

TERMS AND CONDITIONS FOR USE OF SHORE POWER

The following are general terms and conditions for the provision of shore power ("the Service") to vessels between Port of Oslo ("the Port") and the user of the shore power service ("the Customer").

CUSTOMER'S OBLIGATIONS UPON CONNECTION TO SHORE POWER

1. Before connecting to the facility and using the Service, the Customer shall familiarize themselves with the Port's current procedures and instructions for connecting to and using the Service.
2. The Customer shall ensure the vessel's shore power system complies with applicable regulations, standards, and requirements for the Customer's vessel and related equipment. The Port shall ensure that the shore power facility complies with applicable regulations, standards, and requirements.
3. The Customer shall ensure that individuals acting on behalf of the Customer are familiar with the current connection procedures.
4. The price of shore power is based on the Port's electricity price/grid fees and facility operation. The price is available on the Port's website. By connecting, the Customer commits to paying for the Service.

PROCEDURE IN CASE OF DISCREPANCY

5. If the Customer becomes aware of a discrepancy in a shore power system before, during, or after use, the Customer shall immediately notify the Port's Port Authority by telephone at 917 99 900 or VHF channel 15. The Customer must follow up verbal notification with written notification per clause 11.
6. If the Customer discovers a discrepancy before connecting to the shore power system, the Customer must contact the Port and wait for authorization before connecting. If the Customer connects without authorization, the Customer may be liable for potential losses.

OPERATION, MAINTENANCE, AND LIABILITY

7. The Customer understands and accepts that shore power facilities are subject to unforeseen operational disruptions and downtime. The Port reserves the right to close shore power facilities or the Customer's access to shore power facilities at its discretion if the Port deems it necessary for safety or technical reasons.
8. The Port shall not be held responsible for damage or any other direct or indirect loss the Customer may incur due to the shore power facility not functioning as expected, being unavailable, experiencing a blackout, undergoing maintenance, or any other operational disruption.
9. The Port shall, under no circumstances, be liable for losses or damages attributable to the Customer's failure to take reasonable measures to limit the extent of the damage.
10. The Customer is responsible for direct losses incurred by the Port due to the Customer causing damage to a shore power facility during connection, disconnection, or use, provided that the Customer or anyone the Customer is responsible for has acted negligently.

NOTIFICATIONS

11. All messages, claims, complaints, and other notices to the Port related to agreements made under these terms and conditions must be in writing. Claims must be documented and received within two months of an incident to be considered.

AMENDMENT OF TERMS AND CONDITIONS

12. The Port reserves the right to change these terms and conditions. Updated terms and conditions become effective as soon as they are available to customers on the Port's website and/or through other appropriate means.

Revision date: June 16, 2023.