

## **END USER RIGHTS REGARDING DISPUTE RESOLUTION REMEDIES**

- The parties may settle disputes by submitting written or electronic application using the contact information indicated in the contract.
- If an agreement isn't achieved, the end user have the rights to turn to the Public service regulation commission by submitting an application.

### ***Submission process:***

- Submission of a dispute consideration is to be submitted to the Public service regulation commission, located in Ūnijas iela 45, Rīga, LV-1039, e-mail: [sprk@sprk.gov.lv](mailto:sprk@sprk.gov.lv).

### **Procedure conditions :**

- Dispute consideration procedure is determined according to "On Regulators of Public Utilities" Chapter VII of the law.
- Text of the law can be consulted here : <https://likumi.lv/ta/en/en/id/12483>

### **Alternative dispute solutions:**

- If the agreement is not reached, electricity trader and end user can choose dispute solution in court, according to the procedures and processes determined in Civil law.
- The court is examining disagreements in relation to losses, payment documents or debt collection, according to procedures and processes determined in Civil law.

## **CHANGE OF TRADING MERCHANT**

**1. Electricity trading merchant change :** The change of electricity trading merchant is regulated by the Minister cabinet Regulation No. 50 dated from January 21<sup>st</sup>, 2014 "Regulations Regarding the Trade and Use of Electricity" XI. chapter " Change of the Trader - Balancing Service Provider" Full Minister cabinet regulation text can be consulted [here](#).

**2. Open electricity market:** You have the rights to choose your electricity trading merchant and we are here to help you! If your already are purchasing electricity from another merchant, but you want to start a collaboration with AS "PurpleGreen Energy Trade", send your application to [info@purplegreen.lv](mailto:info@purplegreen.lv) or call +371 24894460.

### **3. Contract settlement :**

- **Deadline :** If you want to settle a contract with us, please submit your application up until 15<sup>th</sup> of date of each month.
- **In force entry :** Contract will take force on the 1<sup>st</sup> date of following month , if you settle it until 15th date of the previous month. If the contract is settled after the 15<sup>th</sup> , it will take force on the 1<sup>st</sup> date of next month.

### **4. Application process:**

- Send an application to the e-mail address: [info@purplegreen.lv](mailto:info@purplegreen.lv) or call +371 24894460.
- After settlement of contract we will submit a statement to AS "Sadales tīkls" about your trading merchant change, you will not be needed to do anything else.

Come to us and save money with PurpleGreen Energy Trade!