

The energy of our people

KPI	UM	2010	2009	2008	2010-2009	%	Boundary
LA1							
NUMBER AND COMPOSITION OF PERSONNEL (*)							
Number							
Personnel							
Total personnel	(n.)	78,313	81,208	75,981	-2,895	-3.6	Enel
Hours worked	(mil h)	143	147.3	134.6	-4.3	-2.9	Enel (1)
Breakdown by geographical area and region							
Italy	(n.)	37,383	38,121	40,327	-738	-1.9	Enel
Valle d'Aosta	(n.)	176	179	177	-3	-1.7	Enel
Piemonte	(n.)	2,416	2,512	2,748	-96	-3.8	Enel
Lombardy	(n.)	4,148	4,226	4,641	-78	-1.8	Enel
Trentino Alto Adige	(n.)	253	350	364	-97	-27.7	Enel
Veneto	(n.)	2,986	3,070	3,309	-84	-2.7	Enel
Friuli Venezia Giulia	(n.)	418	443	466	-25	-5.6	Enel
Liguria	(n.)	1,036	1,088	1,155	-52	-4.8	Enel
Emilia Romagna	(n.)	1,935	1,949	2,069	-14	-0.7	Enel
Tuscany	(n.)	3,375	3,475	3,708	-100	-2.9	Enel
Marche	(n.)	692	707	733	-15	-2.1	Enel
Umbria	(n.)	652	668	753	-16	-2.4	Enel
Lazio	(n.)	6,526	6,332	6,169	194	3.1	Enel
Abruzzo	(n.)	784	824	914	-40	-4.9	Enel
Molise	(n.)	264	267	277	-3	-1.1	Enel
Campania	(n.)	2,716	2,840	3,050	-124	-4.4	Enel
Apulia	(n.)	2,289	2,312	2,462	-23	-1.0	Enel
Basilicata	(n.)	404	427	474	-23	-5.4	Enel
Calabria	(n.)	1,302	1,330	1,433	-28	-2.1	Enel
Sicily	(n.)	3,101	3,166	3,382	-65	-2.1	Enel
Sardinia	(n.)	1,571	1,632	1,695	-61	-3.7	Enel
Italy employees seconded abroad	(n.)	339	324	348	15	4.6	Enel
Abroad	(n.)	40,930	43,087	35,654	-2,158	-5.0	Enel
Iberian Peninsula	(n.)	12,393	13,498	9,257	-1,105	-8.2	Enel
France	(n.)	83	69	48	14	20.3	Enel
Greece	(n.)	56	89	35	-33	-37.1	Enel
Romania	(n.)	4,706	4,878	5,205	-172	-3.5	Enel
Bulgaria	(n.)	511	629	733	-118	-18.8	Enel
Slovakia	(n.)	5,374	5,831	5,962	-457	-7.8	Enel
Belgium	(n.)	36	3	-	33	1,100.00	Enel
Ireland	(n.)	109	164	-	-55	-33.5	Enel

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Russia	(n.)	4,233	4,390	4,950	-158	-3.6	Enel
North America	(n.)	319	280	267	39	13.9	Enel
South America	(n.)	12,940	13,142	9,059	-202	-1.5	Enel
Other	(n.)	2	5	-	-3	-60.0	Enel
Branches abroad	(n.)	168	109	138	138	126.6	Enel
Composition							
Employee category ⁽²⁾							
Executives	(n.)	1,256	1,351	1,139	-95	-7.0	Enel
Supervisors ⁽³⁾	(n.)	14,255	8,817	7,490	5,438	61.7	Enel
White-collar workers	(n.)	42,166	48,928	43,529	-6,762	-13.8	Enel
Blue-collar workers	(n.)	20,636	22,112	23,823	-1,476	-6.7	Enel
Executives	(%)	1.6	1.7	1.5	-0.1	-3.6	Enel
Supervisors	(%)	18.2	10.9	9.9	7.3	67.7	Enel
White-collar workers	(%)	53.8	60.2	57.3	-6.4	-10.6	Enel
Blue-collar workers	(%)	26.4	27.2	31.3	-0.9	-3.2	Enel
Education							
University graduates	(%)	26.3	24.8	19.9	1.5	5.9	Enel ⁽⁴⁾
Secondary-school graduates	(%)	45.2	44.2	48.6	1.1	2.4	Enel ⁽⁴⁾
Other	(%)	28.5	31	31.5	-2.5	-8.2	Enel ⁽⁴⁾
Age							
Average	(years)	44.9	43.2	45.8	1.8	4.1	Enel ⁽⁵⁾
Less than 35	(%)	19.9	19.7	18.4	0.2	0.9	Enel ⁽⁵⁾
From 35 to 44	(%)	26.4	26.8	27.7	-0.3	-1.2	Enel ⁽⁵⁾
From 45 to 54	(%)	37.1	38.2	40.1	-1.1	-2.9	Enel ⁽⁵⁾
From 55 to 59	(%)	14.4	13.6	12.3	0.8	6.0	Enel ⁽⁵⁾
Over 60	(%)	2.2	1.7	1.5	0.46	26.8	Enel ⁽⁵⁾
Years at Enel							
Average	(years)	18.5	17	18.9	1.5	9.1	Enel ⁽⁵⁾
Less than 10	(%)	29.3	28.7	26.2	0.6	2.0	Enel ⁽⁵⁾
From 10 to 19	(%)	20.7	21.3	24	-0.7	-3.2	Enel ⁽⁵⁾
From 20 to 29	(%)	30.3	31.3	31.2	-1.0	-3.2	Enel ⁽⁵⁾
From 30 to 34	(%)	12.2	12.8	14.5	-0.5	-4.3	Enel ⁽⁵⁾
Over 35	(%)	7.5	5.9	4.1	1.6	27.3	Enel ⁽⁵⁾
Contractual relations							
Fixed-term contracts							
Fixed-term contracts	(n.)	1,545	2,180	4,749	-635	-29.1	Enel ⁽⁵⁾
Beginner/training contracts	(n.)	685	602	545	83	13.8	Enel ⁽⁵⁾
Total fixed-term contracts	(n.)	2,230	2,782	5,294	-552	-19.8	Enel ⁽⁵⁾
Fixed-term as % of total	(%)	2.9	3.4	7.2	-0.58	-16.8	Enel ⁽⁵⁾
Permanent contracts	(n.)	75,915	78,317	67,744	-2,402	-3.1	Enel ⁽⁵⁾
Part-time contracts	(%)	1.6	1.6	1.7	0	0	Enel ⁽⁵⁾
Full-time contracts	(n.)	76,931	79,811	65,819	-2,880	-3.6	Enel ⁽⁵⁾
Part-time contracts	(n.)	1,214	1,288	1,144	-74	-5.7	Enel ⁽⁵⁾
Internships and traineeships	(n.)	1,797	1,370	198	427	31.2	Enel ^{(4) (7)}

