



228 The following tables show the magnitudes that Enel considers essential for its sustainability auditing and reporting.

The tables contain:

- > the description of the magnitude recorded;
 - > the unit of measurement in which it is expressed;
 - > the number for 2008;
 - > the number for 2007;
 - > the number for 2006;
 - > the change in absolute value between 2008 and 2007;
 - > the percentage change between 2008 and 2007;
 - > the company/companies to which the number refers.
- In comparing the data over time, the significant changes in composition of the Group described in the “Parameters of the Report” section (page 36) must be considered.
- Criteria used for the Key Performance Indicators (KPI):
- > by “Enel” is meant the entire Group. (Data that exclude Endesa are indicated with an asterisk: “Enel*”);
 - > the economic data regarding the item “Economic performance” for 2006, 2007 and 2008 are taken from the Annual Report;
 - > the differences between 2008 and 2007, expressed as both an absolute value and a percentage value, are calculated considering decimals, which are not visible in print.

UNITS OF MEASUREMENT

,000	thousands
no.	number
%	per cent
,000 h	thousands of hours
,000 kg	thousands of kilograms
,000 km	thousands of kilometers
,000 m ²	thousands of square meters
,000 t	thousands of tons
bil. m ³	billions of cubic meters
cent €	euro cents
d	days
euro	euro
g/kWh	grams per kilowatt-hour
GBq/Unit	gigabequerel per Unit
GWh	gigawatt-hours
h	hours
h/person	hour per person
ind	rating
km	kilometers
kW	kilowatts
kWh	kilowatt-hours
kWp	kilowatt-peak
l/kWh	liters per kilowatt-hour
m ³	millions of cubic meters
mil. A4 eq.	millions of A4 sheets equivalent
mil. euro	millions of euro
mil. h	millions of hours
mil. t	millions of tons
min	minutes
Mtoe	millions of tons of oil equivalent
MW	megawatts
MWh	megawatt-hour
sec	seconds
t	tons
TBq/Unit	terabequerel per Unit
toe	tons of oil equivalent
TWh	terawatt-hour
years	years

ACRONYMS

ACR	Abandoned Call Rate
BOD	Biochemical Oxygen Demand
BoD	Board of Directors
CCGT	Combined Cycle Gas Turbine
COD	Chemical Oxygen Demand
CSR	Corporate Social Responsibility
DPS	Dividend per Share
DT	Distance Training
EBIT	Earnings Before Interest and Tax
EBITDA	Earnings Before Interest, Tax, Depreciation and Amortization
EBT	Earnings Before Tax
EDLS	Enel Distance Learning System
EIB	European Investment Bank
ENA	Enel North America
EPS	Earnings per Share
EUFER	Enel Unión Fenosa Renovables
GARP	Growth at Reasonable Price
GEM	Generation and Energy Management
HV	High Voltage
IAS	International Accounting Standards
IFRS	International Financial Reporting Standards
IPO	Initial Public Offering
IRAP	Imposta Regionale sulle Attività Produttive (regional tax on firms)
IRES	Imposta sul Reddito delle Società (corporate income tax)
IVR	Integrated Voice Response
KM	Knowledge Management
LBG	London Benchmarking Group
LV	Low Voltage
MIR	Networks, Infrastructure, and Sales
MV	Medium Voltage
ORIM	Orimulsion
PCB	Polychlorinated Biphenyls
R&D	Research & Development
ROACE	Return on Average Capital Employed
S&P	Standard & Poor's
SRI	Socially Responsible Investment
TG	Telemangement
TSR	Total Shareholder Return

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Implementation of the Code of Ethics							
Total reports received	(no.)	60	87	85	-27	-31.0	Enel*
Shareholders	(no.)	10	2	-	8	400.0	Enel*
Customers	(no.)	7	38	30	-31	-81.6	Enel*
Employees	(no.)	27	36	32	-9	-25.0	Enel*
Public at large	(no.)	3	3	14	-	-	Enel*
Suppliers	(no.)	13	8	9	5	62.5	Enel*
Total violations of the Code of Ethics	(no.)	13	16	28	-3	-18.8	Enel*
Actions taken for violations of the Code of Ethics							
For corruption	(no.)	-	-	n.a.	-	-	Enel*
For discrimination (mobbing)	(no.)	-	1	n.a.	-1	-100.0	Enel*
For inappropriate use of corporate resources/ instruments	(no.)	1	1	n.a.	-	-	Enel*
For other reasons	(no.)	12	14	n.a.	-2	-14.3	Enel*
Dismissals	(no.)	-	1	n.a.	-1	-100.0	Enel*
Total reports received	(no.)	73	-	-	-	-	Endesa
Shareholders	(no.)	29	-	-	-	-	Endesa
Providers of capital	(no.)	-	-	-	-	-	Endesa
Customers	(no.)	11	-	-	-	-	Endesa
Employees	(no.)	20	-	-	-	-	Endesa
Public at large	(no.)	-	-	-	-	-	Endesa
Suppliers	(no.)	10	-	-	-	-	Endesa
Other	(no.)	3	-	-	-	-	Endesa
Total violations of the Code of Ethics	(no.)	13	-	-	-	-	Endesa
Actions taken for violations of the Code of Ethics							
For corruption	(no.)	-	-	-	-	-	Endesa
For discrimination (mobbing)	(no.)	-	-	-	-	-	Endesa
For inappropriate use of corporate resources/ instruments	(no.)	-	-	-	-	-	Endesa
For other reasons	(no.)	13	-	-	-	-	Endesa
Dismissals	(no.)	5	-	-	-	-	Endesa

