

CUSTOMER RELATIONS

Every day, our products and services reach millions of Clients. The quality and availability of our services depends on the comfort of their life and work. We adapt our activities to the needs and expectations of Customers.

Clients and products

The products and services we offer are delivered to households and companies. Each year, we increase the number of our Clients and introduce new solutions tailored to their needs.

In 2018, we trusted almost **2.5** million Customers.

- Trading Area: **2,486.3** Clients (Energy Consumption Points).
- Distribution Area: **2,588.9** Clients.

Our portfolio includes products that offer electricity and packages that also include services or additional products. Thus, our Clients in households may avail of professional support in removing minor home accidents or use innovative devices for smart home management.

The wide range of our offer is also directed to institutional Clients who may take advantage of packages supporting their business. The offer includes options that facilitate the maintenance of the constant price of energy during the contract or avail of services optimizing its consumption.

DEDICATED PRODUCTS FOR HOUSEHOLDS

- **Enea Smart** - a product that combines electricity with a package of modern solutions that will protect the house from fire, flooding or burglary, and facilitate more efficient use of electricity;
- **Energy + Professional** - sale of electricity in a package with an assistance service (electrician, plumber, service technician for home appliances / home appliances);
- **Energy + Certain Price** - the Client receives a guarantee of unchanging electricity prices during the time of the contract;
- **Energy + Saving House** - the Client receives a guarantee of unchanging electricity prices during the time of the contract;
- **Energy + Family** - a product dedicated to Clients who have a Large Family Card;
- **Energy + Photovoltaic** - the Client receives help in analyzing the needs and technical possibilities, the design of the installation, obtaining financing, while also execution and connection of the photovoltaic installation to the network;
- **Enea Eco** - an anti-smog offer directed from the beginning of 2018 to Clients who want to start using electric heating in their homes or to charge electric vehicles during the night;
- **Enea Eco - Electric Heating** (surface-storage ovens and heat pumps) - the Client receives a free assessment of the demand for heating, consultancy and selection of equipment, as well as the delivery and assembly of electrical equipment and heating systems with an extended warranty for components and service.

DEDICATED PRODUCTS FOR COMPANIES

- **Energy + Fixed Price** - the Client receives a guarantee of unchanging electricity prices during the contract period;
- **Energy+ Professional PRO** - a wide range of business support services, available together with electricity and including the services of an electrician, locksmith, glazer, plumber, plumbing, heating and gas equipment technician, air conditioning equipment technician or organization of IT or office equipment intervention;
- **Enea Smart Business** - a product that combines electricity with a package of modern solutions that will protect the company against the effects of fire, flooding or burglary, and also allow better control of electricity and heat consumption;
- **Energy + Photovoltaic** - the Client receives help in analyzing the needs and technical possibilities, the design of the installation, obtaining financing and execution and connection of the photovoltaic installation to the network;
- **Energy + Index** - the product is targeted at entrepreneurs interested in the energy price determined on the basis of futures market indices;
- **Dual Fuel** - a comprehensive service for the sale of electricity and natural gas to companies;
- **Energy + Professional** - a package of consultancy services related to the sale of electricity facilitating the optimization of electricity consumption;
- **Energy Collection Management System** - a package of services that enable companies to manage the measurement data and optimize the unit cost of electricity;
- **DSR - Reduction of power consumption** - as part of the service, the Client receives the tools for conscious and dynamic energy management: increasing the safety factor and increasing the stability of receiving equipment and additional revenues due to the readiness to reduce power and the ability to precisely determine the sources of costs - energy consumption of production processes.

Detailed descriptions of our offers may be found on our website:

- Bookmark ["For Home"](#)
- Bookmark ["For company"](#)

Detailed offer of Purchases zone is available at www.strefa.enea.pl/

Above Customer expectations

We place priority on the best interests of our Clients, which is why we create the products on offer for them.

In order to meet the expectations of the Clients, we have enhanced the offer in the field of ecological heating, in which our Clients may sign a contract with partners offering heating devices in the form of storage stoves and heat pumps. As a result, our Clients receive help not only in the form of better financial conditions, but also in the form of audits and professional advice.

