

CUSTOMER RELATIONS

“ The management of the Company pays particular attention to raising consumer awareness of the services offered by the Company, ensuring comfortable surroundings for in-person service, and enhancing the accessibility of services through interactive service facilities.

With the help of a representative from the guaranteeing suppliers, TNS-Energo Kuban, the Single Site principle of customer service was implemented in 2022 on the basis of the Company's main customer service centre. This allows customers to receive services from both the Company and TNS-Energo Kuban.

In addition, the call centre hardware and software was upgraded with the replacement of the server hardware and software.

In the reporting year, Rosseti Kuban actively cooperated with the representatives of the executive authorities of the Krasnodar Territory and the Republic of Adygeya, the public, businesses and potential consumers of the Company's services with respect to the issues related to the development of the power grid complex and higher availability of power infrastructure.



ALEXANDER CHEPUSOV
Deputy General Director for Development and Power Grid Connection

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The main function of the customer relations departments of Rosseti Kuban is to ensure prompt, unhindered resolution of issues related to grid connection, electricity transmission, organisation of electricity metering and additional services for citizens and legal entities in the Company's operational responsibility.

To maintain the high quality of Company services, there are

13 customer service centres

41 customer service offices in operation across the power grid regions

To provide remote services to customers, Rosseti Kuban runs a 24-hour call-centre with unified federal numbers 8-800-100-15-52 and 8-800-220-0-220. Call-centre operators inform the residents of the Krasnodar Territory and the Republic of Adygeya about any power supply

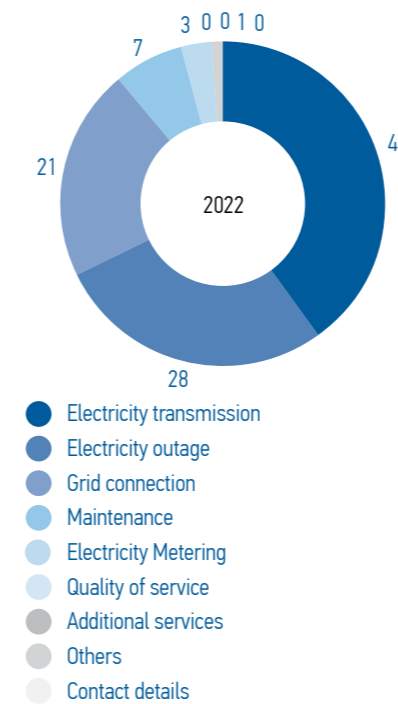
issues and ongoing recovery work / planned repair schedules. Besides, the call-centre operators take messages from the customers concerning electricity theft and consult them about grid connection and other Company services.

In 2022, the call centre of Rosseti Kuban was contacted by

more than 1 million consumers, an increase of 26% compared to 2021

In the reporting year, Rosseti Kuban received about 6,900 complaints from customers, of which around 2,500 were justified. The number of complaints received in the reporting year is 4,100 (or 37%) fewer than in 2021.

STRUCTURE OF CUSTOMER COMPLAINTS RECEIVED BY THE COMPANY IN THE REPORTING YEAR (%)



Customer complaints were investigated and actions scheduled for the reporting year were taken to sort out their causes.

In 2022, Rosseti Kuban offered customer service through Rosseti Group's power grid services portal www.портал-тп.рф.

In 2022, Rosseti Kuban received 43,902 packaged applications for grid connections, which resulted in the conclusion of 36,912 agreements for grid connections.

BELOW ARE A FEW OF THE KEY OUTCOMES OF THE COMPANY'S EFFORTS IN THE FIELD OF CUSTOMER RELATIONS FOR 2022:

Over the year, Rosseti Kuban held 31 remote alignment meetings with potential and existing applicants, business representatives and executive authorities of the constituent entities of the Russian Federation on improving the accessibility of the energy infrastructure, including the possibility to submit applications for grid connection in electronic form. About 554 people took part in the alignment meetings.

- Based on the results of 23 inspections carried out on the basis of reports of electricity theft submitted by consumers via the call-centre, unaccounted electricity worth RUB 40,5001.94 was detected.
- In 2022, there was an upgrade in the call-centre hardware and software with the replacement of the server hardware and software. This made it possible to integrate cutting-edge capabilities for handling consumer phone calls, such as automatic subject-based routing and an interactive voice menu that automatically updates customers on the most crucial aspects of the Company's operations.
- The Rosseti Group's Power Grid Services Portal website now has a feature that allows grid connection services to be paid for directly from the customer's personal account.

With the help of a representative from the guaranteeing suppliers, TNS-Energo Kuban, the Single Site principle of customer service was implemented in 2022 on the basis of the Company's main customer service centre. This allows customers to receive services from both the Company and TNS-Energo Kuban. The consumer service offices made computer workstations available for applicants who have no access to the Internet network. Specialists of the Company's offices can offer guidance on issues emerging during the application filing process.

In 2022, the management of Rosseti Kuban took part in the VI All-Russian Practical Workshop on effective work of electricity market participants in the context of modern legislation. Grid Connection, Tariff Policy and Antimonopoly Control, Smart Metering

Systems, Changes in the Work of Sales Companies, Reserve of Power Transmitting Facilities, TGO Criteria were the subjects of interest covered during the workshop.

The workshop discussed issues related to the legality/illegality of extending the deadlines for implementing measures under grid connection agreements by concluding additional agreements, the establishment of one backbone territorial grid organisation in each constituent entity of the Russian Federation; ways of appealing against decisions of state price (tariff) regulation authorities.

Additionally, staff members of Rosseti Kuban attended a hands-on session hosted by Rosseti Lenenergo where representatives from the Russian Ministry of Energy and the Federal Antimonopoly Service provided an explanation of how the current regulations for consumer grid connection were to be applied.

To promote the customer-oriented approach and improve the quality of services, Rosseti Kuban scheduled the following for 2023:

- Improving the efficiency of customer service by streamlining the processes for receiving and processing customer feedback
- Upgrading corporate automated systems for handling customer feedback to improve the accuracy and speed of processing