* Excluding Endesa.

CORPORATE GOVERNANCE

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Board of Directors							
Total Board members	(no.)	9	9	9	-	-	Enel SpA
Independent Directors on the Board	(no.)	5	7	7	-2	-28.6	Enel SpA
Directors designated by minority shareholders	(no.)	3	3	3	-	-	Enel SpA
Women on the Board	(no.)	-	-	-	-	-	Enel SpA
Board meetings	(no.)	17	21	16	-4	-19.0	Enel SpA
Internal dealing							
Shares owned by Board members and important persons	(,000)	1,168.8	622.5	303.0	546.3	87.8	Enel SpA

PROVIDERS OF CAPITAL

KPI	UM						Companies concerned	
		2008	2007	2006	2008-2007	2008-2007	%	
Debt								
Total debt	(mil. euro)	49,967	55,791	11,690	-5,824	-10.4	Enel	
Debt to Equity	(no.)	1.9	2.4	0.6	-0.4	-17.9	Enel	
Rating ⁽¹⁾								
S&P	(ind)	A-	A-	A+	-	-	Enel	
Outlook	(ind)	Negative	Negative	Negative	-	-	Enel	
Moody's	(ind)	A2	A2	Aa3	-	-	Enel	
Outlook	(ind)	Negative	Negative	Negative	-	-	Enel	
Grants								
Grants received during the year	(mil. euro)	26.8	15.4	23.1	11.3	73.6	Italy	
Energy networks	(%)	88.3	77.8	75.6	10.5	13.5	Italy	
R&D	(%)	6.2	5.3	3.8	0.9	16.9	Italy	
Renewable energy	(%)	5.2	11.7	19.9	-6.5	-55.5	Italy	
Other	(%)	0.3	5.1	0.7	-4.9	-94.4	Italy	
Projects that received grants during the year	(no.)	106	94	98	12	12.8	Italy	
Loans granted by the EIB and others								
Remaining debt regarding EIB and other loans	(mil. euro)	3,708.5	3,669.9	2,778.7	38.6	1.1	Enel	
- Italy	(mil euro)	2,719.4	2,951.1	2,778.7	-231.7	-7.9	Enel	
- Abroad (Endesa, Slovakia)	(mil euro)	989.0	718.7	n.a.	270.3	37.6	Enel	
Energy networks	(%)	72.0	69.2	72.4	2.9	4.2	Enel	
R&D	(%)	0.2	0.2	0.4	-0.1	-27.6	Enel	
Renewable energy	(%)	16.7	17.7	10.8	-1.0	-5.7	Enel	
Other	(%)	11.1	12.9	16.4	-1.8	-13.9	Enel	
Projects in progress with EIB	(no.)	19	21	25	-2	-9.5	Enel	

(1) Data up to date as of March 9, 2009, March 3, 2008, and March 14, 2007.

SHAREHOLDERS (1/4)

