

### 3. Clients

#### A. Clients and Enea products

G4-4, G4-8, G4-PR5, G4-DMA, G4-PR9

##### Our Clients

Enea SA is responsible for sale of electricity and gas **throughout Poland to all sectors of the economy and customer segments, starting from households to the largest manufacturing companies.** In order to provide adequate customer relationship standards, we have distinguished the following customer Groups: individual clients (households and SOHO), business clients, key clients, strategic clients and tender clients. On the other hand, Enea Operator - Distribution System Operator (DSO) is the supplier of the energy bought by Enea clients or clients of any other electricity sales company. The DSOs, in accordance with their Compliance Programs, must ensure equal treatment to customers of all sales companies. At the end of the year, we served over 2.5 million **customers**. Other Group companies that offer other products and services from area of a broadly understood power engineering have their own profiled clients, i.e. for Enea Oświeetlenie it is primarily a local, city and a municipality government unit outside of the company's historic area and other public entities acting for the general public.

Our concern consists of a group of companies and each of them has its business partners. A key customer of a part of our companies is an internal customer, i.e. belonging to Enea, such as Enea Serwis or Enea Pomiary.

We are proud of our large, each year growing, group customers for our products.

##### Main services and products

We generate, distribute and sell electrical and thermal energy – its Enea core business and a great responsibility at the same time. We are aware that the comfort of our customers and on a broader scale the country's energy security depends on our services.

We are still growing, as our results of 2016 prove it, compared to the previous year:

- Increase of new clients by 23 thousand.

- Increase of generated electricity by 425 GWh. In January-December 2016, the Group generated 13.6 TWh of electricity (an increase of 3.2% y/y), of which 13.0 TWh came from conventional sources (an increase by 6.0% y/y)
- Increase of gross heat generation by 188 TJ
- Sales of distribution services to end users amounted to 18.7 TWh, and increased by 4.5%
- Enea SA increased its volume of electricity and gas sales to retail customers by 951 GWh and 5.6% y/y.
- Sales of gas to business customers increased by 465 GWh (55.0% y/y)



**A wide offer** is our advantage. We put a lot of effort into finding the best offer for household or a company in the Enea Group. We have created attractive products to meet the needs of different customers thanks to additional benefits.

Enea main offer in 2016:

- Offer for households:
  - Energy + Professional
  - Energy + Health
  - Energy + Photovoltaics
  - Energy + Economical house
  - Energy + Fixed Price

• Offer for small and medium businesses:

- Energy + Fixed price
- Energy + Always cheaper
- Offer for large companies
- Energy + Index
- ENERGY + Professional
- Dual Fuel

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

[„Dla domu” \("For home"\) tab](#)

[„Dla firmy” \("For company"\) tab](#)

### Efficient power supply network

Enea Operator company is responsible for electricity distribution and operates in an area of approximately 58,213 km<sup>2</sup>. It provides access to electricity to the citizens of six voivodships: Wielkopolska, Zachodniopomorskie, Kujawsko-Pomorskie, Lubuskie and part of Dolnośląskie and Pomorskie. This is an important task that can only be accomplished with an efficient and secure network.

We have power lines of over 121 301 km (including connections) and 37 629 power stations (as of 31 December 2016). We take care of the reliability of this network by investing in its repairs and, above all, modernization. It is worth mentioning that Enea Operator made investments in the amount of PLN 914 295.6 thousand in 2016. Enea Operator invested in the network, infrastructure to support business, and IT. We don't stop in this type of investments, because efficient, modern and extensive network is one of the conditions to meet the expectations of our customers and our contribution to the country's energy security.

We're proud that our indexes of breaks in electricity supply improved compared to 2015 and were as follows:

Item:	2015	2016
SAIDI scheduled and unplanned breaks including breaks following disasters (HV, MV) [minutes]	434.07	244.44

SAIFI scheduled and unplanned breaks including breaks following disasters (HV, MV) [pcs.]	5.5	3.85
Number of clients	2 487 023	2 520 175

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.

