

Effective as of 15.6.2024

## Price list for services

Delivery of print-outs	VAT 0 %	VAT 24 %
Extra invoice (at the customer's request) €/each	16.13	20.00
Copy of invoice (on paper) €/each	9.68	12.00
Copy of invoice (electronically) €/each	4.03	5.00
Copy of invoice as self-service (Oma / Yritys Helen)	<i>Free of charge</i>	
Copy of contract confirmation (on paper) €/each	9.68	12.00
Copy of contract confirmation (electronically) €/each	4.03	5.00
Contract confirmation as self-service (Oma / Yritys Helen)	<i>Free of charge</i>	
Reporting service €/h	56.45	70.00
Reporting initiation charge €/each	16.13	20.00
Power of attorney processing €/each	8.06	9.99
Express moving service* (by phone) €/contract	14.52	18.00
Express moving at helen.fi*	<i>Free of charge</i>	
Refund of an extra payment €/refund	4.03	5.00

### Collection charges

Payment reminder, consumers (VAT-free) €/each	5.00	–
Payment reminder, business customers (VAT-free) €/each	10.00	–
Payment time for the invoice, consumers, by phone (VAT-free) €/each	5.00	–
Payment time for the invoice, consumers, as self-service (Oma / Yritys Helen)	<i>Free of charge</i>	

#### For additional information on

- the start of electricity supply
- equipment replacements
- having the meter and metering checked
- replacement and sealing of fuses
- additional meter reading,

please contact your local distribution company, as procedures vary by distribution company.

#### Delivery of print-outs

Customer-specific data are sent only directly to the customer or to a party authorised in writing by the customer. More extensive reports (exceeding 5 pages) are usually charged as hourly work.

#### Collection charges

Penalty interest on invoices paid after due date specified in the invoice shall be in accordance with the Interest Act. Interest and collection charges are debited in connection with the customer's next electricity invoice. When electricity supply that has been disconnected due to unpaid invoices is reconnected, the connection dates and charges will follow the local distribution system operator's price list.

Outstanding invoices will be transferred to a collection agency for collection.

*\*The payment applies to same-day or next-day moves. Grid services are the responsibility of the local distribution system operator. Related charges, such as connection and disconnection charges, will be charged according to the network provider's current price list.*