

## Oomi Terms and Conditions, Consumers

The terms will come into effect on 1 December 2025

### 1. General

An electricity sales contract can be signed according to these terms by a consumer customer whose main fuse at the location of use is no larger than 3x63 A and whose annual electricity consumption does not exceed 100,000 kWh. The contract concerns the sale of electricity and is signed between the customer and Oomi Oy (the vendor). The contract is primarily governed by 1. these terms and conditions, 2. product-specific terms and conditions and relevant terms of any supplementary services and 3. the general Terms of Electricity Sales (SME 2024). In addition to this, 4. Oomi Oy's separate service price list available at [oomi.fi/service-price-list](https://oomi.fi/service-price-list) at the time in question will apply.

For the electricity network service (electricity transmission), the customer must have a separate network contract with the local electricity network company, which takes care of the transmission of electricity to the place of delivery. By accepting this contract and its terms and conditions, the customer authorises Oomi Oy to terminate the existing electricity sales contract if necessary and sign a new network contract in the customer's name.

Before the contract comes into effect, Oomi Oy has the right to check the contract seeker's credit information and require a reasonable guarantee fee or refuse to sign the contract if there is a very compelling reason not to do so.

In the processing of personal data, Oomi Oy complies with applicable legislation such as the Electricity Market Act and Data Protection Act as well as the EU's General Data Protection Regulation. Oomi Oy's privacy statement can be found at [oomi.fi/en/privacy-statements](https://oomi.fi/en/privacy-statements).

The electricity supplied based on this contract is generated by combining different energy sources depending on Oomi Oy's supply situation at the time. If a separate supplementary service regarding the determination of the origin of the electricity has been selected for the contract, the electricity is produced from energy sources according to the applicable product-specific terms and conditions of the supplementary service in question.

### 2. Start, duration, cancellation and termination of the contract

The contract will come into effect in accordance with the customer's subscription but no later than on the date on which the distribution system operator confirms to Oomi Oy that the customer's electricity sales contract can start. This date is confirmed to the customer with a contract confirmation notification. A contract is always specific to the customer and location of use.

The customer has the right to cancel the signed contract within 14 days of the moment of entering into the agreement. The customer must notify Oomi Oy's customer service of the cancellation by email or phone or online. If the contract is cancelled within the cancellation period but not until after the start of the supply of

electricity, the customer must compensate Oomi Oy for the electricity supplied up until the submission of the cancellation notice in accordance with the contract confirmation.

The fixed-term contract is binding and valid until the end of the contract period confirmed in the contract confirmation. If the customer has not given notice of termination to Oomi Oy 14 days before the expiry date of the fixed-term contract or signed a new fixed-term contract, the contract will continue to be automatically valid until further notice with the product and prices separately confirmed by Oomi Oy.

A continuous contract is valid until further notice, and its term of notice is 14 days for the customer and one (1) month for the vendor. Termination does not require a specific reason from either party, and it can be done by any written notice of termination.

When moving houses, the customer must notify Oomi Oy no later than two weeks before the moving date. A continuous contract will also end when the customer moves away from the location of use (housing unit). For avoidance of doubt, Oomi Oy is entitled to terminate the customer's continuous or fixed-term contract if the location of use to which the contract applies changes due to the customer moving. The customer may sign a completely new fixed-term contract for the new location at the prices valid at the time.

If a fixed-term contract ends before its specified end date for a reason attributable to the customer, other than moving or the reasons specified in sections 10.2.1–10.2.5 of the Terms of Electricity Sales (SME 2024), Oomi Oy is entitled to collect a reasonable contractual penalty from the customer. The contractual penalty is determined by the difference between the price of the customer's fixed-term contract and the market price<sup>1</sup> for the remaining contract period, multiplied by the electricity consumption of the remaining contract period. The calculation is based on monthly consumption over the previous 12 months. If the contract has been in force for a shorter period, the calculation is based on the monthly projection calculated based on the estimated annual consumption at the time the contract was signed.