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LA2							
Changes in number							
New hires	(n.)	3,761	4,644	3,065	-883	-19.0	Enel
Boundary changes	(n.)	-335	7,618	80,286	-7,953	-104.4	Enel
Terminations	(n.)	6,321	7,035	4,475	-714	-10.1	Enel
Terminations Italy	(n.)	1,747	1,942	2,193	-195	-10.0	Italy
Terminations Italy	(%)	27.6	27.6	49	0	0	Italy
Terminations abroad ENA	(n.)	48	30	-	18	60.0	ENA
Terminations abroad ENA	(%)	0.8	0.4	-	0.4	93.8	ENA
Terminations abroad ELA	(n.)	182	119	-	63	52.9	ELA
Terminations abroad ELA	(%)	2.9	1.7	-	1.2	70.2	ELA
Terminations abroad Eufer	(n.)	32	7	-	25	357.1	Eufer
Terminations abroad Eufer	(%)	0.5	0.1	-	0.4	408.8	Eufer
Terminations abroad EGP Spain	(n.)	1	-	-	1	-	EGP Spain
Terminations abroad EGP Spain	(%)	0.02	-	-	0.02	100	EGP Spain
Terminations abroad Romania	(n.)	240	416	-	-176	-42.3	Romania
Terminations abroad Romania	(%)	3.8	5.9	-	-2.1	-35.8	Romania
Terminations abroad Bulgaria	(n.)	121	134	-	-13	-9.7	Bulgaria
Terminations abroad Bulgaria	(%)	1.9	1.9	-	0	0	Bulgaria
Terminations abroad Slovakia	(n.)	622	532	-	90	16.9	Slovakia
Terminations abroad Slovakia	(%)	9.8	7.6	-	2.2	29.1	Slovakia
Terminations abroad Russia	(n.)	376	718	-	-342	-47.7	Russia
Terminations abroad Russia	(%)	5.9	10.2	-	-4.3	-42	Russia
Terminations abroad Endesa Iberia + Ireland	(n.)	1,459	768	-	691	90.0	Endesa Iberia
Terminations abroad Endesa Iberia + Ireland	(%)	23.1	10.9	-	12.2	111.4	Endesa Iberia
Terminations abroad Endesa Latam	(n.)	1,366	2,353	-	-987	-41.9	Endesa Latam
Terminations abroad Endesa Latam	(%)	21.6	33.4	-	-11.8	-35.4	Endesa Latam
Terminations abroad France	(n.)	11	8	-	3	37.5	France
Terminations abroad France	(%)	0.2	0.1	-	0.1	53.0	France
Terminations abroad Belgium	(n.)	15	-	-	15	-	Belgium
Terminations abroad Belgium	(%)	0.2	-	-	0.2	100	Belgium
Terminations abroad Greece	(n.)	1	8	-	-7	-87.5	Greece
Terminations abroad Greece	(%)	0.02	0.11	-	-0.09	-79.1	Greece
Terminations other ⁽⁷⁾	(n.)	100	-	-	100	-	Other, minor countries
Terminations other ⁽⁷⁾	(%)	1.6	-	-	1.6	100	Other, minor countries
Terminations women	(n.)	1,114	994	275	119	12.0	Enel ⁽⁸⁾
Terminations men	(n.)	5,107	2,920	1,918	2,187	74.9	Enel ⁽⁸⁾
Terminations women (out of total)	(%)	18	25	13	-7	-27.6	Enel ⁽⁸⁾

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Terminations men (out of total)	(%)	82	75	87	7	9.4	Enel ⁽⁸⁾
Terminations < 30 years	(n.)	838	251	35	587	233.8	Enel ⁽⁸⁾
Terminations 30-50 years	(n.)	1,523	686	112	837	122.1	Enel ⁽⁸⁾
Terminations > 50 years	(n.)	3,860	2,977	2,046	884	29.7	Enel ⁽⁸⁾
Terminations < 30 years (out of total)	(%)	13	6	2	7	110	Enel ⁽⁸⁾
Terminations 30 - 50 years (out of total)	(%)	25	18	5	6	34.2	Enel ⁽⁸⁾
Terminations > 50 years (out of total)	(%)	62	76	93	-14	-18.4	Enel ⁽⁸⁾
Turnover rate	(%)	8.1	8.7	5.9	-0.6	-6.8	Enel
Average years of service of employees terminated during the year							
- men	(years)	23	26	-	-3	-11.2	Enel ⁽⁸⁾
- women	(years)	18	18	-	12	65.0	Enel ⁽⁸⁾
- aged < 30 years	(years)	2	2	-	0	0	Enel ⁽⁸⁾
- aged 30 - 50 years	(years)	9	10	-	-1	-6.8	Enel ⁽⁸⁾
- aged > 50 years	(years)	31	29	-	2	6.9	Enel ⁽⁸⁾
- average	(years)	22	24	-	-2	-8.3	Enel ⁽⁸⁾
EU15							
Employees entitled to retire in next 5 years							
Executives	(%)	13	8	-	5	58.1	Enel ⁽⁹⁾
Supervisors	(%)	10	8	-	2	22.1	Enel ⁽⁹⁾
White-collar workers	(%)	15	12	-	3	27.3	Enel ⁽⁹⁾
Blue-collar workers	(%)	16	13	-	3	21.3	Enel ⁽⁹⁾
Average	(%)	14	11	-	3	24.1	Enel ⁽⁹⁾
Employees entitled to retire in next 10 years							
Executives	(%)	31	19	-	12	62.3	Enel ⁽⁹⁾
Supervisors	(%)	32	17	-	15	86.3	Enel ⁽⁹⁾
White-collar workers	(%)	35	27	-	8	29.3	Enel ⁽⁹⁾
Blue-collar workers	(%)	33	30	-	3	11.3	Enel ⁽⁹⁾
Average	(%)	32	26	-	6	23.0	Enel ⁽⁹⁾
Employees entitled to retire in next 5 and 10 years, broken down by country (Listed are the main countries in which Enel operates)							
Employees entitled to retire in next 5 years							
Executives	(%)	13	11	-	2	21.4	Italy
Supervisors	(%)	15	15	-	-	-	Italy
White-collar workers	(%)	20	19	-	1	4.8	Italy
Blue-collar workers	(%)	22	21	-	1	3.5	Italy
Average	(%)	20	19	-	1	3.8	Italy
Employees entitled to retire in next 10 years							
Executives	(%)	24	26	-	-2	-7.2	Italy
Supervisors	(%)	32	32	-	-	-	Italy

