

## Clients

### Who are our Clients?

The quality of everyday life and energy security of millions of Poles depend on our services. More than 2 million households and more than 700 thousand companies and institutions use our energy. Enea Operator takes care of the distribution of electricity to more than 2.4 million customers in the north-western part of Poland.

Our clients include individuals and families, housing cooperatives, many institutions and organizations, municipalities and local governments as well as large and small companies, including some of the largest manufacturing companies in the country.

### Main products and services

- We provide customers from all over the country with electricity.
- Our companies provide residents with thermal energy
- We take care of the reliability of the energy infrastructure and continuity of supply.
- We modernize the lighting systems of municipalities and towns, especially public buildings.



13% share in sales of electricity to retail users

2.4 million energy Customers



58,2 thousand km<sup>2</sup> of energy distribution area

17,9 TWh of energy supplied to Customers annually

### Our priorities

In everything we do, we aim at a high level of customer satisfaction of the cooperation with us.

We implement measures to ensure the highest quality of customer service, such as simple customer service, which allows customers to benefit from fast and easily accessible channels of agreement conclusion.

To increase the comfort of using the services of Enea, we invest in innovative solutions, such as Customer Service Centre (eCSC).

Changes in service – Be up-to-date

Electronic Customer Service Centre

- access to electronic invoice
- quick payments

How to prepay?

- Via Moje Doładowania spots
- mojeplatnosci.pl
- Client Service Office



## Opinion of Clients

Periodic testing of customer satisfaction is very important for us. Clients' opinions directly affect our future actions and plans.

One of the customer satisfaction studies was conducted by a research agency at the turn of 2014/2015. Another research was commissioned at the turn of 2015/2016. In this study, we verified the level of satisfaction with our services of both individual and business customers. In order to draw accurate conclusions about the level of satisfaction, we also asked customers of other companies in our industry.

Over 1900 customers of Enea participated in the study. The Customer satisfaction index was similar to the result of the previous study and amounted to 67.83.

In 2015, Enea Operator participated one more time in the project: *The survey of satisfaction of customers of Electricity Distribution System Operators (DSOs)*, which involved five main Distribution System Operators in Poland. The processes covering an electrician visit, connection to the network and support of helpline were assessed at the same level as in 2014. Lower levels of satisfaction were detected in the complaint process, which should be associated with many changes in the functioning of this area in the organization in 2015 (including organizational changes and changes in the billing system in all business areas).

Customer satisfaction surveys were also carried out by other companies, including Enea Oświetlenie, the customer satisfaction of which increased by 5% within the area of operation compared to the previous year.

### We work for our Clients – examples

**INVESTMENTS:** We invest in the development of power plants in order to provide energy security to our customers today and in the future. For more information on Enea investments click here .

**INNOVATION:** Innovation and new technologies are for us the key direction of development. That is why, in 2015, we announced a contest for innovation in our industry ENERGY + Innovation. The winning idea, possible to be implemented by us within 2-3 years, concerned the automation of inspection of high-voltage lines. It should improve the reliability and security of the functioning of the power distribution network. Winners of the contest had a total of 1 million PLN for the implementation of the idea. Unfortunately, the project, which was highly rated in the competition, was finally impossible to be implemented in practice.