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Composition shareholder base							
Institutional investors							
Ministry of the Economy	(%)	21.1	21.1	21.2	-	-	Enel SpA
Cassa Depositi e Prestiti	(%)	10.1	10.1	10.2	-	-0.5	Enel SpA
Institutional investors	(%)	33.1	34.3	32.9	-1.2	-3.5	Enel SpA
Retail shareholders	(%)	35.7	34.4	35.7	1.3	3.6	Enel SpA
Geographical breakdown of institutional investors							
Italy	(%)	15.1	19.9	22.5	-4.8	-24.0	Enel SpA
UK	(%)	23.2	21.3	25.6	1.9	8.9	Enel SpA
Rest of Europe	(%)	31.1	29.8	27.8	1.3	4.3	Enel SpA
North America	(%)	24.8	27.0	22.6	-2.2	-8.2	Enel SpA
Rest of the world	(%)	5.8	2.0	1.5	3.8	191.5	Enel SpA
Concentration index (Top 50)	(%)	21.5	21.7	33.2	-0.1	-0.7	Enel SpA
Investment style of institutional investors							
GARP	(%)	35.8	23.1	25.6	12.7	55.2	Enel SpA
Growth	(%)	6.2	33.4	32.3	-27.2	-81.4	Enel SpA
Index	(%)	21.3	19.7	20.3	1.6	7.9	Enel SpA
Value	(%)	32.5	15.2	11.4	17.3	113.3	Enel SpA
Hedge	(%)	0.5	5.8	5.9	-5.3	-91.3	Enel SpA
Other	(%)	3.7	2.8	4.5	0.9	33.0	Enel SpA
Socially responsible investors							
Presence SRI funds	(no.)	68	45	47	23	51.1	Enel SpA
Enel shares held by SRI funds	(mil.)	361.3	388.1	342.3	-26.8	-6.9	Enel SpA
Weight of SRI in institutional funds	(%)	17.6	18.3	16.9	-0.7	-3.6	Enel SpA
Geographical distribution shareholder base							
Italy	(%)	1.2	9.3	12.7	-8.1	-87.0	Enel SpA
UK	(%)	2.6	36.0	43.9	-33.4	-92.8	Enel SpA
Rest of Europe	(%)	59.0	34.0	24.4	25.0	73.5	Enel SpA
North America	(%)	35.2	20.7	19.0	14.5	69.7	Enel SpA
Rest of the world	(%)	2.0	-	-	-	-	Enel SpA
Presence SRI in the top 10	(no.)	1	2	1	-1	-50.0	Enel SpA

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Share performance							
Financial performance of shares							
Enel	(%)	-44.4	4.1	16.9	-48.5	-1,184.4	Enel SpA
MIB30	(%)	-48.4	-6.5	16.6	-41.9	649.4	Enel SpA
FTSEElec	(%)	-40.3	16.2	40.1	-56.6	-348.6	Enel SpA
Acea	(%)	-32.3	-2.4	74.1	-29.9	1,241.5	Enel SpA
A2A	(%)	-59.5	23.9	56.4	-83.4	-349.1	Enel SpA
Centrica	(%)	-16.7	1.2	39.2	-17.9	-1,494.0	Enel SpA
Endesa	(%)	-21.3	2.4	63.0	-23.7	-983.9	Enel SpA
Iberdrola	(%)	-37.1	25.6	45.4	-62.7	-245.0	Enel SpA
RWE	(%)	-34.0	15.2	33.6	-49.2	-323.2	Enel SpA
E.ON	(%)	-41.4	40.6	22.6	-82.0	-201.9	Enel SpA
Cez	(%)	-42.4	42.0	30.4	-84.4	-201.1	Enel SpA
GDF-Suez	(%)	-11.7	14.8	40.8	-26.5	-179.1	Enel SpA
EdF	(%)	-49.1	47.6	72.6	-96.7	-203.1	Enel SpA
EdP	(%)	-39.7	16.4	47.7	-56.1	-342.0	Enel SpA
Dividend Yield							
Enel	(%)	10.8	6.0	8.2	4.8	79.9	Enel SpA
Acea	(%)	6.4	3.8	3.2	2.6	69.6	Enel SpA
A2A	(%)	7.6	2.2	2.4	5.4	242.1	Enel SpA
Centrica	(%)	5.0	3.5	3.3	1.5	43.3	Enel SpA
Endesa	(%)	5.4	4.5	6.7	0.8	18.6	Enel SpA
Iberdrola	(%)	4.1	2.5	2.7	1.6	65.3	Enel SpA
RWE	(%)	4.9	3.6	2.1	1.3	36.3	Enel SpA
E.ON	(%)	4.8	2.3	6.8	2.5	108.7	Enel SpA
Cez	(%)	5.1	1.5	1.6	3.6	247.4	Enel SpA
GDF-Suez	(%)	5.8	2.8	2.0	3.1	112.1	Enel SpA
EdF	(%)	3.2	2.1	1.4	1.1	51.2	Enel SpA
EdP	(%)	4.6	2.5	2.6	2.2	88.5	Enel SpA
Enel in the main stock market indexes of the world							
E100	(%)	0.7	0.8	0.8	-0.1	-4.4	Enel SpA
MIBTEL	(%)	7.3	6.7	6.1	0.6	9.3	Enel SpA
S&P/MIB	(%)	9.8	8.7	8.0	1.1	12.5	Enel SpA
MIBHIS	(%)	7.5	6.9	6.1	0.5	7.9	Enel SpA
MIBPUBLH	(%)	36.0	41.3	39.8	-5.3	-12.8	Enel SpA
BE500	(%)	0.6	0.6	0.6	-	-4.8	Enel SpA
BEELECT	(%)	7.2	8.8	9.8	-1.6	-18.0	Enel SpA
SX5E	(%)	1.5	1.5	1.5	-	1.9	Enel SpA
SXXE	(%)	1.0	0.9	0.9	0.1	5.9	Enel SpA
SXGE	(%)	8.2	8.7	10.0	-0.6	-6.6	Enel SpA
Enel in the FTSE4GOOD sustainability index	(ind)	No	No	No	-	-	Enel SpA
Enel's presence in the DJSI	(ind)	Yes	Yes	Yes	-	-	Enel SpA
Shareholder return							
EPS	(cent €)	85.6	64.3	49.2	21.2	33.0	Enel SpA
DPS	(cent €)	49	49	64	-	-	Enel SpA
TSR since the IPO	(%)	-0.5	6.4	5.9	-6.9	-107.4	Enel SpA
TSR last 2 years	(%)	-18.3	19.4	13.1	-37.7	-194.2	Enel SpA

