

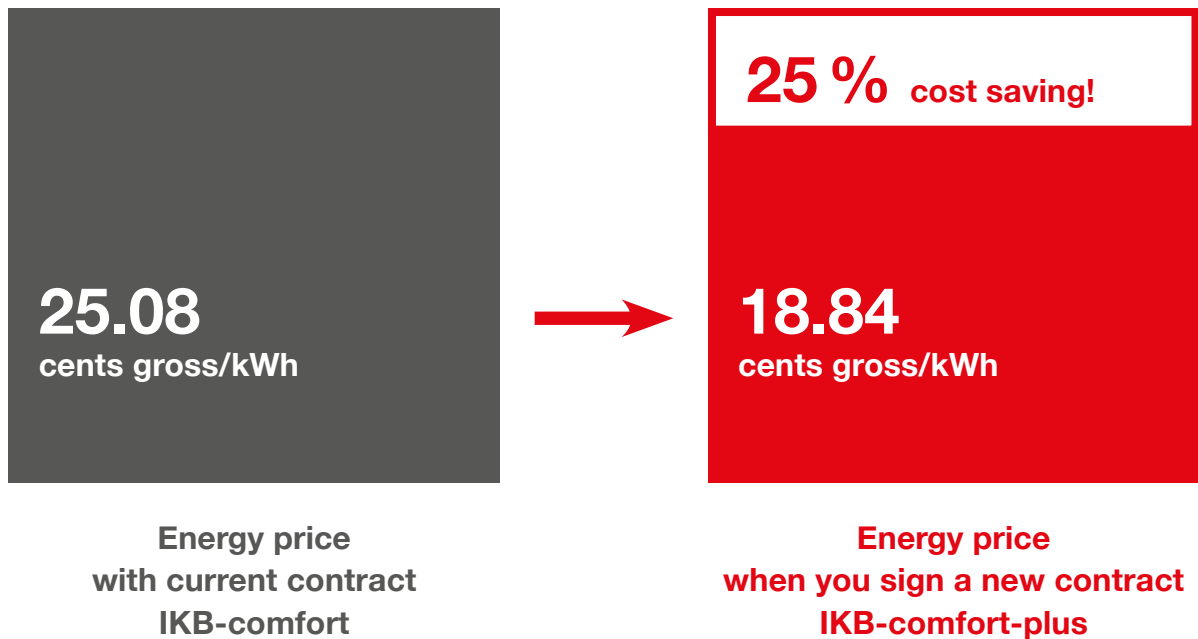
Information on the new contract in English

**Sign up to a new contract now!
Secure a 25 percent price saving**

Sign a new contract with us! You'll then get our new energy product **IKB-comfort plus** capped at 18.84 cents gross per kilowatt hour. This price is valid until 31 March 2024.

Important!

Not signing a new contract with us? Then you won't get the lower price. Stay with the IKB-comfort product and you'll get your electricity at 25.08 cents gross per kilowatt hour.



It pays to switch! With the new contract, we guarantee you a lower electricity price: instead of 25.08 cents gross per kilowatt hour, you'll pay just 18.84 cents gross per kilowatt hour until 31 March 2024.

Have you already signed a new contract? Then you don't have to do anything else. You've already been benefiting from the new low price since 24 July 2023.

How to sign up to your new contract



By post:

We have sent you the new contract in the post as "Supply Application Electric Energy". You now need to do the following:

- Sign the supply application in the field outlined in yellow.
- Put the supply application in the free reply envelope. You also received this with the letter.
- Then simply drop the reply envelope in the letterbox.



By internet:

You can also sign your new contract with us online. This is good for the environment and works very quickly. Simply use our customer portal: www.ikb.at/direkt

No longer have your supply application?

Then you have 2 options:

- 1.) Call us on **0512 502-5299**. Our service team will be happy to help you.
- 2.) Or you can enter your details here and download your supply application: www.ikb.at/neuvertrag

To do this, you need your customer number and your system number. After downloading, print out the supply application. Sign the supply application and send it to us by post.

Important information on the new contract

What changes – what will stay the same

We want all households in Innsbruck to be supplied with electricity, safely and reliably. This is especially important to us.

We have been one of the cheapest electricity providers in Austria for many years.

To keep it that way, we had to change a few things:

Until now, our electricity contracts were based on the General Terms and Conditions for the Supply of Electricity Version 14.

To enable us to respond better to the electricity market, we have changed the General Terms and Conditions of Supply.

The current version is Version 15, which we have already sent to you.

This version applies to existing and new customers.

But with a new contract, you also benefit from our special price advantages – the promotional bonus and the IKB bonus.

In figures this means:

With the new contract, you'll receive electricity from us until 31 March 2024 at **a maximum of 18.84 cents gross per kilowatt hour.**

This price also includes the promotional bonus and the IKB bonus.

The promotional bonus is currently 2.40 cents gross per kilowatt hour.

The IKB bonus is currently 3.84 cents gross per kilowatt hour.

Important!