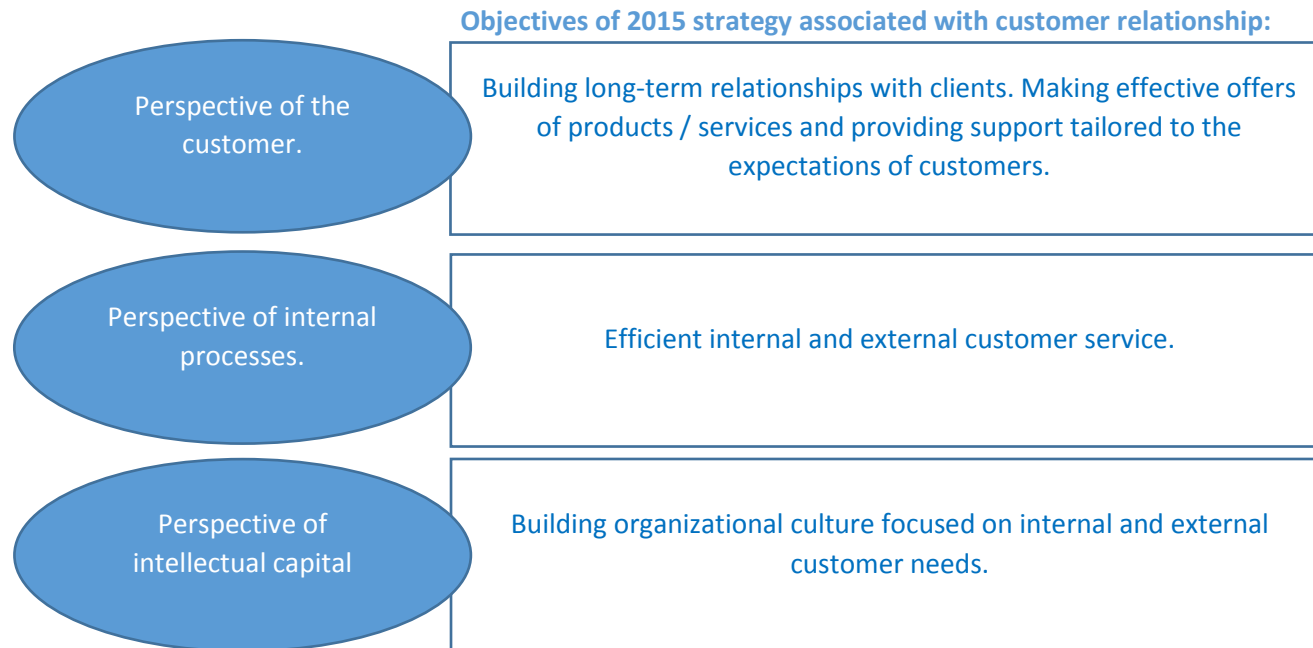
**COMFORT:** We increase the safety and comfort of the inhabitants of many villages. We conducted among others the upgrading of the lighting of the Old Market in Poznan, where Enea Oświetlenie financed the installation of the LED light sources. This way, we increased by nearly five times the lighting of walkways and by more than seven times - the plates of the Old Market.

## Service quality

### Strategic goals and standards of Client service

We develop our business for our customers and we implement for them strict service standards. our mission, strategic goals and defined standards of customer service underline the importance of continuous improvement of the quality of relationships with customers.