In the distribution area, indicators that are significant for our clients have improved significantly in 2016:

- SAIDI by 44% y/y
- SAIFI by 30% y/y

One of our goals until 2025 is SAIDI/SAIFI index at 144 min/1.69.

### Compliance with law

#### G4-PR9

**No penalties were imposed** on our Group companies in 2016 for the incompliance with law and regulations related with the delivery and use of products and services. We only provided clients with discounts of PLN 310,596. Discounts were mainly related with the quality parameters of electricity and client service standards.

### Our priorities

We believe that in Enea we are and we should develop for our clients. The strength of the Enea Group is growing with the increased satisfaction of our customers, and it is for them that we wish to be even more modern and invariably innovative company. The most important for us is:

- Building long-term relations with customers and positive experiences in relations with committed and motivated employees.
- Effective offering of products and services tailored to clients' expectations.
- Launching and developing remote (digital and traditional) sales and client service channels.
- Visualization and optimization of Client Service Centers to provide customers with modern, functional offices to meet their needs.

- Continuous improvement and processes automation for better and easier service
- Development of the Enea Operator connection portal

**We completed the following activities for our clients in 2016:**

In the area of retail sales:

- Launching the Customer Loyalty Programme (Purchase Zone)
- Introduction of new products into the product range for households, e.g. ENERGY+ Photovoltaics and ENERGY+ Professional
- Widening of the gas product range and implementation of new products for business Customers: ENERGY+ Index and ENERGY+ Professional
- Customer service quality and satisfaction survey

In the area of customer service:

- Completion of a migration process of Customer data to the central billing system - CCSS-T, CCSS-D
- Launching an Electronic Customer Service Centre for all customers
- Opening a modernised monumental office building with a Customer Service Centre in the centre of Szczecin
- Modernisation of Customer Service Centres in Inowrocław, Nowa Sól, Piła, Stargard, Szmotuły and Zielona Góra
- Launching new services for all Enea CG Companies on Enea Group's on-line service
- The execution of the purchase process of the multi-channel contact centre platform, which will allow for accessing new contact channels by customers

**Plans for Customers**

We will continue the majority of our projects in 2017 that we've undertaken in the past year. As far as initiatives are concerned we shall continue those that improve customer comfort and provide even better service, among others, we plan to:

- Implement a new analytical system supporting the forecasting and management of the purchase and sales portfolio
- Introducing new products for households and business clients
- Customer Satisfaction and Customer Service Monitoring
- Promotion of new communications and service tools

- Increase of the scope of service provided through remote contact channels, i.e. increase of the list of issues performed for the client during the first contact
- Implementation of a new, multichannel contact center platform, which will provide customers with new contact channels
- Development of new concepts for the operation of customer service areas and settlements

### Innovations and modern solutions for customers

We believe that in relation with the customers one has to constantly strive to improve - it is our duty in return for the trust they give us. Here are some examples of activities that are performed especially for the client:

- Enea Operator consistently strengthens security of electricity supply in north-western Poland. Innovative technology was introduced in the second quarter of 2016 to automatically detect faults and reduce their range to the point of occurrence. Application of this solution was possible thanks to the company launching another functionality - the SCADA (Supervisory Control and Data Acquisition) dispatcher system, FDIR (Fault Detection, Isolation and Restoration) module, which can "bypass" a damaged fragment of the network.
- In addition, Enea Operator provided a new functionality on its website allowing customers to obtain information on failures in their area of interest, or to cancel scheduled power cuts. A special tab is available at [www.operator.enea.pl](http://www.operator.enea.pl), which will be available in the event of extensive power failures.
- Also for our clients, our distribution company launched the Connection Portal. The new platform is an electronic, connection Client Service Centre.
- Together with the National Center for Nuclear Research, the Warsaw University of Technology, Energa, PGE and Tauron Polska Energia, we signed a letter of intent for joint development, promotion and propagation of electromobility in Poland and the development of industry related to this area. Combining the forces of the power sector and the scientific community is a chance for new innovative services and products that meet the growing expectations of our customers. One of the aims of the project is to promote the use of electric cars.

