

In 2024, the Company received 112,389 requests via electronic services, of which 58,242 were applications for grid connection.

A total of 49,015 package applications for grid connections were received by Rosseti Kuban PJSC in 2024. As a result, 35,961 grid connection contracts were concluded.

Key outcomes of Rosseti Kuban's efforts pertaining to customer relations for 2024

- Implementation of the automated information system (AIS) for processing customer requests built on a domestic platform
- Installation of a video surveillance system with audio recording function in consumer service centres
- Holding of 22 remote alignment meetings with potential and existing applicants, business representatives and executive authorities of the constituent entities of the Russian Federation on improving the accessibility of the energy infrastructure, including

the possibility to submit electronic applications for grid connection. About 227 people took part in the alignment meetings

- Participation in a number of meetings chaired by the Deputy Minister of Construction, Housing and Utilities of the Russian Federation on the implementation of integrated tourism projects (Lagonaki, Abrau-Durso, Novaya Anapa), as well as the creation of supporting infrastructure facilities
- Holding of a seminar with representatives of the Ministry of Energy of Russia and the Federal Antimonopoly Service of Russia on the application of the rules for grid connection of consumers¹

The following measures are planned for 2025 to develop a customer-oriented approach and improve the quality of services provided by the Company:

- To improve the efficiency of customer service by streamlining the processes for receiving and processing customer feedback

- To upgrade corporate automated systems for handling customer feedback to improve the accuracy and speed of processing

Rosseti Kuban uses a customer-centric approach to customer relations, implying:

- Identifying and examining customer needs
- Designing new services and facilities and upgrading the existing ones
- Improving customer satisfaction by providing services and facilities
- Establishing a customer service
- Organising the information disclosure process
- Following the customer service etiquette
- Improving the infrastructure of interaction and feedback tools with service customers
- Conducting research to assess the quality of customer service and analyse the results obtained

Implementation of the automated information system (AIS) for processing customer requests

Holding of

22 REMOTE ALIGNMENT MEETINGS with potential and existing applicants

¹ Approved by Resolution of the Government of the Russian Federation No. 861 dated 27 December 2004 (as amended).

HUMAN RIGHTS

The Company respects and observes human rights.

All conditions necessary to ensure interaction with persons with disabilities are in place. For example, the entrance to the main customer service centre is equipped with a lifting platform for low-mobility groups. In addition, applications

for most of the services provided by Rosseti Kuban can be submitted through the relevant electronic services. The grid connection service can also be paid for online.

Additionally, the main customer service centre has a specifically furnished children's area on its grounds.

2 PEOPLE with disabilities are employed at Rosseti Kuban's call centre

IN 2024, ROSSETI KUBAN PJSC REGISTERED NO COMPLAINTS ABOUT HUMAN RIGHTS VIOLATIONS FROM CONSUMERS.