**Mission: Enhancing the Group's value through building Customer confidence**



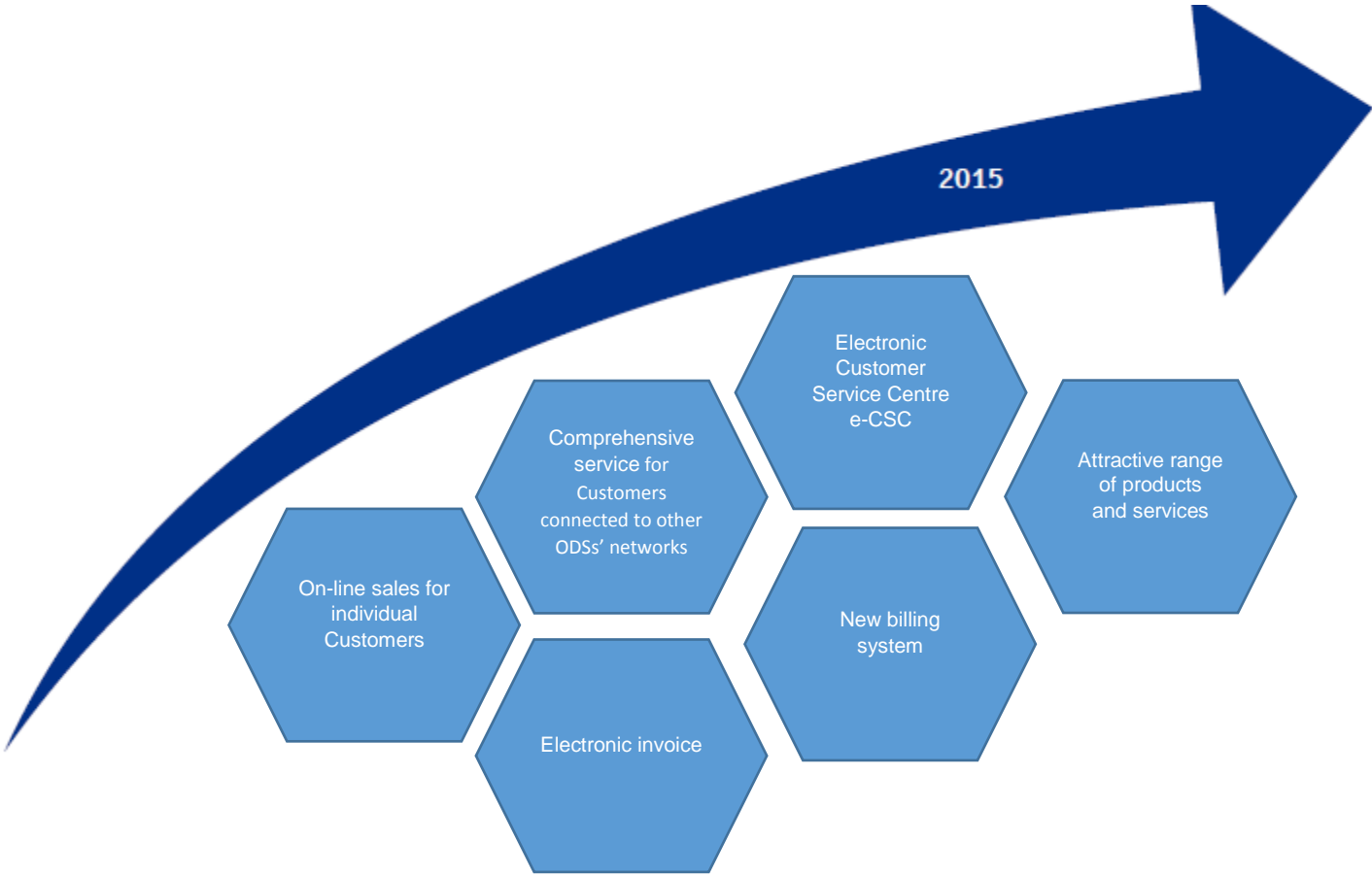
Principles of contact with clients are determined by our standards:

- "Standards for Customer Service in Contact Centre"
- "Standards for Customer Service in Customer Service Centre"
- "Standard of working in the Office of Support of Customer Service"
- "Standard of working in the Office for Settlements"

[Click](#) and explore principles that we have agreed to follow for the better quality and standardization of cooperation with the customer.

- Procedures for determining the connection conditions and concluding agreement
- Procedures for execution and settlement of the connection
- Procedures for changing supplier
- Program of Providing a Non-discriminatory Treatment of the Enea Operator Sp. z o.o. Distribution System Users
- Procedure for collection and analysis of data concerning the process of connecting Customers
- Manual for calculation of distribution services billing corrections in Enea Operator Sp. z o.o.
- Instruction of transmission and maintenance of the distribution network
- Instruction for receiving and recording Customer requests, processes of Customer service and complaints of provided services
- Principles of debts recovery
- Rules of debt releasing, writing off overdue and uncollectible receivables and performing revaluation write-downs of receivables
- Procedures for connection and concluding agreement for provision of electricity distribution services for micro-installations
- Procedures for inspection of measurement systems, abiding by the agreements and the accuracy of settlements by representatives of Enea Operator Sp. z o.o.
- Tariff for electricity distribution services Enea Operator Sp. z o.o.
- Templates for correspondence with Enea Operator Sp. z o.o. Customers
- Principles for determining the connection power and determination of the connection fee for multi-unit buildings
- Principles for determining the connection power when ordering by Customers contractual capacity
- Rules for connecting renewable energy sources Principles of implementation of the General Distribution Agreements for comprehensive services
- Settlement rules of electricity distribution services resulting from the change in the definition of the final customer
- Procedure of Client service
- Standards for Client Service in Contact Centre
- Procedure for handling complaints
- Instruction of user testing and expert opinions of electric meters Manual of repair and legalization of electricity meters
- Integrated Quality Management System, Environmental, Health and Safety in accordance with the requirements of PN-EN ISO 9001:2009, PN-EN ISO 14001:2005, PN-N-18001:2004, OHSAS 18001:2007, within: generation and trade of electricity, generation, transmission and distribution of heat.