### Customer Opinion

G4-PR5, G4-27

We regularly conduct customer satisfaction surveys in our companies. They are a valuable source of information and a guide for planning activities in the cooperation with clients area.

We conducted the "**Customer satisfaction survey of Enea SA against competition**" at the turn of 2016 and 2017. The study was performed by a research agency. Its purpose was to determine the level of satisfaction with cooperation with Enea in all customer groups - both individual and business. For the analysis to be complete, the customers of our market competitors were likewise examined in the same way. Over 1,950 Enea clients and nearly 1 050 Clients of other companies in the industry participated in the survey.

The customer satisfaction index (CSI) was 76.52 in the study for Enea. This is a result by 8.69 higher from the last year's survey. Enea assumes continuation and cyclical annual testing of this customer satisfaction index.

A professional research agency completed the "**Mystery Client**" study in Enea in 2016. The study included audits at Client Service Centers, hotlines, and quality assurance via email. Two key objectives of the study were: to examine quality of client service standards in sales channels and to examine the sales competence of Enea employees. In order to provide background an analogous audit of competing companies was also made.

The survey was completed with an overall score of 66.6%, which means that Enea client service standards were fulfilled at 66.6%, with each channel achieving the following results:

- Customer Service Centre 64.6%
- Infoline 71.6%
- E-mail 76.2%

We plan to continue the cyclical research of the "Mystery Client".

Also Enea Operator participated in the project: "**Customer Satisfaction Survey of Power Distribution System Operators (OSD)**" in 2016, in which five main Distributor Operators in Poland took part. The research concerned DSO clients who completed one of the processes: network connection, Infoline contact, visit of an electrician, or complaint in 2016. In total, 13,541 interviews with clients of all OSDs were conducted. The level of satisfaction with the five-step scale was as follows: connection → 3.94, Infoline → 3.97, electrician → 4.44 and complaint → 3.06.

Recommendations indicated the complaint process as a priority for improvement, highlighted the need to inform about the operating principles and deadlines in each process. It was suggested that the communication with customers should include advantages i.e. image of a strong company, giving a sense of security.

**Enea Oświetlenie** also conducted a **customer satisfaction survey** in 2016, which primarily focused on satisfaction with the use of lighting - the main product of the company. The surveyed respondents were representatives of the municipal offices for whom the company provided services, in total 35 entities. Satisfaction of customers in the field of lighting use is 69.7%, which indicates an increase of about 17% compared to 2015.

The annual "**Customer satisfaction survey**" was conducted also at **Enea Pomiary**. The results of the survey indicated an improvement (compared to the previous year) of the quality of services provided by the company.

### Data security of our customers

We're obliged to protect clients' data according to the law that we strictly obey. Due to the importance of this issue, we established a policy in this regard, as well as a number of regulations that help us to effectively handle data security of our clients. Examples of regulations binding in Enea :

- "Enea Group Security Policy"
- "Security rules within processing of personal data in the Enea Group"
- "Instruction of IT system management which processes personal data in the Enea Group"
- "Rules of information processing in the Enea Group"
- "IT security rules in the Enea Group"
- There is a record guaranteeing protection of customer data in each contract for the sale of energy or other products

### G4-PR8

Despite of the accumulation of data migration of Enea customers to the central billing system in most locations in the first quarter of 2016, problems with the data were incidental. Only two clients of Enea SA filed a complaint regarding the receipt of other customers' information in the e-mail correspondence. The cause of the error was the failure of the contact center platform. In addition, there was one violation of Enea Operator privacy with no data loss reported.



## B. Service Quality

"Enea constantly delivers high quality products and services ahead of our customers' expectations", says Enea's mission statement. We recognize issues that are important to our customers, hence we set goals for relations with the clients in our new strategy implemented in 2016.

