

# Conditions for Use of the Enefit Latvija Mobile Application

Applicable from 15.11.2017

## 1. GENERAL CONDITIONS

**1.1** The Enefit Latvija mobile application (Application) is intended for residential customers of Enefit SIA and customers and persons authorized by them (collectively referred to as User), who have registered as users of the e-Service ([www.enefit.lv](http://www.enefit.lv)). 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 the transmission of electricity meter readings, billing, contract information, electricity consumption at the User's connection sites for the year, month, week, day and hour, and allows the User to see information about Nord Pool Spot electricity exchange prices and Enefit contact information and manage their communications.

**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** Enefit 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 Enefit for the processing of the personal data contained in the electricity contract of the User.

**2.2** Personal data shall be processed subject to Enefit's customer data processing policy. More information on the customer data processing policy is available at: [enefit.lv/pazinojums-par-klientu-datu-apstradi](http://enefit.lv/pazinojums-par-klientu-datu-apstradi)

**2.3** Enefit 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** Enefit 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.

**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, if the smart electricity meter is installed at the User connection location.

**4.5** 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.

**4.6** 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. Enefit 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.