

Quality criteria for the business market

At Vattenfall, we believe it is important that you know what to expect from us. That is why we have established clear quality criteria for our services.

Invoices

- **Periodic invoice:** you can choose between monthly or yearly billing. We will send the invoice no later than three (3) months after the end of each supply period.
- **Final invoice:** upon termination of the supply agreement, you will receive a final invoice (*eindafrekening*) within six (6) weeks, including any applicable termination fee.
- **Bandwidth settlement:** If a bandwidth settlement applies to the previous supply year, you will receive this settlement no later than in the third quarter (Q3) of the new year. For more information, please refer to your supply agreement.
- **Inaccuracy:** it is possible that an invoice may be incorrect or incomplete. This may result from various causes, such as incorrect meter readings or an administrative error. In such cases, we will ensure that a correction is made within eight (8) weeks after you have informed us of the inaccuracy and all information required for correct invoicing has been received.

Your business data always at your fingertips

Via [My Vattenfall Business](#), you have access to your contracts, Points of Delivery, usage and invoices. This allows you to easily manage most matters yourself.

Do you have any questions? Our customer service team is happy to help

If you have any questions, please [contact](#) our customer service.

- We are available on working days from 08:00 to 17:00 by telephone and email.
- We respond to emails within fifteen (15) working days.

Are you dissatisfied? Submit your complaint

We strive to provide optimal service. In the unlikely event that you have a complaint, please contact our customer service department. We will work with you to find a suitable solution.

We aim to handle your complaint promptly and with due care. A maximum resolution period of eight (8) weeks applies, commencing from the date on which you report the complaint to us.

If your complaint relates to a Small Connection (*Kleine Aansluiting*), your supply agreement is not part of a multi-site arrangement, and you would prefer an independent assessment of your complaint, you may submit your complaint to the [Disputes Committee](#).

A dispute must meet certain criteria in order to be submitted to the Disputes Committee. See the section 'Applicable law and disputes' in our [General Terms and Conditions](#) for an overview of all these criteria.

Quality compensation

We strive to meet our quality criteria. However, if we exceed the eight (8) week complaint handling period, you are entitled to compensation of €25 per complaint.

If we do not respond to your email within fifteen (15) working days, do not send the periodic invoice within three (3) months, do not send the final invoice (*eindafrekening*) within six (6) weeks, do not provide the bandwidth settlement by the end of the third quarter (Q3) at the latest, or do not correct an incorrect or incomplete invoice within eight (8) weeks after your notification and receipt of all the information necessary for correct invoicing, you are entitled to compensation if one of these deadlines is exceeded a second time within a period of twelve (12) consecutive months. For emails, the compensation is €5 per email. For invoices, the compensation is €25 per invoice.

All compensation amounts are subject to a total maximum of €50 per situation. If a single situation gives rise to multiple compensation payments (e.g., multiple invoices for the same supply period or multiple emails regarding the same enquiry), the total compensation for that situation shall not exceed €50.

To be eligible for compensation, you must actively notify us in writing within one (1) year of the incident. Compensation is therefore not paid automatically. After this period has expired, the right to compensation lapses.

The right to compensation shall lapse in the event of force majeure or if the delay is attributable to you.