### Client service standards

"Enea Group Code" is the basic document that is a kind of a bible of our principles, including those that govern ethical and legal standards in our relations with clients. It is complemented by a detailed "Enea Group Compliance Policy". In order to make the rules of contact with Enea clients precise, clear and systematized we established the following documents specifying our standards:

- "Implementation standards related to the sales process and customer service of Enea SA by the organizational units of Enea SA and Enea Centrum Sp. z o.o. "
- " Enea SA sales standards for business customers"
- " Enea Operator Sp. z o.o. customer service standards by Enea Centrum Sp. z o.o."
- "Standards for customer service in contact centre"
- " Standards for customer service in customer service centres"
- "Standard of working in the office of customer service support"
- "Standard of working in the office for settlements"
- "Standard of customer e-mail correspondence service in the Enea Centrum contact centre "

In addition, Enea Logistyka applied the "Authorized Quality Management System".

"Rules for giving and accepting gifts" is a document that is binding in our Group from 2016. The regulation introduces a coherent approach to this issue in the Group, adapting it to the applicable tax regulations. These policies refer to business relations including customer relations. Content of this regulation is available to each employee on the intranet.

Additionally, due to the specificity of relations with customers, the following regulations apply in Enea Operator:

- Procedure of client service
- Procedure for handling complaints
- Instruction of transmission and maintenance of the distribution network
- Compliance Program - Program of Providing a Non-discriminatory Treatment of the Enea Operator Sp. z o.o. Distribution System Users
- Procedures for determining the connection conditions and concluding agreement (RD) (PK1)

- Procedures for connection of micro-installations (PK2)
- Procedures for determining the connection conditions and concluding agreement (Department DR, OD) (PK3)
- Procedure for monitoring of the connection agreement, its settlement and connection of the facility (PK4)
- Print request for determining connection conditions, connection agreement templates, pricelists of connection elements, and average cost of network components.
- Procedures for changing supplier
- Instruction for receiving and recording customer requests, processes of customer service and complaints of provided services
- Invoicing instructions for distribution services in Enea Operator Sp. z o.o.
- Rules of conducting inspection of measuring systems, compliance with concluded agreements and correctness of settlements by representatives of Enea Operator Sp. z o.o.
- Principles for determining the connection power when ordering by Customers contractual capacity
- Rules for collection, analysis and sharing measurement data in Enea Operator Sp. z o.o.
- Debt collection procedure at Enea Operator Sp. z o.o.
- Principles of connection of energy sources classified to the III connection group on the basis of Art. 7 sec. 9 of the Act of 10 April 1997 Energy Law (Journal of Laws of 2012, item 1059)
- Rules of debt releasing, writing off overdue and uncollectible receivables and performing revaluation write-downs of receivables
- Regulations of distribution services settlement in terms of quality fee, final fee and RES fees
- Rules for determination of power and electricity losses in entities connected to the Enea Operator Sp. z o.o. network
- Tariff for electricity distribution services
- Specimen contract for the provision of electricity distribution services to customers qualified to the V connection group (consumer and non-consumer)
- Specimen contract for the provision of electricity distribution services to customers qualified to the II, III or IV connection group
- Specimen contract for the provision of electricity distribution services to customers connected to low-voltage network, whose installations are not equipped with measuring and billing systems (consumer and non-consumer)
- Specimen contract for the provision of electricity distribution services to electricity generators in micro-installations
- Instructions for conducting research and expertise of electric meters
- Instruction of repair and legalization of electricity meters
- User manual for meter storehouses
- Instruction for receiving and issuing electrical insulation for testing / after dielectric testing

**Standards and quality = excellent product and service = meeting customer needs**

**The Integrated Quality Management System** plays an important role in maintaining the highest standards of our operations. Enea Wytwarzanie received a certificate confirming the compliance of the system with the relevant standards until 1 April 2018. This and other our certificates are available [here](#).

Provision of a high quality product is a first condition of customer satisfaction. Hence our great care for efficient generation, increasing the generation capacity, supplying electricity and heat in a reliable, safe and environmentally friendly way.

### Awards

Enea received the **Emblem of Customer Friendly Company** for the third time in November 2016. This is a valuable distinction, because it was preceded by research on a group of nearly 900 Enea clients whose goal was to evaluate co-operation with Enea, the probability of our company's recommendation, ease of contact with us, and overall customer satisfaction with Enea co-operation. The Customer Friendly Company Index was 89%, and the surveyed areas were rated between 88% and 91%.