New products for households:

- **Enea Eco** - an anti-smog offer aimed at households who want to use cheap night electricity for ecological heating of the house or charging electric cars;
- **Energy + Heating** - the Client avails of an attractive offer consisting of consultancy, audit and sale of storage stoves and heat pumps;
- **Enea Smart** - we have expanded the product line with the Heating Package. The package facilitates the management of the temperature in selected rooms of a flat or house, while achieving measurable savings due to the reduced heating costs.

In 2018, we increased the range of business products offered. Our Clients have gained access to "Enea Smart Business" products with a package of modern solutions. These services facilitate the protection of the home against fire, flooding or burglary. In addition, the Clients who run companies may take advantage of the services of professionals of many specializations such as: an electrician, locksmith, plumber, glazer, IT specialist including specialist access, diagnostics, labour and parts.

New solutions for companies:

- **Enea Smart Business** - a product that combines electricity with a package of modern solutions that will protect a house against fire, flooding or burglary, as well as facilitate the use of electricity more efficiently;
- **Energy + Professional PRO** - a combination of electricity sales after unchanged prices and services of minor repairs for 24 or 36 months.

INITIATIVES FOR CUSTOMERS

- **We developed the loyalty program** Shopping Zone by extending and making the product offer more attractive and providing the Purchase Zone for new Customer segments;
- **We continued cooperation** with Towarzystwo Obrotu Energią (Energy Trade Association) for the educational campaign "It's no joke - choose wisely. Check who is offering you electricity and gas", the purpose of which is to warn Clients against dishonest sellers;
- **We continued the educational campaign** "Check who is offering you energy before you sign the contract";
- **We offered support** to Clients who felt cheated by other electricity sellers. We have prepared a special product offer for them.

RESPONSIBILITY FOR THE PRODUCT

With the maximum care, we implement the terms of contracts signed with Customers. We pay special attention to the quality of our products and services. An important element is also providing modern solutions adapted to the conditions and environment in which they will be used. This would not be possible without the development of new products and investments in the infrastructure.

Series quality mark "**NO SMOG**"

Enea Ciepło has successfully passed the certification process under the System Heat Promotion Program. The PreQurs certificate received is important not only for us, but above all for the residents of the city and our Clients. Enea Ciepło received class A, with the description "NE" (DOES NOT EMIT or NO EMISSION). Our installations produce heat in a more ecological and environmentally friendly way than home coal-fired boilers. The use of our heating system is one of the ways to fight smog.

Investment Enea Oświetlenie that improves the comfort of residents:

- Enea Oświetlenie has installed new lighting of the narrow gauge railway station in Gasawa: stylish lamps illuminated more than a century of the railway station. In addition to the aesthetic effects, we also

included the environmental element by installing modern LED sources. Most importantly however, is the fact that the new lighting installation affects the comfort of users, thus fulfilling the primary goal - ensuring the safety of residents;

- Enea Oświeetlenie has modernized over one hundred and ten astronomical clocks controlling Stargard street lighting. We used modern devices that are equipped with a GSM module, enabling the remote switching of lighting, e.g. by a cell. As a result of this work, the quality of the city's lighting has improved, and around six thousand lamps illuminating city streets are switched on and off at the same time.

Communication with Clients

Effective communication with Clients is an inseparable element in terms of cooperation. We use modern technologies and solutions to provide comfortable and professional service.

We are available to our Clients through the following channels:

- 32 Customer Service offices located in convenient locations;
- Dedicated Customer Caretakers;
- Electronic customer service offices: eBOK and eBOK distribution;
- Website: enea.pl and operator.enea.pl;
- Contact Centre: service helpline (+48 611 11 11 11) and a sales helpline (+48 (61) 850 40 00);
- Innovative chat and, recently, live chat;
- Social media, e.g. Facebook (<https://www.facebook.com/GrupaEnea/>), YouTube (<https://www.youtube.com/user/TwojaEnea/>), Twitter (https://twitter.com/Grupa_Enea) .

QUALITY OF SERVICE

Effective communication is influenced by the availability and speed of connection with our consultant. In order to increase the guarantee of effective handling of our Clients' matters through the helpline, we constantly modernize the technical facilities. Our helplines are equipped with additional power sources. Thanks to this, Clients may avail of the support of our consultants without interruption during a telephone line failure.

