

District Heating Flexible product agreement terms and conditions

1 January 2025

1. Entering into the agreement

- 1.1 In addition to these terms and conditions and price lists, the district heating terms and conditions in force from time to time shall apply to this product agreement.
- 1.2 The customer may select this product if measured data is available for the place of use for at least two (2) heating seasons and the current contract power is at least 26 kW.
- 1.3 This product agreement forms part of the contractual framework comprising the documents listed below. In the event of any conflict between the documents, the documents shall be applied and interpreted in the following order of precedence:
 - 1) Product agreement (confirmation of the product agreement and these terms and conditions)
 - 2) Connection agreement (district heating agreement)
 - 3) Price lists
 - 4) General terms and conditions for district heating
- 1.4 The product agreement shall take effect at the time indicated in the order confirmation sent to the customer, but not earlier than one (1) month after the confirmation is sent.

2. Terms and conditions specific to the product agreement

- 2.1 The product prices shall be valid until further notice and will be reviewed once a year if necessary. Changes in pricing shall be announced at least one (1) month in advance.
- 2.2 The product's capacity charge is determined when the agreement is entered into and is based on the measured hourly power demand during the period from 1 December to 31 March of the previous heating season. The peak power demand at the design

temperature (-26°C) is determined using a linear regression line based on hourly measured power values, with the values falling within the highest twenty per cent (20%) at each temperature selected for the calculation.

- 2.3 The contract power is reviewed annually and the updated contract power is announced by 31 October.
- 2.4 The reviewed contract power enters into effect on 1 January of the following year.
- 2.5 The prices of the product shall be determined in accordance with the price list in force from time to time.

3. Termination of the product agreement

- 3.1 The product agreement shall be valid until further notice.
- 3.2 The heat supplier shall have the right to terminate this product agreement and transfer the customer to the basic district heating product. In such an event, the heat supplier shall notify the customer in writing three (3) months in advance.
- 3.3 The customer shall have the right to terminate the product agreement by giving one (1) month's notice if the customer wishes to switch to the basic district heating product. The notice period shall commence on the last day of the month in which notice is given.
- 3.4 In other respects, the district heating terms and conditions shall apply to the termination of the agreement.

**Eco-friendly
heat
for your home.**



Nurmijärven Sähkö Oy
Customer service
Tel. (09) 8780 7300
asiakaspalvelu@nurmijarvensahko.fi
www.nurmijarvensahko.fi