### Certificates

#### G4-15

We have a **Certified Energy Seller Certificate of Energy Trading Association**.

The certification body - TÜV Rheinland Polska – confirmed in 2014 that Enea SA meets the requirements of the "Best Practices of Electricity Sellers" and is reliable in the area of sales and operates to eliminate unfair market practices.

Another positive audit took place in 2016 and resulted with the renewal of the Certificate for the next 2 years.

Our companies also received other certificates listed [here](#).

### Availability and friendly service

We are aware that the satisfaction of our clients depends on the reliability of all Enea employees. The task of the improvement of contact management process within the entire Capital Group was entrusted to Enea Centrum.

Our goal is to constantly improve service standards to meet our customers' needs. We wish to achieve this by:

- Development of communication channels with the customer to improve service efficiency

- Process automation, development of available on-line tools that support client service, and implementation of new solutions in response to changing trends of on-line services.
- Simplifying and adjusting the rules of contact with customers to the most friendly and clear

We also implemented a modern billing system and a system for customer relations management (CRM).

#### Client Service Centres

We're for our clients in **31 modern, comfortable Client Service Centres**.

We worked to improve our offices in 2016, adapting them to the needs of our clients. We installed queuing channelling system in all facilities, arranged baby corners and places for the elderly. We made every effort to make the offices look friendly and in line with adopted by us design and standards.

#### Electronic Client Service Centre

We completed implementation of a modern system of electronic Customer Service Centre (e-CSC) in the first quarter of 2016, which is available to all our customers. The solution is designed for both: households and companies.

The main advantage of having an on-line account is the ability to handle issues related with the co-operation with Enea without leaving home 24 hours a day, 7 days a week. We respect our customers and their time, hence the created tool works wherever our customer needs it. All you have to do is access the Internet and our multi-purpose office is available to you.

Introduction of all customer data to the on-line Client Service Centre was a large and successful project. We are happy that our customers have been already enjoying it for more than a year. Our customer satisfaction surveys, mentioned above, prove that clients are satisfied.

Advantages of e-CSC for the clients:

- Starting eCSC functionality, allows customers to:
  - make payments for energy online,
  - purchase codes for prepayment meters,
  - check the current balance of payments,
- The launch of the e-Invoice 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 of bank branches throughout the country.

We're still working, for the convenience of our clients, on expanding of the electronic Customer Service Centre with new features. We wish the customer to have access to our offer through this channel so that it is possible to order products or go to the Purchase Zone. We strive to make as many technical improvements as possible to facilitate the use of eCSC. We widely promote and encourage you to use our electronic office.

[See how you can save time with Enea e-CSC.](#)

The [www.enea.pl](http://www.enea.pl) website is an important channel of communication with the customers.

We worked on a new visualization of our site in 2016. This made our website site easy to navigate, and compatible with all types of devices (PC, phone, tablet). The site provides detailed information on our service packages, introduced changes and information of how to handle individual energy related issues. In addition, the customer has the opportunity to fill in the contact form to receive necessary information. We improved our website in 2016 through:

- creation of a comfortable and clear sales service "for home" and "for company".
- friendly and visually attractive way of presenting the product offer and bonuses
- redesigning contact ordering for more convenient and more visible for the customer

At the same time, our [contact centre](#) is at the disposal of our clients. It is a modern, based on the latest teleinformatic solutions, secure telephone customer service platform. Through the contact center our clients may also receive information without contacting the consultant. At the same time it is possible to order a call when the line is busy.

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

**991 open around the clock information number on breakdowns and interruptions in power supply.**

[Customer Service Consultant](#) is also a kind of contact with Enea, dedicated to key and strategic business customers.

We are in the process of preparing to launch [chat](#) that will create the opportunity to directly ask questions from the website and get immediate answers.

#### **ENERGIA+**

The content and functionality of the platform, previously available at [www.energiaplus.pl](http://www.energiaplus.pl) , was incorporated into our company's website enea.pl in 2016. We care to provide our customers with a wide range of services. We create offers tailored to the preferences of our clients. As a result, the customer receives from us a high quality product that is tailor-made to suit expectations, because it contains the most important value for a particular customer. Individual customers may conclude comprehensive agreements via the Internet with a guaranteed, fixed price for energy and additional benefits. This is the main principle of ENERGY +, hence the very successful offers: ENERGY + Health, ENERGY + Professional and many others. Take a look and read how we respond to the needs of [individual](#) and [business](#) clients.

