

# Quality of service

[GRI 103-1 dla Aspektu: Działania na rzecz satysfakcji Klientów ]

[GRI 103-2 dla Aspektu: Działania na rzecz satysfakcji Klientów ]

[GRI 103-3 dla Aspektu: Działania na rzecz satysfakcji Klientów ]

The quality of service is one of the main factors influencing the satisfaction of our customers. We consistently improve it, aiming at continuous development in the area of cooperation with the Customer, in accordance with our strategy.

## Customer service standards

An important document regulating ethical and legal standards in relations with Customers is the 'Enea Capital Group Code of Ethics'. This is complemented by the specific 'Enea Group Compliance Policy'.

We operate according to the 'Enea Brand Strategy'. We care about precise, clear and systematic contact with our Customers, which is why we have established the following documents specifying the standards set by us:

- Standards of performance of tasks related to the process of sales and customer service of Enea SA by the organisational units of Enea SA and Enea Centrum;
- Enea SA sales standards for business customers;
- Customer Complaints Handling;
- Customer Electronic Correspondence Service Standards at the Contact Centre at Enea Centrum;
- Telephone Customer Service Standard at the Contact Centre;
- Customer Service Standards in Customer Service;
- Enea Operator Customer Service Standards by Enea Centrum;
- Standards of performance of tasks related to the process of sales and customer service of Enea SA by the organisational units of Enea SA and Enea Centrum;
- Procedure of acceptance and registration of Customer applications, implementation of Customer Service processes and complaints about services provided;
- Procedure for changing supplier;
- Procedure for reimbursement of overpayments to Enea Operator's customers due to settlement or mistaken payment;
- Customer authorisation procedure when handling Customers at Enea;
- Handling of enquiries, applications and requests;
- Key quality guidelines for Employees of After-Sales Service Divisions;

In addition, due to the specific nature of the customer relationship, Enea Operator is bound inter alia by the following:

- Procedure of accepting and recording Customers' applications, performance of customer service processes and complaints about services provided;
- Procedure of calculation of adjustments of settlements of distribution services at Enea Operator;
- Procedure for the introduction of claims, debt relief and write-off of claims against costs;
- Regulations governing the inspection of measurement systems, compliance with concluded agreements and correctness of settlements by Enea Operator's representatives;
- Rules of settlement for distribution services with respect to the quality fee, the final fee and the renewable energy fee;

- Procedure for debt collection at Enea Operator;
- Tariff for electricity distribution services;
- Procedure for determining the terms and conditions of connection and conclusion of connection agreements;
- Procedure for connection of microinstallations;
- Procedure for determining the terms and conditions of connection and conclusion of the connection agreement;
- Procedure for monitoring the execution of the connection agreement, its settlement and the connection of the facility.

## Simple Customer Service



**In 2017, we launched a package of Simple Customer Service initiatives. We strive to simplify contracts, invoices and documents, processes in the area of support and settlements and the development of electronic customer service. We want to create clear and understandable documents for our Customers, which will translate indirectly into the improvement of the service and billing processes.**

We have implemented **a new Customer Service Standard**, which is a guide to everyday work at Customer Service Offices. It provides support for consultants and answers questions related to their work, as well as standardises customer service in all facilities. The created document is a resultant of, inter alia, the experience of consultants and the results of 'Mystery Customer' and 'Customer Satisfaction Survey' research.

## Awards and distinctions

### New Impulse

In 2017, we were recognised for our modern model of customer relations and functioning on the market, receiving a distinction from the industry – 'New Impulse'. Enea SA was recognised for the successful implementation of the idea of ENERGY+, consisting in combining the sale of electricity with a wide range of additional services and benefits.

### Amber of the Polish Energy Industry

Our Group received an award in the form of the 'Amber of the Polish Power Industry' statuette for effective and consistent actions increasing Poland's energy security and independence by taking over the assets of

Połaniec Power Plant.

## Prudent Company Title

Title awarded to Enea Logistyka for activities related to the management of receivables and conducting business in accordance with the standards described in the Canon of Good Practices of Prudent Companies.

## Certificates



**We are proud to belong to the prestigious group of companies that hold the title of Certified Energy Sellers. It is a testimony to our reliability in the area of sales and our efforts to eliminate unfair practices in the energy market. Independent certification company TUV Rheinland Polska awards this title to companies that sell energy, meeting the requirements of the 'Good Practices of Electricity Sellers'. It is worth noting that out of 400 companies licensed to trade in electricity in Poland, only seven have obtained this certificate.**

Our companies have also received other certificates described [here](#).