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White-collar workers	(%)	42	41	-	1	1.6	Italy
Blue-collar workers	(%)	42	44	-	-2	-3.7	Italy
Average	(%)	40	41	-	-1	-2.5	Italy
Employees entitled to retire in next 5 years							
Executives	(%)	12	19	-	-7	-37.3	Slovakia
Supervisors	(%)	10	11	-	-1	-7.5	Slovakia
White-collar workers	(%)	7	8	-	-1	-12.7	Slovakia
Blue-collar workers	(%)	6	6	-	-	-	Slovakia
Average	(%)	7	8	-	-1	-14.5	Slovakia
Employees entitled to retire in next 10 years							
Executives	(%)	35	31	-	4	12.9	Slovakia
Supervisors	(%)	31	31	-	-	-	Slovakia
White-collar workers	(%)	22	23	-	-1	-2.8	Slovakia
Blue-collar workers	(%)	20	18	-	2	12.5	Slovakia
Average	(%)	23	23	-	-	-	Slovakia
Employees entitled to retire in next 5 years							
Executives	(%)	9	6	-	3	58.7	Russia
Supervisors	(%)	15	10	-	5	47.2	Russia
White-collar workers	(%)	10	7	-	3	36.9	Russia
Blue-collar workers	(%)	13	12	-	1	8.2	Russia
Average	(%)	12	10	-	2	16.9	Russia
Employees entitled to retire in next 10 years							
Executives	(%)	19	22	-	-3	-13.6	Russia
Supervisors	(%)	27	25	-	2	9.1	Russia
White-collar workers	(%)	21	16	-	5	31.0	Russia
Blue-collar workers	(%)	28	27	-	1	5.5	Russia
Average	(%)	25	23	-	2	10.2	Russia
Employees entitled to retire in next 5 years							
Executives	(%)	0	2	-	-2	-100.0	Romania
Supervisors	(%)	4	4	-	-	-	Romania
White-collar workers	(%)	4	3	-	1	29.1	Romania
Blue-collar workers	(%)	2	1	-	1	38.6	Romania
Average	(%)	3	2	-	1	32.8	Romania
Employees entitled to retire in next 10 years							
Executives	(%)	10	15	-	-5	-33.8	Romania
Supervisors	(%)	17	17	-	-	-	Romania
White-collar workers	(%)	14	15	-	-1	-6.9	Romania
Blue-collar workers	(%)	14	13	-	1	7.5	Romania
Average	(%)	14	14	-	-	-	Romania

KPI	UM	2010	2009	2008	2010-2009	%	Boundary
Employees entitled to retire in next 5 years							
Executives	(%)	0	0	-	-	-	Bulgaria
Supervisors	(%)	11	0	-	11	-	Bulgaria
White-collar workers	(%)	6	6	-	-	-	Bulgaria
Blue-collar workers	(%)	17	2	-	15	720.5	Bulgaria
Average	(%)	14	3	-	11	430.8	Bulgaria
Employees entitled to retire in next 10 years							
Executives	(%)	13	13	-	-	-	Bulgaria
Supervisors	(%)	16	11	-	5	42.9	Bulgaria
White-collar workers	(%)	12	19	-	-7	-37.2	Bulgaria
Blue-collar workers	(%)	35	13	-	22	170.7	Bulgaria
Average	(%)	27	14	-	13	95.1	Bulgaria
Employees entitled to retire in next 5 years							
Executives	(%)	11	0.4	-	11	2,727.8	ELA
Supervisors	(%)	4	0	-	4	0.0	ELA
White-collar workers	(%)	3	1	-	2	384.8	ELA
Blue-collar workers	(%)	14	3	-	11	429.6	ELA
Average	(%)	7	4	-	3	84.8	ELA
Employees entitled to retire in next 10 years							
Executives	(%)	44	1	-	43	5,471.8	ELA
Supervisors	(%)	21	1	-	20	2,591.8	ELA
White-collar workers	(%)	16	2	-	14	689.5	ELA
Blue-collar workers	(%)	19	6	-	13	236.3	ELA
Average	(%)	18	9	-	9	100.6	ELA
Employees entitled to retire in next 5 years							
Executives	(%)	5	6	-	-1	-8.4	Endesa Iberia
Supervisors	(%)	1	5	-	-4	-82.6	Endesa Iberia
White-collar workers	(%)	1	1	-	-	-	Endesa Iberia
Blue-collar workers	(%)	1	2	-	-1	-55.2	Endesa Iberia
Average	(%)	1	2	-	-1	-61.6	Endesa Iberia
Employees entitled to retire in next 10 years							
Executives	(%)	15	18	-	-3	-16.2	Endesa Iberia
Supervisors	(%)	7	16	-	-9	-54.1	Endesa Iberia
White-collar workers	(%)	12	14	-	-2	-17.6	Endesa Iberia

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Blue-collar workers	(%)	7	15	-	-8	-53.1	Endesa Iberia
Average	(%)	10	15	-	-5	-33.1	Endesa Iberia
Employees entitled to retire in next 5 years							
Executives	(%)	7	27	-	-20	-74.4	Endesa Peru
Supervisors	(%)	10	9	-	1	12.4	Endesa Peru
White-collar workers	(%)	4	15	-	-11	-75.4	Endesa Peru
Blue-collar workers	(%)	8	33	-	-25	-75.0	Endesa Peru
Average	(%)	6	12	-	-6	-51.0	Endesa Peru
Employees entitled to retire in next 10 years							
Executives	(%)	21	27	-	-6	-23.3	Endesa Peru
Supervisors	(%)	19	9	-	10	106.1	Endesa Peru
White-collar workers	(%)	10	15	-	-5	-33.8	Endesa Peru
Blue-collar workers	(%)	19	33	-	-14	-43.1	Endesa Peru
Average	(%)	14	12	-	2	16.5	Endesa Peru
Employees entitled to retire in next 5 years							
Executives	(%)	2	6	-	-4	-70.7	Endesa Brazil
Supervisors	(%)	3	1	-	2	153.9	Endesa Brazil
White-collar workers	(%)	1	1	-	-	-	Endesa Brazil
Blue-collar workers	(%)	0.2	0.3	-	-0.1	-47.0	Endesa Brazil
Average	(%)	1	1	-	-	-	Endesa Brazil
Employees entitled to retire in next 10 years							
Executives	(%)	27	6	-	21	371.0	Endesa Brazil
Supervisors	(%)	6	1	-	5	396.2	Endesa Brazil
White-collar workers	(%)	6	1	-	5	414.1	Endesa Brazil
Blue-collar workers	(%)	3	0.3	-	3	846.7	Endesa Brazil
Average	(%)	3	1	-	2	163.4	Endesa Brazil