<sup>1</sup>The price in the Finnish price area (SYS+EPAD) for derivatives on the Nasdaq Commodities electricity exchange at the time of notification or when Oomi Oy becomes aware of the change

### 3. Changes to the terms, conditions and prices

In fixed-term contracts, terms and conditions and the price remain the same until the end of the selected contract period, after which the contract will remain valid until further notice under the terms and conditions and prices separately confirmed by Oomi Oy.

We will notify the customer about changes to the terms and prices of continuous contracts no later than one (1) month before the changes come into effect.

A separate, current service price list of Oomi Oy applicable to contracts is available at [oomi.fi/en/electricity/service-price-list-for-consumers](https://oomi.fi/en/electricity/service-price-list-for-consumers). The service price list is valid until further notice and Oomi Oy has the right to change it without separately notifying the customer of the changes. For the avoidance of

doubt, changes to the service price list do not constitute a change to a continuous contract or a fixed-term contract and, therefore, do not justify, for example, the termination of a fixed-term contract.

Any changes to and increases in taxes and tax-like charges are taken into account in the sales prices of electricity immediately from the start of the obligation to pay the tax or charge. We will notify the customer of the change once the exact effect of the change on the price is known. Where applicable, these changes also apply to fixed-term contracts.

Oomi has the right to change the terms and prices of agreements that are valid until further notice, unless otherwise stated in the product-specific terms and conditions. The customer will be notified of any changes at least one month (1 month) before the change takes effect.

Oomi will notify the customer of changes to the agreement (prices, taxes, tax-like charges, terms and conditions, etc.) by email, postal mail, or as an invoice attachment. The notification may also be delivered via Oomi's online service. Oomi primarily uses electronic channels for communication. Customers may choose to receive paper communications free of charge.

If the customer has not chosen paper communications, Oomi will notify the customer of changes by email or via the online service. If the notification is published on the online service, Oomi will send the customer information about the existence of the notification and its key content in the agreed manner, for example by email or text message.

### 4. Other terms

The vendor is not liable for service outages, damage or errors in the self-service provision caused by disruptions in telecommunications, data system errors or malware. In the event of disruptions, the vendor has the right to cancel a contract signed by the customer through the self-service provision.

The aim is to always settle disputes concerning the contract through negotiations. The customer can also receive information and assistance from the Consumer Advisory Service ([www.kkv.fi/en/consumer-advice/](https://www.kkv.fi/en/consumer-advice/)). The customer can submit the matter in writing to the Consumer Disputes Board for processing, and the Consumer Disputes Board can give recommendations for settling the dispute ([www.kuluttajariita.fi/en/index.html](https://www.kuluttajariita.fi/en/index.html)). Should you so desire, you can also use the EU's online dispute resolution (ODR) forum for consumer disputes (<https://ec.europa.eu/consumers/odr/main/?event=main.home2.show>).

### 5. Metering of electricity consumption and invoicing

The local electricity network company is responsible for metering electricity consumption. The invoicing is based on measured electricity use and other measured values used in the balance settlement, whenever possible. If the invoicing is based on the user's own meter reading and the user has not reported a meter reading, the location of use is not equipped with metering equipment or the electricity could not be measured due to a failure of the metering equipment, or if the measurement data is not

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available due to a data transmission failure of the remotely read metering equipment, the projected consumption reported for the location of use by the local electricity network company is used.

On a contract for which time-of-day or seasonal electricity has been selected, the price of day energy is valid from 7:00 to 22:00 from Monday to Sunday for time-of-day electricity, while the price of winter day energy is valid from 7:00 to 22:00 from Monday to Saturday from 1 November to 31 March for seasonal electricity.

The network company will invoice the customer for electricity transmission in accordance with its price list.

Oomi Oy has the right to tell the customer about the e-invoicing option it offers by informing the banks that offer an e-invoicing service about the matter, which makes the option visible to the customer in their online bank and allows the customer to subscribe to e-invoices from Oomi Oy.