



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)