## C. Education

### Enea expert

We are willing to share our knowledge by taking advantage of many best professionals in our profession. We organize and participate in conferences and other industry meetings:

- **We were the host of the International Congress of Science and Industry Energia21.**, which took place in Poznań on 10-11 May in 2016. The event is considered one of the most important energy conferences in Poland. Participants raised problems in the panels faced by the industry every day. Speakers discussed the future of coal, energy storage, e-mobility and e-utility. They also dealt with climate policy and strategies for constructing innovative products and services.
- The Energy Congress21 was held under the Energy Future Week and the parallel energy trade fair Green Power and Expo Power. Our company once again presented itself in one of the pavilions of the Poznań Fair.
- We were co-organizers of the **"Future with energy, energy with the future"** competition, which was accompanied by Energi@21 congress. The project of two students from the Poznań University of Life Sciences is an innovative way of producing energy from hydrogen and biogas in modern dairies. There were 39 participants competing. Students from different universities from all over the country presented scientific papers according to their own ideas. Evaluation of the work was based on the usefulness of the proposed solutions, as well as innovation, creativity and the fastest possible implementation time. As a result, the jury awarded first and second prizes and three awards. Winners received cash prizes.
- During the **"More Lights" Fair** organized in Kołobrzeg in June 2016 we presented a full comprehensive service. Under this panel, we educated local government representatives in the context of current and emerging energy solutions introduced to the market.
- Modern carbon technologies were the subject of the first meeting organized within the **Enea Wytwarzanie Technical Days**. Energy experts and industry representatives discussed coal gasification and liquefaction at the beginning of May in Warsaw.

- During the **Economic Forum in Krynica** in September, partner of which was Enea, participated more than 3,000 people from over 50 countries. The forum consisted of more than 180 discussion panels, lectures and debates. Polish and European politicians, officials, entrepreneurs and economists were among special guests.  
During Forum Enea and Polski Holding Nieruchomości established cooperation as far as sale of electricity is concerned. Energy shall be transferred to more than 500 collection points located on the properties belonging to the Polski Holding Nieruchomości for over 3 years, i.e. until 31 December 2019. Thanks to the established co-operation Polski Holding Nieruchomości will save on purchased electricity and Enea shall gain a large and stable client.
- The **Eco Energy Summit**, organized in Rzeszów in October, is one of the most important economic events involving opinion leaders, representatives of the central administration and self-governments, as well as a wide range of specialists and executives of the most significant energy companies. Congress was held under the slogan "Safety first and foremost - Polish power industry at the stage of transformation", which was an opportunity not only for discussing present but also future challenges but most of all future changes in the energy sector.
- **3rd National Energy Law Competition** was held for students and graduates up to the age of 27 in Poznań on 16 April 2016. The **National Conference on Energy Law** was held on the day before the Final Gala of the competition and was entitled "**Legal regulations on renewable energy sources in Poland and in Germany**".
- Enea was a partner of the **Warsaw Academy of Energy** and the **New Energy Forum** for the third time already. The event was organized by the Lesław Paga Foundation. This is an annual educational project aimed at those who see their future in the energy industry. The aim of the project is to create a knowledge sharing platform between experienced energy industry practitioners and people starting their career in the industry. Enea representative ran workshops for students on innovation in power industry. Students and graduates of such directions like economics, law, finance and technical universities who were under the age of 27 took part in the Forum.
- Enea was the main partner of the **Forum for Freedom and Development**, during which the most important assumptions of the "Strategy for Poland" were presented. During the Forum, 12 thematic panels were held, with the participants formulating more than 30 substantive conclusions, which were communicated to representatives of the government and other authorities.
- Enea together with Enea Trading became a strategic partner of the "**Modeling the energy market**" competition for the **President of the Enea Management Board Award** organized by Poznań University of Economics (UE) and the Adam Mickiewicz (UAM) University in Poznań for students of the Faculty of Informatics and Electronic Economy of the EU and the Faculty of Mathematics and Computer Science of the Adam Mickiewicz



University. The aim of the competition was to popularize the issue of the energy market functioning and to familiarize students with the specifics of the analyst's work in this area. The award ceremony took place at the EU headquarters in April 2017.

