

Performance indicators

Our I. D.

| KPI | UM | 2010 | 2009 | 2008 | 2010-2009 | % | Boundary |
|---|-------------|---------------|---------------|---------------|--------------|------------|-------------------------|
| GENERATION | | | | | | | |
| EU1 | | | | | | | |
| Net efficient thermal power: | (MW) | 57,222 | 55,826 | 47,629 | 1,396 | 2.5 | Enel |
| Coal | (MW) | 18,122 | 17,400 | 15,054 | 721 | 4.1 | Enel |
| CCGT | (MW) | 13,248 | 11,977 | 9,959 | 1,271 | 10.6 | Enel |
| Oil/gas | (MW) | 25,852 | 26,449 | 22,616 | -597 | -2.3 | Enel |
| Net efficient nuclear power | (MW) | 5,332 | 5,284 | 4,466 | 48 | 0.9 | Enel |
| Net efficient renewable power | (MW) | 34,727 | 34,216 | 30,415 | 511 | 1.5 | Enel |
| Hydro ⁽¹⁾ | (MW) | 31,033 | 31,018 | 27,186 | 15 | 0.0 | Enel |
| Wind | (MW) | 2,731 | 2,321 | 2,446 | 410 | 17.7 | Enel |
| Geo | (MW) | 775 | 742 | 678 | 33 | 4.4 | Enel |
| Biomass and co-generation | (MW) | 154 | 101 | 84 | 53 | 52.7 | Enel |
| Other | (MW) | 34 | 35 | 21 | -1 | -2.9 | Enel |
| Total net efficient power | (MW) | 97,281 | 95,326 | 82,510 | 1,955 | 2.1 | Enel |
| Italy | (MW) | 40,522 | 40,420 | 40,323 | 102 | 0.3 | Italy |
| Iberian Peninsula (Endesa + Eufes) | (MW) | 23,810 | 22,120 | 15,913 | 1,690 | 7.6 | Iberia |
| Morocco | (MW) | 123 | 123 | 82 | - | - | Morocco |
| Ireland | (MW) | 1,013 | 1,068 | - | -55 | -5.1 | Ireland |
| France | (MW) | 102 | 68 | 12 | 34 | 49.9 | France |
| Greece (Elica + Endesa in 2009 and 2008) | (MW) | 143 | 152 | 105 | -9 | -6 | Greece |
| Bulgaria | (MW) | 850 | 796 | 602 | 54 | 6.8 | Bulgaria |
| Slovakia ⁽¹⁾ | (MW) | 5,401 | 5,345 | 5,705 | 56 | 1.0 | Slovakia ⁽¹⁾ |
| Russia | (MW) | 8,198 | 8,198 | 8,183 | - | - | Russia |
| Central Europe | (MW) | 64 | - | 96 | 64 | 100 | Central Europe |
| North America | (MW) | 788 | 788 | 749 | - | - | North America |
| Latin America (Endesa + Eufes) | (MW) | 16,267 | 16,248 | 10,740 | 19 | 0.1 | Latin America |
| Total net efficient power | (MW) | 97,281 | 95,326 | 82,510 | 1,955 | 2.1 | Enel |
| Production plants | | | | | | | |
| Total thermal units | (n.) | 500 | 504 | 344 | -4 | -0.8 | Enel |
| Steam units (condensations and back pressure) | (n.) | 169 | 177 | 139 | -8 | -4.5 | Enel |

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|---|-------------|------------------|------------------|------------------|-----------------|-------------|-------------------------------|
| CCGT units | (n.) | 59 | 52 | 37 | 7 | 13.5 | Enel |
| GT units | (n.) | 83 | 82 | 52 | 1 | 1.2 | Enel |
| Units with alternative engines | (n.) | 189 | 193 | 116 | -4 | -2.1 | Enel |
| Thermal plants | (n.) | 122 | 122 | 117 | - | - | Enel |
| Renewable-energy plants | (n.) | 1,013 | 1,063 | 1,061 | -50 | -4.7 | Enel |
| Hydro plants | (n.) | 811 | 845 | 858 | -34 | -4.0 | Enel |
| - including mini-hydro plants (<10 MW) | (n.) | 404 | 352 | 378 | 52 | 14.8 | Enel |
| Wind plants | (n.) | 151 | 155 | 161 | -4 | -2.6 | Enel |
| Photovoltaic plants | (n.) | 7 | 6 | 4 | 1 | 16.7 | Enel |
| Geothermal plants | (n.) | 35 | 34 | 32 | 1 | 2.9 | Enel |
| Biomass plants | (n.) | 9 | 23 | 6 | -14 | -60.9 | Enel |
| DISTRIBUTION | | | | | | | |
| EU4 | | | | | | | |
| Length of electric lines | (km) | 1,810,951 | 1,781,921 | 1,498,740 | 29,029.4 | 1.6 | Enel |
| Total LV lines | (km) | 1,128,591 | 1,108,021 | 997,297 | 20,569.8 | 1.9 | Enel |
| Total MV lines | (km) | 645,479 | 635,123 | 325,923 | 10,355.9 | 1.6 | Enel |
| Total HV lines | (km) | 36,882 | 38,778 | 175,520 | -1,896.3 | -4.9 | Enel |
| Distribution lines | | | | | | | |
| HV lines at year end | (km) | 57 | 57 | 18,939 | 0 | 0.0 | Italy |
| - including underground cable | (km) | 0 | 0 | 498 | 0 | 0.0 | Italy |
| MV lines at year end | (km) | 344,029 | 342,289 | 340,427 | 1,740 | 0.5 | Italy |
| - including underground cable | (km) | 135,911 | 133,860 | 132,105 | 2,051 | 1.5 | Italy |
| LV lines at year end | (km) | 765,024 | 757,337 | 752,789 | 7,687 | 1.0 | Italy |
| - including underground cable | (km) | 247,577 | 246,788 | 242,760 | 788 | 0.3 | Italy |
| Total electricity distribution lines | (km) | 1,109,110 | 1,099,683 | 1,112,155 | 9,427 | 0.9 | Italy |
| HV lines at year end | (km) | 6,583 | 6,023 | 5,090 | 560 | 9.3 | Romania |
| - including underground cable | (km) | 247 | 223 | 215 | 24 | 10.8 | Romania |
| MV lines at year end ⁽²⁾ | (km) | 34,439 | 34,042 | 37,591 | 398 | 1.2 | Romania |
| - including underground cable | (km) | 11,766 | 13,941 | 13,690 | -2,175 | -15.6 | Romania |
| LV lines at year end | (km) | 48,218 | 47,901 | 47,559 | 317 | 0.7 | Romania ⁽²⁾ |
| - including underground cable | (km) | 19,931 | 19,931 | 19,444 | 0 | 0.0 | Romania ⁽²⁾ |
| Total electricity distribution lines | (km) | 89,240 | 87,966 | 90,240 | 1,274 | 1.4 | Romania ⁽²⁾ |
| HV lines at year end | (km) | 18,880 | 21,423 | - | -2,543 | -11.9 | Iberia |
| - including underground cable | (km) | 680 | 1,076 | - | -396 | -36.8 | Iberia |
| MV lines at year end | (km) | 118,668 | 117,381 | - | 1,287 | 1.1 | Iberia |
| - including underground cable | (km) | 38,225 | 37,000 | - | 1,224 | 3.3 | Iberia |
| LV lines at year end | (km) | 179,727 | 174,588 | - | 5,139 | 2.9 | Iberia |
| - including underground cable | (km) | 84,974 | 80,650 | - | 4,324 | 5.4 | Iberia |
| Total electricity distribution lines | (km) | 317,275 | 313,392 | - | 3,883 | 1.2 | Iberia |
| HV lines at year end | (km) | 11,362 | 11,275 | - | 87 | 0.8 | Latin America |
| - including underground cable | (km) | 663 | 711 | - | -49 | -6.9 | Latin America |
| MV lines at year end | (km) | 148,342 | 141,411 | - | 6,931 | 4.9 | Latin America |

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|---|-------------|-------------------|-------------------|-------------------|---------------|-------------|----------------------|
| - including underground cable | (km) | 9,626 | 9,470 | - | 156 | 1.7 | Latin America |
| LV lines at year end | (km) | 135,622 | 128,195 | - | 7,427 | 5.8 | Latin America |
| - including underground lines | (km) | 19,529 | 19,250 | - | 279 | 1.5 | Latin America |
| Total electricity distribution lines | (km) | 295,326 | 280,881 | - | 14,445 | 5.1 | Latin America |
| SALE | | | | | | | |
| EU3 | | | | | | | |
| Electricity market customers | | | | | | | |
| Italy | (n.) | 29,362,479 | 29,723,135 | 30,232,777 | -360,656 | -1.2 | Italy |
| Iberian Peninsula | (n.) | 11,729,319 | 11,699,674 | 7,810,996 | 29,645 | 0.3 | Iberia |
| Latin America | (n.) | 13,271,599 | 12,906,412 | 8,325,115 | 365,187 | 2.8 | Latin America |
| Romania | (n.) | 2,605,345 | 2,564,717 | 2,557,076 | 40,628 | 1.6 | Romania |
| France | (n.) | 77 | 26 | 15 | 51 | 196.2 | France |
| Slovakia | (n.) | 136 | - | - | 136 | - | Slovakia |
| Russia | (n.) | 99,784 | 105,002 | 104,970 | -5,218 | -4.97 | Russia |
| Total electricity market end customers | (n.) | 57,068,738 | 56,998,966 | 49,030,949 | 69,772 | 0.12 | Enel |
| Gas market customers | | | | | | | |
| 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 gas market end customers | (n.) | 3,986,540 | 3,943,225 | n,d, | 43,315 | 1.1 | Enel |

(1) The values include the Gabčíkovo hydro plant in Slovakia, (net capacity 739 MW) in carve-out (managed, but not owned, by Enel).

