Access Agreement
for Customer Portal
("Online Agreement")
between
[name of the Storage Customer]
and
Gas Storage Denmark A/S

1. Parties to the Online Agreement

This Online Agreement has been entered by:

Gas Storage Denmark
Name: Gas Storage Denmark A/S
Address: Tonne Kjaersvej 65
Postcode and town: DK-7000 Fredericia
Relevant contact: Rune H. Gjermundbo
Telephone: +45 61 24 02 14
Email: rhg@gasstorage.dk
CVR no.:   29851247
(hereinafter referred to as "GSD")

and

Storage Customer
Name: [XXX]
Address: [XXX]
Postcode and town: [XXX]
Relevant contact: [XXX]
Telephone: [XXX]
Email: [XXX]
CVR no.:   [XXX]
VAT no.:   [XXX]
(hereinafter referred to as "Storage Customer")

2. Definitions

Unless otherwise expressly stated, capitalized words shall have the meaning defined in General Terms and Conditions Gas Storage ("GTCGS") in the applicable version at any time.

3. Purpose and scope

By entering into this Online Agreement, the Storage Customer is entitled to use GSD's customer portal ("Customer Portal") to:

a) access to Storage Agreements concluded between the Storage Customer and GSD - e.g. Storage Customer Agreement, Nomination Agreement, REMIT reporting, Transfers, Filling Requirements or agreements for sale/purchase of Storage Capacity or other storage services;

b) re/nominate injection of Natural Gas into the Storage Facilities or withdrawal of Natural Gas from the Storage Facilities; and

c) access to information regarding Storage Customer's Master Data, Shipper Codes, overview for Stored Natural Gas per Hour, Day or Month, or Invoices and their status.

Authorisation of Users in the Customer Portal is conditional on the Storage Customer has concluded this Online Agreement with GSD.

4. Two types of authorisation level

The Storage Customer's Users may be assigned one of the following two types of access to the Customer Portal:

a) <u>Administrator</u>, which enables the User to view data as set forth in clause 3 a) and 3 c) and in addition, to re/nominate injection or withdrawal of Natural gas as set forth in clause 3 b) ; or

a) <u>Read-only</u>, which enables the User to view the Storage Customer's data.

All authorised Users and their type of authorisation are as notified in the Users List at the end of this Online Agreement.

5. Authorisation of Users

The Storage Customer shall submit name, title, email address and mobile phone number for the Users who should have access to the Customer Portal. The Storage Customer shall also specify the authorisation type of each User:

    a) Administrator; or
    b) Read-only.

For the purpose, the Storage Customer may use the Users List at the end of this Online Agreement, completed and submitted as a PDF version attached in an email sent to contact@gasstorage.dk.

All Users shall be employed by the Storage Customer and authorized to act on behalf of the Storage Customer.

In case of Re/Nominations carried out by a Third Party providing 24/7 or out-of-office-hours dispatching operations on behalf of the Storage Customer, the Storage Customer may authorise Users employed by such Third Party with user access to the Customer Portal.

Storage Customer shall promptly notify GSD if the employment of any registered User ceases.

Further, the Storage Customer is obligated to inform GSD in case the Storage Customer wants to change the type of the authorisation of a User.

6. Maintenance of Users and Users' authorisation

On request by the Storage Customer, GSD shall create new User(s), delete or update existing one(s). For the purpose, the Storage Customer shall inform GSD following the procedure described in clause 5 above.

7. Access and security

Subsequently to the conclusion of this Online Agreement, the specified User(s) in the Users List will receive a mail from GSD's Back Office containing guidelines for how to access the Customer Portal.

A User's login information is strictly personal and may only be used by the relevant User and may not be disclosed to anyone else. The Storage Customer is liable for all data registered through the Customer Portal.

8. Limitations to information and services offered through the Customer Portal

GSD is entitled to change the functionalities supported through the Customer Portal as a self-service and inform the Storage Customer about it.

Further, GSD may add or remove information or services available through the Customer Portal or limit the Storage Customer's use of the services.

9. Limited liability of GSD

GSD is only liable for loss incurred by the Storage Customer from using the Customer Portal if such loss is due to material negligence on the part of GSD, and the Storage Customer has informed GSD of the problem causing such loss without undue delay. Furthermore, the provision of GTCGS's clause 19, Termination and damages shall apply.

In addition, GSD cannot be held liable for any losses incurred in connection with Nomination or Renomination processed by using the Customer Portal. Thus, the Storage Customer shall continuously monitor

whether a Nomination/Renomination processed through the Customer Portal is correct, matched and confirmed by GSD.

In case the Storage Customer discovers any problems with a Nomination/Renomination, the Storage Customer shall immediately contact GSD for assistance. GSD is not obligated to assist the Storage Customer if the Storage Customer has not reported a problem without undue delay or if the commencement time of the relevant Nomination/Renomination has been exceeded.