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Employees entitled to retire in next 5 years							
Executives	(%)	0.1	4	-	-4	-98.2	Endesa Chile
Supervisors	(%)	0.3	7	-	-7	-106.4	Endesa Chile
White-collar workers	(%)	0.1	8	-	-8	-98.9	Endesa Chile
Blue-collar workers	(%)	0	0	-	-	-	Endesa Chile
Average	(%)	0.1	7	-	-7	-98.9	Endesa Chile
Employees entitled to retire in next 10 years							
Executives	(%)	13	4	-	9	241.7	Endesa Chile
Supervisors	(%)	52	7	-	45	683.8	Endesa Chile
White-collar workers	(%)	20	8	-	12	154.4	Endesa Chile
Blue-collar workers	(%)	0	0	-	-	-	Endesa Chile
Average	(%)	15	7	-	8	122.3	Endesa Chile
Employees entitled to retire in next 5 years							
Executives	(%)	24	21	-	3	12.7	Endesa Colombia
Supervisors	(%)	7	5	-	2	49.8	Endesa Colombia
White-collar workers	(%)	4	3	-	1	27.9	Endesa Colombia
Blue-collar workers	(%)	4	13	-	-9	-70.2	Endesa Colombia
Average	(%)	4	4	-	-	-	Endesa Colombia
Employees entitled to retire in next 10 years							
Executives	(%)	17	21	-	-4	-19.5	Endesa Colombia
Supervisors	(%)	17	5	-	12	274.3	Endesa Colombia
White-collar workers	(%)	7	3	-	4	141.7	Endesa Colombia
Blue-collar workers	(%)	10	13	-	-3	-21.8	Endesa Colombia
Average	(%)	9	4	-	5	122.8	Endesa Colombia
Employees entitled to retire in next 5 years							
Executives	(%)	4	8	-	-4	-52.2	Endesa Argentina
Supervisors	(%)	8	7	-	1	9.6	Endesa Argentina
White-collar workers	(%)	9	0	-	9	-	Endesa Argentina

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Blue-collar workers	(%)	3	10	-	-7	-73.0	Endesa Argentina
Average	(%)	9	1	-	8	531.5	Endesa Argentina
Employees entitled to retire in next 10 years							
Executives	(%)	15	8	-	7	99.6	Endesa Argentina
Supervisors	(%)	18	7	-	11	149.9	Endesa Argentina
White-collar workers	(%)	14	0	-	14	-	Endesa Argentina
Blue-collar workers	(%)	9	10	-	-1	-10.0	Endesa Argentina
Average	(%)	12	1	-	11	748.9	Endesa Argentina
LA12							
Reviews							
Reviews	(%)	60.0	18.4	20.6	41.6	225.5	Enel ⁽¹¹⁾
Employees reviewed	(n.)	46,886	14,951	8,345	31,935	213.6	Enel ⁽¹¹⁾
Executives reviewed	(n.)	1,190	868.5	386	322	37.0	Enel ⁽¹¹⁾
Supervisors reviewed	(n.)	12,746	7,818	3,860	4,928	63.0	Enel ⁽¹¹⁾
White-collar workers reviewed	(n.)	29,755	5,284	4,099	24,471	463.2	Enel ⁽¹¹⁾
Blue-collar workers reviewed	(n.)	3,195	982	-	2,214	225.5	Enel ⁽¹¹⁾
Compensation							
Incidence of variable compensation	(%)	8.6	4.9	n,d,	3.8	76.9	Enel ⁽⁹⁾
Incidence of variable compensation Italy	(%)	7.7	6.9	6	0.8	12.0	Italy
Incidence of variable compensation ENA	(%)	7	12.9	10.5	-6.0	-46.0	North America
Incidence of variable compensation ELA	(%)	25	27	22.5	-1.9	-7.1	ELA
Incidence of variable compensation Eufer	(%)	35.5	18.2	n,d,	17.3	94.8	Eufer
Incidence of variable compensation Romania	(%)	5.3	7.4	8	-2.0	-27.8	Romania
Incidence of variable compensation Bulgaria	(%)	8.1	11.5	40.3	-3.4	-29.7	Bulgaria ⁽¹⁰⁾
Incidence of variable compensation Slovakia	(%)	21.8	20.1	6.8	1.7	8.6	Slovakia ⁽¹⁰⁾
Incidence of variable compensation Russia	(%)	20.4	17.6	18.7	2.8	15.7	Russia
Incidence of variable compensation France	(%)	10.4	4.6	-	5.9	127.4	France
Incidence of variable compensation EGP Greece	(%)	7.9	-	-	7.9	-	Greece
Incidence of variable compensation Endesa Spain	(%)	7.8	6	-	1.8	29.9	Endesa Spain
Incidence of variable compensation Peru	(%)	25	43.1	-	-18.1	-42.0	Endesa Peru
Incidence of variable compensation Brazil	(%)	3.1	9.2	-	-6.1	-66.4	Endesa Brazil
Incidence of variable compensation Chile	(%)	17.7	20.4	-	-2.7	-13.0	Endesa Chile
Incidence of variable compensation Colombia	(%)	7.1	10.8	-	-3.7	-34.4	Endesa Colombia
Incidence of variable compensation Argentina	(%)	5.1	5.9	-	-0.8	-13.1	Endesa Argentina
Incentive plans	(%)	22.3	22.3	-	-	-	Enel