(2) The 2009 value was reclassified, because the lines have been mistakenly considered up to the point of delivery.

The Enel Group: identity, values, results

| KPI | UM | 2010 | 2009 | 2008 | 2010-2009 | % | Boundary |
|--|-------|--------|--------|--------|-----------|--------|----------|
| OPERATING RESULTS | | | | | | | |
| PRODUCTION | | | | | | | |
| EU2 | | | | | | | |
| Net thermal production | (TWh) | 156.7 | 149.3 | 146.3 | 7.4 | 5.0 | Enel |
| Coal | (TWh) | 73.1 | 73.9 | 67.9 | -0.8 | -1.1 | Enel |
| CCGT | (TWh) | 38.2 | 34.5 | 44.2 | 3.7 | 10.6 | Enel |
| Oil/gas | (TWh) | 45.4 | 40.9 | 34.2 | 4.5 | 11.0 | Enel |
| Net nuclear production | (TWh) | 41.2 | 31.9 | 32.9 | 9.2 | 29.0 | Enel |
| Net renewable production | (TWh) | 92.3 | 86.6 | 73.9 | 5.7 | 6.6 | Enel |
| Hydro ⁽¹⁾ | (TWh) | 80.8 | 76.1 | 64.3 | 4.7 | 6.2 | Enel |
| Wind | (TWh) | 5.6 | 4.8 | 4 | 0.8 | 17.2 | Enel |
| Geo | (TWh) | 5.3 | 5.2 | 5.2 | 0.1 | 2.4 | Enel |
| Biomass and co-generation | (TWh) | 0.6 | 0.5 | 0.5 | 0.1 | 26.2 | Enel |
| Other | (TWh) | 0.03 | 0.06 | - | -0.03 | -49.0 | Enel |
| Total net production | (TWh) | 290.2 | 267.8 | 253.2 | 22.4 | 8.4 | Enel |
| Italy | (TWh) | 81.6 | 84 | 96.3 | -2.4 | -2.9 | Enel |
| Iberian Peninsula | (TWh) | 69.9 | 61.3 | 60.6 | 8.6 | 14.1 | Enel |
| Morocco | (TWh) | 0.7 | 0.8 | 0.6 | -0.1 | -10.3 | Enel |
| Ireland | (TWh) | 0.3 | 0.5 | - | -0.2 | -40.7 | Enel |
| France | (TWh) | 0.1 | 0.1 | 0 | 0 | 125 | Enel |
| Greece (Elica + Endesa) | (TWh) | 0.3 | 0.3 | 0.2 | 0 | 12.8 | Enel |
| Bulgaria | (TWh) | 4.7 | 3.7 | 3.7 | 0.99 | 26.5 | Enel |
| Slovakia ⁽¹⁾ | (TWh) | 21 | 19.9 | 22.5 | 1.1 | 5.4 | Enel |
| Russia | (TWh) | 42.8 | 39.1 | 22.5 | 3.7 | 9.5 | Enel |
| Other Europe (Romania) | (TWh) | 0.004 | -- | 0.64 | 0.004 | -- | Enel |
| North America | (TWh) | 2.6 | 2.4 | 1.9 | 0.2 | 9.0 | Enel |
| Latin America | (TWh) | 66 | 55.7 | 44.2 | 10.3 | 18.6 | Enel |
| Total net production | (TWh) | 290.2 | 267.8 | 253.2 | 22.4 | 8.4 | Enel |
| Green Energy | | | | | | | |
| Development of renewable energy ⁽²⁾ | (MW) | 511 | 3,801 | -53 | -3,290 | -86.6 | Enel |
| Hydro | (MW) | 15 | 3,832 | -705 | -3,817 | -99.6 | Enel |
| Wind | (MW) | 410 | -125 | 639 | 535 | -427.0 | Enel |
| Geo | (MW) | 33 | 64 | 0 | -31 | -48.1 | Enel |
| Biomass and co-generation | (MW) | 53 | 17 | -8 | 36 | 217.3 | Enel |
| Other | (MW) | 0 | 14 | 21 | -14 | -100.8 | Enel |
| DISTRIBUTION | | | | | | | |
| Electricity wheeled | TWh | 431 | 394 | 394 | 37 | 9.3 | Enel |
| Municipalities served by electricity grid | (n.) | 13,366 | 13,054 | 12,045 | 312 | 2.4 | Enel |

| KPI | UM | 2010 | 2009 | 2008 | 2010-2009 | % | Boundary |
|-----------------------------------|-------------------------|---------|---------|---------|-----------|--------|---------------|
| SALE | | | | | | | |
| Volume of electricity sold | | | | | | | |
| Volume sold in free market | (GWh) | 183,133 | 143,775 | 97,716 | 39,358 | 27.4 | Enel |
| Italy ⁽¹⁰⁾ | (GWh) | 45,678 | 56,066 | 55,517 | -10,388 | -18.5 | Italy |
| Iberian Peninsula | (GWh) | 106,894 | 72,137 | 32,417 | 34,757 | 48.2 | Iberia |
| Romania | (GWh) | 923 | 1,022 | 981 | -99 | -9.7 | Romania |
| France | (GWh) | 5,578 | 3,276 | 1,031 | 2,302 | 70.3 | France |
| Russia | (GWh) | 14,737 | 5,243 | 3,154 | 9,494 | 181.1 | Russia |
| Slovakia | (GWh) | 2,216 | 293 | - | 1,923 | 656.3 | Slovakia |
| Latin America | (GWh) | 7,107 | 5,738 | 4,616 | 1,369 | 23.9 | Latin America |
| Volume sold in regulated market | (GWh) | 125,879 | 144,175 | 172,674 | -18,296 | -12.7 | Enel |
| Italy ⁽¹⁰⁾ | (GWh) | 67,763 | 71,273 | 81,714 | -3,510 | -4.9 | Italy |
| Iberian Peninsula | (GWh) | 0 | 15,371 | 43,133 | -15,371 | -100.0 | Iberia |
| Romania | (GWh) | 8,103 | 8,576 | 6,812 | -473 | -5.5 | Romania |
| Russia | (GWh) | 6,316 | 14,433 | 14,264 | -8,117 | -56.2 | Russia |
| Latin America | (GWh) | 43,697 | 34,522 | 26,751 | 9,175 | 26.6 | Latin America |
| Total volume sold | (GWh) | 309,012 | 287,950 | 270,390 | 21,062 | 7.3 | Enel |
| Italy ⁽¹⁰⁾ | (GWh) | 113,441 | 127,339 | 137,231 | -13,898 | -10.9 | Italy |
| Iberian Peninsula | (GWh) | 106,894 | 87,508 | 75,550 | 19,386 | 22.2 | Iberia |
| Romania | (GWh) | 9,026 | 9,598 | 7,793 | -572 | -6.0 | Romania |
| France | (GWh) | 5,578 | 3,276 | 1,031 | 2,302 | 70.3 | France |
| Russia | (GWh) | 21,053 | 19,676 | 17,418 | 1,377 | 7.0 | Russia |
| Slovakia | (GWh) | 2,216 | 293 | - | 1,923 | 656.3 | Slovakia |
| Latin America | (GWh) | 50,804 | 40,260 | 31,367 | 10,544 | 26.2 | Latin America |
| Volume of gas sold | (M. of m ³) | 8.9 | 8.6 | 8.2 | 0.3 | 3.5 | Enel |
| Italy | (M. of m ³) | 5.5 | 5.2 | 5.7 | 0.3 | 5.8 | Enel |
| Endesa | (M. of m ³) | 3.4 | 3.4 | 2.5 | - | - | Enel |
| REVENUE | | | | | | | |
| EC1 | | | | | | | |
| Revenue ⁽⁹⁾ | (mil Euro) | 73,377 | 64,362 | 61,184 | 9,015 | 14.0 | Enel |
| Sales | (mil Euro) | 18,697 | 20,330 | 22,609 | -1,633 | -8.0 | Enel |
| GEM | (mil Euro) | 17,540 | 18,377 | 22,143 | -837 | -4.6 | Enel |
| Engineering and Innovation | (mil Euro) | 608 | 903 | 1,005 | -295 | -32.7 | Enel |
| Infrastructure and Networks | (mil Euro) | 7,427 | 7,273 | 6,537 | 154 | 2.1 | Enel |
| Iberia and Latin America | (mil Euro) | 31,263 | 21,800 | 15,805 | 9,463 | 43.4 | Enel |
| International | (mil Euro) | 6,360 | 5,568 | 4,708 | 792 | 14.2 | Enel |
| Renewable Energy | (mil Euro) | 2,177 | 1,751 | 1,852 | 426 | 24.3 | Enel |
| Parent Company | (mil Euro) | 679 | 637 | 727 | 42 | 6.6 | Enel |
| Services and Other Activities | (mil Euro) | 1,133 | 1,092 | 1,169 | 41 | 3.8 | Enel |
| Elininations and adjustments | (mil Euro) | -12,507 | -13,369 | -15,371 | 862 | -6.4 | Enel |
| EBITDA ⁽⁹⁾ | (mil Euro) | 17,480 | 16,371 | 14,318 | 1,109 | 6.8 | Enel |
| Sales | (mil Euro) | 483 | 393 | 554 | 90 | 22.9 | Enel |
| Generation and Energy Management | (mil Euro) | 2,392 | 3,024 | 3,113 | -632 | -20.9 | Enel |