Notwithstanding the above, GSD cannot be held liable for loss due to unavailability or lack of access to the Customer Portal, or damage to any data stored through the Customer Portal, regardless of whether GSD or any third party is responsible for the operation of the Customer Portal.

10. Storage Customer's liability

A User's login information is strictly personal. The Storage Customer and the Storage Customer's User are responsible for the confidentiality and the use of the personal login information of the User. Thus, the Storage Customer shall cover any loss incurred by GSD or any other Storage Customer caused by the improper use of the Users' login information.

However, the Storage Customer shall not be liable for losses occurring after the Storage Customer or the User has informed GSD that the User's account must be suspended in accordance with the procedures set forth in clause 12 of this Online Agreement.

11. Technical requirements

To gain an access to the Customer Portal, the User shall have a web browser installed and have access to the Internet.

12. Suspension of User's account

The Storage Customer shall immediately inform GSD in case the Storage Customer becomes aware of any unauthorised use of a login information or receives any confirmation regarding Nomination/Renomination not ordered by the Storage Customer.

The Storage Customer may at any time suspend a User's account by sending an email to contact@gasstorage.dk followed by a phone call to GSD's contact published on https://gasstorage.dk/Contact-and-communication. GSD shall not be considered to have been informed before GSD receives both the email and the telephone call.

After receiving notification for unauthorised use observed by the Storage Customer, GSD shall promptly suspend the relevant User's account.

Furthermore, upon the suspension of the User's account, GSD shall send an email to the User's email address notified in the Users List attached to this Online Agreement. By sending the mail, GSD shall confirm the suspension of the User's account and provide information about the time for the received request for suspension, which is the latest of either the receipt of the email or the telephone call as mentioned previously in this clause 12. Following the suspension, the Storage Customer and GSD may agree on issuing of a new account for the User.

13. Assignment

The Storage Customer's rights and obligations under this Online Agreement may not be assigned to a third party without GSD's prior written consent.

GSD may assign its rights and obligations under this Online Agreement to a third party which performs the gas storage activities pursuant to applicable law at that time or to a legal entity in the Energinet group which performs the gas storage activities.

14. Term of agreement

This Online Agreement enters into force when signed by the Storage Customer and GSD.

The Online Agreement may be terminated by the Storage Customer without notice. Furthermore, the Online Agreement shall end if the Storage Customer's framework agreement (Appendix 1 to GTCGS) is terminated.

15. Changes

This Online Agreement is subject to the version of GTCGS applicable at any time. In case of conflict between this Online Agreement and GTCGS, this Online Agreement shall prevail.

The Storage Customer shall accept any regular changes to this Online Agreement, which are necessary to keep this Online Agreement in compliance to the version of GTCGS applicable at any time.

16. Venue and applicable law

This Online Agreement shall be governed by Danish law.

Any dispute or controversy arising from this Online Agreement shall be settled in accordance with clause 18 of GTCGS.

Stenlille,   /   / 2022   ,   /   / 2022

Gas Storage Denmark A/S: [name of Storage Customer]:

_____   _____
Rune H. Gjermundbo   [Name and title of employee]
Head of Business Operations

Users List

Authorised Users – Storage Customer

Pursuant to the terms and conditions of this Online Agreement, the Storage Customer requests the following employees to have access to Online:

Name: ....

Title: ....

Email: ....

Mobile phone: ....

Authorisation level: ☐ Administrator
☐ Read only

Name: ....

Title: ....

Email: ....

Mobile phone: ....

Authorisation level: ☐ Administrator
☐ Read only

Name: ....

Title: ....

Email: ....

Mobile phone: ....

Authorisation level: ☐ Administrator
☐ Read only

Name: ....

Title: ....

Email: ....

Mobile phone: ....

Authorisation level: ☐ Administrator
☐ Read only

Name: ....

Title: ....

Email: ....

Mobile phone: ....

Authorisation level: ☐ Administrator
☐ Read only

GAS
STORAGE
DENMARK

Name: ……………………………………………………………………………………
Title: …………………………………………………………………………………..
Email: ………………………………………………………
Mobile phone: …………………………………………………..
Authorisation level: ☐ Administrator
☐ Read only

Name: ……………………………………………………………………………………
Title: …………………………………………………………………………………..
Email: ………………………………………………………
Mobile phone: …………………………………………………..
Authorisation level: ☐ Administrator
☐ Read only

Name: ……………………………………………………………………………………
Title: …………………………………………………………………………………..
Email: ………………………………………………………
Mobile phone: …………………………………………………..
Authorisation level: ☐ Administrator
☐ Read only

Name: ……………………………………………………………………………………
Title: …………………………………………………………………………………..
Email: ………………………………………………………
Mobile phone: …………………………………………………..
Authorisation level: ☐ Administrator
☐ Read only