

# Customers and products

'Enea continues to provide products and services that exceed our customers' expectations,' Enea's Mission demonstrates that our customers and their needs are at the centre of our attention. We recognise the issues that are important for our Customers and we carefully try to implement them.



We are responsible for energy sales throughout Poland, delivering it to all customer segments and sectors of the economy.

The profile of our customers is diverse, both in households and manufacturing companies, which is why we offer a wide range of products and services.

We are committed to building a responsible relationship with our Customers based on loyalty and mutual trust.

We focus on improving our customer service standards and consistently improve our communication channels.



## Our Customers



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[GRI 102-7]

**In 2017, 2,5 million were among the recipients of our products and services**

- Trading segment: 2 422 000 Customers (Energy Consumption Points)
- Distribution segment: 2 553 000 Customers

We create a group consisting of many companies, and each of them has its own Customers and business partners. In order to ensure detailed standards of customer relations, we identify the following groups of customers:

- individual (including households)
- business

- key
- strategic
- tender

A key Customer for some of them is an internal Customer, i.e. a member of the Enea Group, e.g. Enea Serwis or Enea Pomiary.

## Main services and products

We offer a wide range of products to meet different expectations and needs. As the Group, we make every effort to ensure that everyone in Enea finds the most suitable offer for them.

Our extensive product portfolio includes products that combine electricity, services and ancillary products, such as expert assistance in dealing with minor house failures and innovative devices for intelligent home management. Additionally, our individual Customers, after prior registration, can benefit from the loyalty programme – **Purchasing Zone**. This service enables the purchase of products dedicated by Enea with attractive discounts.

### **Our product Energy + Certain Price was the best rated by the Polish Institute of Quality Research in two categories:**

- the general conditions of the offer
- the most transparent offer for the Consumer from among the offers of 16 energy sales companies.

### **Our main product range:**

#### **Offer for households**

- **Enea Smart** – a product combining electricity with a package of modern solutions that will protect the house against fire, flooding or burglary, and allow for more efficient use of electricity.
- **Energy + Professional** – sale of electricity as a package with minor household repair services (electrician, heating and gas installation technician).
- **Energy + Health** – Sale of electricity bundled with medical services.
- **Energy + Certain Price** – the customer receives a guarantee that electricity prices will not change during the term of the contract.
- **Energy + Energy-efficient house** – the customer is guaranteed that electricity prices will remain the same for the duration of the contract.
- **Energy + Family** – a product dedicated to Customers who have a Large Family Card.
- **Energy + Photovoltaics** – the customer receives assistance in the analysis of technical needs and possibilities, design of the installation, obtaining financing and construction and connection of the photovoltaic installation to the network.
- **Enea Eco** – an anti-smoking offer directed from the beginning of 2018 to customers who want to start using electric heating in their homes or to charge electric vehicles at night.

#### **Offer for companies**

- **Energy + Fixed Price** – the customer receives a guarantee that electricity prices will not change during the term of the contract.

- **Energy + Always Cheaper** – a product addressed to enterprises, which guarantees customers constant prices for the duration of the contract and discounts up to 20% of the standard prices.
- **Energy + Index** – the product is addressed to entrepreneurs interested in the price of energy determined on the basis of forward market indexes.
- **Dual Fuel** – a comprehensive service for the sale of electricity and natural gas to businesses.
- **Energy + Professional** – associated with the sale of electricity – a package of advisory services allowing to optimise the consumption of electricity.
- **Assistants package** – a wide range of business support services available within the Energy + Fixed Price and Energy + Always Cheaper offer, including, inter alia, electric assistance, organisation of IT interventions or maintenance of office equipment.

**If you are looking for more information:**

Detailed descriptions of our offers can be found on our website:

- [Tab 'For home'](#)
- [Tab 'For company'](#)

A detailed offer of the Purchasing Zone can be found at [www.strefa.enea.pl/](http://www.strefa.enea.pl/)

## Compliance with law

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In 2017, **no penalties were imposed** on our Group companies for non-compliance with laws and regulations concerning the supply and use of products and services. We granted our Customers discounts in the total amount of PLN 2 191 323, which were mainly related to the quality parameters of electricity and customer service standards.