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|---|-------------------|---------------|---------------|--------------|---------------|--------------|-------------|
| Engineering and Innovation | (mil Euro) | 14 | 17 | 14 | -3 | -17.6 | Enel |
| Infrastructure and Networks | (mil Euro) | 3,813 | 4,017 | 3,719 | -204 | -5.1 | Enel |
| Iberia and Latin America | (mil Euro) | 7,896 | 6,196 | 4,647 | 1,700 | 27.4 | Enel |
| International | (mil Euro) | 1,520 | 1,452 | 1,044 | 68 | 4.7 | Enel |
| Renewable Energy | (mil Euro) | 1,310 | 1,178 | 1,188 | 132 | 11.2 | Enel |
| Other (Parent Company, Services and Other Activities, eliminations and adjustments) | (mil Euro) | 52 | 94 | 39 | -42 | -44.7 | Enel |
| Sales | (%) | 2.8 | 2.4 | 3.9 | 0.4 | 15.1 | Enel |
| Generation and Energy Management | (%) | 13.7 | 18.5 | 21.7 | -4.8 | -25.9 | Enel |
| Engineering and Innovation | (%) | 0.1 | 0.1 | 0.1 | 0 | -22.9 | Enel |
| Infrastructure and Networks | (%) | 21.8 | 24.5 | 26 | -2.7 | -11.1 | Enel |
| Iberia and Latin America | (%) | 45.2 | 37.8 | 32.5 | 7.3 | 19.4 | Enel |
| International | (%) | 8.7 | 8.9 | 7.3 | -0.2 | -2.0 | Enel |
| Renewable Energy | (%) | 7.5 | 7.2 | 8.3 | 0.3 | 4.2 | Enel |
| Other (Parent Company, Services and Other Activities, eliminations and adjustments) | (%) | 0.3 | 0.6 | 0.3 | -0.3 | -48.2 | Enel |
| EBIT⁽⁹⁾ | (mil Euro) | 11,258 | 11,032 | 9,541 | 226 | 2.0 | Enel |
| EBT⁽⁹⁾ | (mil Euro) | 8,074 | 9,345 | 6,379 | -1,271 | -13.6 | Enel |
| Group net income for the year⁽⁹⁾ | (mil Euro) | 4,390 | 5,586 | 5,293 | -1,196 | -21.4 | Enel |

EC1

Value added by stakeholder⁽⁹⁾

| | | | | | | | |
|--|------------|--------|--------|--------|-------|-------|------|
| Revenue | (mil Euro) | 73,377 | 64,362 | 61,184 | 9,015 | 14.0 | Enel |
| External costs | (mil Euro) | 49,567 | 42,214 | 41,841 | 7,353 | 17.4 | Enel |
| Proceeds /(Expenses) net of commodity risk | (mil Euro) | 280 | 264 | -20 | 16 | 6.1 | Enel |
| Gross value added continuing operations | (mil Euro) | 24,090 | 22,412 | 19,323 | 1,678 | 7.5 | Enel |
| Gross value added discontinued operations | (mil Euro) | - | -158 | 240 | 158 | 100.0 | Enel |
| Total gross value added | (mil Euro) | 24,090 | 22,254 | 19,563 | 1,836 | 8.3 | Enel |
| Shareholders | (mil Euro) | 2,350 | 2,734 | 3,031 | -384 | -14.0 | Enel |
| Providers of capital | (mil Euro) | 3,184 | 1,687 | 3,162 | 1,497 | 88.7 | Enel |
| Employees | (mil Euro) | 4,907 | 4,908 | 4,049 | -1 | 0.0 | Enel |
| Government | (mil Euro) | 3,711 | 3,462 | 1,320 | 249 | 7.2 | Enel |
| Enterprise system | (mil Euro) | 9,938 | 9,463 | 8,001 | 475 | 5.0 | Enel |

Economic value obtained:⁽⁹⁾

Economic value generated directly

| | | | | | | | |
|--|------------|--------|--------|--------|-------|-------|------|
| Revenue | (mil Euro) | 73,377 | 64,362 | 61,184 | 9,015 | 14.0 | Enel |
| Economic value distributed: | | | | | | | |
| Operating costs | (mil Euro) | 49,287 | 41,950 | 41,861 | 7,337 | 17.5 | Enel |
| Personnel and benefit cost | (mil Euro) | 4,907 | 4,908 | 4,049 | -1 | 0.0 | Enel |
| Payment to providers of capital | (mil Euro) | 5,534 | 4,421 | 6,193 | 1,113 | 25.2 | Enel |
| Payment to governments | (mil Euro) | 3,711 | 3,462 | 1,320 | 249 | 7.2 | Enel |
| Economic value discontinued operations | (mil Euro) | - | -158 | 240 | 158 | 100.0 | Enel |
| Economic value obtained ⁽⁹⁾ | (mil Euro) | 9,938 | 9,779 | 8,001 | 159 | 1.6 | Enel |

SHAREHOLDERS

Composition of shareholder base

Investors

| | | | | | | | |
|--|-----|------|------|------|------|-------|----------|
| Ministry of the Economy ⁽⁴⁾ | (%) | 31.2 | 13.9 | 21.1 | 17.3 | 124.5 | Enel SpA |
| Cassa Depositi e Prestiti ⁽⁴⁾ | (%) | - | 17.4 | 10.1 | - | - | Enel SpA |
| Institutional investors ⁽⁵⁾ | (%) | 37 | 37.3 | 33.1 | -0.3 | -0.8 | Enel SpA |
| Retail shareholders ⁽⁵⁾ | (%) | 31.8 | 31.4 | 35.7 | 0.4 | 1.3 | Enel SpA |

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| Location of institutional investors ⁽⁶⁾ | | | | | | | |
| Italy | (%) | 15.4 | 12.3 | 15.1 | 3.1 | 25.2 | Enel SpA |
| UK | (%) | 15.9 | 19.2 | 23.2 | -3.3 | -17.2 | Enel SpA |
| Rest of Europe | (%) | 42.7 | 39.9 | 31.1 | 2.8 | 7.0 | Enel SpA |
| Noth America | (%) | 21.3 | 23.4 | 24.8 | -2.1 | -9.0 | Enel SpA |
| Rest of the world | (%) | 4.7 | 5.2 | 5.8 | -0.5 | -9.6 | Enel SpA |
| Concentration (Top 50) | (%) | 19.2 | 20.1 | 21.5 | -0.9 | -4.5 | Enel SpA |
| Institutional investors' investment style ⁽⁶⁾ | | | | | | | |
| Long only | (%) | 74.4 | 67.9 | 65.2 | 6.5 | 9.6 | Enel SpA |
| Index | (%) | 9.5 | 5 | 21.3 | 4.5 | 90.0 | Enel SpA |
| Hedge | (%) | 0.7 | 1.6 | 0.5 | -0.9 | -56.3 | Enel SpA |
| Other | (%) | 15.4 | 25.5 | 3.7 | -10.1 | -39.6 | Enel SpA |
| Socially responsible investors ⁽⁶⁾ | | | | | | | |
| Presence SRI funds | (n.) | 61 | 67 | 68 | -6.0 | -9.0 | Enel SpA |
| Enel shares held by SRI funds ⁽⁷⁾ | (mil) | 457.1 | 513.7 | 361.3 | -56.6 | -11.0 | Enel SpA |
| Weight of SRI in institutional funds ⁽⁷⁾ | (%) | 16.9 | 18.6 | 17.6 | -1.7 | -9.1 | Enel SpA |
| Breakdown of shareholder base | | | | | | | |
| Italy | (%) | 2.2 | 2.7 | 1.2 | -0.5 | -18.5 | Enel SpA |
| UK | (%) | 13.7 | 5.8 | 2.6 | 7.9 | 136.2 | Enel SpA |
| Rest of Europe | (%) | 66.7 | 71.9 | 59 | -5.2 | -7.2 | Enel SpA |
| North America | (%) | 15.8 | 13.8 | 35.2 | 2.0 | 14.5 | Enel SpA |
| Rest of the world | (%) | 1.6 | 5.8 | 2 | -4.2 | -72.4 | Enel SpA |
| SRI presence top 10 | (n.) | 2 | 1 | 1 | 1.0 | 100.0 | Enel SpA |
| Share performance | | | | | | | |
| Financial performance of shares | | | | | | | |
| ENEL | (%) | -6.4 | 1.5 | -44.4 | -7.9 | -524.1 | Enel SpA |
| FTSEMib (MIB30 in 2008) | (%) | -12 | 19.5 | -48.4 | -31.5 | -161.8 | Enel SpA |
| FTSEElec | (%) | -6.7 | 5.8 | -40.3 | -12.5 | -215.7 | Enel SpA |
| Acea | (%) | 16.9 | -18.5 | -32.3 | 35.4 | -191.4 | Enel SpA |
| A2A | (%) | -28.8 | 4.8 | 7.6 | -33.6 | -699.7 | Enel SpA |
| Centrica | (%) | 17.6 | 7.5 | -16.7 | 10.1 | 135.1 | Enel SpA |
| Endesa | (%) | -19.1 | -16.3 | -21.3 | -2.8 | 17.2 | Enel SpA |
| Iberdrola | (%) | -12.9 | 2 | -37.1 | -14.9 | -746.2 | Enel SpA |
| RWE | (%) | -26.3 | 6.7 | -34 | -33.0 | -492.9 | Enel SpA |
| E.ON | (%) | -21.6 | 2.8 | -41.4 | -24.4 | -872.8 | Enel SpA |
| Cez | (%) | -9.7 | 10.1 | -42.4 | -19.8 | -196.3 | Enel SpA |
| GDF-Suez | (%) | -8 | -11.7 | -11.7 | 3.7 | -31.3 | Enel SpA |
| EDF | (%) | -24.5 | 1.4 | -49.1 | -25.9 | -1,853.5 | Enel SpA |
| EdP | (%) | -19.5 | 15.1 | -39.7 | -34.6 | -229.0 | Enel SpA |
| Dividend Yield | | | | | | | |
| A2A | (%) | 5.8 | 4.8 | 7.6 | 1.1 | 22.1 | Enel SpA |
| ENEL | (%) | 7.5 | 6.2 | 11.7 | 1.3 | 20.8 | Enel SpA |
| Centrica | (%) | 4.3 | 4.6 | 4.6 | -0.2 | -5.3 | Enel SpA |
| Iberdrola | (%) | 0.5 | 7 | 5 | -6.5 | -92.6 | Enel SpA |
| RWE | (%) | 7 | 5.2 | 7.1 | 1.9 | 36.2 | Enel SpA |
| E.ON | (%) | 6.5 | 5.1 | 5.3 | 1.4 | 27.4 | Enel SpA |
| GDF-Suez | (%) | 5.6 | 4.9 | 4 | 0.7 | 15.1 | Enel SpA |
| EDF | (%) | 3.7 | 1.3 | 3.1 | 2.4 | 183.2 | Enel SpA |

