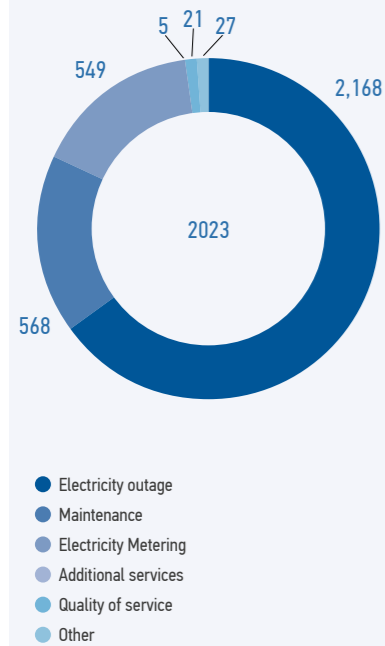


Structure of customer complaints received by the Company in the reporting year



Customer complaints were investigated, and actions scheduled for the reporting year were taken to sort out the relevant causes.

In 2023, Rosseti Kuban, PJSC interacted with consumers both at customer service offices and through the Electric Grid Services Portal of Rosseti Group www.портал-тн.рф, (hereinafter referred to as the GC Portal).

Through the GC Portal, consumers are able to submit online applications and requests for the following:

- Grid connection services
- Installation/replacement of metering devices
- Redistribution of power
- Restoration of grid connection documents
- Additional services, etc.



8 (800) 220-02-20

a 24-hour telephone call centre

Moreover, through the GC Portal, consumers can calculate the cost of grid connection, familiarise themselves with scheduled outages, and take a survey to assess the quality and accessibility of grid connection services.

In 2023, the Company received 112,339 online applications, of which 51,546 were requests for grid connections.

In 2023, Rosseti Kuban received 43,293 packaged applications for grid connections, which resulted in the conclusion of 31,212 agreements for grid connections.

>1.4 mln
consumers contacted in 2023

112,339
online applications
were received by the Company in 2023

Key outcomes of the Company's efforts pertaining to customer relations for 2023

In the reporting period, the Company carried out 49 inspections based on consumer reports about electricity theft that were received through the call centre. As a result of the inspections, unaccounted power supplies totalling about RUB 539,000 were detected.

Over the year, Rosseti Kuban held 25 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 applications for grid connection in electronic form. About 187 people took part in the alignment meetings.

In January 2023, Rosseti Kuban, PJSC participated in an extended meeting held by Andrey Proshunin, the Vice-Governor of the Krasnodar Territory, on grid connections for privileged and socially disadvantaged categories. Based on the results of the meeting, for the purpose of grid connection of housing for families with many children, a number of municipalities in the Krasnodar Territory submitted applications to Rosseti Kuban, PJSC for grid connection of land plots allocated to such families for individual housing development.

In the reporting year, the Company's Board of Directors approved new customer service quality standards aimed at building a customer-centric business model.

~49 inspections
conducted in 2023

~540,000 RUB
recovered by the Company through the detection of unaccounted electricity consumption

Customer Relations Plan for 2024

To promote the customer-oriented approach and improve the quality of services, Rosseti Kuban scheduled the following for 2024:

- 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

As part of the implementation of new quality standards for customer service, the Company pursues a customer-centric approach, which implies:

- Identification and study of customer needs
- Designing new services and facilities and upgrading the existing ones
- Improving customer satisfaction by providing services and facilities
- Establishing a customer service process;
- 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

HUMAN RIGHTS

Protecting human rights at Rosseti Kuban, PJSC is an important aspect of the Company's activities that contributes not only to sustainable business development but also to strengthening trust of employees and consumers.

The Company respects and observes human rights. First and foremost, it ensures equal opportunities and non-discrimination for all its employees, regardless of their gender, age, race, nationality, religion, or disability. This includes providing a fair system of recruitment, career progression, and workplace safety.

The Company also provides all necessary facilities to ensure interaction with physically challenged consumers.

In particular, the entrance to the main customer service centre is equipped with a lifting platform for low-mobility groups. Applications for most of the services provided by the Company can be submitted through the relevant electronic tools, and grid connection services can be paid online.

The main customer service centre has a specially equipped kids' space for customers with small children.

In addition, the Company's call centre provided employment for two physically challenged people.



In 2023, no complaints about human rights violations from consumers were registered with Rosseti Kuban, PJSC.