KPI	UM	2010	2009	2008	2010-2009	%	Boundary
LA10							
Training							
Hours of training per employee	(h)	36.3	38.1	28.9	-1.8	-4.8	Enel ⁽¹¹⁾
Total hours of training (distance + classroom)	(.000 h)	2,889	3,171	1,183	-282	-8.9	Enel ⁽¹¹⁾
Hours of distance training	(.000 h)	241	253	23	-13	-5.1	Enel ⁽¹¹⁾
Hours of classroom training	(.000 h)	2,648	2,917	1,160	-269	-9.2	Enel ⁽¹¹⁾
- for managerial training	(.000 h)	581	738	260	-157	-21.3	Enel ⁽¹¹⁾
- for specialist training	(.000 h)	2,068	2,179	900	-111	-5.1	Enel ⁽¹¹⁾
Average hours of training per executive	(h)	57.4	59.6	-	-2.2	-3.7	Enel ⁽¹¹⁾
Average hours of training per supervisor	(h)	50.2	51.6	-	-1.4	-2.8	Enel ⁽¹¹⁾
Average hours of training per white-collar worker.	(h)	32.4	33.1	-	-0.7	-2.2	Enel ⁽¹¹⁾
Average hours of training per blue-collar worker	(h)	34.8	38.4	-	-3.6	-9.3	Enel ⁽¹¹⁾
Incidence of distance training	(%)	8.3	8	1.9	0.3	4.2	Enel ⁽¹¹⁾
Dissemination of sustainability							
Training on sustainability per employee	(h)	13.5	15.7	12.3	-2.2	-14.0	Enel ⁽¹¹⁾
LA7							
SAFETY ⁽¹⁵⁾							
Serious and fatal occupational injuries to employees							
Employee occupational injuries	(n.)	25	40	48	-15	-37.5	Enel
Fatal injuries	(n.)	3	3	1	-	-	Enel
Serious injuries	(n.)	22	37	47	-15	-40.5	Enel
Frequency rate	(n.)	2.8	3.6	3.7	-0.8	-22.8	Enel
(Lost-time injuries frequency rate)	(i)	0.55	0.72	0.74	-0.17	-23.1	Enel
Injury seriousness rate	(n.)	0.13	0.14	0.15	-0.01	-7.1	Enel
Lost-day rate	(i)	26.6	28.9	30	-2.3	-7.9	Enel
Absentee rate ⁽¹²⁾	(i)	5,734	8,818	8,805	-3,084	-35.0	Enel ⁽¹²⁾
Safety expense per employee	(Euro)	1,559	1,307	1,243	253	19.3	Enel
Training	(mil Euro)	29.7	19.4	19.5	10.3	52.8	Enel
Medical supervision	(mil Euro)	6.3	4.3	3.5	2.0	45.5	Enel
IPD (individual protection device)	(mil Euro)	14.2	17	14.5	-2.7	-16.1	Enel
Personnel cost	(mil Euro)	57.3	46.4	44	10.9	23.4	Enel
Studies, reserach, and other	(mil Euro)	13.7	18.1	7.4	-4.4	-24.3	Enel
Total safety expense	(mil Euro)	121.1	105.2	88.9	15.9	15.1	Enel
Health inspections ⁽¹⁶⁾	(n.)	92,955	78,900	56,652	14,055	17.8	Enel
Corporate climate							
Spontaneous resignations of supervisors and executives	(n.)	248	91	25	157	172.9	Enel ⁽¹¹⁾
Knowledge management and Internal communication							
Expense for KM systems	(mil Euro)	1.5	1.4	2.8	0.1	8.9	Enel
Hard copies of Enel Insieme	(n./month)	40,000	40,000	53,000	-	-	Enel
EC3							
Employees covered by Benefit Plan	(n.)	57,473	53,368	34,974	4,106	7.7	Enel ⁽¹¹⁾
Employees covered by Benefit Plan	(%)	73	66	87	8	11.7	Enel ⁽¹¹⁾

KPI	UM	2010	2009	2008	2010-2009	%	Boundary
LA13							
EQUAL OPPORTUNITY							
Equal opportunity							
Female employees	(n.)	14,876	15,579	14,593	-702	-4.5	Enel ⁽⁴⁾
Executives e Supervisors	(n.)	3,661	3,610	2,275	51	1.4	Enel ⁽⁴⁾
White-collar workers	(n.)	9,764	10,102	8,492	-337	-3.3	Enel ⁽⁴⁾
Blue-collar workers	(n.)	1,451	1,867	3,826	-416	-22.3	Enel ⁽⁴⁾
Incidence of female employees	(%)	19.0	19.2	21.8	-0.2	-0.9	Enel ⁽⁴⁾
Female executives and supervisors out of total ⁽¹⁴⁾	(%)	23.6	35.5	38	-11.9	-33.5	Enel ⁽¹⁴⁾
Compensation of female employees	(%)	81.0	80.5	87.1	0.5	0.6	Enel ⁽⁴⁾
Disabled employees							
Disabled employees / protected categories	(n.)	2,643	2,477	2,315	166	6.7	Enel ⁽¹¹⁾
LA14							
Gross annual pay ratio (average)							
Executives	(%)	75	76	83	-1	-1.4	Enel ⁽¹¹⁾
Supervisors	(%)	90	83	93	7	8.8	Enel ⁽¹¹⁾
White-collar workers	(%)	84	83	92	16	19.4	Enel ⁽¹¹⁾
Blue-collar workers	(%)	82	66	86	16	24.2	Enel ⁽¹¹⁾
Average	(%)	92	86	86	6	7.1	Enel ⁽¹¹⁾
LA4							
RELATIONS WITH LABOR UNIONS							
Union membership rate electricity industry	(%)	49.9	62.7	70.7	-12.8	-20.4	Enel ⁽¹⁷⁾
Employees covered by collective bargaining agreements Italy	(n.)	37,364	38,121	40,327	-757	-2.0	Italy
% employees covered by collective bargaining agreements	(%)	100	100	100	-	-	Italy
Employees covered by collective bargaining agreements ENA	(n.)	21	21	22	0	0.0	EGP North America
% employees covered by collective bargaining agreements	(%)	7	8	8	-1	-12.2	EGP North America
Employees covered by collective bargaining agreements ELA	(n.)	226	229	108	-3	-1.3	EGP Latam
% employees covered by collective bargaining agreements	(%)	44	45	24	-1	-2.1	EGP Latam
Employees covered by collective bargaining agreements EGP Spain	(n.)	180	56	47	124	221.6	EGP Spain
% employees covered by collective bargaining agreements	(%)	90	100	100	-10	-9.7	EGP Spain
Employees covered by collective bargaining agreements Greece	(n.)	56	-	-	56	-	EGP Greece
% employees covered by collective bargaining agreements	(%)	100	-	-	100	-	EGP Greece
Employees covered by collective bargaining agreements France	(n.)	83	62	-	21	33.9	France
% employees covered by collective bargaining agreements	(%)	100	100	-	-	-	France
Employees covered by collective bargaining agreements Belgium	(n.)	30	-	-	30	-	Belgium
% employees covered by collective bargaining agreements	(%)	83	-	-	83	-	Belgium

