



# STI objectives and achievement in 2024

PERFORMANCE CRITERIA	WEIGHT	OBJECTIVES	RESULT
SERVICE QUALITY	35 %	<b>Ensuring network resilience and efficiency:</b> Electricity SAIDI <sup>(1)</sup> , min ,Electricity SAIFI <sup>(1)</sup> , times, Gas SAIFI, times (15%) Electricity network losses (proportionally to the distribution volumes), % (10%)	34,1%
		<b>Increasing end-to-end customer experience:</b> Customer NPS (transactional), % (10%)	
STRATEGIC PROJECTS AND KEY MILESTONES	30 %	Smart meter development programme: Smart meter rollout in 2024, thousands (10%) Implementation of regulatory methodological changes (20%)	30,0%
FINANCIAL TARGETS	20 %	<b>Financial targets with focus on:</b> OPEX, mEUR (10%) Net CAPEX, mEUR (10%)	17,2%
SUSTAINABILITY TARGETS	15 %	<b>ESG targets with a focus on:</b> Increasing safety at work <sup>(2)</sup> (10%): Implementation of inclusive recruitment program in 2024 <sup>(3)</sup> , % (5%)	13,8%
<b>STI, %</b>			<b>95,1%</b>

<sup>1</sup> 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 SAIDI and 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.

<sup>2</sup> TRIR – the rate of total recordable work-related injuries (number of recordable incidents x1,000,000 /total number of hours worked over the year).

<sup>3</sup> At least 33% of the underrepresented gender in shortlist of top management positions for completed recruitments of new/vacant positions in 2024