

The features of retail asset mobile applications for individual and business customers have also been expanded. In addition, retail assets have successfully launched projects to introduce legally significant electronic document workflow with consumers and grid organizations via secure electronic communication channels, which has enabled customers to instantly receive electronic documents, submit documents electronically to the oversight authorities, perform any online operations with documents around the clock, work with electronic documents directly from the accounting system, minimize the cost of resources for processing accounting documents in hard copy form, significantly reduce the time for the provision of accounting documents, and eliminate interest charges (penalties) for missing payment deadlines.

All power supply companies (guaranteed electricity suppliers) of the Inter RAO Group have uniform standards for the quality of customer service. The main principles for interaction between companies and customers are reliable and uninterrupted power supply and the availability of services.

Business diversification

The energy service contracts market for the Supply segment was further developed in 2018 due to the expansion of additional paid services for the modernization of street lighting, where profits increased by 42% compared to last year.

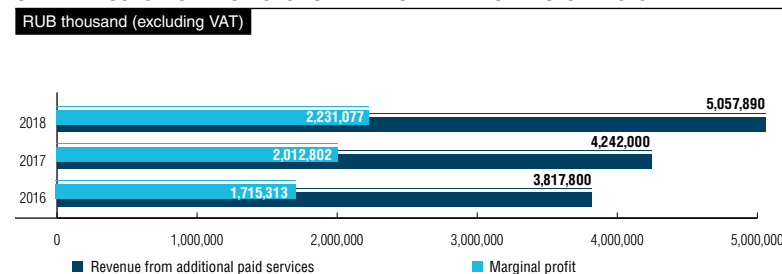
In 2018, the Inter RAO Group's supply companies concluded 35 energy service contracts for a total of RUB 837 million, with investments amounting to RUB 440 million. The key focus areas of the contracts were the modernization of systems and lighting as well as the introduction of an automated electricity commercial accounting information system (AECAIS) on the retail electricity market.

In an effort to inform consumers about the services offered by the Inter RAO Group's companies, customer waiting areas at the central office show informational videos about remote means of communication and online services. The websites of service companies can not only be used as a source of information, but also as an online office. The following services are available to customers:

- my account
- online consultation
- transfer of meter readings
- printing of receipts for cash payments
- face-to-face consultation

The companies of the Group are constantly working to develop customer services to allow consumers to save time and utilize services remotely online. In 2018, a wide-ranging survey of customer satisfaction with the quality of commercial services was conducted using unified methodology and revealed a fairly high level of satisfaction at 33%. Customers can also learn about service standards and leave comments and suggestions on the websites of companies.

OVERALL ECONOMIC INDICATORS FOR ADDITIONAL PAID SERVICES IN 2018



Schematic diagram of the AECAIS

