

Clients

Our Clients

We serve several million customers. We sell energy to over 2 million households and more than 200 thousand business Customers. Our distribution company Enea Operator serves over 2.4 million customers.

We have both individual as well as institutional Clients, such as companies, housing associations (MPEC Białystok), schools and local governments (eg. Enea Oświecenie).

Rules for taking care of Clients

Customer satisfaction is the most important for us. We wish that Clients buy energy from us. Therefore, we introduce many changes in the organization itself, we develop and try to simplify contact with us.

On the other hand, we must be guided by a number of regulations, guidelines and procedures to achieve a high level of service. We also join voluntary projects like 'Best Practices of the Electricity Retailers'. Enea has joined these practices in 2014 as it passed the audit for compliance with the Code of Best Practice.

A result of our care is not only a better service, but also lack of penalties resulting from non-compliance with laws and regulations.

[Click](#) to see a selection of principles that guide us in our business operations:

- Procedures for changing supplier
- Procedures for determining the connection conditions and concluding agreement
- Procedures for execution and settlement of the connection
- 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 recipient
- Program of Providing a Non-discriminatory Treatment of the Enea Operator Sp. z o.o. Distribution System Users
- 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.

Your data is safe with us

By entering into a contract with us, you are certain that your data is safe. We have adequate regulations that protect your personal information. As a result we haven't had any complaints regarding breaches of customer privacy and loss of personal data in 2014.

Examples of regulations:

- 'Security policy within processing of personal data in Enea SA'
- 'Instruction of IT system management which processes personal data in Enea SA'
- "Personal Data Security Policy" Enea Centrum,
- "Manual for processing of personal data" Enea Centrum,
- Each contract signed with Enea Operator Customers contains provisions guaranteeing the protection of personal data.

Service quality

We introduce clear standards of Client service

Service standards define rules of contact with Clients, set goals of organizational changes and trainings of our employees. We identified them in many points of contact, such as call centre, Client service offices and while informing about, for example, heat outages.

Organizational change in 2014 was a very important task for us. It involved transfer of Client service into one company - Enea Centrum, which acts as a shared services centre. What thus gains our Customer? Thanks to this solution, we were able to develop a new model of business processes and thus provide better Customer service. We are proud that we changed as much as 20 business processes in such important areas like conclusion of agreements or direct Client service.

We invest in the construction and development of communication channels

We invest in the construction and development of new communication channels and Client service, such as e-CSC, e-Invoice, hotline and e-Commerce. We also implement a modern billing system and customer relationship management (CRM). In case of business Customers, we strive to build long-term relationships based on mutual trust, personal service and professional advice.

We introduce new services and offer

We introduced new products (i.e. energy with the price guarantee) and facilitated offer selection through a new website enea.pl. Development of the offer applies to the entire Enea team. Enea Logistyka decided to combine quality of products with expert advice for the Customer, as our sales managers are specialists with valuable experience in the industry. Thus, we don't only sell energy efficient solutions, but also educate. Moreover, Enea Pomiar invested in Measurement Laboratory and expands its operations by a service of current transformer verification.

We provide quality of products and high standards of service

It is worth to remember that the Enea Group is not just services, but a very strong core of production, supply of electricity and heat in a reliable, safe and environmentally friendly way. To ensure high generation quality, we invest in new technologies and increase capacity. At the same time we take care to provide high quality of service standards. We carry out projects, about which you may read in [Investments](#) section. Moreover, Integrated Quality Management System has an important role in quality management.

We have power lines of more than 133 610 km (including connections) and 36 877 transmission stations (as of 31.12.2014), which are located in the area of 58 213 km². Power network covers six provinces: wielkopolskie, zachodniopomorskie, kujawsko – pomorskie, lubuskie and part of dolnośląskie and

pomorskie. Ensuring smooth running of such an extensive network requires from us expenditures on investments, network repairs and modernizations every year. Thanks to them, we have reduced time interruptions in the electricity supply.



Table 2. Time rates of interruptions in the supply of electricity for years 2013 and 2014

| index | 2013 | 2014 | unit |
|-----------------------------------|-----------|-----------|-------|
| Number of customers | 2.438.037 | 2 460 758 | [no] |
| SAIDI for unplanned interruptions | 353.5 | 219.43 | [min] |

| | | | |
|--|--------|--------|-------|
| SAIDI for unplanned interruptions including the catastrophic interruptions | 415.33 | 223.49 | [min] |
| SAIDI for planned interruptions | 127.39 | 106.09 | [min] |
| SAIFI for unplanned interruptions | 4.18 | 3.21 | |
| SAIFI for unplanned interruptions including the catastrophic interruptions | 4.21 | 3.21 | |
| SAIFI for planned interruptions | 0.51 | 0.47 | |
| MAIFI | 2.31 | 1.93 | |

Results of our work – Customers evaluation

We've conducted a customer satisfaction survey at the turn of 2014/2015 to know the results of our actions. The study included both individual and business Customers, totalling more than three and a half thousand people. The study has been completed by an independent research agency TNS Poland. The result, i.e. Customer satisfaction index - CSI is 68.57. We plan to continue this research, to check whether we make adequate progress.

We've also received an award of a Customer Friendly Company. This program required a study in which 900 Enea Customers took part. The index that we were awarded is 87 per cent. This high rate was second in the industry and resulted in granting us a certificate.

Education

We share knowledge

Professionals work in Enea. We are experts in the field of energy. That is why we share our knowledge at conferences and industry meetings.

Examples:

- Conference 'Intelligent buildings management - Digital Home' organized by GLOBENERGIA, during which our experts had a lecture on 'The photovoltaic system for own needs -from design to execution'.
- "Fair More Light" in Kołobrzeg, where we educated representatives of local governments in the context of new energy solutions entering the market.

Education with partners

We know that in education we may achieve more by working together. Therefore, the program for the safety of children ' Safe Kindergarten Academy' was implemented under joint preventive actions of Municipal Police Headquarters in Poznań, Polish Gas Company and Enea Operator.

Enea Operator also took part in the project "Eco-crative" addressed to small and medium-sized businesses.

Education through the media

Our companies try to reach customers in every possible way:

- Through press, for example PEC Oborniki published articles in the local press addressed to the inhabitants of Oborniki
- Through a series of programs 'Friends with energy' in the Mercury Radio (Enea Operator)
- Through leaflets, magazine, film footage, a TV program (i.e. MEC Piła)
- Through trade shows (i.e. Enea Oświecenie)
- Through e-bhu.pl website or Facebook profile.

Customers educational campaign 'Find out who'.

Enea also implemented a nationwide educational campaign directed to individual Customers, warning against dishonest energy sellers, who were deliberately misleading Customers. The action was aimed at making Consumers aware of their rights in this market and promote fair business rules. It is continued in 2015.

Press advertisements and newspaper articles appeared in the press in 2014 warning and teaching Customers on how to avoid signing an unfavourable contract, especially while changing energy supplier. The campaign was conducted in the local press. Energy Trading Association (TOE) was the organizer of the spring 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: PGE Polska Grupa Energetyczna, TAURON Polska Energia, Enea, Grupa Energa and RWE Polska.

Enea within individual actions completed another part of an educational campaign - in October 2014. Enea Group published new warning ads and newspaper articles, in the local press covering Enea Group operations, which was supplemented by further identified and reported by the Customers examples of unfair practices.

Also in the fourth quarter, Enea has carried out a direct educational campaign for residents of one of Poznań housing associations. Consultants from Enea explained to participants during festival organized by the building manager risks associated with the process of changing energy supplier and informed how to protect themselves against them. In the blocks belonging to the housing association posters and leaflets were distributed.