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Communication with shareholders							
Meetings with investors	(no.)	143	136	104	7	5.1	Enel SpA
Information on CSR	(no.)	30	35	38	-5	-14.3	Enel SpA
Requests for information from retail shareholders	(no.)	608	769	745	-161	-20.9	Enel SpA
Economic performance ⁽²⁾							
Revenues	(mil. euro)	61,184	43,688	38,513	17,496	40.0	Enel
Italy ⁽³⁾	(mil. euro)	40,140	36,034	35,445	4,106	11.4	Enel
Iberia	(mil. euro)	10,296	3,263	1,049	7,033	215.5	Enel
Slovakia	(mil. euro)	2,107	1,431	975	676	47.2	Enel
Eastern Europe (Romania, Bulgaria)	(mil. euro)	986	697	670	289	41.5	Enel
Russia	(mil. euro)	1,358	592	202	766	129.4	Enel
North America	(mil. euro)	133	63	82	70	111.1	Enel
Latin America (Endesa + ELA)	(mil. euro)	5,882	1,530	91	4,352	284.4	Enel
Other	(mil. euro)	282	78	-	204	261.5	Enel
EBITDA	(mil. euro)	14,318	9,840	8,019	4,478	45.5	Enel
Sales	(%)	3.9	3.2	2.1	0.6	19.7	Enel
Generation and Energy Management	(%)	21.7	27.9	39.4	-6.1	-22.0	Enel
Engineering and Innovation ⁽⁴⁾	(%)	0.1	0.1	-	-	-12.5	Enel
Infrastructure and Networks	(%)	26.0	36.0	42.6	-10.0	-27.9	Enel
Iberia and Latin America	(%)	32.5	14.4	-	18.0	124.9	Enel
International	(%)	7.3	7.8	11.4	-0.5	-6.3	Enel
Renewable Energy	(%)	8.3	10.1	-	-1.8	-17.4	Enel
Other (Parent Company, Services and Other Activities, elisions and adjustments)	(%)	0.3	0.5	4.5	-0.2	-46.4	Enel
EBIT	(mil. euro)	9,541	6,781	5,819	2,760	40.7	Enel
EBT	(mil. euro)	6,379	5,908	5,168	471	8.0	Enel
Group net income for the year	(mil. euro)	5,293	3,916	3,036	1,377	35.2	Enel
Value added by stakeholder category							
Revenues	(mil. euro)	61,184	43,688	38,513	17,496	40.0	Enel
External costs	(mil. euro)	41,841	29,916	26,206	11,925	39.9	Enel
Proceeds/(Expense) from commodity risk	(mil. euro)	-20	-36	-614	16	-44.4	Enel
Gross value added continuing operations	(mil. euro)	19,323	13,736	11,693	5,587	40.7	Enel
Gross value added discontinued operations	(mil. euro)	240	179	263	61	34.1	Enel
Total gross value added	(mil. euro)	19,563	13,915	11,956	5,648	40.6	Enel
Shareholders	(mil. euro)	3,031	3,030	3,958	1	-	Enel
Providers of capital	(mil. euro)	3,162	873	651	2,289	262.2	Enel
Employees	(mil. euro)	4,049	3,263	3,210	786	24.1	Enel
Government	(mil. euro)	1,320	2,322	2,433	-1,002	-43.2	Enel
Enterprise system	(mil. euro)	8,001	4,427	1,704	3,574	80.7	Enel
Economic value generated							
<i>Economic value generated directly</i>							
Revenues	(mil. euro)	61,184	43,688	38,513	17,496	40.0	Enel
<i>Economic value distributed:</i>							
Operating costs	(mil. euro)	41,861	29,952	26,820	11,909	39.8	Enel
Personnel and benefit cost	(mil. euro)	4,049	3,263	3,210	786	24.1	Enel
Payments to providers of capital	(mil. euro)	6,193	3,903	4,609	2,290	58.7	Enel
Payments to governments	(mil. euro)	1,320	2,322	2,433	-1,002	-43.2	Enel
Economic value discontinued operations	(mil. euro)	240	179	-	61	34.1	Enel
Economic value generated	(mil. euro)	8,001	4,427	1,441	3,574	80.7	Enel