KPI	UM	2010	2009	2008	2010-2009	%	Boundary
Employees covered by collective bargaining agreements Romania	(n.)	4,640	4,832	5,167	-192	-4.0	Romania
% employees covered by collective bargaining agreements	(%)	99	99	99	0	-0.5	Romania
Employees covered by collective bargaining agreements Bulgaria	(n.)	464	573	678	-109	-19.0	Bulgaria
% employees covered by collective bargaining agreements	(%)	91	91	92	0	-0.3	Bulgaria
Employees covered by collective bargaining agreements Slovakia	(n.)	4,814	5,221	5,962	-407	-7.8	Slovakia
% employees covered by collective bargaining agreements	(%)	90	100	100	-10	-10.4	Slovakia
Employees covered by collective bargaining agreements Russia	(n.)	3,748	3,904	4,270	-156	-4.0	Russia
% employees covered by collective bargaining agreements	(%)	89	89	89	0	-0.4	Russia
Employees covered by collective bargaining agreements Endesa Iberia	(n.)	11,328	12,310	13,808	-982	-8.0	Endesa Iberia ⁽⁶⁾
% employees covered by collective bargaining agreements	(%)	93	92	77	1	1.4	Endesa Iberia ⁽⁶⁾
Employees covered by collective bargaining agreements Endesa Latam	(n.)	9,690	9,075		615	6.8	Endesa Latam ⁽⁶⁾
% employees covered by collective bargaining agreements	(%)	78	72		6	8.5	Endesa Latam ⁽⁶⁾
Litigation with employees							
Total proceedings	(n.)	5,763	2,588	2,455	3,175	122.7	Enel ⁽¹³⁾
Incidence of litigation as defendant	(%)	89.9	60.1	69.8	29.8	49.5	Enel ⁽¹³⁾

* With the exception of the personnel and the breakdown by category, the data do not include the branches (Italian offices abroad), amounting to 168 people in 2010, 109 in 2009, and 138 in 2008. Since these are very low values, the exposition of the data is not deemed significant.

- (1) In 2009 excluding RES and Eufer; in 2008 excluding Endesa Portugal and other, minor companies, Eufer, France, Belgium, and Severenergia (Russia 40%).
- (2) Also includes beginner contracts for white-collar workers and blue-collar workers.
- (3) The number of supervisors increased from 8,817 to 14,255 because a different criterion was used in recording the categories at Endesa, while in 2009 and 2008 they were included in the white-collar workers.
- (4) Excluding in 2008 France and Severenergia (Russia) and including only Endesa Spain.
- (5) Excluding in 2008 France, Severenergia (Russia), Endesa Portugal, and minor companies.
- (6) For 2008 the figure regards all of Endesa (Iberia + Latam).
- (7) This value derives from companies not recorded for CSR purposes (branches and Energosluzby, which was in Slovakia and "emptied out" early in the year and therefore had no final number). The breakdown by men, women, and age is not available for these "unrecorded" companies.
- (8) For 2009 the boundary is Enel excluding Endesa, while in 2008 it is only Italy.
- (9) The 2010 number does not include ENA and Endesa Greece, Ireland, and Morocco. 2009 does not include ENA and Endesa Morocco.
- (10) Very high bonuses were paid in Bulgaria in 2008. In 2009 Slovakia also includes sales bonuses, individual incentives, and other bonuses, while in 2008 only the MBO bonuses are considered as the variable component.
- (11) The 2010 figure does not include Endesa Greece, Ireland, and Morocco. The 2009 figure includes only Italy and Endesa Iberia, while 2008 regards only Italy.
- (12) Excluding vacations, family reasons, maternity, study leaves, leaves of absence, strikes, military service, paid leaves, etc.
- (13) The 2009 and 2008 data include only Endesa Iberia.
- (14) (Women executives+supervisors) / (total executives + supervisors). The 2008 figure excludes France, Severenergia (Russia), and Endesa. This value decreases in 2010 because of the different criterion of recording supervisors at Endesa, which increased the total number of Enel supervisors from 8,817 in 2009 to 14,255 in 2010.
- (15) The data regarding safety do not include RES, Eufer, and Endesa Portugal.
- (16) Includes, for Russia, checks regarding alcohol levels performed daily on a sample of employees, as well as the medical checkups performed on all drivers before the beginning of their shifts.
- (17) The 2008 figure regards only Italy.