| KPI | UM | 2010 | 2009 | 2008 | 2010-2009 | % | Boundary |
|---|--------------|-----------|----------|----------|-----------|--------|----------|
| Enel in the main world stock indexes | | | | | | | |
| E100 | (%) | 0.8 | 0.8 | 0.7 | - | -5.7 | Enel SpA |
| FTSE Italy All Share (MIBTEL in 2008) | (%) | 9.3 | 9.3 | 7.3 | - | -0.2 | Enel SpA |
| FTSE Italy All Share Utilities (MIBPUBLH in 2008) | (%) | 59.7 | 64.2 | 36 | -4.5 | -7.1 | Enel SpA |
| BE500 | (%) | 0.5 | 0.6 | 0.6 | - | -6.9 | Enel SpA |
| BEELECT | (%) | 9.7 | 9.3 | 7.2 | 0.4 | 4.2 | Enel SpA |
| Enel in the FTSE4GOOD sustainability index | (index) | No | No | No | - | - | Enel SpA |
| Enel presence in the DJSI | (index) | Yes | Yes | Yes | - | - | Enel SpA |
| Shareholder return | | | | | | | |
| EPS | (Euro cents) | 47 | 59 | 54 | -12.0 | -20.3 | Enel SpA |
| TSR since IPO | (%) | -5.6 | -5.4 | -0.5 | -0.2 | 3.3 | Enel SpA |
| TSR last 2 years | (%) | 5.4 | -17.4 | -18.3 | 22.8 | -130.8 | Enel SpA |
| Communication with shareholders ⁽⁸⁾ | | | | | | | |
| Meetings with investors | (n.) | 550 | 360 | 143 | 190 | 52.8 | Enel SpA |
| Information on CSR | (n.) | 50 | 31 | 30 | 19 | 61.3 | Enel SpA |
| Retail shareholder requests for information | (n.) | 467 | 820 | 608 | -353 | -43.0 | Enel SpA |
| PROVIDERS OF CAPITAL | | | | | | | |
| Debt | | | | | | | |
| Total debt | (mil Euro) | 44,924 | 50,870 | 49,967 | -5,946 | -11.7 | Enel |
| Debt to equity | (ratio) | 0.8 | 1.1 | 1.9 | -0.27 | -24.2 | Enel |
| Rating | | | | | | | |
| S&P | (rating) | A- | A - | A - | - | - | Enel |
| Outlook | (rating) | Stable | Stable | Negative | - | - | Enel |
| Moody's | (rating) | A2 | A2 | A2 | - | - | Enel |
| Outlook | (rating) | Negative | Negative | Negative | - | - | Enel |
| Fitch | (rating) | A- | A - | n.a. | - | - | Enel |
| Outlook | (rating) | Stable | Stable | n.a. | - | - | Enel |
| Investment | | | | | | | |
| Investment | (mil Euro) | 11,716.40 | 6,824.80 | 6,502.00 | 4,891.6 | 71.7 | Enel |
| Valle d'Aosta | (mil Euro) | 9.5 | 11.3 | 13 | -1.8 | -16.0 | Enel |
| Piemonte | (mil Euro) | 132.5 | 123.7 | 147.8 | 8.8 | 7.1 | Enel |
| Lombardy | (mil Euro) | 202.9 | 207.2 | 241.1 | -4.3 | -2.1 | Enel |
| Trentino Alto Adige | (mil Euro) | 14.4 | 12.3 | 10 | 2.1 | 17.4 | Enel |
| Veneto | (mil Euro) | 171.9 | 163.5 | 204.6 | 8.4 | 5.2 | Enel |
| Friuli Venezia Giulia | (mil Euro) | 15.8 | 15.7 | 20.7 | 0.1 | 0.3 | Enel |
| Liguria | (mil Euro) | 52.2 | 58.2 | 69.9 | -6.0 | -10.3 | Enel |
| Emilia Romagna | (mil Euro) | 81.6 | 102.9 | 127.2 | -21.4 | -20.8 | Enel |
| Tuscany | (mil Euro) | 242.3 | 251 | 233.4 | -8.6 | -3.4 | Enel |
| Marche | (mil Euro) | 27.3 | 26.2 | 40.7 | 1.1 | 4.1 | Enel |
| Umbria | (mil Euro) | 29.3 | 20.5 | 26.7 | 8.7 | 42.6 | Enel |
| Lazio | (mil Euro) | 505.4 | 736.3 | 963.8 | -230.9 | -31.4 | Enel |
| Abruzzo | (mil Euro) | 35.6 | 39.1 | 39.2 | -3.5 | -9.1 | Enel |
| Molise | (mil Euro) | 13.1 | 17.3 | 38.9 | -4.2 | -24.3 | Enel |
| Campania | (mil Euro) | 190.6 | 108 | 113.9 | 82.6 | 76.5 | Enel |
| Apulia | (mil Euro) | 198.4 | 178.2 | 151.8 | 20.1 | 11.3 | Enel |
| Basilicata | (mil Euro) | 15.3 | 23.6 | 30.4 | -8.2 | -34.9 | Enel |

| KPI | UM | 2010 | 2009 | 2008 | 2010-2009 | % | Boundary |
|------------------------------------|-------------------|-----------------|-----------------|-----------------|--------------|--------------|-------------|
| Calabria | (mil Euro) | 209.9 | 53.1 | 56.3 | 156.8 | 295.2 | Enel |
| Sicily | (mil Euro) | 233.2 | 158.2 | 174.5 | 75.0 | 47.4 | Enel |
| Sardinia | (mil Euro) | 82.4 | 95.6 | 137.2 | -13.2 | -13.8 | Enel |
| Total Italy | (mil Euro) | 2,463.60 | 2,401.90 | 2,841.10 | 61.7 | 2.6 | Enel |
| Spain | (mil Euro) | 137 | 146 | 192.9 | -9.1 | -6.2 | Enel |
| Slovakia | (mil Euro) | 500.3 | 331 | 176.8 | 169.3 | 51.2 | Enel |
| Eastern Europe + France + Greece | (mil Euro) | 505.6 | 494.6 | 346.3 | 10.9 | 2.2 | Enel |
| Russia | (mil Euro) | 323.6 | 373.6 | 223.3 | -50.0 | -13.4 | Enel |
| North America | (mil Euro) | 172.8 | -7.6 | 289.5 | 180.5 | - | Enel |
| South America | (mil Euro) | 121.2 | 107.8 | 27.2 | 13.4 | 12.4 | Enel |
| Endesa | (mil Euro) | 2,866.00 | 2,962.20 | 2,382.40 | -96.1 | -3.2 | Enel |
| Total abroad | (mil Euro) | 4,626.40 | 4,407.60 | 3,638.30 | 218.9 | 5.0 | Enel |
| Adjustments | (mil Euro) | - | 15.3 | 22.6 | -15.3 | -100.0 | Enel |
| Weight of investment abroad | (%) | 39.5 | 64.6 | 56 | -25.1 | -38.9 | Enel |