In the Customer Service Offices, there is a number paging system that improves the work of consultants and provides Clients with service in accordance with the order in which they come to the office.

We also care about the appearance and equipment of Customer Service Centres. We systematically introduce a new arrangement that creates a warm atmosphere of the interior. At the same time, our offices are equipped, among others, with the wireless Internet, telephone charging station and a place to fill in the applications.

New solutions in the area of communication for Clients:

- We introduced an additional function in live chat, through which it is possible to add an attachment in correspondence. This seemingly small step shortens the process of solving the problem. The Client does not have to personally provide or send documents by mail, for which he has doubts. This may be done with a single click, and the consultant will pick up and read the attachment right away;
- A completely new technological solution available for Enea's Clients is that of video chat. The solution fits into the trend of personalizing contact with the Customer. Live chat facilitates direct contact with the Client who sees the consultant on the monitor and observes his body language, while remaining invisible to him. Thanks to this solution, we hope for closer and more frequent contact with our Clients;

- Another solution prepared for Clients is a welcoming call, which is a welcoming phone call that explains the functionalities and principles of using a telephone service in Customer service without having to leave the house. During the conversation, the consultants indicate the possibility of using the electronic method of service and the shopping zone;
- We have eliminated paper forms that were sent on an additional print card together with the invoice. We have introduced the solution among Clients who did not use blank payment forms. Initially, the afore-mentioned changes were introduced in Zielona Góra area and are currently used in all our locations. Thus, we limited the number of printed documents. Clients may also opt out of a paper invoice for electronic invoices. For this purpose, it is enough that they set up their own account in the eBOK system and select the option of settling payments based on an e-invoice. The electronic invoice provides convenience through its availability at any time, without the fear of losing the document and without having to use the invoice paper version.

CUSTOMER SATISFACTION

We improve and change our products and services with the Clients in mind. We are interested in what our contractors value the most. We conduct regular Customer satisfaction surveys to learn about our offer and cooperation.

The results of the survey in 2018 indicated that we have as many as **73%** satisfied Customers in terms of the service of Enea consultants and in Customer Service Offices.

How we carry out research:

We conduct Customer Satisfaction Surveys on the Helpline and Customer Service Offices. The survey is carried out in the form of a questionnaire. Clients are chosen randomly and by telephone. We conduct the study on a continuous basis and analyse the monthly results. The aim of the study is to obtain information about the level of Customer satisfaction with the implementation of its case and the involvement of the consultant Enea and BOK. The satisfaction rate indicates the number of people satisfied with the service in relation to all who took part in the survey by filling out the questionnaire.

Continuity of energy supply

Our priority is to ensure reliable supply of eclectic and thermal energy to our Clients who have trusted us. We consistently implement investments in the development of generation assets and networks along with distribution infrastructure. We shorten breaks in case of a breakdown or modernization works.

We have invested almost **PLN 1 million** in energy security and development in north-western Poland.

The goal of all investments carried out by Enea Operator is primarily to improve the power supply conditions and the quality of electricity supplied. In addition, thanks to the modernization and expansion of infrastructure, the company strengthens the energy security of the voivodeships (provinces) served and provides power for new investors, thus supporting the development of regions. Investments in a smart grid are mainly the automation of the power grid that has a significant impact on shortening and reducing interruptions in electricity supply.

In addition, Enea Operator has obtained over **PLN 34 million** in funding from EU funds from various funding programs. At the end of 2018, the total value of co-financing obtained from EU funds in the last two years for investments, as well as research and development projects amounted to over **PLN 278 million**.

