

## Initiatives in 2016

### COMMUNITIES

#### Cooperation with schools for the future of the industry

Enea Operator works with schools preparing young people to work in the energy sector. The company established close cooperation with schools in Szczecin, Gorzow Wielkopolski and Poznan. Enea Operator offers apprenticeships to students and subsidizes modern workshops in schools.



Enea Operator - Współpraca ze szkołami technicznymi

<https://www.youtube.com/watch?v=PaBtQRoYacc>

#### Enea Wytwarzanie closer to local communities

Enea Wytwarzanie signed the framework cooperation agreement with the Municipality of Kozienice. This is the third agreement of this type of between the company and the local government, which will allow the support for educational, cultural and sports projects.

### **The project promoting safety**

The first action of Enea Operator organized on such a large scale regarding safety in the vicinity of the energy infrastructure “We care about your safety. Care about it too” started. The Police of Zachodniopomorskie Province, the Fire Brigade and the Polish Society of Transmission and Distribution of Electricity are the partners of the action. During the inauguration of the project, the premiere of the animated educational spots was held while firefighters, rescue workers and volunteers of Enea organized competitions for students and shows dedicated to security.

## **INVESTMENTS**

### **The first general rehearsal on the construction site of Block 11 in Kozenice Power Station**

One of the most important stages of construction of a new power unit of 1,075 MW in Enea Wytwarzanie was completed successfully. In March 2016, the first [water test of the boiler](#) was conducted successfully.

The high-performance power unit under construction in Kozenice Power Plant (Enea Wytwarzanie) will have a power of 1,075 MW and the efficiency of 45.59%. The Enea Group has invested over 5.1 billion PLN (about 1.21 billion euros) in the construction.

### **The new high-voltage lines**

The new line of Dolna Odra - Chlebowo enhanced the energy security of the agglomeration of Szczecin. The investment changes the configuration of power supply from the Dolna Odra power plant. In the framework of the investment, 17 km of double-track energy lines adapted to the operating temperature of 80 ° C were built. Szczecin has gained three additional power lines providing the Szczecin conurbation with energy.

We also launched a new high-voltage line between Pakość and Znin. This line replaced the old, worn-out network of 110 kV built in the early sixties of the last century. Thanks to the investment, inhabitants of the municipalities of Inowroclaw and Znin will gain more energy with better quality parameters and its supply will be more reliable. The activation was held on March 1 in the presence of local self-government representatives and the Board of Enea Operator.

### **Inauguration of the wind farm Baczyna**

Enea put into operation a new [wind farm Baczyna](#) of the capacity of 14.1 MW. Its construction involved Enea Serwis and the electricity produced by the farm will go to the distribution network of Enea Operator. The project is located in Lubno in the municipality Lubiszyn in Lubuskie province. The Baczyna wind farm consists of six wind power plants with a capacity of 2.35 MW and a tower of 104 meters each. The expected annual electricity production will be shaped at the level of more than 30,000 MWh.

## CUSTOMERS

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

Last year, we started the reconstruction 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 Customer Service Centre works. With the new system, you can, among others, check the current status of invoices, pay invoices 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 Code of Good Practices of Distribution System Operators**

Enea Operator is co-author and signatory of the Code of Good Practices of Electricity Distribution System Operators.

The Code is directed to the recipients of electricity and its objectives is to present, as transparently as possible, both the main tasks of companies distributing electricity and the significant differences between the seller, distributor and manufacturer.

The Code was developed in cooperation with the Polish Society of Transmission and Distribution of Electricity. Not only Enea Operator Sp. z o.o., but also ENERGA-OPERATOR SA, PGE Dystrybucja SA, RWE Stoen Operator Sp. z o.o. and Tauron Dystrybucja SA., committed themselves to the compliance with the provisions.

**New Customer Service Centre in the old transformer station**

Enea launched the new Customer Service Centre (CSC) in Szczecin. Modern room with 14 posts offers a comfortable and efficient service. A place where the new CSC was launched is special - it is an ancient energy substation built in the early twentieth century in a residential area of Szczecin.

**EMPLOYEES**

**New rules on giving and receiving gifts in the Enea Group**

In 2016, “New rules on giving and receiving gifts in the Enea Group” were established. This document organizes issues of giving and receiving gifts and facilitates contacts with many stakeholders.

### **New Trade Union in Enea**

On April 20, 2016, a new union of employees of the Enea Group officially began operating. This is the Trade Union of Workers of the Enea Synergy Group.

### **ENVIRONMENT**

#### **Bird houses on electric poles**

Each year, Enea Operator cares about the stork nests located by birds on electric poles. In four years, nearly 500 nests were built, 486 of which were shielded by Enea Operator by platforms in order to protect young birds from falling out of the socket or from electric shock. In 2016, a brigade of electricians from Krosno Odrzanskie, in cooperation with RDOŚ, installed a special platform at the osprey nest.