

**R U L E S
FOR
WORK WITH CUSTOMERS
“NIMEX – 2004” Ltd**

Chapter I

General Provisions

These rules define the conditions and the order through realization of the contacts with the customers, as well as the order, terms for consideration and reply to the complaints, warnings and suggestions of the customers by which the company has concluded contracts for delivery of electric energy.

Chapter II

Preliminary review of the incoming documents and procedure for identifying of complaints

1. The documents received and registered in the incoming registry of Nimex–2004 Ltd – letters, complaints, warnings, requests, objections and suggestions are transmitted from the technical secretary to the Manager.
2. The Manager assigns a preliminary review of the documents to the person with a legal qualification.
3. During the preliminary review under item 2 the subject of the document is clarified – whether it is a complaint or other request, suggestion etc.
4. If it is established that the question is not in the competence of the company, the documents return back to the customer with reference to whom he could apply his inquiry.
5. If it is established that the subject of the document is other request, inquiry, suggestion etc., the same transfers to the Manager, who makes a resolution for a written reply from the relevant unit of the company.
6. In cases that the requests, inquiries, suggestions etc. under item 5 refer to the frequently asked questions, answers of which are known and are of the same type, the relevant person prepares the replies and transfers them to the Manager for sign.
8. If it is established that the document is a compliant under the meaning of Article 22 of the Energy Law a formal check is performed in order to be clarified whether it corresponds to the requirements of Article 98, paragraph 1 of Ordinance on activities licensing in the energy sector (the Ordinance), namely:
 - it is written in Bulgarian language;
 - it is stated the name and the address of the complaint sender and of the energy company, against which the complaint is sent;
 - it is stated the subject of the request;
 - it is stated the circumstances on the case and to be presented evidences if the compliant sender has any;
 - it is signed by the compliant sender.

Chapter III

Procedure for reviewing of the documents

Reviewing of complaints

9. The procedure for reviewing of complaints starts with a resolution of the Manager.
10. The Manager specifies with an Order the employees, which will form the work group for review of the compliant.
11. It is obligatory in every work group to be included a representative of Market unit and, in accordance with the subject of the complaint in factual or legal complexity some experts could be involved in addition (lawyers, accountants etc.)
12. The work group collects, summarizes and analyses all necessary evidences for clarifying of the complaint circumstances.
13. The work group could invite the sides on the meeting at the office of Nimex-2004 Ltd for additional clarifying of the circumstances. The Minutes of meeting is signed by the representatives.

14. When the work group found out a necessity for check of the compliant incoming in Nimex-2004 Ltd it prepares motivated suggestion to the Manager for check implementation and the suggestion should be accompanied with a draft order.

15. After collection of all evidences in places and after the meeting with the parties a Protocol of findings is prepared to which Protocol all evidences should be enclosed. The Protocol should be signed by the persons implemented the check and by the checked person also.

16. The work group formulates conclusions on the explanations and objections made by the checked person, which are an integral part of the Protocol.

17. The work group analyses the evidences under the documents and prepares a report.

18. The work group transfers the collected evidences, protocols and the prepared report with the results from the implemented check to the Manager together with a suggestion for solution of the problem.

19. Nimex-2004 Ltd makes an opinion concerning the complaint in term of 28 calendar days from its submitting with eliminated irregularities.

20. Nimex-2004 Ltd informs the interested on the complaint parties for the results from the check in 3-days term with an registered letter or with a personal contact with the customer.

21. The documents, protocols and reports of the work group are archived in the Nimex-2004 Ltd register, in the customer files.

22. Every quarter of the calendar year a report should be prepared with analysis of the received complaints and requests and it should be presented to the Manager for making a decision concerning the improvement of the work in Nimex-2004 Ltd.

Reviewing of other documents

23. If the received document is a warning it will be checked from the relevant persons in term of 10-days. After characterization of the warning and issuing of the Protocol of findings some actions should be planned. The senders should be informed in 3-days terms after the accepted decision.

24. The received suggestion should be evaluated from the specialists in 30-days term. Suggestions which could be of an interest for the company should be evaluated in the relevant term concerning their applicability and effectiveness.

25. In case of request by the State committee for energy and water regulation Nimex-2004 Ltd sends a Summary concerning the received documents, which have been sent by the customers.

Chapter IV

Procedure for settling of dispute

26. Aroused disputes should be settled in the way of negotiations conducting and in case of disagreement they should be referred to the Bulgarian court.

Attachments:

Protocol of findings;

Register for complaints, warnings and requests;

Complaint form.

COMPLAINT FORM

For the attention of
The Manager of
Nimex-2004 Ltd

COMPLAINT

from

.....
(name, surname or company name - customer)

.....
(address)

.....
(e-mail; telephone)

Dear Mr. Manager,

1.....
(Short description of the complaint)

.....
.....

2. In accordance with the above – mentioned, please
.....
(Short description of the request according to the complaint)

.....
.....

3. In confirmation of the above – mentioned as enclosure please find the following documents:

.....

Date:

Signature of the sender:

/...../