



SMARTNESS IN NETWORKS AND SERVICES

ACTION	KPIS		2016	2017	2018	2022 PLAN OBJECTIVE	2023
QUALITY To maintain high quality standards of the services supplied by keeping high customer satisfaction levels	Total CSI of "Reference multi-client customer satisfaction" of CERVED - Databank for customers of A2A Energia		92.4 (national average 90.3)	Domestic gas: 90.1 (national average 89.4) Domestic electricity: 91.2 (national average 89.7)	Not yet available	> 2% vs national average and never < 90%	> national average and never < 90%
	CSI for Call Center A2A Energia		97.1 (national average 91.0)	95.7 (national average 93.2)	98.1 (national average 92.3)	> sector national average	> sector national average
DIGITAL To develop innovative channels and services (web, mobile, gamification) to increase customer loyalty	Number of energy customers registered with the on-line service		268,818	356,155	391,626	550,000	640,000
	Number of energy customers registered with the bollet@mail service		289,613	350,580	430,366	600,000	750,000
	Number of interventions on Group sites for evolved interactivity		-	-	6	10	10 (AT 2022)
SMART NETWORKS To develop solutions to offer a better information access infrastructure (Smart Grid) and improve the network resilience	Adequate users with smart gas meters (G4-G6) - Unareti perimeter		28%	46%	66%	98%	98%
	Annual average number of outages per LV user in high concentration environment due to long outages without notice		1.54	1.36	1.43	0.78	1.11
	Number of new generation water meters installed - cumulative value		-	-	27,000	46,000 (to 2020)	170,000
	Operators of Networks & Heating BU equipped with digital tools for mobile work (WFM) - % of total target population		-	-	51.5%	NEW	100% (at 2020)
	Investments in Smart Grids (M€) - cumulative value		3	22	40	REVISED	254
SMART CITIES To support the development of the smart city in the territory in which the Group operates, including through new business models that exploit the technological component (Smart Grids and big data)	Smart City services activated - cumulative value		-	-	7	30	200
	Municipalities with Smart City services activated - cumulative value		-	-	2	10	40
	Number of parking spaces installed in smart parking - cumulative value		-	-	711	500	3,000
	Number of businesses served with new smart land services - cumulative value		-	1	2	2/year	12
	Number of smart environmental bins		-	300	6,663	20,000	18,000
	Number of intelligent sensors installed for water service - cumulative value		-	-	27	NEW	130
	Number of new LED light points installed on IP		196,431	213,817	225,590	350,000	312,000
	Number of electric vehicle charging stations installed - cumulative value		-	130	168	500	1,500
	Number of vehicles (collection and sweeping) monitored by GPS on total (%)		-	-	81%	NEW	100% (at 2020)
	Installed LED traffic lights - cumulative value		12,069	12,069	12,069	22,000 (to 2018)	22,000 (to 2020)
DISADVANTAGED GROUPS To promote beneficial tariffs or other solutions for users in difficulty (e.g. Banco dell'Energia)	Funds collected by means of the Banco dell'Energia - 2 nd phase (M€)		-	-	-	1 (to 2019)	1 (to 2019)

Letter to stakeholders

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