

[...]

**Article 8**

- (1) The Supplier is bound to reply to the referrals of any consumer with regard to the quality of the supplied natural gas.
- (2) The Supplier is bound to supply natural gas which to comply with the minimum natural gas quality conditions provided in the Technical Agreement for the Exploitation of the Commercial Delivery/Receipt Points.
- (3) In case that, within 15 days, the Supplier fails to review the received referral and to communicate in writing to the consumer the result of such review, including by providing, as the case may be, the latest chromatographic test report determined in accordance with the valid legal provisions, the supplier shall pay to the consumer the penalties provided at Annex no. 1.
- (4) In case of exceeding the 15 day due period, the Supplier shall be bound to pay the penalties provided at Annex no. 1 for each additional day in which it fails to comply with the obligation provided in this article, including for the day in which it complies with such obligation.
- (5) In case that, as a result of the received referral, it is ascertained that the high heat output of the supplied natural gas, determined in accordance with the provisions of the Regulation for Metering the Quantities of Natural Gas Traded on the Wholesale Market, is different to the heat output of the invoiced natural gas, the Supplier shall proceed with recalculation of the natural gas consumption according to the valid legal provisions.
- (6) The complaints of the consumers with regard to the heat output used for invoicing may be submitted within maximum two months as of the date of issuing the invoice.

[...]

**Article 21**

- (1) The Supplier is bound to report on annual basis to the Romanian Energy Regulatory Authority the level of achieving the performance indicators according to Annex no. 3.
- (2) Annex no. 3 shall be filled-in in writing and in electronic format by the Supplier and submitted to the Romanian Energy Regulatory Authority until 1 April.

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