

Electricity Transmission**2022 results**

Branch	Total supply, million kWh	Net supply*, million kWh	Electricity losses	
			Million kWh	%
Permenergo	16,927	15,590	1,337	7.90%
Sverdlovenengo	29,695	28,366	1,329	4.47%
Chelyabenergo	17,568	16,353	1,215	6.92%
IDGC of Urals	64,190	60,309	3,881	6.05%

*Net supply to consumers and regional grid operators at the boundaries of operational responsibility

In 2022, the Company's net supply to consumers and regional grid operators at the boundaries of operational responsibility area amounted to 60,309 million kWh (+642 million kWh or +1.08%), if compared to 59,667 million kWh transmission metrics of 2021, due to the rise in consumption of large consumers

Electricity losses in 2021-2022

Branch	2021		2022	
	Million kWh	%	Million kWh	%
Permenergo	1,382	8.02%	1,337	7.90%
Sverdlovenengo	1,342	4.54%	1,329	4.47%
Chelyabenergo	1,489	8.71%	1,215	6.92%
IDGC of Urals	4,213	6.59%	3,881	6.05%

Company's customers* as of 31.12.2022

Branch	Corporates	Individuals
Permenergo	28,709	764,271
Sverdlovenengo	13,221	565,450
Chelyabenergo	27,883	839,633
IDGC of Urals	69,813	2,169,354

* Incl. transfer of individuals living in apartment buildings to building-level meters

Consumption breakdown, thousand kWh

Customers	Permenergo	Sverdlovenengo	Chelyabenergo
Industrial consumers	4,360,758	8,747,887	4,826,799
Transportation	1,312,024	2,510,620	1,467,910
Oil and gas pipe lines	2,152,407	256,313	346,960
Agriculture and food industry	165,366	166,292	360,056
Non-industrial consumers	1,470,096	1,037,413	3,073,380
Federal (municipal) organizations and other budget-funded consumers	912,474	164,851	466,101
Residents and the like	2,342,471	1,870,214	2,334,959
Regional grid operators	2,873,815	13,612,766	3,476,536
Total	15,589,411	28,366,356	16,352,700

Additional (non-tariff services)

In 2022, to promote additional (non-tariff) services the Company:

- Defined a HQ unit, liable for general arrangement and coordination of activities related to additional (non-tariff) services at administration level of the branches and production units (Sales and Commercial Departments created).
- Revised the Regulations on additional (non-tariff) services (incl. responsibility matrix) and other regulatory documents on additional services in line with changes in the organizational structure.
- Developed the list of services on the official web-site, incl. calculator of services with additional options, electronic applications or price request.
- Prepared detailed plans on the development of additional services and sales targets.
- Developed a new product line, ensuring development of additional services: CAW integrator, "Energoservis", solar power, concession agreements, DSW consortium, CAW consortium, agent-scheme CAW materials sales (Rosseti Ural supermarket), electric charging stations.
- Analyzed the market in terms of typical additional (non-tariff) services and prospective launch of new services.
- Analyzed existing business processes related to rendering and development of additional services by type of activity, optimized schemes and regulations on the business processes, factoring in the Regulations on rendering additional services.
- Created an incentive system for the sales of additional services.
- Arranged the process related to the preparation of tender documentation and centralized filing of tender bids.
- Concluded a contract on the issuance of independent bank guarantees within 3 business days.
- Integrated "Tenders", "Sales", "Payments" modules into the automated control system for additional (non-tariff) services.

In 2022, the Company also initiated the following activities (ending in 2023):

- Formation of price zones for additional services;
- Modification of the corporate web-site for disclosures on prices of additional services in the regions;
- Update of the Company's regulatory framework in terms of additional services (factoring in market demand and changes in the organizational structure);

- Fine-tuning of integration of the ACSNTS with information systems of the Company to collect analytical information on client relations;
- Development of simplified scheme for interaction between contractors and conclusion of framework agreements.

During the reported period OAO IDGC of Urals executed 13+ thousand contracts worth RUB 1,745 million.