CONTINUITY OF SUPPLY	INFRASTRUCTURAL INVESTMENT
<p>To ensure continuity of supply:</p> <ul style="list-style-type: none"> – We conduct regular operations; – We carry out a number of modernizations; – We make significant investments; – We introduce the latest technical standards; – We cooperate with other operators; – We improve the skills and qualifications of our team. 	<p>The most important investments of Enea Operator concerning the main supply points:</p> <p>West Pomeranian voivodeship</p> <ul style="list-style-type: none"> – Extension of two main supply points located on the outskirts of Szczecin, in the towns of Zdroje and Dąbie. As part of the investment, a cable line was built that connects both power stations; – The construction of two new supply points in Choszczno and Recz and the high voltage line connecting them. The company continued the reconstruction of the 110 kV line Morzyczyn - Drawski Młyn and Reclaw - Goleniów. <p>Lubusz voivodeship</p> <ul style="list-style-type: none"> – Completion of the modernization of the power station in Żarki; – Construction of the main supply point of Kisielin and the 110 kV Babimost-Zbączek line and reconstruction of the 110kV line Gorzów - Witnica. <p>Kuyavian-Pomeranian voivodeship</p> <ul style="list-style-type: none"> – Continuation of the reconstruction of the Fordon main point, along with the construction of the station's secondary power supply; – Continuation of the construction of the 110 kV cable line Bydgoszcz Śródmieście - Bydgoszcz Północ, together with the reconstruction of the Bydgoszcz Śródmieście station. <p>Greater Poland voivodeship</p> <ul style="list-style-type: none"> – Continuation of the reinforcement lines construction for the Poznań agglomeration and the 110 kV line Piła Krzewina - Miasteczko Krajeńskie; – Execution of new or reconstruction of existing power stations: <u>GPZ</u> Suchy Las, Kuczyna, Poznań

	Główna, Oborniki, Cytadela, Garbary, Wronki, Leszno Gronowo.
--	-----------------------------------------------------------------

ACTIONS UNDERTAKEN AND INVESTMENTS IMPLEMENTED

We improve our skills in work carried out under voltage. Due to ensuring continuity of electricity supply, in the majority OF CASES, network repairs are performed with the voltage turned on. In addition, Enea Operator Employees provide their experience in this area as part of workshops at the training ground Enea.

We are ready for cooperation aimed at the quick elimination of power network failures. An expression of this declaration is the signed agreement between Polskie Sieci Elektroenergetyczne SA (Polish Electricity Grid) and the distribution system operators, including Enea Operator. The agreement sanctioned cooperation with other operators of distribution and transmission systems, which we undertook to eliminate the effects of extraordinary weather events, such as storms.

We implement investment projects aimed at increasing the security of electricity supply. In this area:

- We have started the construction of the 110 kV high voltage line between Jasiniec and Świecie together with the reconstruction of the Ford 110/15 kV station. The investment will significantly affect the quality of power supply in the Kuyavian-Pomeranian Province and improve the efficiency of network management through the applied automation;
- We have expanded the power station in Kostrzyn by the Odra river, which feeds Clients in the Kostrzyn-Słubice Special Economic Zone;
- We have completed the reconstruction of over 110 km of linear (110 kV) line from Leszno to Września and we have launched the modernized Main Power Supply Point of Zdroje in Szczecin.

We use modern technologies to increase energy efficiency. We have obtained funding for a project that facilitates limiting losses in transformers. As part of the project, a special calculation algorithm shall be developed that will facilitate the process of transformer selection.

We have joined the nationwide system heat delivery program. It is an economical way to heat buildings and provide hot water. The solution ensures comfort and safety for users throughout the year.

PROCEDURES AND EFFICIENCY INDICATORS

We operate according to specific procedures and implement the assumptions of the adopted programs. Driven by them, Enea Operator may provide the continuity of supply more effectively. At Enea Operator, the Reliability Improvement Program is implemented, which affects the reliability of network operations.

As part of the Reliability Improvement Program, we have carried out activities such as:

- Modernization of linear SN lines in the scope of comprehensive modernization of entire line sections, including the assembly of remotely controlled switches;
- Automation of the power distribution network, in the scope of the assembly of remotely controlled switches in overhead MV lines, as well as in transformer stations and modernization of object controllers and concentrators;
- Elimination of short-circuit threats in the MV network, aimed at increasing the cross-sections of the MV line outlets from the GPZ, which will consequently increase the reliability of power supply for the recipients;
- Replacement of MV non-cross-linked cables with cables insulated with cross-linked polyethylene;
- Implementation of FDIR (Fault Detection, Isolation & Restoration) functions in selected SN sequences;
- Liquidation of the 6 kV network in the Distribution Area of Poznań.

