



## Are you moving?

### Necessary information for energy users.

#### Bills and Reading of energy meters

General customers will receive a bill once a month and accounts are settled annually. Energy bills from Orkuveita Reykjavíkur are based on an estimate of your energy usage and will be collected regularly according to this estimation. Once a year, you will then receive a settlement of accounts according to your actual energy usage. This is done to verify the original estimation. The yearly reading is included in the energy expenses. Users are obliged to grant employees from Orkuveita Reykjavíkur access to the meters.

Customers are encouraged to check their own meters regularly as they may ask for a settlement of accounts more often, even once a month. A form containing information on credit card payments is available at the homepage of Orkuveita Reykjavíkur at [www.or.is](http://www.or.is) or by calling our Service Desk at 516-6100.

#### It is important that you announce all changes of residence or user

It is very important that you notify Orkuveita Reykjavíkur of a change of residence. If Orkuveita Reykjavíkur does not receive such a notification, you will continue to be registered as a user at your old address. As a registered user, you are responsible for the usage measured by the energy meters until a notification of your new address is submitted or your contract with the Orkuveita Reykjavíkur is terminated. You can notify Orkuveita Reykjavíkur about your change of residence by filling in the form available on [www.or.is](http://www.or.is) or by calling our Service Desk at 516-6100.

Please note that homeowners are responsible for ensuring that the right person is registered as the energy user. Should the homeowner or his representative be aware of a change of the energy user without Orkuveita Reykjavíkur knowing about it, he must immediately notify Orkuveita Reykjavíkur. If the homeowner neglects this obligation of notification, it will be his responsibility to cover all the unpaid bills.

## Costs of collecting and termination of energy delivery

Orkuveita Reykjavíkur has the right to collect interests from the payment date\* of the bill to be paid in addition to extra costs due to the collection of overdue bills.

Orkuveita Reykjavíkur has the right to terminate energy delivery due to non-payment. In all cases, customers are notified in writing about a pending termination of energy delivery with a notice of at least 14 days. Should a termination take place due to non-payment, the customer must pay for all costs involved according to Orkuveita Reykjavíkur's price list. These costs are additional expenses to other costs involved for the collection of payments.

Please contact the Collection Department of Orkuveita Reykjavíkur in order to avoid a necessary collection of payment and additional costs.

## Shared energy meters in apartment buildings

Please note that if one individual is registered for a shared meter in an apartment building, this does not mean that this individual alone is responsible for the usage. The responsibility in this case rests with the residents' association or the actual users. To avoid a conflict of interest, it is best to register the residents' association as the user. In order to do this, Orkuveita Reykjavíkur must receive a request from the party currently registered.

Owners of separate estates are always obliged to pay for shared usage of electricity or hot water in accordance with their share in the common property.

## Rented accommodation

If you rent an apartment, you have the unrestricted right to be registered as the energy user, if you wish to. Should, however, your landlord be registered as the user, he will bear responsibility for the payment of bills for your energy usage. Please note that the person registered as the energy user may demand a termination of energy delivery even if there are no payment debts.

Finally, we would like to encourage you to visit our website at [www.or.is](http://www.or.is) and to learn how to use our service there. If you have questions or need more assistance, please use the following possibilities of contacting us

- Service Desk: 516-6100
- Free Service Number: 800-1010
- Maintenance service: 516-6200
- Email: [or@or.is](mailto:or@or.is)

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\* The payment date is the same as the deadline, i.e. the 5th of each month.