Strategic initiatives related to customer service implemented in 2015.



### Standards of all our actions affect customer satisfaction

Thinking about the needs of its customers, Enea is not only expanding the offered services and forms of contact. Meeting the needs of our clients means as well the quality of production processes and increase of generation capacity, provision of electricity and heat in a reliable, safe and environmentally friendly manner. Moreover, Integrated Quality Management System has an important role in maintaining the best standards of action.

### Awards



In 2015, we received again the award of a Customer Friendly Company mainly thanks to the customer studies which were part of the process of granting awards. We received high marks in the following categories: customer satisfaction with the quality of service and meeting their expectations and needs.



We belong to the group of companies awards with the Certificate of Energy Suppliers of the Association of Energy Trading. This certification confirms that we adopted the Code of Good Practices of Energy Suppliers and that we were positively assessed during the audit. The audit was conducted by the external certification body TÜV Rheinland Poland. The introduction of the certificate on the market was preceded by the education and information campaign "Choose wisely. Check out who sells you the energy." Only seven out of the 400 companies with a license to sell electricity on the Polish territory received this title. Our company is one of them.

### Availability and friendly service

Enea Centrum is responsible for the quality of contact with customers. Thanks to this solution, we develop more channels of communication with customers. We would like to make the contact with us and the principles of cooperation friendly to our customers.

We also implement a modern billing system and customer relationship management (CRM).

We keep 31 Customer Service Centres. In 2015, we opened the first Customer Service Centre in the mall (Malta Poznan).

### **31 modern, comfortable Enea Customer Service Centres**

- Poznan district: 8
- Bydgoszcz district: 6
- Gorzow district: 4
- Szczecin district: 6
- Zielona Gora district: 7

We are expanding our hotline by 20 positions and 60 telephone channels. We hired 100 additional employees to support it. We extended the working hours of the hotline, which is now open from 6.00 am to 10.00 pm every day (except Sundays).

### Nearly 2.5 million customers in the Comprehensive Customer Service System

In 2015, we introduced modifications in the area of customer service, which completely changed the use of the services offered by our company. In a short period of time, we made a lot of organizational changes in the area of information technology, as well as changes in the invoice shipping, new numbers of individual customer accounts and new channels of contact and billing. New modern electronic Customer Service Centre (eCSC) constituted a particular challenge. It involved the safe transfer of data of almost 2.5 million customers from several old systems to one Comprehensive Customer Service System, that provides comprehensive support via each channel of contact. Data transfer and implementation of the system in each location were conducted in stages in 2015 and ended in March 2016.



### Electronic Customer Service Centre (eCSC) available for all Enea customers

From April 1, 2016, the electronic Customer Service Centre (eCSC) has been available for all Enea customers. Quickly, efficiently, without leaving home and from anywhere where Internet is available - this is how the electronic Client Service Office works. It is a solution that significantly facilitates the contact and the use of the services of Enea. With the new system, after logging in, you can, among others, check the current status of invoices, check balances and payment terms, pay invoices, purchase codes for prepayment meters and contact Enea.

#### Benefits for customers

- Starting eCSC functionality, which allows customers to:
  - Make payments for energy online,
  - Purchase codes for prepayment meters,
  - Check the current balance of payments,
- The launch of the eInvoice service and direct debits,
- The possibility to purchase codes for prepayment meters and to pay energy invoices in the hundreds of network Via Moje Rachunki points (grocery stores, gas stations),
- The possibility of receiving a summary invoice,
- Free transfers from several thousand Pekao SA bank branches (for individuals) and PKO BP (for business customers) throughout the country.