(2) The 2007 data have been adjusted, for the sole purpose of comparison, to take into account the effects of the completion as of December 31, 2008 of the Purchase Price Allocation regarding the acquisition of Endesa, as well as the effects of the classification in "discontinued operations" of the results regarding gas distribution operations in Italy.

(3) The revenues are shown net of intra-company elisions and adjustments.

(4) In 2006 the value regarding Engineering and Innovation was included in the Generation and Energy Division.

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Economic performance							
Volume of electricity sold	(TWh)	270.4	196.3	159.8	74.0	37.7	Enel
Italy ⁽⁵⁾	(TWh)	137.2	142.4	142.7	-5.2	-3.7	Enel
Abroad	(TWh)	28.7	27.6	17.2	1.1	4.0	Enel
Endesa	(TWh)	104.5	26.3	-	78.2	297.2	Enel
Volume of gas sold	(mil. m ³)	8.2	5.5	4.5	2.7	48.8	Enel
Italy	(mil. m ³)	5.7	4.9	4.5	0.8	15.9	Enel
Endesa	(mil. m ³)	2.5	0.6	-	1.9	316.7	Enel
Customers							
Only-electricity customers	(,000)	30,453	30,715	30,268	-262	-0.9	Enel
Only-gas customers	(,000)	2,644	2,462	2,331	182	7.4	Enel
Foreign customers	(,000)	2,664	2,174	2,076	490	22.5	Enel
Endesa customers	(,000)	16,136	15,727	-	410	2.6	Enel
Electricity production	(TWh)	253.2	153.5	131.4	99.7	64.9	Enel
Production Italy	(TWh)	96.3	94.2	103.9	2.1	2.2	Enel
Production abroad	(TWh)	56.4	34.9	27.5	21.5	61.7	Enel
Production Endesa	(TWh)	100.5	24.4	-	76.1	311.9	Enel
Installed capacity	(MW)	83,319	75,523	50,776	7,796	10.3	Enel
Installed capacity in Italy	(MW)	40,323	40,396	40,475	-73	-0.2	Enel
Installed capacity abroad	(MW)	16,407	9,257	10,301	7,150	77.2	Enel
Installed capacity Endesa	(MW)	26,589	25,870	-	719	2.8	Enel
Investment ⁽⁹⁾							
Investment	(mil. euro)	7,397.0	4,929.0	2,962.7	2,468.0	50.1	Enel
Valle d'Aosta	(mil. euro)	13.0	10.6	8.6	2.4	22.3	Enel
Piedmont	(mil. euro)	156.5	157.7	136.7	-1.2	-0.8	Enel
Lombardy	(mil. euro)	287.8	305.5	251.6	-17.7	-5.8	Enel
Trentino Alto Adige	(mil. euro)	10.1	11.7	15.4	-1.6	-13.6	Enel
Veneto	(mil. euro)	213.9	218.8	221.1	-4.9	-2.2	Enel
Friuli Venezia Giulia	(mil. euro)	21.3	30.1	22.4	-8.8	-29.1	Enel
Liguria	(mil. euro)	71.2	59.9	59.1	11.2	18.7	Enel
Emilia Romagna	(mil. euro)	130.1	124.2	127.3	5.9	4.8	Enel
Tuscany	(mil. euro)	238.3	251.6	239.1	-13.3	-5.3	Enel
Marches	(mil. euro)	40.7	41.3	49.0	-0.7	-1.6	Enel
Umbria	(mil. euro)	31.5	31.1	26.9	0.4	1.3	Enel
Latium	(mil. euro)	966.3	908.3	572.3	58.0	6.4	Enel
Abruzzo	(mil. euro)	46.0	46.0	47.4	-0.1	-0.1	Enel
Molise	(mil. euro)	39.0	50.5	36.7	-11.5	-22.8	Enel
Campania	(mil. euro)	122.9	135.7	119.3	-12.7	-9.4	Enel
Apulia	(mil. euro)	157.8	181.6	133.7	-23.8	-13.1	Enel
Basilicata	(mil. euro)	32.2	28.2	18.6	4.1	14.5	Enel
Calabria	(mil. euro)	58.6	62.1	66.9	-3.5	-5.6	Enel
Sicily	(mil. euro)	182.7	176.9	216.0	5.8	3.3	Enel
Sardinia	(mil. euro)	137.2	107.7	116.8	29.6	27.5	Enel
Total Italy ⁽⁶⁾	(mil. euro)	2,957.1	2,939.4	2,484.7	17.7	0.6	Enel
Spain ⁽⁷⁾	(mil. euro)	513.9	480.0	214.4	33.8	7.0	Enel
Slovakia	(mil. euro)	176.8	131.9	63.5	44.9	34.0	Enel
Eastern Europe + France + Greece	(mil. euro)	346.3	206.3	124.0	140.0	67.9	Enel
Russia	(mil. euro)	223.3	2.7	-	220.6	8,169.3	Enel
North America	(mil. euro)	289.5	264.0	51.1	25.4	9.6	Enel
Latin America	(mil. euro)	27.2	12.6	14.3	14.6	116.2	Enel
Endesa ⁽⁸⁾	(mil. euro)	2,840.4	885.8	-	1,954.6	220.7	Enel
Total foreign	(mil. euro)	4,417.3	1,983.4	467.3	2,434.0	122.7	Enel
Adjustments	(mil. euro)	22.6	6.2	10.7	16.4	262.0	Enel
Weight of foreign investment	(%)	59.7	40.2	15.8	19.5	48.4	Enel