LA13

CORPORATE GOVERNANCE

Board of Directors

| | | | | | | | |
|---|------|----|----|----|----|-------|----------|
| Total members BoD | (n.) | 9 | 9 | 9 | - | - | Enel SpA |
| - including non-executive directors | (n.) | 7 | 7 | 7 | - | - | Enel SpA |
| Independent directors | (n.) | 5 | 5 | 5 | - | - | Enel SpA |
| Directors designated by minority shareholders | (n.) | 3 | 3 | 3 | - | - | Enel SpA |
| Women on BoD | (n.) | - | - | - | - | - | Enel SpA |
| BoD meetings | (n.) | 15 | 20 | 17 | -5 | -25.0 | Enel SpA |

Internal dealing

| | | | | | | | |
|---|--------|----------|----------|----------|-------|------|----------|
| Shares held by BoD and other "important persons" ⁽³⁾ | (.000) | 2,857.00 | 2,258.30 | 1,168.80 | 598.7 | 26.5 | Enel SpA |
|---|--------|----------|----------|----------|-------|------|----------|

- (1) The values include the Gabčíkovo hydro plant in Slovakia, (739 MW net capacity) in carve-out (managed, but not owned, by Enel).
- (2) Includes boundary changes and net of divestment.
- (3) The number reported in this regard concerns investment in shares of Enel SpA, Endesa SA, and Enel Green Power SpA made by directors and regular Statutory auditors of Enel SpA, directors of Endesa SA, and 28 other executive positions of Enel SpA and Endesa SA that have regular access to inside information and are empowered to make management decisions that could affect the development and future prospects of the Enel Group, taking into account the different boundaries of the "important persons" and of financial instruments whose regulation with regard to internal dealing are applicable in the years under consideration.
- (4) Since December 16, 2010 the Ministry of the Economy and Finance directly owns 31.2% of Enel SpA's share capital as a result of the trading of equity interests provided for by the decree of the Minister of the Economy and Finance of November 30, 2010.
- (5) Since February 2010 the share of "unidentified" previously attributed entirely to retail shareholders has been redistributed proportionally between institutional investors and retail shareholders. The value as of December 31, 2009 has also been reclassified.
- (6) The 2010 values regard the last survey, carried out in December 2010, while those of 2009 have been reclassified according to the latest survey, carried out in February 2010.
- (7) Calculated since February 2010 according to the number of shares that have been identified as belonging to institutional investors. (Not all institutional investors are identified as SRI funds.) Therefore, 2009 has also been reclassified.
- (8) Values based on the sum of the meetings held during the different road shows and an estimate of the meetings at Enel with institutional investors. As far as the information requests by retail shareholders in 2010 are concerned, 262 are written requests and 205 phone calls. (These numbers do not include the flows managed externally by a specially engaged firm during the placement of Enel Green Power shares - about 17,000 contacts - in the period October 18-29 2010.) The total number of written requests as of December 31, 2010 breaks down as follows: a) performance of Enel shares, 5; b) requests of accounting documents, 126; c) information on share dividends and bonds, 93; d) information on public offerings of Enel shares and related bonus shares, 0; e) information on the Enel Group's activities, 9; f) information on shareholders' meetings, 3; g) information regarding CSR, 1; and h) other, 25.
- (9) The 2009 values were reclassified following the 2009 income statement restatement in consequence of the application of several new accounting principles (IFRIC 12 and IFRIC 18) and the conclusion of the process of purchase price allocation on the acquisition of 25.01% of Endesa's capital.
- (10) Excluding sales to dealers.

Responsibility, transparency, ethics

| KPI | UM | 2010 | 2009 | 2008 | 2010-2009 | % | Boundary |
|--|------------|----------|----------|----------|-----------|--------|----------|
| DMA HR | | | | | | | |
| ETHICAL AUDITING | | | | | | | |
| Implementation of the Code of Ethics | | | | | | | |
| Reports received of injured or potentially injured stakeholders ⁽¹⁾ | (n.) | 225 | 243 | 133 | -18 | -7.4 | Enel |
| Shareholders | (n.) | 93 | 61 | 39 | 32 | 52.5 | Enel |
| Customers | (n.) | 42 | 46 | 18 | -4 | -8.7 | Enel |
| Employees | (n.) | 43 | 76 | 47 | -33 | -43.4 | Enel |
| Public | (n.) | 17 | 14 | 6 | 3 | 21.4 | Enel |
| Suppliers | (n.) | 30 | 46 | 23 | -16 | -34.8 | Enel |
| Violations of Code of Ethics ⁽²⁾ , regarding incidents of: | (n.) | 39 | 45 | 26 | -6 | -13.3 | Enel |
| corruption | (n.) | 18 | 14 | - | 4 | 28.6 | Enel |
| mobbing | (n.) | - | 1 | - | -1 | -100.0 | Enel |
| illegitimate use of corporate resources or instruments | (n.) | 8 | 10 | 1 | -2 | -20.0 | Enel |
| other reasons | (n.) | 13 | 20 | 25 | -7 | -35.0 | Enel |
| Dismissals for violation of Code of Ethics | (n.) | 30 | 38 | 5 | -8 | -21.1 | Enel |
| HR1 | | | | | | | |
| Significant investment agreements approved by the BoD that include clauses on human rights ⁽³⁾ | (n.) | 3 | 7 | 3 | -4 | -57.1 | Enel |
| % of significant investment agreements approved by the BoD that include clauses on human rights ⁽³⁾ | (%) | 100 | 100 | 100 | - | - | Enel |
| EC4 | | | | | | | |
| Grants | | | | | | | |
| Grants received during the year | (mil Euro) | 113.5 | 24.2 | 15.3 | 89.3 | 369.3 | Enel |
| Energy networks | (%) | 27.3 | 41.6 | 79.4 | -14.3 | -34.4 | Enel |
| R&D | (%) | 69.1 | 14.2 | 10.9 | 54.8 | 385.6 | Enel |
| Renewable energy | (%) | 3.6 | 44 | 9.2 | -40.3 | -91.7 | Enel |
| Other | (%) | 0 | 0.2 | 0.5 | -0.2 | -100.0 | Enel |
| Number of projects that received disbursements | (n.) | 60 | 113 | 100 | -53 | -46.9 | Enel |
| Loans granted by the EIB and others | | | | | | | |
| Remaining debt regarding loans from EIB and others | (mil Euro) | 5,001.50 | 4,865.20 | 3,780.40 | 136.2 | 2.8 | Enel |
| - Italy | (mil Euro) | 3,381.20 | 3,293.10 | 2,719.40 | 88.1 | 2.7 | Enel |
| - Abroad (Endesa, Slovakia, Russia) | (mil Euro) | 1,620.30 | 1,572.10 | 1,061.00 | 48.2 | 3.1 | Enel |
| Energy networks | (%) | 72.3 | 80.4 | 72.6 | -8.1 | -10.1 | Enel |
| R&D | (%) | 0.1 | 0.1 | 0.2 | 0.0 | -40.9 | Enel |
| Renewable energy | (%) | 18.3 | 12.3 | 16.4 | 6 | 48.4 | Enel |
| Other | (%) | 9.4 | 7.2 | 10.9 | 2.2 | 30.3 | Enel |
| N. of projects in progress approved with loans from the EIB and others | (n.) | 65 | 60 | 26 | 5 | 8.3 | Enel |

| KPI | UM | 2010 | 2009 | 2008 | 2010-2009 | % | Boundary |
|--|------------|-------|-------|-------|-----------|-------|----------|
| Relations with institutions | | | | | | | |
| Taxes ⁽⁴⁾ | (mil Euro) | 3,711 | 3,462 | 1,320 | 249 | 7.2 | Enel |
| IRES, IRAP and other taxes | (mil Euro) | 1,569 | 1,701 | -219 | -132 | -7.8 | Enel |
| Taxes abroad | (mil Euro) | 832 | 897 | 804 | -65 | -7.2 | Enel |
| Other taxes and duties | (mil Euro) | 1,072 | 671 | 551 | 401 | 59.8 | Enel |
| Fees net of contributions received | (mil Euro) | 238 | 193 | 184 | 45 | 23.3 | Enel |
| Corporate image | | | | | | | |
| Presence index | (n.) | 2,470 | 3,258 | 3,472 | -788 | -24.2 | Enel |
| Global visibility index | (.000) | 616 | 1,120 | 1,269 | -504 | -45.0 | Enel |
| Qualitative visibility index (from -1 to +1) | (rating) | 0.73 | 0.89 | 0.91 | -0.16 | -18.0 | Enel |

(1) Of the 225 reports received, 35 are under examination.

(2) The violations regarding 2009 were adjusted to take into consideration the results of investigations carried out in 2010 regarding reports received in 2009.