The changes required appropriate organizational preparation, conscious and consistent implementation of various functions and adequately prepared and carried out communication with customers who could feel the temporary inconveniences associated with so many changes. Reconstruction of customer service has been carried out successfully whereas reliable and consistent communication helped our customers understand our goals and the need to introduce such changes as well as the challenges that the entire organization faced.

#### Difficulties encountered during data migration:

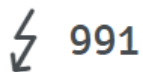
- Postponing the date of receipt of the invoice,
- Extending the time for dealing with complaints,
- Inability to verify whether the payment is made by the Client,
- Inability to issue a correction invoice.

In addition, all employees of departments of customer service, billing, debt collection, regardless of location, are already working in one billing system, using the same data and tools.

However, the primary benefit of the project is to obtain a central database of over 2.4 million clients and to introduce low-cost remote channels of contact with customers (eCSC, eInvoice), as well as to lay the foundation for further development of support systems for customer service, for example CRM.

The new website [www.enea.pl](http://www.enea.pl) is an important communication channel.

### Pogotowie energetyczne



Informacje o awariach i przerwach w dostawie prądu - czynne całą dobę

In addition, Enea Operator provides customers with 24 hour a day hotline for power emergency.

*Tłumaczenie obrazka: Power emergency – Information on breakdowns and interruptions in power supply – open around the clock*

### ENERGIA+

We try to facilitate the choice of products that best fit their needs. Our customers use the website [www.energiaplus.pl](http://www.energiaplus.pl). It is a server dedicated to offers and promotions for businesses and individual customers. It is complemented by the Facebook profile of the same name. Customers receive the latest information available about our packages combining sales of energy with additional services, thanks to which we take care of the comfort and safety of customers.

We want to take care of the satisfaction and loyalty of our customers by offering to them a range of varied and attractively priced products. In October 2015, Enea launched a new online sales channel. Individual customers of Enea can already conclude agreements on the Internet with a guaranteed fixed price for energy and additional benefits such as ENERGY + Health, ENERGY + Fixed price and ENERGY + Savings.

We combine an offer to buy energy with diverse packages of additional services. We offer, among others, fixed energy prices combined with a professional service of an electrician or with a package of specialist medical care.



Access to services of an electrician and heat and gas installation technician

Discount program – package of discount for products and services offered by our partners

Concierge services – special information and organization service

Access to medical specialists for you and your family

health care in LUX MED

In 2015, we introduced an “Assistant Package” for business customers. It combines the purchase of energy with services supporting business and insurance.



We also organize promotions and lotteries for individual and business customers. In 2015, the lotteries included awards, such as a year of energy for free, a car, tablets, etc.:

ENERGY + Prizes - for individuals

ENERGY + Double benefit - for small companies

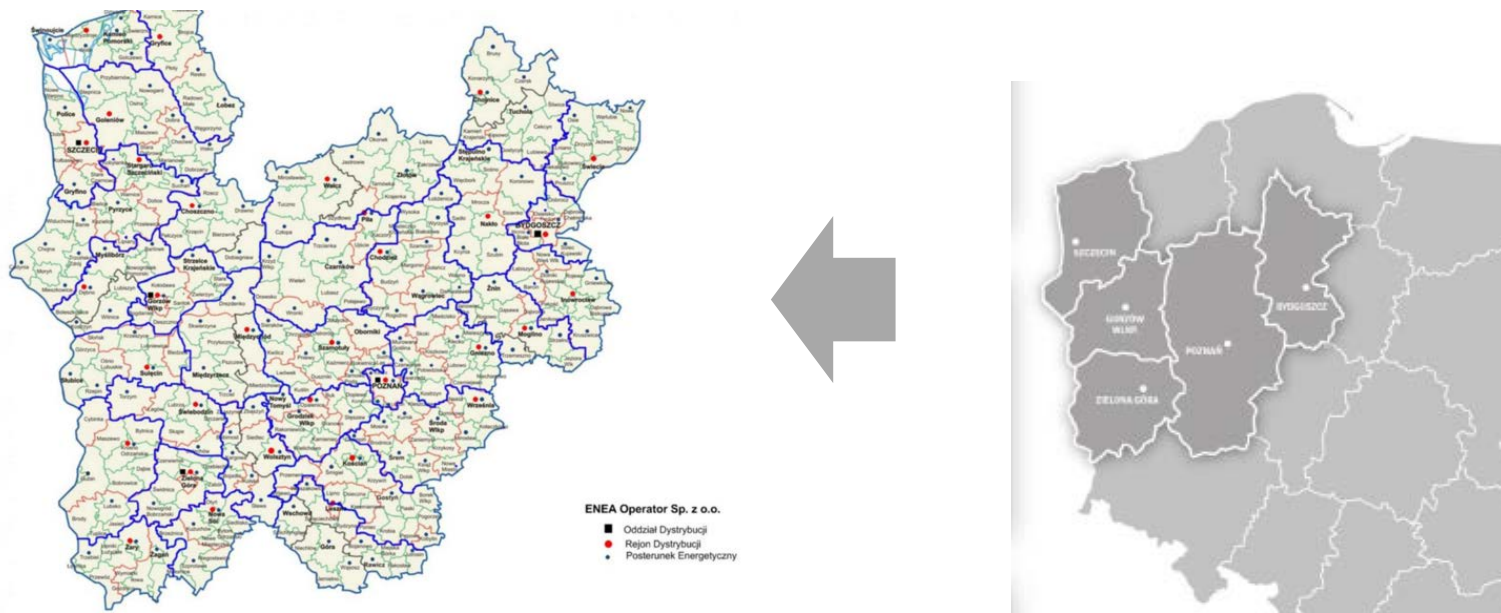
ENERGY + Active life. Our customers could increase their chances to win by voting for the triathlete in the ENEA GRAND TRI pall.

### Efficient energy supply network

Thanks to our investments, repairs and upgrades, we provide access to electricity to customers of six provinces: Wielkopolska, Zachodniopomorskie, Kujawsko-Pomorskie, Lubuskie and a part of the provinces of Lower Silesia and Pomerania.

We care about the reliability of the network and, if necessary, we guarantee possible liquidation of any failure in the area of **58.2 thousand km<sup>2</sup>** of the north-west of the country where our distribution network operate. It consists of 134,000 kilometres of distribution lines with connections and 37,000 electromagnetic stations.

Area of energy distribution of Enea Operator



*Tłumaczenie legendy z obrazka:* Enea Operator Sp. z o.o./Distribution Branch/Distribution Region/Power station

In 2015, we faced a number of weather anomalies that caused network failures. Our specialists repaired the damage caused by, among others, the January hurricane Felix, in March by the hurricane Niklas and by very intense storms in July, August and September. Therefore, we recorded the greater number of local power outages compared to 2014.

**Table 1.** Time rates of interruptions in the supply of electricity for years 2013 and 2015

Rate	2013	2014	2015	unit
Number of customers	2,438,037	2,460,758	2,487,023	[pcs.]
SAIDI* for scheduled breaks	127.39	106.09	110.19	[min.]
SAIDI* for unplanned breaks, including breaks following disasters	415.33	223.49	410.05	[min.]
SAIFI** for unplanned breaks, including breaks following disasters	4.21	3.21	5.43	
SAIFI for scheduled breaks	0.51	0.47	0.51	

\*SAIDI is an average index of systemic long and very long break in electricity supply, determined in minutes per customer.

\*\*SAIFI is an average index of systemic frequency of long and very long break in electricity supply.

### Data safety

When serving so many individual and institutional customers, we pay special attention to the rules of data protection. We strictly follow the policies and procedures that protect the personal information of our customers.

Examples of regulations that help us ensure data security:

- “Security rules within processing of personal data in the Enea Group”
- “Instruction of IT system management which processes personal data in the Enea Group”
- “IT security rules in the Enea Group”
- The registration of each agreement of Enea Operator with clients to ensure the protection of personal data.

## Education

### We share knowledge

We are happy to share our expertise at conferences and industry meetings.

### **We are the host of the International Congress of Science and Industry Energi@ 21.**

The congress was organized with success in 2015. It was attended by experts and practitioners from Poland and abroad. The next edition, which we also hosted, was held on 10-11 May 2016. During the congress, Poznan became a meeting place for the energy industry experts who discussed the challenges and the upcoming transformation of the energy sector. The discussions focused on innovation considered as the foundation of the future of the industry.