(5) Excluding sales to dealers.

(6) Investment in Italy broken down by region includes the data regarding Enel Rete Gas "discontinued operations".

(7) Investment in Spain includes the data regarding Viesgo "discontinued operations".

(8) Endesa's investment includes the data regarding renewable energy classified "discontinued operations".

(9) Investment includes the data regarding "discontinued operations", amounting to 895 million euro.

SUPPLIERS

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Suppliers							
Number of suppliers	(no.)	16,633	17,391	18,265	-758	-4.4	Italy
Supplier concentration (top 15)	(%)	32.1	29.2	25.7	2.9	9.9	Italy
Local suppliers with contracts >1 mil. euro	(no.)	509	560	494	-51	-9.1	Italy
Foreign suppliers with contracts >1 mil. euro	(no.)	45	57	54	-12	-21.1	Italy
Expense for local contractors with contracts >1 mil. euro	(mil. euro)	2,360.0	2,373.5	2,368.1	-13.5	-0.6	Italy
Expense for foreign suppliers with contracts >1 mil. euro	(mil. euro)	708.7	434.0	455.0	274.7	63.3	Italy
Concentration expense on local suppliers	(%)	77	85	84	-8	-9.4	Italy
Concentration expense on foreign suppliers	(%)	23	15	16	8	53.3	Italy
Procurement and fuels							
Purchases of materials and services	(mil. euro)	3,692	3,504	3,450	188	5.4	Italy
Supplies	(mil. euro)	1,873	1,273	1,564	600	47.1	Italy
Works	(mil. euro)	622	960	759	-338	-35.2	Italy
Services	(mil. euro)	1,197	1,271	1,127	-74	-5.8	Italy
Fuel purchases	(mil. euro)	7,881	4,556	7,271	3,325	73.0	Italy
Gas	(mil. euro)	1,282	2,777	4,197	-1,495	-53.8	Italy
Oil	(mil. euro)	646	496	1,134	150	30.2	Italy
Coal	(mil. euro)	5,179	345	1,108	4,834	1,401.2	Italy
Services	(mil. euro)	774	938	832	-164	-17.5	Italy
Management instruments							
Active qualifications	(no.)	2,449	2,406	2,784	43	1.8	Italy
Online tenders	(%)	91	90	91	1	1.1	Italy
Online purchases	(%)	82	88	91	-6	-6.8	Italy
Contracts awarded without tenders	(%)	41.7	37.7	27.5	4.0	10.6	Italy
Litigation with suppliers							
Total proceedings	(no.)	584	548	534	36	6.6	Italy
Incidence of proceedings as defendant	(%)	82.2	83.6	81.0	-1.4	-1.7	Italy
New proceedings	(no.)	6	15	21	-9	-60.0	Italy

ELECTRICITY MARKET ITALY (1/2)

