

# Friendly communication

We are constantly improving our customer service by introducing modern communication tools, raising the standards of their service and opening new locations of Customer Service Offices.

Enea Centrum is responsible for streamlining the process of managing contacts with current and potential customers in our Group. We know that the satisfaction of our Customers depends on the conscientiousness, reliability, effort and competence of our Employees, based on strictly defined procedures in the area of cooperation with the Customer.

We are aware that the issue of service availability is important for our customers, therefore we offer a range of solutions, both traditional and digital:

- We have 32 Customer Service Offices (BOK) at our disposal;
- We have introduced changes in our customer service which have shortened the average waiting time at our offices;
- We have improved our website;
- We have introduced additional communication tools, including a chat with a consultant.

## Customer Service Offices

Our customers have at their disposal **32 functional and friendly Customer Service Offices** (BOK).



- We make sure that our facilities are located in convenient places. We consistently modernise them in order to make them more modern and, above all, to meet the needs of our customers.
  - We create spaces for meetings with customers in accordance with the aesthetics and standards adopted by us, in which we offer comfortable conditions and efficient service.
  - We have introduced a queuing system at all Customer Service Offices.
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- We successively try to equip them with modern computer equipment, telephone charging stations and special places prepared for filling in applications. Some facilities have separate play areas for children, as well as seating areas specifically designed for the elderly.
  - We have opened two new Customer Service Offices (a BOK in Zielona Góra, a BOK in Poznań in the 'Pestka' shopping mall).
  - We have modernised three Customer Service Offices (a BOK in Chojnice, a BOK in Międzychodzie, a BOK in Dębno).

## Electronic Customer Service

At the same time, we are developing **remote contact channels** outside traditional facilities including:

- a website: [www.enea.pl](http://www.enea.pl)
- a helpline
- Electronic Customer Service (eBOK)
- the chat with a consultant
- a dedicated Customer Guardian, e.g. business, key and strategic Customers
- 24-hour Enea Operator hotline 991

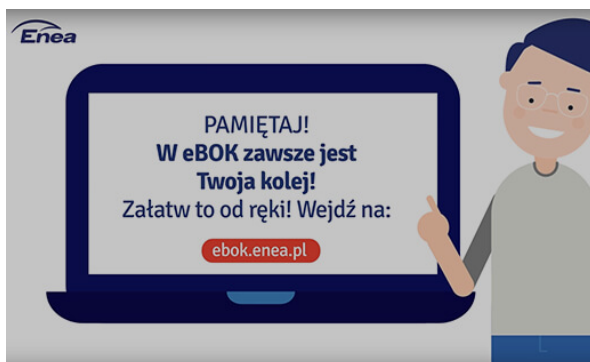
For all Customers who prefer digital solutions, in the first quarter of 2016 we implemented a modern Electronic Customer Service Office (eBOK) system. The system is designed for both households and business customers.

Every customer who has access to the Internet and has created an account with eBOK has the possibility to settle matters concerning cooperation with Enea without leaving home:

- 24 hours a day,
- 7 days a week.

### Main advantages of using eBOK for Customers:

- Time saving
- Access to billing information (e.g. e-invoice)
- Possibility of convenient and quick payment of bills
- 24-hour access to invoices and documents
- Receipt of SMS or e-mail notifications (the Customer decides which form he/she prefers) on invoices with an approaching payment date
- Possibility of purchasing a code for the prepayment counter
- Possibility of quick contact without the need to provide personal data each time



We are working on extending the Electronic Customer Service Office with new functionalities. The main motivation for our activity is for us the comfort of our Customers, which translates directly into their satisfaction.

Another important channel of communication with our customers is the website [www.enea.pl](http://www.enea.pl). We are gradually improving our service, strengthening customer service on the Internet. We focused on creating a clear structure of the website and arranging the content in the form of questions and answers placed in a separate part, dedicated to the area of customer service. We have introduced icons presenting in an

understandable way the issues important from the Customer's point of view, such as the way of creating an account with eBOK and submitting an application for connection to the network.

We are working on the implementation of additional solutions, such as instructional videos, the possibility of booking a visit to the facility via the Internet and easier search of invoice payment points, which will improve the level of functionality of the website and thus facilitate contact with the Customer.

In addition, Customers can observe Enea's profile on Facebook (in 2017 under the name: Energia+, since 2018 under the name: Enea), where current information on the life of our Group and interesting facts are posted.

## Connection Portal

Enea Operator offers the Users a [Connection Portal](#) , which is an electronic customer service office in the area of distribution. The Portal enables Customers to submit applications for connection to the network, applications for ensuring deliveries and applications for microinstallation connection by electronic means, if the connection capacity of the facility does not exceed 40 kW.

In 2017, the Portal gained a new functionality allowing the Customers to follow the stages of the implementation of the connection investment. Through the platform, Users receive notifications about the main events throughout the process of executing their connection agreement. In addition, messages on significant events in the investment progress of connections are delivered via e-mail and text messages (sms).

Additionally, tests of the new mobile application 'Enea Operator Wyłącz Wyłączenia' are underway, which will enable the Customers to monitor the planned shutdowns and failures in a specific area.

Enea Oświetlenie enables its customers to report lighting failures by phone.