

Dear customer,

We hereby inform you about the natural gas supplier's obligations in accordance with the provisions of the Performance Standard for the natural gas supply*

For a permanent quality improvement of the natural gas supply services, the President of ANRE issued Order no. 37/01.10.2007 regarding the approval of Performance Standard for the natural gas supply. According to the provisions of this Order, the natural gas supplier shall:

- Respond the request/petition received from any applicant/consumer, which topic will be the conclusion/amendment of a natural gas regulated/requested supply agreement in 15 days from the petition/request record;
- Respond the notifications addressed in writing by the consumers regarding invoices, explaining them the invoice content and in case the consumers' request proves to be reasoned/grounded, to proceed the invoice re-calculation, in 15 days from the request form record;
- Respond the notifications of any consumer regarding the natural gas quality, in 15 days. The Supplier may send, if the case, the latest chromatographic analysis bulletin, determined in accordance with the applicable legal provisions. If the superior calorific power of supplied natural gas is different from the invoiced one, the supplier shall recalculate the natural gas consumption. The consumer's claims regarding the superior calorific power value may be addressed in maximum 2 months from the invoice date;
- Respond the notifications of any consumer regarding the operating, replacement, remedy, change of the meter run place and other similar, in 30 days.

In case any of the abovementioned obligations has not been complied with, in your opinion, you may address to AMROMCO ENERGY SRL in maximum 30 days from the due date of the provided terms.

AMROMCO ENERGY SRL shall communicate you a response in 20 days from the claim filing, or, if the case, immediately take all necessary emergency measures.

In case of non-compliance of the above obligations, AMROMCO ENERGY SRL shall pay penalties which value starts from 30 Ron and may reach 150 Ron.

The Customer may notify ANRE in maximum 60 days from the due date of the supplier's payment obligation, for non-compliance of provisions of the performance indicators.

AMROMCO ENERGY SRL offers qualitative offers to its customers, following the development of long-term and highly professional partnership.

AMROMCO ENERGY SRL ensures the compliance of the obligations in its capacity as natural gas supplier according to provisions of Order 37/01.10.2007.

For any additional information please visit our webpage www.amromco.com.

For any notifications / recommendations you can write us on email address: officeplo@amromco.com.

*Order no. 37 dated October 1, 2007 issued by the National Regulatory Authority in Energy Sector.