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Customer portfolio							
Volume of retail electricity sales	(TWh)	137.2	142.4	142.7	-5.2	-3.7	Italy
- Volume sold in free market	(TWh)	55.5	39.9	22.3	15.6	39.0	Italy
<i>Mass-market customers</i>	(TWh)	31.8	18.4	3.0	13.4	73.0	Italy
<i>Business customers</i> ⁽¹⁾	(TWh)	23.7	21.6	19.2	2.2	10.0	Italy
- Volume sold in regulated markets ⁽²⁾	(TWh)	81.7	102.5	120.4	-20.8	-20.3	Italy
Retail electricity customers	(,000)	30,453.0	30,715.3	30,267.8	-262.3	-0.9	Italy
- Free-market customers ⁽³⁾	(,000)	2,033.9	1,226.1	297.4	807.9	65.9	Italy
<i>Mass-market customers</i>	(,000)	2,002.4	1,202.1	268.2	800.4	66.6	Italy
<i>Business customers</i> ⁽¹⁾	(,000)	31.5	24.0	29.2	7.5	31.2	Italy
- Regulated-market customers	(,000)	28,419.1	29,489.2	29,970.3	-1,070.1	-3.6	Italy
"Green Energy" sold ⁽⁴⁾	(GWh)	4,600	1,066	219	3,534	331.5	Italy
Sales structure							
Punti Enel (electricity + gas)	(no.)	131	135	132	-4	-3.0	Italy
Qui Enel / Qui Gas ⁽⁵⁾	(no.)	1,519	1,271	868	248	19.5	Italy
Supply connection							
Execution of simple jobs	(d)	7.9	9.6	9.1	-1.7	-17.8	Italy
Supply connection	(d)	1.0	1.5	2.0	-0.5	-31.3	Italy
Technical quality							
Service continuity index (including external causes) ⁽⁶⁾	(min)	52	45	46	7	15.3	Italy
Service continuity index (excluding external causes)	(min)	56	49	51	7	14.7	Italy
Investment in quality	(mil. euro)	169	182	181	-13	-7.1	Italy
Awards/Penalties for service	(mil. euro)	34	183	164	-149	-81.4	Italy
Call Center 800 900 800 regulated service							
Service level	(%)	89	86	88	3	3.7	Italy
Average waiting time ⁽⁷⁾	(sec)	194	178	117	16	9.0	Italy
Training per operator (by Enel employees) ⁽⁸⁾	(h/person)	88	72	27	16	22.4	Italy
Call Center 800 900 860 free market (electricity and gas)							
Service level	(%)	91	-	-	-	-	Italy
Average waiting time	(sec)	155	-	-	-	-	Italy
Training per operator (with Enel's employees)	(h/person)	128	-	-	-	-	Italy

(1) Supplies to large and "energy-devouring" customers (annual consumption of more than 1 GWh).

(2) Sales on the regulated market from May 1, 2008 are included in the free market (a total of 4,449 million kWh).

(3) Includes dual-energy customers.

(4) RECS certificates annulled or in the process of being annulled for 2008. The 2007 value, amounting to 1,066 GWh, has been reclassified using the same criterion. The preceding value, of 6,157 GWh, regarded a contract-based projection.

(5) In 2008, 490 outlets were added in the free market-sales (channel other than Enel.si).

(6) The data regarding service continuity are not consistent with previous years, because resolution 333/07 changed the calculation algorithms.

(7) The calculation criterion is different from last year's.

(8) The 2007 value regards the formation for both the free market (electricity + gas) and the regulated service; 2006, instead, regards only the regulated market.

ELECTRICITY MARKET ITALY (2/2)

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Customer satisfaction, regulated market							
Customer satisfaction index, electricity ⁽⁹⁾	(ind)	89	7.2	8.1	-	-	Italy
Complaints and written requests for information	(,000)	82.8	90.2	99.8	-7.4	-8.2	Italy
Answer time for written complaints	(d)	36.2	34.9	17.3	1.3	3.7	Italy
Customer satisfaction, free electricity market							
Customer satisfaction index ⁽¹⁰⁾	(ind)	72	-	-	-	-	Italy
Complaints and written requests for information	(,000)	51.1	-	-	-	-	Italy
Answer time for written complaints	(d)	46.9	-	-	-	-	Italy
Litigation with electricity customers Italy							
Total proceedings	(no.)	104,406	107,931	97,273	-3,525	-3.3	Italy
Incidence of proceedings as defendant	(%)	94.2	91.2	91.7	3.1	3.3	Italy

(9) Since 2008, this index recorded by the AEEG has been expressed in one-hundredths and is based on a limited sample of about 1,200 customers every six months. In 2006 and 2007, on the other hand, this index was recorded by Enel and involved about 2,000 customers every month.

(10) This index regards the free electricity + gas market and is based on a sample of about 1,200 customers every six months.