The Federal Government offers support for all households with their own electricity meter: the federal subsidies. These subsidies only slightly increase the total cost of electricity for all households with an annual consumption of around 2,900 kilowatt hours.

What will stay the same:

We are constantly monitoring developments on the energy market and will always keep you well informed. We continue to reliably supply you with affordable electricity. Because we are still one of the cheapest energy suppliers in the whole of Austria!

Effects on your electricity bill

Many of you will now be asking yourselves:

What does all this mean for my electricity bill?

How much more do I have to pay now?

To give you a better idea, we've prepared a few examples for you.

This is how the new prices affect Innsbruck households:

Attention: The federal subsidies have already been deducted from these prices!

Household with 2 people and an annual consumption of around 2,400 kilowatt hours:

A **small household** will pay around **7 euros more per month**. In total, you can expect an electricity bill of around 50 euros per month in the future.



Household with 3 people and an annual consumption of around 3,500 kilowatt hours:

A **medium-sized household** will pay around **14 euros more per month**. In total, you can expect an electricity bill of around 74 euros per month in the future.



Household with 4 people and an annual consumption of around 5,000 kilowatt hours:

A **large household** will pay around **27 euros more per month**. In total, you can expect an electricity bill of around 110 euros per month in the future.



This is how the Federal Government, the province of Tyrol and IKB are providing support

Electricity must be affordable for all.
Therefore, there are different types of support:

How does the Federal Government provide support?

The Federal Government supports households throughout Austria with various measures.

- **The electricity price cap**

Households with their own meter pay only 10 cents net per kilowatt hour for 2,900 kilowatt hours of electricity. If the household uses anything more than this, it must pay the actual price.

This support is valid from 1 December 2022 to 30 June 2024. You **do not have to submit** an application for the electricity price cap. You will be credited the amount automatically. You can find a summary of all further information here:

www.ikb.at/energie/stromkostenbremse-in-kuerze

- **Grid cost subsidy up to 200 euros per year**

Some households survive on a particularly low income and therefore need more support. There is a further subsidy for these households.

The Federal Government's grid cost subsidy is up to 200 euros per year. It is valid until 30 June 2024. You must meet certain conditions for the grid cost subsidy.

For more information, see under grid cost subsidy.

www.ikb.at/newsdetail/netzkostenzuschuss-fuer-haushalte-mit-geringem-einkommen

The Federal Government has other subsidies and support for households in Austria. The overview of relief measures shows exactly which ones there are.

oesterreichsenergie.at/aktuelles/neuigkeiten/detailseite/ueberblick-entlastungsmassnahmen

How does the province of Tyrol provide support?

- **The Tyrol subsidy**

Here in Tyrol, there is also the Tyrol subsidy for households on low and medium incomes. The Tyrol subsidy not only helps with energy costs. It also supports you with your housing costs and heating costs.

You can find out who can receive the subsidy and how to apply here:

www.tirol.gv.at/gesellschaft-soziales/soziales/tirol-zuschuss/

How does IKB provide support?

- **The promotional bonus and the IKB bonus**

You may still remember that we granted you the promotional bonus for the new contract until 30 June 2024. We also offer the IKB bonus until 31 March 2024. With both price advantages, we can guarantee you the cheaper electricity tariff of a maximum of 18.84 cents gross per kilowatt hour until 31 March 2024.

- **The IKB advisory service**

Our team from IKB Energy Consulting looks forward to your enquiries.

You have 3 options:

- Simply visit us in our customer centre. Where: Salurner Straße 11 in Innsbruck
When: **Monday to Thursday from 8:00 a.m. to 5:00 p.m. and Friday from 8:00 a.m. to 1:00 p.m.**
- Call us free of charge on: **0800 500 502**
- Simply send us your questions by email to: kundenservice@ikb.at

Tips and advice from the Chamber of Labour

- **Do you have any more questions about our information and letters?**

The Chamber of Labour and its experts will be happy to help you.

You have 3 options:

- Call the Chamber of Labour hotline on: **0800 22 55 22 20 00**
- Ask your question by email at: strompreis@ak-tirol.com
- Read more about frequently asked questions on the Chamber of Labour website: tirol.arbeiterkammer.at/interessenvertretung/wirtschaft/AK_Tirol_richtet_Strompreis-Hotline_ein.html

FAQs

Why do I need a new contract?

We will continue to offer our customers an attractive electricity price in the future – based on the new General Terms and Conditions of Supply Version 15, which apply to all existing contracts as well as new contracts, when you sign a new one.

How do I take out a new contract? Who will help me?

Ideally, let us advise you personally.

You have 3 options for this:

- Just give us a call: **0512 502-5299**
- You can also send us an email to: neuvertrag@ikb.at or
- use our contact form: www.ikb.at/kundenservice/kontaktformular-neuvertrag

Do I get an interim statement for a new contract?

No, you will not receive an interim statement. You simply sign the new contract and send it back to us. You will then receive your annual statement from us as usual.

Do I have to adjust my instalments?

No, you don't. We calculate your average consumption. This then results in the new instalment amount including the subsidies and promotions. We will then inform you of this amount. However, if you wish, you can also adjust your monthly instalment yourself.

