

ENVIRONMENTAL PENNY, PRICES AND TERMS AS FROM 1 JAN. 2021

Environmental Penny is available for customers with an electricity contract with Helen Ltd. If the customer does not have a valid electricity contract with Helen, the contract will be agreed on separately. The contract and prices are valid until further notice. The contract can be cancelled with a period of notice of two weeks. The prices include value added tax, and they comply with the public price list valid at any given time.

ENVIRONMENTAL PENNY

For a fee of €1.71 per month, the customer will receive 1,000 kWh of wind power per year at the price of the electricity contract of their choice. Each year, 1,000 kWh of the production form of the customer's electricity contract will be replaced by wind power. By being an Environmental Penny customer, you increase the balance of your Environmental Penny account. The customer pays Helen €1.71 per month for Environmental Penny, and Helen deposits €3.42 per month in the account. The funds of the Environmental Penny account are used on supporting renewable energy solutions.

Price: The price of Environmental Penny consists of the monthly fee of €1.71, which includes 24% value added tax (€1.38/month, 0% VAT).

DELIVERY PERIOD AND BILLING

The Environmental Penny contract enters into force immediately when the electricity contract is valid, and billing takes place in connection with the billing for the customer's actual electricity contract.

TERMS OF SUPPLY

Helen's terms of electricity sale / terms of electricity supply, where applicable

RIGHT OF WITHDRAWAL IN DOOR-TO-DOOR AND DISTANCE SELLING BY VIRTUE OF THE CONSUMER PROTECTION ACT

According to the Consumer Protection Act, the customer is entitled to withdraw from a contract within 14 days of drawing up the contract. The time limit for withdrawal ends after 14 days from drawing up the contract. In order to exercise the right of withdrawal, the customer must notify us [name, product to be withdrawn, metering point address, metering point number and, if available, telephone number and email address] of their decision to withdraw from the contract in an unambiguous way (for example, by sending a letter by post or by email).

The customer may also use the cancellation form, but it is not compulsory to use it. To comply with the time limit for withdrawal, it is sufficient that the customer sends a notification on exercising the right of withdrawal before the end of the withdrawal period.

IMPACTS OF WITHDRAWAL

After receiving the withdrawal notification, the contract will lapse and the customer will not be charged the monthly fee of the Environmental Penny contract.

CUSTOMER DATA AND DATA PROTECTION

We process personal data according to law and in a reasonable and transparent way. Further information on the processing of personal data is available on helen.fi/henkilötiedot.