Enel for its customers

KPI	UM	2010	2009	2008	2010-2009	%	Boundary
EU3 *							
Customers electricity market							
Free market ⁽¹⁾	(n.)	3,191,283	2,536,631	1,813,658	654,652	25.8	Italy
Regulated markets ⁽²⁾	(n.)	26,171,196	27,186,504	28,419,119	-1,015,308	-3.7	Italy
Total end customers sale Italy	(n.)	29,362,479	29,723,135	30,232,777	-360,656	-1.2	Italy
Free market	(n.)	11,729,319	11,699,674	907,436	29,645	0.3	Iberia
Regulated markets ⁽²⁾	(n.)	-	-	6,903,560	-	-	Iberia
Total end customers sale Iberia	(n.)	11,729,319	11,699,674	7,810,996	29,645	0.3	Iberia
Free market	(n.)	6,554	6,483	4,232	71	1.1	Latin America
Regulated markets	(n.)	13,265,045	12,899,929	8,320,883	365,116	2.8	Latin America
Total end customers sale Latin America	(n.)	13,271,599	12,906,412	8,325,115	365,187	2.8	Latin America
Free market	(n.)	4,199	1,606	1,433	2,593	161.5	Romania
Regulated markets	(n.)	2,601,146	2,563,111	2,555,643	38,035	1.5	Romania
Total end customers sale Romania	(n.)	2,605,345	2,564,717	2,557,076	40,628	1.6	Romania
Free market	(n.)	77	26	15	51	196.2	France
Regulated markets	(n.)	--	-	-	-	-	France
Total end customers sale France	(n.)	77	26	15	51	196.2	France
Free market	(n.)	136	-	-	136	-	Slovakia
Regulated markets	(n.)	-	-	-	-	-	Slovakia
Total end customers sale Slovakia	(n.)	136	-	-	136	-	Slovakia
Free market	(n.)	n,d,	4,664	4,663	-	-	Russia
Regulated markets	(n.)	99,784	100,338	100,307	-554	-0.55	Russia
Total end customers sale Russia	(n.)	99,784	105,002	104,970	-5,218	-4.97	Russia
Total free market	(n.)	14,931,568	14,249,084	2,731,437	-	-	Enel
Total regulated markets	(n.)	42,137,170	42,749,882	46,299,512	-612,712	-1.43	Enel
Total end customers sale Enel	(n.)	57,068,738	56,998,966	49,030,949	69,772	0.12	Enel
Customers gas market							
Gas market Italy	(n.)	2,902,739	2,773,370	n,d,	129,369	4.7	Italy
Gas market abroad	(n.)	1,083,801	1,169,855	n,d,	-86,054	-7.4	Endesa
Total customers gas market	(n.)	3,986,540	3,943,225	n,d,	43,315	1.1	Enel
EU3 *							
Electricity volume sold							
Total volume sold	(GWh)	309,012	287,950	270,390	21,062	7.3	Enel
Volume sold free market	(GWh)	183,133	143,775	97,716	39,358	27.4	Enel
Volume sold regulated market	(GWh)	125,879	144,175	172,674	-18,296	-12.7	Enel
Sales of "green energy"	(GWh)	11,285	7,968	4,600	3,317.0	41.6	Italy
Customers public lighting	(n.)	3,946	3,974	3,986	-28.0	-0.7	Italy
Light sources public lighting	(.000)	1,966	1,990	1,970	-24.0	-1.2	Italy

KPI	UM	2010	2009	2008	2010-2009	%	Boundary
EU3 *							
Gas volume sold							
Total volume sold	(mil m ³)	5,503	5,169	5,677	334.0	6.5	Italy
Mass-market customers	(mil m ³)	3,718	3,301	3,222	417.0	12.6	Italy
Business customers	(mil m ³)	1,785	1,868	2,455	-83.0	-4.4	Italy
ELECTRICITY AVAILABILITY AND RELIABILITY							
EU11							
Thermal plants							
Coal plant efficiency	(%)	36	35	34.2	1.0	2.9	Italy
CCGT plant efficiency	(%)	51.1	51.5	52.6	-0.4	-0.7	Italy
Oil/gas plant efficiency	(%)	29	31.1	32.3	-2.2	-6.9	Italy
Lignite plant efficiency	(%)	30.6	29.8	29	0.8	2.8	Bulgaria
Lignite plant efficiency	(%)	27	27.1	28.3	-0.1	-0.4	Slovakia
Coal plant efficiency	(%)	28.8	28.8	28.9	0.0	0.0	Slovakia
Coal plant efficiency	(%)	35.9	36.4	35.9	-0.6	-1.6	Russia
Coal plant efficiency	(%)	37.9	35.4	36.4	2.5	6.9	Endesa Iberia
CCGT plant efficiency	(%)	45.1	45.1	51.1	0.0	0.1	Endesa Iberia
Oil/gas plant efficiency	(%)	36.9	34.5	35.5	2.4	7.0	Endesa Iberia
Oil/gas plant efficiency	(%)	37.5	37.6	-	-0.1	-0.3	Russia
EU30							
Coal plant availability	(%)	76.8	71	76.1	5.8	8.2	Italy
CCGT plant availability	(%)	75.7	86	89.1	-10.3	-11.9	Italy
Average plant availability thermal ⁽⁶⁾	(%)	74.7	78.3	73	-3.6	-4.6	Italy
Average plant availability thermal	(%)	96.6	87.2	96.8	9.4	10.8	Slovakia
Average plant availability thermal	(%)	89.7	95.7	-	-6.0	-6.3	Iberia
Average plant availability thermal	(%)	90.7	99.7	-	-8.9	-9.0	Peru
Average plant availability thermal	(%)	98.9	99.7	-	-0.8	-0.8	Brazil
Average plant availability thermal	(%)	98.5	98.6	-	-0.1	-0.1	Chile
Average plant availability thermal	(%)	71.5	99.6	-	-28.1	-28.1	Colombia
Average plant availability thermal	(%)	95.4	92.5	-	2.9	3.1	Argentina
EU28							
Outage frequency per customer (including external causes)	(n.)	4.3	4.9	5.3	-0.6	-12.2	Italy
Outage frequency per customer (excluding external causes)	(n.)	4.2	4.8	5.1	-0.6	-12.5	Italy
Outage frequency per customer	(n.)	7.4	6.7	-	0.7	9.7	Romania
Outage frequency per customer	(n.)	1.6	1.7	-	-0.1	-5.9	Iberia
EU29							
Service continuity index (excluding external causes)	(min.)	43	45	52	-2	-4.4	Italy
Service continuity index (including external causes)	(min.)	46	48	56	-2	-4.2	Italy

