

IMPORTANT INFORMATION ON THE NEW ELECTRICITY TARIFF

Salzburg AG offers new electricity tariffs with lower prices as of 1 June 2023.
Active consent of customers is required to change to the new electricity tariff.

The new electricity tariffs are among the lowest in Austria. For a household with an average electricity consumption of 3,500 kWh per year, the tariff change results in **annual savings of 92 euros**. The Austrian electricity cost brake is taken into account.

The tariff change requires to conclude a **new electricity supply contract**. The reason is that currently there are legal ambiguities throughout Austria about how changes in electricity prices are to be handled. This applies both to price increases and reductions. The new electricity supply contract only allows to agree to a new, more favourable electricity tariff. It does not have a fixed term or waivers for the past.

All Salzburg AG electricity consumers will get either an information letter or an e-mail on the new tariffs and how to carry out the tariff change. For the new electricity prices please refer to this letter or our website salzburg-ag.at.

Three ways to a favourable electricity price – it's as simple as that!
There are three different ways to make the change as easy as possible:

Those who wish can conclude the new contract in paper form.

The information letter contains two copies of the new electricity contract. By returning a **signed** copy in the enclosed envelope, the new contract is concluded. The signed contract can also be handed in at the customer centre at Gebirgsjägerplatz in the city of Salzburg or at the regional information points in Golling, St. Johann and Bruck.

Anyone can conclude the new contract online.

There are two ways to do so:

In the Salzburg AG customer portal

Every customer can create a personal account in the Salzburg AG customer portal. It offers at any time an overview of all tariffs and services used. The tariff change is offered immediately upon entering the customer portal. Those who do not yet have an account can register for a new account.
salzburg-ag.at/kundenportal



Online form on the website

The tariff can also be changed online at the Salzburg AG website. There is an **activation code** for each contract account for unique identification. This code is included in the information letter or in the e-mail which all customers will receive by end of May 2023.
salzburg-ag.at/umsteigen



Protect the environment, save money and receive days with electricity free of charge

Postal letters cost money and pollute the environment through paper production, printing and transport. Customers to whom we are allowed to send contract-relevant information by e-mail therefore receive **six days with electricity free of charge** (Freistromtage). You can agree to electronic communication when changing tariffs in the customer portal or via online form on the website.

What else is important?

There is a separate contract for each customer account. This contract applies to all the metering points listed in it. Customers with several contract accounts will therefore receive several letters regarding the changeover. A signed copy of the contract must be returned for each customer account.

When changing to online service, you can either switch all customer accounts at once in the online form on the website and via the customer portal, or you can do this for individual accounts only.

When the new electricity supply contract begins, the existing electricity supply contract is terminated at the same time by mutual agreement. When changing tariffs, Salzburg AG electricity cost subsidies and any days with electricity free of charge (Freistromtage) for SEPA, ZAMM as well as from the pool contracts remain valid.

A dedicated customer service team is available for all questions regarding the tariff change at the **telephone number 0800/220 052** or by e-mail to umsteigen@salzburg-ag.at.