- Enea was a partner of the 25th edition of the **EuroPOWER Energy Conference** - one of the most important events in the energy sector in Poland. The conference discussed the most important changes taking place in the industry right now, thus responding to the challenges posed by the Polish energy sector. EuroPOWER has become a platform for dialogue and, above all, a place for public consultation of government representatives with all industry representatives and co-operating sectors.
- We took part in the **XIII Congress of the New Industry 2016 - Energetics, gas, fuel** in Warsaw, one of the most important economic events in our country, devoted to the strategic changes taking place in the Polish energy sector. During the Congress, NEW IMPULSE awards were granted. 80 panelists took part in the event, 10 thematic sessions took place, 800 guests participated.
- Enea was a partner of **KONGRES 590** - a forum for the exchange of ideas and experiences of Polish specialists from the business, science, policy and legislation area. The name of the event derives from the bar code prefix, which is placed on the goods produced or distributed by Polish companies.
- Enea Wytwarzanie was also one of the partners of the **2nd Technical Conference "Maintenance - management, efficiency and renovation"** in Katowice.

#### Our Prosumer Client

One of our offers is definitely educational and customer-conscious. We prepared a new Energy + Photovoltaic package. Photovoltaic panels are used to directly convert solar energy into electricity. By using them, the customer gets his own source of energy, constantly using our services and professional advice - he becomes Prosumer.

Energy + Photovoltaics includes location audit (professionals analyze site technical conditions at no additional cost), photovoltaic installation, support for financing and full service, including post-warranty. Professionals also calculate the rate of return of this solar investment for customers. Currently the offer is addressed to customers from the Enea distribution area. Details of the offer are available at the [website \[www.enea.pl/fotowoltaika\]](http://www.enea.pl/fotowoltaika).

### **We warn against fraud**

We took part in the campaign organized by the Association of Energy Trading as part of the second edition of nationwide information and education campaign warning against dishonest energy sellers in 2016. The project was addressed to clients of the 60+ age group, and supplemental to clients of the above 30 years age. The campaign was conducted with the participation of all companies in the industry. Patronage over the action was taken by the Energy Regulatory Office and the Consumer Federation.

Slogan from the previous edition: "Choose wisely" was supplemented with the message: "Don't guess - check who is selling energy to you".

The campaign was carried out throughout Poland from 14 November 2016 to 31 December 2016 in four communication channels - press, radio, internet and outdoor. In the spirit of this campaign, we run our own activities - we warn Enea's customers against fraudulent practices and encourage careful consideration of all contracts and offers.

### **We take care of safety**

Enea Operator launched information campaign related with the security in the vicinity of energy infrastructure. "We take care of your safety. You also should care about it! ". Police, Fire Brigade and PTPIREE - a professional association of energy operators are partners of the action. The idea behind the campaign is to educate both children and adults how to act and what to avoid in the vicinity of energy infrastructure. For the needs of the action, four animated educational spots, competitions for pupils and safety demonstrations by Enea volunteers were held. Details of the action are available at the [website](#).

[See the inauguration of the information campaign.](#)

### **Other forms of contact with the client and education**

Our companies, through various communication channels, not only expand our customers' knowledge of our products and services but also educate them about energy security, innovation in our industry, and inform about events organized by Enea. We contact clients through:

- individual conversations with our specialists, i.e. MPEC Bialystok employees provide clients with information on how to minimize their energy consumption or how to heat their homes
- local and industry press

## Corporate social responsibility report of Enea Capital Group 2016

- information leaflets, magazines, spots
- product training
- trade fairs and other business meetings in which we participate
- ENERGIA+ profile on Facebook (@EneaEnergiaPlus)