(3) The total number reported for this item also takes into account initiatives aimed at the acquisition of shares of rights in licenses for exploration (still at the preliminary stage). Therefore, the percentage that expresses the significant investment agreements approved by the BoD regards only formalized agreements.

(4) The 2009 values were reclassified following the 2009 income statement restatement in consequence of the application of several new accounting principles (IFRIC 12 and IFRIC 18) and the conclusion of the process of purchase price allocation on the acquisition of 25.01% of Endesa's capital.

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 |

| KPI | UM | 2010 | 2009 | 2008 | 2010-2009 | % | Boundary |
|---|-------------|--------------|--------------|--------------|-------------|--------------|----------------------------|
| 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)} |

| KPI | UM | 2010 | 2009 | 2008 | 2010-2009 | % | Boundary |
|---|------|-------|-------|--------|-----------|--------|------------------------|
| 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⁾ |

| KPI | UM | 2010 | 2009 | 2008 | 2010-2009 | % | Boundary |
|---|---------|-------|-------|-------|-----------|-------|---------------------|
| 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 |

| KPI | UM | 2010 | 2009 | 2008 | 2010-2009 | % | Boundary |
|--|-----|------|------|------|-----------|--------|----------|
| 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 |

| KPI | UM | 2010 | 2009 | 2008 | 2010-2009 | % | Boundary |
|--|-----|------|------|------|-----------|-------|---------------|
| 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 |

| KPI | UM | 2010 | 2009 | 2008 | 2010-2009 | % | Boundary |
|--|-----|------|------|------|-----------|--------|------------------|
| 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 |

| KPI | UM | 2010 | 2009 | 2008 | 2010-2009 | % | Boundary |
|--|------|--------|--------|-------|-----------|-------|--------------------------|
| 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.

The challenges of the environment

| KPI | UM | 2010 | 2009 | 2008 | 2010-2009 | % | Boundary |
|---|------------|-------|-------|------|-----------|-------|----------------------|
| ENVIRONMENTAL MANAGEMENT | | | | | | | |
| EN30 | | | | | | | |
| Research and innovation | | | | | | | |
| Technological innovation ⁽¹⁾ | (mil Euro) | 68.01 | 73.8 | 38.9 | -5.8 | -7.8 | Enel |
| Research personnel | (n.) | 184 | 192 | 185 | -8 | -4.2 | Enel |
| Environmental expense ⁽²⁾ | | | | | | | |
| Environmental expense | (mil Euro) | 773 | 589 | 564 | 184 | 31.2 | Enel |
| Total current expense | (mil Euro) | 420 | 395 | 413 | 25 | 6.2 | Enel |
| Total environmental investment | (mil Euro) | 353 | 194 | 151 | 159 | 82.2 | Enel |
| Personnel dedicated to environmental issues | (n.) | 550 | 433 | 391 | 117 | 26.9 | Enel |
| EN28 | | | | | | | |
| Environmental litigation | | | | | | | |
| Environmental proceedings as defendant | (n.) | 1,295 | 287 | 213 | 1,008 | 351.2 | Enel ⁽¹⁰⁾ |
| Monetary value of environmental fines | (mil Euro) | 0.058 | 0.06 | - | -0.002 | -3.3 | Enel |
| Non-monetary environmental penalties | (n.) | 52 | 44 | 47 | 8.0 | 18.2 | Enel |
| EN14 | | | | | | | |
| Environmental certification | | | | | | | |
| Extent of EMAS registration coverage | (%) | 38.3 | 40.3 | 40.8 | -2.0 | -5.0 | Enel |
| Extent of ISO 14001 coverage | (%) | 82.7 | 81.4 | 77.6 | 1.3 | 1.6 | Enel |
| Safety systems | | | | | | | |
| Inspections on oil tankers | (%) | 100 | 100 | 100 | - | - | Enel |
| Inspections on coal freighters | (%) | 100 | 100 | 100 | - | - | Enel |
| ENVIRONMENTAL PERFORMANCE | | | | | | | |
| EN3 | | | | | | | |
| Total fuel consumption | | | | | | | |
| Total fossil-fuel consumption (excluding biomass, RDF, biodiesel, and biogas) | (Mtoe) | 36.1 | 37.1 | 33.2 | -1.0 | -2.7 | Enel |
| Coal | (Mtoe) | 15.6 | 16.9 | 14.5 | -1.3 | -7.8 | Enel |
| Lignite | (Mtoe) | 2.1 | 2 | 2.1 | 0.1 | 6.0 | Enel |
| Fuel oil | (Mtoe) | 2.6 | 3.1 | 2.9 | -0.5 | -16.3 | Enel |
| Natural gas | (Mtoe) | 13.9 | 12.9 | 11.9 | 1 | 7.9 | Enel |
| Gas oil | (Mtoe) | 1.7 | 2 | 1.6 | -0.3 | -16.6 | Enel |
| Biomass, refuse, and hydrogen for thermal production | (,000 toe) | 213.4 | 198.9 | 142 | 14.6 | 7.3 | Enel |
| Other (orimulsion + cokery gas + oil coke) | (Mtoe) | 0.001 | - | - | 0.001 | -- | Enel |
| Breakdown of fossil-fuel consumption | | | | | | | |
| Coal | (%) | 43.4 | 45.7 | 44 | -2.4 | -5.2 | Enel |
| Lignite | (%) | 5.9 | 5.5 | 6.4 | 0.5 | 9.0 | Enel |
| Fuel oil | (%) | 7.3 | 8.5 | 8.8 | -1.2 | -13.9 | Enel |
| Natural gas | (%) | 38.8 | 34.9 | 35.9 | 3.9 | 11.2 | Enel |
| Gas oil | (%) | 4.6 | 5.4 | 4.9 | -0.8 | 0.5 | Enel |

| KPI | UM | 2010 | 2009 | 2008 | 2010-2009 | % | Boundary |
|---|----------------|---------|---------|---------|-----------|-------|----------|
| EN4 | | | | | | | |
| Internal energy consumption | | | | | | | |
| Electricity consumption for civil uses | (MWh) | 155,268 | 159,704 | 126,602 | -4,436 | -2.8 | Enel |
| Other consumption of fuel (for vehicles + internal consumption) | (toe) | 29,745 | 28,336 | 21,516 | 1,408 | 5.0 | Enel |
| EN5 | | | | | | | |
| Efficiency of thermal plants | | | | | | | |
| Incidence of CCGT power on total thermal | (%) | 23 | 21 | 21 | 2 | 7.9 | Enel |
| Efficiency lignite plants | (%) | 31 | 33 | 30 | -2 | -4.9 | Enel |
| Efficiency coal plants | (%) | 36 | 35 | 35 | 0.4 | 1.1 | Enel |
| Efficiency CCGT plants | (%) | 48 | 50 | 52 | -1 | -2.7 | Enel |
| Efficiency gas oil plants | (%) | 35 | 34 | 33 | 1 | 2.9 | Enel |
| Efficiency gas plants | (%) | 47 | 31 | 48 | 16 | 51.8 | Enel |
| Average efficiency thermal plants | (%) | 39 | 39 | 39 | 0 | 0.8 | Enel |
| EN16 | | | | | | | |
| Greenhouse-gas emissions | | | | | | | |
| Total specific emissions of CO ₂ ⁽⁶⁾ | (kg/MWh eq.) | 389 | 413 | 437 | -24 | -5.7 | Enel |
| Specific emissions of CO ₂ by simple thermal production ⁽⁴⁾ | (kg/MWh eq.) | 711 | 741 | 732 | -30 | -4.1 | Enel |
| Specific emissions of CO ₂ by co-generation production ⁽⁴⁾ | (kg/MWh eq.) | 691 | 691 | 720 | 0 | 0 | Enel |
| Specific emissions of CO ₂ by electricity production ⁽⁸⁾ | (mil t) | 116.2 | 122.2 | 110.6 | -6.0 | -4.9 | Enel |
| - CO ₂ from vehicles | (.000 t) | 73.2 | 70.1 | 56.8 | 3.1 | 4.4 | Enel |
| - CO ₂ from internal services | (.000 t) | 14.9 | 13.9 | 7.3 | 1.0 | 7.1 | Enel |
| Other greenhouse gases expressed in CO ₂ equivalent (SF ₆ , CH ₄) | (mil t eq.) | 0.182 | 0.177 | 0.553 | 0.005 | 2.7 | Enel |
| Total greenhouse-gas emissions (scope 1) | (mil t eq.) | 116.4 | 122.4 | 111.2 | -6 | -4.9 | Enel |
| Emissions avoided ⁽⁹⁾ | (mil t) | 98.2 | 98.7 | 80.1 | -0.5 | -0.5 | Enel |
| EN20 | | | | | | | |
| Polluting emissions ⁽⁴⁾ | | | | | | | |
| Net specific emissions of SO ₂ | (kg/MWh) | 1.74 | 1.71 | 1.76 | 0.03 | 1.8 | Enel |
| Net specific emissions of NO _x | (kg/MWh) | 1.52 | 1.56 | 1.34 | -0.03 | -2.0 | Enel |
| Net specific emissions of H ₂ S | (kg/MWh) | 1.97 | 1.98 | 2.51 | -0.02 | -0.8 | Enel |
| Specific emissions of flue ash ⁽⁵⁾ | (kg/MWh) | 0.94 | 0.77 | 0.67 | 0.17 | 22.7 | Enel |
| Polluting emissions ⁽⁶⁾ | | | | | | | |
| Net specific emissions of SO ₂ | (kg/MWh) | 0.96 | 0.98 | 1.06 | -0.02 | -2.1 | Enel |
| Net specific emissions of NO _x | (kg/MWh) | 0.84 | 0.88 | 0.81 | -0.04 | -4.6 | Enel |
| Specific emissions of flue ash ⁽⁵⁾ | (kg/MWh) | 0.52 | 0.44 | 0.4 | 0.08 | 19.3 | Enel |
| Nuclear air emissions | | | | | | | |
| Noble gases | (GBq per Unit) | 23.7 | 30.6 | 30.9 | -6.9 | -22.6 | Enel |
| Iodine | (GBq per Unit) | 0.09 | 0.26 | 0.16 | -0.17 | -65.4 | Enel |
| Aerosol | (GBq per Unit) | 6.6 | 18.4 | 20.1 | -11.8 | -64.3 | Enel |

