



WATT+VOLT
ELECTRICITY | NATURAL GAS

WATT AND VOLT S.A.
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DISPUTE RESOLUTION PROCEDURE

1. Attempt to Friendly Settlement of disputes / Extrajudicial Resolution of Consumer Disputes

In the event of any dispute, disagreement or contestation arising from or related to the electricity and/or gas supply contract signed between WATT AND VOLT S.A (“Supplier”) and the Customer (“Contract”), the parties shall make every effort to an amicable settlement of the dispute in question, as specified below.

Within a period of 10 days following the receipt of a document of notification from any Party by the Party’s counterparty regarding the existence of the dispute, disagreement or contestation and the intent for an amicable settlement, the Parties are obliged to appoint a representative in writing (disclosing their information to their Counterparty). The appointed representatives of the Parties must define the method and time of communication (e.g. telephone conversation) which will take place within thirty (30) days after the receipt of the initial notification of the dispute above in order to try to settle the dispute in question by compromise.

In the event that the amicable settlement attempt fails, in particular either if the dispute is not resolved within a period of fifteen (15) days after the communication of the representatives of the Parties or if for any reason the communication does not take place within a period of thirty (30) days after receipt of the notice of dispute, except in the case in which the Parties agree and determine to perform such communication within a longer period of time, such disputes shall be resolved exclusively in accordance with the provisions of the following Article of this Annex.

In any case:

A) For any dispute between Small Customer/Consumer and Supplier, the customer may contact the Hellenic Consumers’ Ombudsman (www.synigoroskatanaloti.gr, Tel.: 210 6460862) or another competent body, which may be provided for in the legislation in force, acting as an out-of-court body of consensual dispute resolution; and

B) in case of the Customer’s disagreement regarding the amount of the consumption bill, as a condition for recourse to out-of-court and/or a judicial resolution of the dispute, the procedure of “Correction/dispute of a consumption bill ” drawn up and Published by the Supplier must precede.

2. Alternative Dispute Resolution and Online Dispute Resolution Platform (ODR)

In the event that from the digital conclusion of a contract for the supply of electricity or gas between our Company and the consumer-natural person any dispute, disagreement or contestation arises regarding the obligations deriving from the contract, the consumer has the right to recourse to an Alternative Dispute Resolution (ADR) procedure.

The certified ADR bodies for disputes that may arise with our Company are:

- [The Independent Authority “Hellenic Consumers’ Ombudsman”](#)
- [ADR POINT IKE - Center for Alternative Dispute Resolution](#)
- [European Institute for Conflict Resolution \(E.I.C.R.\)](#)
- [Institute for Alternative Dispute Resolution - StartAdr](#)

For more information on the procedure and the ADR bodies that cover our Company please visit: <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.adr.show> and http://www.synigoroskatanaloti.gr/stk_odr.html#odr2

If the consumer wishes to resolve the dispute that has arisen out of court, he/she can submit his/her complaint to the Online Dispute Resolution (ODR) platform.

The ODR platform is an interactive website, developed by the European Commission, which is also responsible for its operation and management. It is a single point of contact for consumers and traders seeking out-of-court settlement of disputes concerning contractual obligations by virtue of electronic contracts for sale or provision of services between

consumers and e-commerce traders established in an EU Member State.

More information on the ODR platform, the obligations of traders as well as practical issues regarding registration and use of the platform can be found at: <https://ec.europa.eu/consumers/odr/main/?event=main.trader.register>

3. Judicial settlement/Arbitration of the

In the event that the attempt to amicably settle any dispute, disagreement or contestation arising from or related to this Agreement fails in accordance with the above, the relevant disputes shall be resolved in accordance with the specific provisions of the General or Special Terms of the Contract.

In case of a contractual oversight of subjecting the disputes to the exclusive jurisdiction of RAE arbitration, the procedure laid down in the relevant legislation and/or the contract shall apply.

In the case of a contractual provision for judicial resolution of the dispute, the courts of Athens are competent, unless otherwise specified in the Contract.

In the case of applications for interim measures and applications for revoking and reforming decisions on interim measures, the disputes in question fall within the exclusive jurisdiction of the Court of Justice of Athens.