



## VSE WARNS AGAINST FRAUDSTERS

The company shall protect itself and intends to file a criminal complaint

Residents of Košice and Prešov have drawn attention of VSE to fraud activities of door-to-door salesmen of electricity. In order to convince households to sign contracts on electricity supply they claim that VSE has refrained from electricity billing, which is not true.

### Fraud

The most frequent way of deception is the formulation such as **"The method of electricity billing has been changed. It is provided by a different company now. Sign it here and you will get electricity as in the past"**.

According to VSE, the salesmen mislead potential customers in connection with the nature of the supplier switching process. They have withheld information from the customers or have not given them a satisfactory explanation that it will commence the supplier switching process.

### Warning

Therefore VSE points out that the information given is misleading and the company is not changing the billing method. At the same time, it is necessary to mention that VSE still uses its four usual contact channels when addressing the Household customers. Those include Customer Service Centers, VSE Hotline, e-mail and traditional mail only, and not personal visits.

### How not to get hoodwinked

**"Take your time and think carefully about whether you present your ID card or electricity bills to strangers"**, the head of the section Sales Juraj Krajcár gives advice to customers of VSE. VSE recommends its customers to verify the identity of persons who pass themselves off as VSE representatives on the VSE Hotline 0850 123 333.

### Measures

VSE shall inform their customers about all facts known and relevant to them through all information channels available. **"We also intend to use legal instruments to protect our good reputation"**, J. Krajcár announced. At present, VSE has been preparing materials for a criminal complaint and analyzing other possible legal steps.

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Východoslovenská energetika a.s. (VSE) is an energy utility company providing complete services related to electricity consumption. Since 2003 it has been a part of the German RWE Group, one of the leading European energy companies.

VSE supplies electricity to more than 500,000 customers – households, companies and organizations. The mission of the company is to provide reliable and complex services which correspond to the needs of customers. In 2009 VSE sold more than 3,389 GWh of electricity. The average number of employees is 1,550.