| KPI | UM | 2010 | 2009 | 2008 | 2010-2009 | % | Boundary |
|---|----------------------------|--------------|--------------|--------------|--------------|-------------|-------------|
| EN8 - EN10 | | | | | | | |
| Water consumption | | | | | | | |
| Water requirements for thermal production | (mil m ³) | 154.4 | 171.4 | 171.3 | -17.0 | -9.9 | Enel |
| Water requirements for nuclear production | (mil m ³) | 215.9 | 211.2 | 144.3 | 4.7 | 2.2 | Enel |
| Requirements for other industrial uses ⁽³⁾ | (mil m ³) | 0.1 | 0.26 | 0.02 | -0.16 | -61.5 | Enel |
| Total water requirements for industrial use | (mil m³) | 370.4 | 382.8 | 315.6 | -12.4 | -3.2 | Enel |
| Specific requirements for thermal production | (l/kWh) | 0.91 | 0.93 | 0.91 | -0.02 | -1.8 | Enel |
| Specific requirements for nuclear production | (l/kWh) | 6.33 | 7.55 | 6.04 | -1.21 | -16.1 | Enel |
| Water requirements for industrial use | (mil m³) | 370.4 | 382.8 | 315.6 | -12.4 | -3.2 | Enel |
| from rivers | (mil m ³) | 307.2 | 324.4 | 260.7 | -17.3 | -5.3 | Enel |
| from wells | (mil m ³) | 12.6 | 12.8 | 10.1 | -0.2 | -1.4 | Enel |
| from aqueducts | (mil m ³) | 9 | 10.8 | 8.9 | -1.9 | -17.3 | Enel |
| Total withdrawal of internal water | (mil m³) | 328.7 | 348 | 279.7 | -19.3 | -5.5 | Enel |
| from the sea, used as is | (mil m ³) | 8.3 | 8.6 | 13 | -0.3 | -3.4 | Enel |
| from the sea, desalinated | (mil m ³) | 9.7 | 9.3 | 7.6 | 0.4 | 4.5 | Enel |
| from waste water (share used inside plants) | (mil m ³) | 23.7 | 16.9 | 15.2 | 6.8 | 40.2 | Enel |
| % of recycled and reused water | (%) | 6.4 | 4.4 | 4.8 | 2.0 | 44.9 | Enel |
| EN21 | | | | | | | |
| Waste water | | | | | | | |
| Waste water (quantity discharged) | (mil m ³) | 246.9 | 255.4 | 176.1 | -8.5 | -3.3 | Enel |
| from thermal production | (mil m ³) | 79.5 | 89.4 | 71.9 | -9.9 | -11.1 | Enel |
| from nuclear production | (mil m ³) | 167.4 | 165.9 | 104.2 | 1.4 | 0.9 | Enel |
| for storage and handling of fuel oil | (mil m ³) | 0.03 | 0.04 | 0.03 | -0.01 | -27.0 | Enel |
| Emissions into water ⁽⁷⁾: | | | | | | | |
| COD (chemical oxygen demand) | (kg) | 592,646 | 522,726 | 528,413 | 69,920 | 13.4 | Enel |
| BOD (biochemical oxygen demand) | (kg) | 155,592 | 108,787 | 104,787 | 46,804 | 43.0 | Enel |
| Nitrogen | (kg) | 375,188 | 338,421 | 157,852 | 36,767 | 10.9 | Enel |
| Heavy metals | (kg) | 128,750 | 119,452 | 97,025 | 9,298 | 7.8 | Enel |
| Phosphorous | (kg) | 26,900 | 18,958 | 11,294 | 7,942 | 41.9 | Enel |
| Nuclear emissions into water | | | | | | | |
| Tritium | (GBq per Unit) | 71 | 57.7 | 58.8 | 13.3 | 23.0 | Enel |
| Fission and corrosion products | (GBq per Unit) | 9.8 | 21.7 | 4.1 | -11.9 | -54.8 | Enel |
| EN14 - EN29 | | | | | | | |
| Impact on landscape/environment | | | | | | | |
| LV/MV cable | (%) | 61.9 | 60.4 | 62.6 | 1.5 | 2.5 | Enel |
| LV cable | (%) | 78.7 | 76.2 | 78 | 2.5 | 3.3 | Enel |
| MV cable | (%) | 32.5 | 32.7 | 34.3 | -0.2 | -0.6 | Enel |
| EN1 | | | | | | | |
| Resources used in production | | | | | | | |
| Consumption of fuel for thermal production | | | | | | | |
| Coal | (mil t) | 31.5 | 32.6 | 27.9 | -1.1 | -3.4 | Enel |
| Lignite | (mil t) | 11.3 | 10.2 | 10.7 | 1.1 | 10.7 | Enel |

| KPI | UM | 2010 | 2009 | 2008 | 2010-2009 | % | Boundary |
|---|-----------------------|----------------|----------------|----------------|---------------|-------------|-------------|
| Fuel oil | (mil t) | 2.7 | 3.2 | 2.9 | -0.5 | -15.8 | Enel |
| Gas | (mil m ³) | 16,405.3 | 15,265.0 | 13,893.3 | 1,140.3 | 7.5 | Enel |
| Gas oil | (.000 t) | 1,617.1 | 1,956.3 | 1,658.8 | -339.3 | -17.3 | Enel |
| Biomass and waste for thermal production | (.000 t) | 409.9 | 370.8 | 239 | 39.1 | 10.5 | Enel |
| Geothermal fluid (total extracted) | (.000 t) | 93,280 | 76,375 | 59,371 | 16,905 | 22.1 | Enel |
| Geothermal fluid (net of reinjected fluid) | (.000 t) | 27,486 | 28,462 | 29,855 | -976 | -3.4 | Enel |
| Geothermal steam used in electricity production | (.000 t) | 87,968 | 70,982 | 53,130 | 16,986 | 23.9 | Enel |
| Consumables | (.000 t) | 1,176.7 | 1,246.8 | 1,271.3 | -70.1 | -5.7 | Enel |
| Limestone | (.000 t) | 1,028.0 | 1,097.2 | 1,137.0 | -69.2 | -6.3 | Enel |
| Ammonia | (.000 t) | 15.7 | 20.6 | 20.1 | -4.9 | -23.8 | Enel |
| Caustic soda | (.000 t) | 30.6 | 32.1 | 21.2 | -1.5 | -4.7 | Enel |
| Spent lime | (.000 t) | 25.3 | 33.4 | 36.4 | -8.0 | -24.1 | Enel |
| Sulfuric/hydrochloric acid | (.000 t) | 13.6 | 15.1 | 12.4 | -1.6 | -10.3 | Enel |
| Other | (.000 t) | 63 | 48.4 | 44.2 | 14.6 | 30.2 | Enel |
| Equipment with PCB | (%) | 1.9 | 3.8 | 5 | -1.9 | -50.1 | Enel |
| Quantity of PCB contained in equipment with >500 ppm PCB | (t) | 6 | 34 | 70 | -28 | -82.7 | Enel |
| Quantity of PCB contained in equipment with 50 to 500 ppm PCB | (t) | 6,238 | n.a. | n.a. | - | - | Enel |
| EN22 | | | | | | | |
| Waste management | | | | | | | |
| Total waste produced | (.000 t) | 11,482 | 11,322 | 10,180 | 160 | 1.4 | Enel |
| Including hazardous waste | (.000 t) | 75 | 72 | 67 | 3 | 3.7 | Enel |
| Reclaimed waste | (%) | 23.4 | 24.8 | 32 | -1.5 | -5.9 | Enel |
| Low -/medium-activity radioactive liquid waste | (m ³) | 80.2 | 93.6 | 118.8 | -13.4 | -14.3 | Enel |
| Low -/medium-activity radioactive solid waste | (t) | 29.3 | 31.7 | 39.4 | -2.4 | -7.5 | Enel |
| High-activity radioactive liquid waste | (m ³) | 4 | 0 | 0 | 4.0 | - | Enel |
| High-activity radioactive solid waste | (t) | 2.1 | 1 | 4.9 | 1.1 | 110.0 | Enel |
| Disposed Asbestos | (t) | 17,968 | 11,329 | 5,532 | 6,639.7 | 58.6 | Enel |

