



How do I get my electricity?

All households in Sweden need to have an agreement with a grid operator (elnätsföretag) and an agreement with an electricity trading undertaking (elhandelsföretag). The grid operator owns the electricity grid in your area and the electricity trading undertaking supplies you with the electricity you use. Getting electricity delivered to your home is a two-step process: you first have to register with your grid operator and then contact us at Bixia. The grid operator owns the electricity grid, transmits the electricity to your home and also manages any power failures and fuse changes. You cannot select a grid operator, but you can freely choose amongst electricity trading undertakings.

When you move into a new house or flat, it is important that you contact your grid operator to register your move. It is equally important that you contact us at Bixia to obtain the best possible electricity supply contract (elavtal) for your needs. If you do not actively choose an electricity supply contract, or let us recommend a contract to you, you will receive a special notification contract (anvisningsavtal) that is often more expensive than other electricity supply contracts.

When you contact us, we will need the following information:

- your personal ID number (personnummer)
- your name, address and telephone number
- the date on which the electricity supply contract is to take effect
- your grid area ID (nätområdes-id) and plant ID (anläggnings-id). *You will find this information on your electricity bill. You can also request this information when you register with the grid operator.*

Contact us:

Telephone number: 0771-60 30 30
From abroad, you can reach us on +46 771-60 30 30

Email: kundservice@bixia.se

Opening hours

Visit bixia.se/kundservice to see our current opening hours.

Why choose Bixia?

As a Bixia customer, you always get 100% renewable electricity at no extra cost. Together, we do more than just utilise the renewable electricity already being produced – we also contribute to increasing it. You also get excellent customer service and favourable terms for your electricity supply contract.

How do I get an electricity supply contract (elavtal)?

It is easy to sign up for and switch electricity supply contracts. Switching from another electricity supplier (eleverantör) to Bixia is free of charge. Contact our customer service and we will be happy to help you.

You can also sign an electricity supply contract at bixia.se/elavtal

If you're already a Bixia customer

If you are already a Bixia customer and want to renew or change your existing electricity supply contract, you can do so by

- logging in to My Bixia (Mitt Bixia) via our website or app
- chatting with us online at bixia.se
- calling our customer service on 0771-60 30 30

My Pages (Mina sidor)

By logging in to Mina sidor at bixia.se/mina-sidor, you can view your invoices, your electricity consumption and change your electricity supply contract.

Mina sidor is currently only available in Swedish.

www.bixia.se/mina-sidor

What am I paying for electricity?

Your electricity costs are divided into two parts. You pay a portion to the grid operator for the maintenance of the electricity grid. This part consists of a fixed fee and a variable fee that depends on your electricity consumption (measured in kilowatt hours, kWh). Bixia has no control over this part.

Bixia invoices you for the electricity you consume. The electricity price consists of a fixed fee, the electricity price (öre/kWh), VAT, any surcharges and statutory fees. The amount you pay will largely depend on the amount of electricity you consume.

How do I pay my bill?

Your invoice will be sent to you once a month. You can choose to receive your invoice by email, online bank or by post.

However, choosing a digital alternative is both more convenient for you and better for the environment.

Let us know which invoicing method suits you best – we don't charge any invoicing fees. We need to know your personal ID number, the name of your bank and your email address.

Do you want the charges to be taken directly from your bank account through direct debit?

You will still receive an invoice once a month as usual. However, the charge will be automatically deducted from your bank account. All you have to do is make sure there is enough money in your account. Autogiro Direct Debit is a convenient way to avoid payment reminders and late payment charges.

Foreign payment

To pay from abroad and avoid high fees, you will need to enter the SWIFT and IBAN codes found at the bottom of your invoice.

Which electricity supply contract (elavtal) should I choose?

Our electricity supply contracts

Variable electricity price (rörligt elpris)

A variable electricity price follows the price trend in the electricity market. This means that the price you pay for electricity will vary from month to month. Variable prices are therefore suitable for those of you who like to monitor your electricity consumption and are flexible in the face of price fluctuations. If you choose variable electricity prices, you can switch to our second electricity supply contract at any time – Bixia Framtid.

Bixia Hourly Rate

An hourly rate agreement follows the spot prices on the Nordic electricity exchange Nord Pool and you pay by the hour – at the price that applies at the time. Your price is therefore affected by the time of day you use your electricity and you can influence your electricity costs by steering your consumption to the hours with the lowest rates.

Are you moving?

You can move anywhere within Sweden and still have Bixia as your electricity trading undertaking.

Call our customer service on 0771-60 30 30 or send an email to kundservice@bixia.se and we will help you sign a new agreement for your new address. Please contact us no later than seven days before your move to avoid unnecessary costs. We will also contact your new grid operator (elnätsföretag) to register your move. We are happy to help you with everything relating to the transfer of your electricity supply contract.

You will need to provide us with the following information:

- Your personal data, your address and your flat number, if you have one.
- Your phone number.
- The date you want us to start supplying electricity to your home.
- Who will be responsible for the contracts. *If you are moving together with someone, you must inform us of who will be responsible for the contracts as both the grid contract and the electricity supply contract must be signed by the same person.*