For more information check <http://www.energy21.pl/?lang=en>

### **More Light Trade fairs**

More Light Trade fairs in Kołobrzeg hosted by Enea Oświetlenie are one of the important events organized by our companies. In the course of the fairs, we conducted trainings for elected representatives of local municipalities on the latest solutions of lighting of public spaces and public buildings.

In 2015, during the fairs, we presented the web platform for communication with the municipality, which is a new channel of information exchange on the use of lighting. This tool will facilitate and improve our cooperation. We presented the latest achievements in the field of energy-efficient LED lighting dedicated to road lighting and illuminations.

### **The European Economic Congress**

Our experts shared their knowledge of the industry at the European Economic Congress. They focused on, among others, the impact of EU climate protection policy on the competitiveness of the economy, the idea of European energy solidarity, new trends in the market, distributed energy and the role of the prosumer, the specifics of the Polish customer in the European context, the financing of investment, co-generation and directions of development of renewable energy sources.

### **We support innovation**

We have been awarded the title of the **Patron of Innovation** in the INNOWATORY organized by Wprost. We were awarded for the promotion of innovation, among others for the organization of the competition **ENERGY+ Innovation** as well as for the presence on the Platform for Technology Transfer linking the creators of technology with companies.

Encouraging innovation and supporting it are an important direction of education of current and potential customers and, more broadly, the whole society. By our actions, we want to strengthen the awareness of the importance of innovation, particularly innovation in the energy sector.

We also draw attention to the role of innovation during the International Congress of Science and Industry Energi@ 21. During the congress, we awarded the prize for innovation in the competition for students entitled “Future with the energy, the energy with the future.” The winning design assumed the production of energy from hydrogen and biogas in modern dairies and was conceived by students of the University of Life Sciences in Poznan. 39 participants competed in the contest of the Polish Electricity Association and Enea.

### Other channels of customers education

Our companies, through various communication channels, wish to increase customer knowledge about products, services, security of their use as well as innovation in our industry:

- through the local and industry press
- through leaflets, magazine, film footage
- through product trainings
- through industry trade fairs
- 
- through profiles such as Facebook profile “Energia +”

Enea Operator worked with the Provincial Environmental Protection and Water Management Fund in Poznan under the program KAWKA. This program concerned the improvement of air quality by, among others, providing information on how to connect solar panels or electric heating, which reduces emissions of particles and nitrogen oxides.

Among the activities of Enea Operator, [spots](#) against theft and devastation are worth mentioning. They show new investments and negative effects of vandalism and stealing of network assets.

### We warn against fraud

We are also involved in **the national** educational and information campaign directed at individual customers “**Choose wisely. Check out who sells you the energy**” warning against rogue energy suppliers who deliberately mislead customers. We warn clients against unfair practices and we encourage to carefully read all contracts proposed to them by the salesmen.

**Energy Trading Association (TOE) was the organizer of the action and patronage was taken by the President of the Energy Regulatory Office (ERO).** Education and information campaign was supported by the biggest players on the Polish electricity market, among others: PGE Polska Grupa Energetyczna, TAURON Polska Energia, Enea, Grupa Energia and RWE Polska.

Link to the spot: <http://media.enea.pl/2800/pl/presskit/13570?file=717120>

## Employees

We employ almost 15 thousand people which makes of us one of the major employers in the area of our operation. A great responsibility rests upon us, that is why, as an employer, we especially take care of the safety and health of employees. Our employees also benefit from a number of privileges and benefits. We provide development opportunities in strategic directions for the entire Enea Group.

### The rules in the workplace

Work rules in individual companies are governed by the Labour Code and internal documents. In 2015, management staff and employees focused on one of the overarching documents, which is the “Code of Ethics of ENEA Capital Group.”



#### IMPORTANT DOCUMENTS REGARDING WORKPLACE:

- Labour Code.
- Code of Ethics of ENEA Capital Group.
- Multicompany Collective Bargaining Agreement.
- Collective Bargaining Agreement.
- Organizational Regulations of the company.
- Terms of remuneration of employees of the Company.