- (1) This amount regarding operating and investment costs includes both the expenses directly incurred by the Research technical area and the expenses incurred for technological innovation by other areas of the Group. In 2008 the figure regards only the Research technical area.
- (2) Calculated using the Eurostat/U.N. criterion. If the figure were calculated according to the table required by the GRI-EN 30, the value would amount to 917 million euro for 2010 and 639 million euro for 2009.
- (3) In 2009 the values were affected by the 100% consolidation of Endesa (67.05% consolidated in 2008).
- (4) Specific emissions are calculated considering the total emissions from simple thermoelectric production and the combined production of electricity and heat with respect to the total simple thermoelectric production and the combined production of electricity and heat (including the contribution of heat in MWh equivalent) with the exception of the H₂S, which is referred only to the geothermal production of electricity.
- (5) Flue-ash emission increased considerably in 2010 over 2009 because of the increased production of the Reftinskaya plant in Russia in less efficient units and the higher content of unburned material in the coal used.
- (6) Specific emissions are calculated considering the total emissions from simple thermoelectric production and the combined production of electricity and heat with respect to the total renewable, simple thermal, and nuclear production and the combined production of electricity and heat (including the contribution of the heat in MWh equivalent).
- (7) The analyses are performed from year to year on groups of different plants according to the specific checking requirements and therefore regard the power of plants that are not homogeneous.
- (8) The figure also includes the emissions of uncertified plants or not subject to the emission-trading directive.
- (9) Calculated considering the sum of the emissions avoided in each country or the Σ for each country of the quantity of carbon-free electricity produced (renewable + nuclear production + the contribution of the heat from nuclear co-generation), multiplied by the net specific emissions from thermal production.
- (10) 2010 regards the world boundary, while 2009 and 2008 regard only Italy.

Citizens of the world

| KPI | UM | 2010 | 2009 | 2008 | 2010-2009 | % | Boundary |
|--|------------|-------|-------|------|-----------|-------|---------------------|
| SO1 | | | | | | | |
| ASSOCIATIONS, INSTITUTIONS, AND MEDIA | | | | | | | |
| Extent of the phenomenon | | | | | | | |
| Meetings with associations | (n.) | 1,489 | 900 | 800 | 589 | 65.4 | Enel ⁽¹⁾ |
| Issues discussed with associations | (n.) | 221 | 85 | 50 | 136 | 160.0 | Enel ⁽¹⁾ |
| EC8 | | | | | | | |
| INITIATIVES IN FAVOR OF COMMUNITIES | | | | | | | |
| LBG approach | | | | | | | |
| Contributions to communities | | | | | | | |
| Donation expense ⁽²⁾ | (mil Euro) | 27.1 | 47 | 31.3 | -19.9 | -42.3 | Enel ⁽³⁾ |
| Investment in communities | (mil Euro) | 58.6 | 50.9 | 24.4 | 7.7 | 15.1 | Enel ⁽³⁾ |
| Business initiatives with a social impact | (mil Euro) | 15.6 | 11.1 | 11 | 4.5 | 40.3 | Enel ⁽³⁾ |
| Socially sustainable business initiatives | (mil Euro) | 0.9 | 0.4 | 0.1 | 0.5 | 122.7 | Enel ⁽³⁾ |
| Total (expense + investment) | (mil Euro) | 102.3 | 109.5 | 66.8 | -7.2 | -6.6 | Enel ⁽³⁾ |
| EU25 | | | | | | | |
| Third-party injuries | | | | | | | |
| Serious and fatal injuries to third parties | (n.) | 98 | 67 | 90 | 31 | 46.3 | Enel |

(1) The 2009 and 2008 values do not include Endesa.

(2) Includes 6.67 million euro contributed in 2010 to Enel Cuore Onlus.

(3) In 2009 includes Italy, Endesa, Slovakia, and Bulgaria; in 2008 only Italy.

Sustainability in the supply chain

| KPI | UM | 2010 | 2009 | 2008 | 2010-2009 | % | Boundary |
|---|------------|----------|----------|----------|-----------|-------|---------------------|
| Information on contractors | | | | | | | |
| LA1 | | | | | | | |
| Contractor personnel | (n.) | 107,886 | 85,171 | - | 22,715 | 26.7 | Enel ⁽⁵⁾ |
| EU17 | | | | | | | |
| Days worked by contractor and subcontractor employees | (.000 gg) | 27,138 | 21,640 | - | 5,498 | 25.4 | Enel |
| - in construction activities | (.000 gg) | 8,354 | 2,347 | - | 6,007 | 255.9 | Enel |
| - in operation activities | (.000 gg) | 9,353 | 7,042 | - | 2,311 | 32.8 | Enel |
| - in maintenance activities | (.000 gg) | 9,432 | 12,251 | - | -2,819 | -23.0 | Enel |
| EC6 | | | | | | | |
| Suppliers | | | | | | | |
| Suppliers | (n.) | 48,530 | 51,088 | 16,633 | -2,558 | -5.0 | Enel |
| Supplier concentration (top 15) ⁽¹⁾ | (%) | 57.7 | 41.5 | 32.1 | 16.2 | 39.0 | Enel |
| Local suppliers with total contracts worth >1 mil Euro | (n.) | 1,180 | 1,118 | 509 | 62 | 5.5 | Enel |
| Foreign contractors with total contracts worth >1 mil Euro | (n.) | 161 | 115 | 45 | 46 | 40.0 | Enel |
| Expenditure on local contractors with total contracts worth >1 mil Euro | (mil Euro) | 9,779.50 | 5,879.80 | 2,360.00 | 3,899.7 | 66.3 | Enel |
| Expenditure on foreign contractors with total contracts worth >1 mil Euro | (mil Euro) | 3,329.90 | 1,413.50 | 708.7 | 1,916.4 | 135.6 | Enel |
| Expenditure on local contractors | (%) | 75 | 81 | 77 | -6 | -7.9 | Enel |
| Expenditure on foreign contractors | (%) | 25 | 19 | 23 | 6 | 33.7 | Enel |
| Procurement and fuels | | | | | | | |
| Procurement of materials and services | (mil Euro) | 14,983 | 8,975 | 3,692 | 6,008 | 66.9 | Enel |
| Supplies | (mil Euro) | 7,479 | 1,843 | 1,873 | 5,637 | 305.9 | Enel |
| Work | (mil Euro) | 3,380 | 3,138 | 622 | 242 | 7.7 | Enel |
| Services | (mil Euro) | 4,124 | 3,994 | 1,197 | 129 | 3.2 | Enel |
| Fuel purchases ⁽¹⁾ | (mil Euro) | 5,789 | 5,014 | 7,881 | 775 | 15.5 | Enel |
| Gas | (mil Euro) | 1,979 | 1,174 | 1,282 | 805 | 68.6 | Enel |
| Oil | (mil Euro) | 1,713 | 1,162 | 646 | 551 | 47.4 | Enel |
| Coal | (mil Euro) | 1,536 | 1,908 | 5,179 | -372 | -19.5 | Enel |
| Services | (mil Euro) | 561 | 770 | 774 | -209 | -27.1 | Enel |
| Management instruments | | | | | | | |
| Active qualifications ⁽²⁾ | (n.) | 4,094 | 2,541 | 2,449 | 1,553 | 61.1 | Enel |
| Online tenders ⁽²⁾ | (%) | 54 | 90 | 91 | -36 | -39.7 | Enel |
| Online procurement ⁽³⁾ | (%) | 70 | 92 | 82 | -22 | -23.6 | Enel |
| Non-tender procurement ⁽⁴⁾ | (%) | 23.2 | 42.5 | 41.7 | -19.3 | -45.4 | Enel |

| KPI | UM | 2010 | 2009 | 2008 | 2010-2009 | % | Boundary |
|--|------|-------|------|------|-----------|-------|----------|
| LA7 | | | | | | | |
| Occupational injuries of contractor employees and third parties | | | | | | | |
| Serious and fatal injuries of contractor employees | (n.) | 61 | 144 | 80 | -83 | -57.6 | Enel |
| Training on health and safety | | | | | | | |
| Contractor and subcontractor employees who attended courses on health and safety | (%) | 100 | 100 | - | - | - | Enel |
| Litigation with suppliers | | | | | | | |
| Total proceedings | (n.) | 1,182 | 598 | 584 | 584 | 97.7 | Enel |
| Incidence of litigation as defendant | (%) | 89.1 | 83.5 | 82.2 | 5.6 | 6.7 | Enel |

(1) The 2009 and 2008 data do not include Endesa Latam.

(2) The 2009 and 2008 data regard only Italy.

(3) The 2010 and 2009 data regard Enel, while 2008 regards only Italy. The 2010 figure does not include an Italian tender for the procurement of wind turbines, amounting to 3.6 billion euro.

(4) The data do not include Endesa and ELA.

(5) The 2009 figure was reclassified from 44,586 to 85,171 following adjustments by Endesa, which reconsidered several companies not present in the previous boundary. It also does not include the I&R Division, Enel Servizi, and Slovakia, which are included as from 2010.