You have 2 options for this:

- You can make the adjustment online via our customer service “Change instalment”:
www.ikb.at/kundenservice/aenderung-teilbetrag
- You are also welcome to send us your changes by email. You simply send them with your customer number and installation number to: kundenservice@ikb.at

Do I have to read my meter for the new contract?

No, you don't have to read the meter. We calculate your meter reading based on your previous electricity consumption. Of course, you are also welcome to send us your meter reading. The best way to do this is online via our customer service:

www.ikb.at/kundenservice/zaehlerstand-bekanntgeben

In Tyrol, we generate our own electricity through hydropower. Why are energy prices still changing?

We generate clean electricity from hydropower in our power plants. In addition, we rely on photovoltaic systems. But we still have to buy electricity. Because we want to reliably supply all Innsbruck households with electricity at all times. We need large amounts of electricity for this. Our own electricity generation cannot supply the necessary amount, especially in winter. That is why we buy electricity. We have to do this on the electricity exchange at sometimes very high prices, unfortunately. We include these as additional costs in our electricity price.

Energy companies are currently making large profits. Why is IKB adjusting prices now anyway?

Unfortunately, here at IKB we actually expect to make a loss in 2023. At present, we are not yet able to generate the necessary amount of domestic electricity ourselves. For a long time, we were able to keep prices low for our customers by pursuing a long-term strategy for purchasing electricity. But prices have gone up and up. In order to be able to supply you with electricity safely, we have to buy more of this currently very expensive electricity. That is why we have now adjusted the prices.

How do I get the subsidies from the Federal Government and from the province of Tyrol?

You do not have to apply for the electricity cost subsidy from the Federal Government. You will be credited automatically. The same applies to the grid cost subsidy if you meet the conditions for it. For example, if you are exempt from GIS fees.

Do you live in a household of more than 3 people, and have already received the energy cost compensation in 2022? Then you will also automatically be credited with the extended electricity cost brake from the Federal Government. For everyone else, there will be another application model. We will keep you informed about this.

The Federal Government has other subsidies and support for households in Austria. The overview of the relief measures shows exactly which ones there are:
oesterreichsenergie.at/aktuelles/neuigkeiten/detailseite/ueberblick-entlastungsmassnahmen

Here in Tyrol, there is also the Tyrol subsidy for households on low and medium incomes. You can find out who can receive the subsidy and how to apply here:
www.tirol.gv.at/gesellschaft-soziales/soziales/tirol-zuschuss

Are there subsidies for heat pumps?

The electricity cost subsidy from the Federal Government applies to each electricity meter and the amount of 2,900 kilowatt hours per year. This means:

Does your heat pump run on its own meter or supply contract?

You will then receive the electricity subsidy on the household electricity bill and on the heat pump bill.

Does the heat pump run on the household's main meter?

Then there is also only one statement on which you receive the electricity cost subsidy.

Important!

We advise you not to equip the heat pump with its own meter now. The costs of this retrofit are significantly higher than the benefit from the temporary electricity price cap. The investment would not pay off due to the temporary electricity price cap. Furthermore, the second meter incurs additional costs from the grid operator.

Subsidy from the province of Tyrol for heat pumps and electric heating systems

Do you live in Tyrol and have particularly high heating costs?

Then the province of Tyrol still has its own subsidies for you.

The province of Tyrol pays out these subsidies once.

You can apply for these subsidies **from 17 July to 31 October 2023**.

You have to meet certain conditions for this. For example:

- You must have your main residence in Tyrol.
- Your income must not exceed a certain limit.

The same income limit applies as for housing subsidies.

Do you have any more questions? For more information, see under Tyrol subsidy for heat pumps and electric heating systems: www.tirol.gv.at/waermepumpen-stromheizungen-zuschuss

Important:

You will receive these subsidies in addition to the Tyrol subsidy.

More information is available here:

www.tirol.gv.at/gesellschaft-soziales/soziales/tirol-zuschuss/

Are there subsidies for charging power at home?

The electricity cost subsidy from the Federal Government applies to each meter and the amount of 2,900 kilowatt hours per year. You can use the electricity for whatever you want. Of course, you can also use it to charge your e-car. Your electricity provider will charge you for each additional kilowatt hour at the respective tariff.

Households of 4 or more people receive a further electricity cost subsidy. How do I get this subsidy?

Are there more than 3 people registered in your household according to the civil register?

Then you will receive the extended electricity cost subsidy. You will receive 105 euros per person per year.

Important!

You do not have to apply for this subsidy. The subsidy will be automatically deducted from your electricity bill from June. Sometimes the amount may not be deducted automatically. The Federal Government is working on its own application model to deal with these cases. We will keep you up to date.

Important!

You cannot submit your subsidy applications to us! Application and data collection via the civil register is only possible through the Federal Government.

Contact:

neuvertrag@ikb.at

Tel.: 0512 502-5299

Disclaimer: This text in English is intended to inform; it is an additional offer. The legally valid text are the contract and the law. You cannot make any claims based on the text in English.