This gave rise to version 15 of the General Terms and Conditions for the Supply of Electrical Energy.

c) Changes in point 11

Change 1

What did we change?

In the text under items 11.1. and 11.2, we replaced the word “fee adjustment” with the word “fee change”.

Why did we change this?

In February 2022, the Austrian Federal Government amended the 2010 Electricity Industry and Organisation Act.

For example, section 80(2) was amended and paragraphs 2a and 2b were added.

In these paragraphs, the new law now refers to “fee changes”.

That is why we also use this word in our new General Terms and Conditions of Supply Version 15. This change does **not** affect the rights and obligations of our customers.

Change 2

What did we change?

We removed text passages that refer to the figures previously used for a fee adjustment.

These figures were:

- the energy price from the Austrian Electricity Price Index
- the basic price from the Consumer Price Index 2015

Future price changes will now no longer be based on these figures.

Why did we change this?

In February 2022, the Austrian Federal Government amended the 2010 Electricity Industry and Organisation Act.

The energy price can now also change during the year.

The energy price is no longer calculated based on the figures of the Austrian Electricity Price Index and the Consumer Price Index.

d) Change in item 12

What did we changed?

We replaced the term “fee adjustment” with the term “fee change”.

Why did we change this?

In February 2022, the Austrian Federal Government amended the 2010 Electricity Industry and Organisation Act.

For example, section 80(2) was amended and paragraphs 2a and 2b were added.

In these paragraphs, the new law now refers to “fee changes”.

That is why we also use this word in our new General Terms and Conditions of Supply Version 15.

This change does not affect the rights and obligations of our customers.

What effect do these changes have?

Version 15 of the General Terms and Conditions for the Supply of Electrical Energy applies to all existing and new customers.

Thanks to the new General Terms and Conditions of Supply, we at IKB can react better to price developments on the energy market.

This means that we can continue to supply you reliably with affordable electricity.

As a customer, you now have 2 options:

- **You conclude a new contract with us:**

Then you'll receive our new energy product **IKB-comfort plus** at a price of **no more than 18.84 cents gross** per kilowatt hour.

- **Or you don't conclude a new contract with us:**

Then you forego this favourable price.

Stay with the **IKB-comfort** product and you'll get your electricity for **25.08 cents gross** per kilowatt hour.

We've compiled all the important information on the new contract for you www.ikb.at/neuvertrag.

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