KPI	UM	2010	2009	2008	2010-2009	%	Boundary
Service continuity index	(min.)	584	557	-	27	4.8	Romania
Service continuity index	(min.)	71	70	-	2	2.2	Iberia
EU12							
Network losses	(%)	6	6	6	0.0	0.0	Italy
Network losses	(%)	13.7	17.9	17	-4.2	-23.6	Romania
Network losses	(%)	7.7	7.5	17	0.2	3.2	Iberia
SERVICE QUALITY							
ELECTRICITY MARKET ITALY							
Outlets							
Punti Enel (electricity + gas)	(n.)	131	131	131	-	-	Italy
Qui Enel / Qui Gas	(n.)	1,840	1,722	1,519	118.0	6.9	Italy
Call center 800 900 800, regulated service							
Call center service level	(%)	95	93	89	2.4	2.6	Italy
Average waiting time	(sec)	115	152	194	-36.7	-24.1	Italy
Training per call center employee (IN Enel)	(h/per-cap)	32	28	88	4.0	14.3	Italy
Call center 800 900 860, free market (electricity and gas)							
Call center service level	(%)	94	94	91	0.1	0.1	Italy
Average waiting time	(sec)	118	149	155	-31.1	-20.9	Italy
Training per call center employee (IN Enel)	(h/per-cap)	69	55	128	14.0	25.5	Italy
Connection							
Execution of simple work	(gg)	7.4	7.2	7.9	0.2	2.8	Italy
Supply activation	(gg)	1	0.9	1	0.1	11.1	Italy
PR5							
Customer satisfaction, regulated service							
Customer Satisfaction Index (AEEG survey) (3) (4)	(index)	89.2	88.6	89	0.6	0.7	Italy
Frequency AEEG survey	(n.)	2	2	2	-	-	Italy
Written complaints and requests for information	(.000)	134.7	115.8	82.8	18.9	16.3	Italy
Response time to written complaints	(gg)	23.6	19.7	36.2	3.9	19.8	Italy
Customer satisfaction, free electricity market							
Customer Satisfaction Index (AEEG survey) (3) (4)	(index)	84	79	72	5.3	6.7	Italy
Frequency AEEG survey	(n.)	2	2	2	-	-	Italy
Written complaints and requests for information	(.000)	82	95.5	51.1	-13.5	-14.1	Italy
Response time to written complaints	(gg)	47.5	35	46.9	12.5	35.7	Italy
ELECTRICITY MARKET ROMANIA							
Sales organization							
Agencies	(n.)	76	82	75	-6	-7.3	Romania
Indirect channel	(n.)	1	17	3	-16	-94.1	Romania
Call center							
Call center service level	(%)	94	83	-	11	13.8	Romania

KPI	UM	2010	2009	2008	2010-2009	%	Boundary
PR5							
Customer satisfaction							
Written complaints and requests for information	(.000)	12.7	10.4	-	2	21.7	Romania
Response time to written complaints ⁽⁵⁾	(gg)	28	7	-	21	300.0	Romania
ELECTRICITY MARKET IBERIAN PENINSULA							
Sales organization							
Agencies	(n.)	29	40	-	-11	-27.5	Iberia
Indirect channel	(n.)	413	447	-	-34	-7.6	Iberia
Call center							
Call center service level	(%)	96	82	-	14	17.4	Iberia
GAS MARKET							
PR5							
Customer satisfaction gas							
Written complaints and requests for information	(.000)	50.6	24.1	20	26.5	109.8	Italy
Response time to written complaints	(gg)	62	20.8	25.5	41.2	197.9	Italy
EU27							
Customers disconnected for failure to pay, by time from disconnection to reconnection: ⁽⁷⁾	(n.)	65,981	59,596	-	6,385.0	10.7	Electricity Italy
< 48 h	(n.)	28,191	24,905	-	3,286.0	13.2	Electricity Italy
48 h - 1 week	(n.)	15,949	11,649	-	4,300.0	36.9	Electricity Italy
1 week - 1 month	(n.)	14,035	14,791	-	-756.0	-5.1	Electricity Italy
1 month - 1 year	(n.)	7,806	8,251	-	-445.0	-5.4	Electricity Italy
Customers disconnected for failure to pay, by time from disconnection to reconnection: ⁽⁷⁾	(n.)	16,222	6,613	-	9,609.0	145.3	Gas Italy
< 48 h	(n.)	3,224	831	-	2,393.0	288.0	Gas Italy
48 h - 1 week	(n.)	4,949	2,243	-	2,706.0	120.6	Gas Italy
1 week - 1 month	(n.)	6,035	2,976	-	3,059.0	102.8	Gas Italy
1 month - 1 year	(n.)	2,014	563	-	1,451.0	257.7	Gas Italy
Customers disconnected for failure to pay, by time from disconnection to reconnection: ⁽⁷⁾	(n.)	514,423	-	-	514,423	-	Endesa Iberia
< 48 h	(n.)	321,146	-	-	321,146	-	Endesa Iberia
48 h - 1 week	(n.)	51,235	-	-	51,235	-	Endesa Iberia
1 week - 1 month	(n.)	60,584	-	-	60,584	-	Endesa Iberia
1 month - 1 year	(n.)	81,458	-	-	81,458	-	Endesa Iberia

KPI	UM	2010	2009	2008	2010-2009	%	Boundary
Customers disconnected for failure to pay, by time from disconnection to reconnection	(n.)	622,933	-	-	622,933	-	Endesa Iberia
< 24 h	(n.)	319,700	-	-	319,700	-	Endesa Iberia
24 h - 1 week	(n.)	301,755	-	-	301,755	-	Endesa Iberia
> 1 week	(n.)	1,478	-	-	1,478	-	Endesa Iberia
ENG							
RATIONAL USE OF ENERGY							
Promotion of energy efficiency							
Energy efficiency certificates	(n.)	1,012,090	788,400	716,728	223,690	28.4	Italy
Photovoltaic	(kWp)	137,300	48,900	29,300	88,400	180.8	Italy
Electronic meters installed	(.000)	33,177	32,540	31,811	637	2.0	Italy
Electronic meters abroad ⁽⁶⁾	(.000)	105.6	13.7	8	92	671.1	Abroad
PR8							
Litigation with customers electricity market Italy							
Total proceedings	(n.)	116,336	139,588	104,406	-23,252	-16.7	Italy
Incidence of litigation as defendant	(%)	95	95.3	94.2	-0.3	-0.3	Italy
Litigation with customers gas market							
Total proceedings	(n.)	808	479	116	329	68.7	Italy

* The distinction between residential customers and business customers is lacking.

- (1) Includes dual-energy customers.
- (2) Since July 1, 2009 the "TUR" market has been in effect. Therefore, regulated customers no longer exist, all of them having shifted to the free market.
- (3) Recorded by the AEEG, this index regarding the free electricity market + gas is expressed in one-hundredths and is based on a limited sample of 1,200 customers every six months.
- (4) The 2009 values have been updated with the results of the second half of 2009.
- (5) The 2010 value is higher than that of 2009 because many complaints received last year regarded delays in the delivery of bills, which were responded to with the very low average time of two days. For other complaints the average response time was 17 days.
- (6) The considerable increase in meters abroad is due to the fact that they began to be supplied to Endesa (about 98,000 meters) and E.ON Spain.
- (7) Data regarding the free market. This number is available only in aggregate, i.e., considering the number of users from the time of disconnection to reconnection without the intermediate breakdown of time from disconnection to payment and from payment to reconnection, which in any case is very short in Italy.
- (8) The average is affected by the oil/gas and gas-turbine plants, which work only at peak times.