Financial metrics, RUB million

Metrics	2020	2021	2022	2022/2021
Revenues	434	610	1,745	186%
Rental lease and arrangements	252	295	305	3%
Maintenance and repairs	79	63	338	441%
Construction and assembly works	43	173	967	460%
Consulting and technical services	30	51	105	106%
Agency services	0	1	5	301%
IT and telecommunications	1.2	4	4	10%
Other operating services	26.1	20	21	8%
Other services	1.8	3	1	-80%
Net profit	116	153	167	9%
Rental lease and arrangements	82	94	96	3%
Maintenance and repairs	13	18	2	-90%
Construction and assembly works	5	18	41	130%
Consulting and technical services	9	16	19	25%
Agency services	0	1	2	71%
IT and telecommunications	1	2	2	-8%
Other operating services	7	6	7	4%
Other services	-1.7	-2	-2	1%

The following lines of business showed the highest revenue gains:

- Construction and assembly works (+ 460% YoY).
 - a. Arrangement of the metering system (installation/replacement, meter repair, installation of automated measuring and information system for electricity fiscal metering, etc.) (+2,002% YoY).
 - b. Other CAW and DSW (+937% YoY).
 - c. DSW for construction, reconstruction and retrofitting of consumer's grid facilities (+804% YoY).
 - d. CAW, reconstruction and retrofitting of consumer's grid facilities (+337% YoY).
- Repair and maintenance (+441% YoY due to contract with AO EESK on maintenance of AES Invest's networks).
- Agent services (+301% YoY).
- Consulting and technical services (+106% YoY).

The FY2022 revenues grew due to increased scope of additional services and works under large-scale contracts.

- Restoration of power supply related to the execution of a special infrastructure project (RUB 568 million).
- Maintenance of OOO AES Invest's grids (AO EESK, RUB 297 million).
 - CAW on 110 kV Zakharovskaya substation (AO Gorelektroset, RUB 36 million).
- Retrofitting of 35 kV power line of Chelyabinsk Cargo Railway Station (OAO RZhd, RUB 25 million).
- Delivery and installation of a transformer (OOO MFK EXE, RUB 17 million).
- CAW on single-circuit 6 kV cable power line (OOO Stroykomplekt, RUB 14 million).
- Construction of a transformer substation (OOO ATEK 74, RUB 15 million).
- Reconstruction of a transformer substation (OOO SK Integ, RUB 12 million).
- Construction of a substation 2x1600 kVA (OOO SZ TREST-B1, RUB 11 million).



The revenues from external lighting, RUB million

Revenues	2021	2022	2022/2021
Maintenance of external lighting networks	0.8	1	48%
Repairs of external lighting systems	8	14	94%
CAW on the arrangement of external lighting networks (Bundled service "Arrangement of external lighting networks")	12	32	169%

The revenues grew due to the conclusion of contracts on CAW, maintenance and repair of external lighting systems in 2022 (to be completed in future periods):

- Maintenance of lighting on regional roads (Perm region, OOO Stroygrad plus, RUB 75 million)
- Energy service contract (Perm, MBU Blagoustroystvo, RUB 11 million)

Financial and economic targets related to sales of additional (non-tariff) services for 2023-2027, RUB million

Metrics	2021	2022	Targets				
			2023	2024	2025	2026	2027
Revenues	610	1,745	1,518	1,880	2,438	4,182	4,841
Net profit	153	167	165	238	301	506	585

Consumer liaison

Key existing forms and services provided by the Company:

- In-person format: customer service centers.
- Remote format: interactive channels, postal items, call centers

There is an increase in the number of requests forwarded to the Company by electronic channels every year. In 2022, the Company received 228,671 electronic requests (+6% YoY).

Requests breakdown, pcs

Channel	2020	2021	2022	2022/2021, %
In-person visits	12,644	22,161	44,923	2.03
Contact center	172,212	280,905	224,432	0.80
Postal items	6,771	12,295	5,363	0.44
Online services	170,220	194,449	203,886	1.05
Other	13,996	22,364	24,785	1.11

In 2022, the Company received 503,389 requests (+5% YoY), incl. 81,557 requests for services. The largest portion of requests accrues to requests related to connection (52%), power outages (25%) and fiscal metering (11%).

Requests	2020	2021	2022	2022/2021
Total requests, pcs	375,843	532,174	503,389	0.95
Low-quality service complaints (% of total requests)	0.7	1.82	3.1	1.6

During the reported period the Company achieved the target QoS values, set by the state regulators.

In 2022, the Company conducted regular surveys among its customers on the quality of rendered services. Average QoS score (using 5-point scoring system) in 2022 totaled 4.4 (for call centers), 4.7 (for customer service centers), 3.6 (for feedbacks on requests)