The following procedures apply as part of the Network Operation Reliability Program at Enea Operator:

- The procedure for planning and reporting works on HV, MV and LV networks for the needs of investment and operation, as well as for conducting network traffic in Enea Operator Sp. z o.o.;
- The procedure of working under voltage at electrical power devices at Enea Operator Sp. z o.o.; The procedure of working under voltage in overhead 15 and 20 KV networks at Enea Operator Sp. z o.o.;
- The procedure for keeping records of work done in PPN technology and calculating the electricity supplied to the clients, while performing work under voltage in Enea Operator Sp. z o.o.;
- The procedure for information exchange and reporting on events in the power network by Enea Operator Sp. z o.o. and cooperation with the crisis management staff in the case of extensive failures;
- Procedure for managing tree and bush cuttings in power lines belts of Enea Operator Sp. z o.o.;
- Catalogue of standard operations of the WN, SN and NN power grids at Enea Operator Sp. z o.o.;
- Detailed regulations regarding the correct operation of the electrical power equipment.

Every year we achieve increasingly better indicators showing the effectiveness of our activities:

SAIDI¹ - the average duration of switching off the power in 2018 is **149.94 minutes**. Compared to 2015, we improved the ratio by **65.5%**².

SAIFI³ - the frequency of switching off the power supply in 2018 was **3.03**. We improved this ratio by **44.9% compared** to 2015.⁴

There were many factors contributing to the improvement of reliability indicators at Enea Operator. They include a smaller number of disasters than in the previous year. In addition, this is the effect of streamlining the distribution process, changing the network traffic management structure and investments in the modernization of the power grid. The company carried out a number of innovations and projects aimed at improving the continuity of power supply and the quality of services provided. One of the elements was the implementation of a new organization of traffic management services in the company and strengthening the structures of Energy Departments. The Central Power Dispatch Centre was created at Enea Operator, which enables more efficient planning of shutdowns during modernization works on the 110 kV network and more effective monitoring of the grid condition in the power company.

Enea Operator also carried out organizational changes affecting the continuity of electricity supply. The work of energy posts has been changed and unified. Their structure, number and location, scope of tasks, employment, equipment and responsibility have been optimized. The new way of organizing the Brigade of the Ambulance Service directly affects the shortening of interruptions in the supply of electricity.

Cyber security

We respect the privacy of our Clients and we care about the security of stored data. We are guided in this regard by the applicable laws and internal procedures.

We care about cyber security by:

- Improving ICT (Information and Communication Technology) system. We introduce advanced solutions enabling the development of response processes for incidents in the field of IT security;

¹ The values of SAIDI and SAIFI reliability ratios are the values of indicators not cleaned of catastrophic weather events. According to the new Quality Regulation in 2018-2025 for Distribution System Operators, these indicators are subject to purification. The presented ratios for 2018 have not been finally recalculated (as at 23/01/2019). This means that the final indicators for 2018 may still change slightly.

² 2015 is a reference year due to the set goals in the Enea Capital Group's Development Strategy in the perspective up to 2030. In 2015, the SAIDI index was 434 minutes.

³ The values of SAIDI and SAIFI reliability ratios are the values of indicators not cleared of catastrophic weather events. According to the new Quality Regulation in 2018-2025 for Distribution System Operators, these indicators are subject to purification. The presented ratios for 2018 have not been finally recalculated (as of 23/01/2019). This means that the final indicators for 2018 may still change slightly.

⁴ 2015 is a reference year due to the set goals in the Enea Capital Group's Development Strategy in the perspective up to 2030. In 2015, the SAIFI rate was 5.50.

- Adapting our Group to formal and legal requirements. Our companies have been appointed Data Protection Inspectors who monitor compliance with personal data protection laws and they are the contact point in all matters related to data protection, also for Customers;

- Internal regulations implemented the following:
 - Personal Data Protection Policy in the Enea Group;
 - Principles of ICT Security in the Enea Group;
 - The rules for the processing of personal data in the Enea Group;
 - Methodology of risk management of personal data processing in the Enea Group.