

STI Performance Objectives 2026



PERFORMANCE CRITERIA	WEIGHT	OBJECTIVES
SERVICE QUALITY	20 %	Ensuring network resilience and efficiency: Electricity SAIFI ⁽¹⁾ , times (10%)
		Increasing end-to-end customer experience: Customer NPS B2C (transactional), (5%) Customer NPS B2B (transactional), (5%)
STRATEGIC PROJECTS AND KEY MILESTONES	25 %	Implementation of strategic initiatives delivering network resilience (10%) Implementation of regulatory methodological changes (15%)
FINANCIAL TARGETS	35 %	Financial targets with focus on: Networks OPEX reduction in real terms over the four years 2022-2025 (5%) OPEX, mEUR (20%) Net CAPEX, mEUR (10%)
SUSTAINABILITY TARGETS	20 %	ESG targets with a focus on: Increasing safety at work ⁽²⁾ (15%): Implementation of inclusive recruitment program in 2024 ⁽³⁾ , % (5%)

¹ Indicators are calculated in accordance with the provisions of the description of indicators of reliability and service quality of electricity distribution approved by the State Energy Regulatory Council for the regulatory period (established on the basis of Resolution No. O3E-79 of the State Energy Regulatory Council of January 26, 2022: on average for the period 2022-2026). The implementation of the goal is assessed according to the principles used during the determination of the level and the methodology in force according to which the following cases are excluded from SAIFI: (1) outages caused by natural phenomena corresponding to the values of indicators of natural, catastrophic meteorological and hydrological phenomena ;(2) outages caused by faults in the transmission system operator's network. Should the provision of the Methodology change, the implementation of the goal will be evaluated according to the Methodology which was valid at the time of setting the goal.

² TRIR – the rate of total recordable work-related injuries (number of recordable incidents x1,000,000 /total number of hours worked over the year). LTIR - the rate of lost time incidents (number of lost time incidents x1,000,000 /total number of hours worked over the year) of own employees and contractors.

³ At least 33% of the underrepresented gender in shortlist of top management positions for completed recruitments of new/vacant positions