



# Conditions for Use of the Eesti Energia Mobile Application

Applicable from 15.11.2017

## 1. GENERAL CONDITIONS

**1.1** The Eesti Energia mobile application (Application) is intended for residential and business customers of Eesti Energia AS and customers of the universal service of Elektrilevi OÜ and persons authorised by them (collectively referred to as User), who have registered as users of the e-Service ([www.energia.ee](http://www.energia.ee)). The Application is owned by Eesti Energia AS.

**1.2** The Application can be downloaded free of charge from the App Store and Google Play.

**1.3** The Application provides the User with information on their contracts, the electricity consumption at the User's places of consumption on a yearly, monthly, weekly, daily and hourly basis, and allows the User to see the contact details of Eesti Energia and the Nord Pool Spot electricity exchange price information, and to manage their notifications and the bills received.

**1.4** The Application works over an internet connection, mobile data connection or Wi-Fi. The data connection fee is defined in the contract between the User and the mobile network operator.

**1.5** The User has to accept the Conditions for Use of the Application in order to use the Application.

**1.6** Eesti Energia may change the Application or the conditions for its use at any time. The User has to accept the Conditions for Use of the Application again in order to use the Application.

## 2. PERSONAL DATA

**2.1** By accepting the Conditions for Use of the Application, the User gives their consent to Eesti Energia for the processing of the personal data contained in the electricity contract of the User and/or the network contract with Elektrilevi, for the purpose of enabling the functionality of the Application.

**2.2** Personal data shall be processed subject to Eesti Energia's customer data processing policy. More information on the customer data processing policy is available at [https://www.energia.ee/-/doc/8457332/elekter/pdf/kliendiandmete\\_tootlemise\\_pohimotted\\_est.pdf](https://www.energia.ee/-/doc/8457332/elekter/pdf/kliendiandmete_tootlemise_pohimotted_est.pdf)

**2.3** Eesti Energia may make offers to the User for signing an electricity contract, conduct customer satisfaction surveys, and send other notices concerning the performance of the current electricity contract.

**2.4** Eesti Energia shall not forward any of the information received through the Application to third parties.

## 3. CONDITIONS FOR USE

**3.1** In order to use the Application, the User must authenticate themselves using their Mobile ID or personal identification code and reference number. The User shall confirm their identity by logging in to the Application. Business customers and their authorised persons can only authenticate themselves using Mobile ID.

**3.2** The Application saves the authentication data entered by the User for 190 days. The data is deleted if the User logs out of the Application using the log out button, or automatically after 190 days.

**3.3** When authenticating by Mobile ID, the User will be able to see all their residential customer contracts and places of consumption in the

Application. When authenticating by personal identification code and reference number, the User will only see the contracts for the places of consumption whose reference number was used for the authentication.

## 4. CONSUMPTION DETAILS

**4.1** The Application allows the User to view the consumption information submitted by the network operator to the data exchange platform.

**4.2** The network operator submits information about the amounts of electricity consumed to the data platform in accordance with the network regulations. Failures may occur during the transfer of data, which is why the information displayed in the Application may be temporarily not up to date.

**4.3** Consumption details cover only the consumption of active energy, but not the consumption of reactive energy or the production of active or reactive energy.

**4.4** The Application shows the User's daily and hourly consumption details and the aggregate hourly and daily consumption.

**4.5** The consumption details displayed depend on the electricity package chosen by the User. More information about electricity packages can be found on the website of the electricity seller [www.energia.ee/en/elektripaketid](http://www.energia.ee/en/elektripaketid).

**4.6** In the event of a discrepancy between the consumption details shown in the Application and those on the bill, the data on the bill shall be considered correct.

**4.7** The electricity exchange price information originates from the Nord Pool Spot (NPS). VAT and the customer margin will be added to all the NPS hourly prices shown in the Application. Eesti Energia shall not be responsible for the NPS data or any disruptions or failures of data transfer that result in the information shown not being complete.