GAS MARKET

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Customer portfolio							
Volume of gas sold	(mil. m ³)	5,677	4,897	4,545	780	15.9	Italy
<i>Mass-market customers</i>	(mil. m ³)	3,222	2,865	2,973	357	12.5	Italy
<i>Business customers</i>	(mil. m ³)	2,455	2,032	1,572	423	20.8	Italy
Gas customers	(,000)	2,644.0	2,462.4	2,331.1	181.6	7.4	Italy
<i>Mass-market customers</i>	(,000)	2,642.3	2,460.4	2,329.2	181.8	7.4	Italy
<i>Business customers</i>	(,000)	1.7	2.0	1.9	-0.3	-13.7	Italy
Activation of gas supply							
Execution of simple jobs	(d)	9.6	17.1	7.5	-7.5	-43.9	Italy
Supply activation	(d)	3.8	12.7	3.0	-8.9	-70.1	Italy
Customer satisfaction							
Written complaints	(,000)	20,017	4,403	2,465	15,614	354.6	Italy
Written complaint response	(d)	25.5	18.5	18.3	7.0	37.8	Italy
Litigation with gas customers							
Total proceedings	(no.)	116	354	608	-238	-67.2	Italy

FOREIGN MARKET

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Electricity sold							
Electricity sold in free market:	(GWh)	56,240	26,251	8,670	29,989	114.2	Enel
Iberia	(GWh)	32,417	7,663	649	24,754	323.0	Enel
Romania	(GWh)	981	644	446	337	52.3	Enel
France	(GWh)	1,031	394	-	637	161.7	Enel
Russia	(GWh)	17,195	17,222	7,575	-27	-0.2	Enel
Latin America	(GWh)	4,616	328	-	4,288	1,307.3	Enel
Electricity sold in regulated market:	(GWh)	76,919	27,640	8,483	49,279	178.3	Enel
Iberia	(GWh)	43,133	16,094	3,968	27,039	168.0	Enel
Romania	(GWh)	6,812	4,274	4,446	2,538	59.4	Enel
Russia	(GWh)	223	203	69	20	9.9	Enel
Latin America	(GWh)	26,751	7,069	-	19,682	278.4	Enel
Total sales abroad:	(GWh)	133,159	53,891	17,153	79,268	147.1	Enel
Iberia	(GWh)	75,550	23,757	4,617	51,793	218.0	Enel
Romania	(GWh)	7,793	4,918	4,892	2,875	58.5	Enel
France	(GWh)	1,031	394	-	637	161.7	Enel
Russia	(GWh)	17,418	17,425	7,644	-7	-	Enel
Latin America	(GWh)	31,367	7,397	-	23,970	324.1	Enel
Total customers foreign market:	(,000)	18,798	17,948	2,063	850	4.7	Enel
Iberia	(,000)	7,811	8,353	625	-542	-6.5	Enel
Romania	(,000)	2,557	1,444	1,438	1,113	77.1	Enel
France	(no.)	15	7	-	8	114.3	Enel
Russia	(,000)	105	123	-	-18	-14.9	Enel
Latin America	(,000)	8,325	8,028	-	297	3.7	Enel

ELECTRICITY MARKET ROMANIA

KPI	UM						Companies % concerned
		2008	2007	2006	2008-2007	2008-2007	
Customer Portfolio							
Retail electricity customers	(,000)	2,557	1,444	1,438	1,113	77.1	Romania
Free-market customers	(,000)	1.43	0.76	0.73	1	88.6	Romania
Regulated-market customers	(,000)	2,556	1,443	1,437	1,112	77.1	Romania
Sales structure							
Agencies	(no.)	75	95	94	-20	-21.1	Romania
Indirect channel	(no.)	3	2	-	1	50.0	Romania

ELECTRICITY MARKET IBERIA

KPI	UM						Companies % concerned
		2008	2007	2006	2008-2007	2008-2007	
Customer Portfolio							
Retail electricity customers	(,000)	7,811	8,353	625	-542	-6.5	Iberia
Free-market customers	(,000)	907	778	6	129	16.6	Iberia
Regulated-market customers	(,000)	6,904	7,575	619	-671	-8.9	Iberia

ELECTRICITY MARKET LATIN AMERICA

KPI	UM						Companies % concerned
		2008	2007	2006	2008-2007	2008-2007	
Customer Portfolio							
Retail electricity customers	(,000)	8,325	8,028	-	297	3.7	Latin America
Free-market customers	(,000)	4.23	0.12	-	4.11	-	Latin America
Regulated-market customers	(,000)	8,321	8,028	-	293	3.7	Latin America

ENVIRONMENTAL MANAGEMENT SYSTEM

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Environmental certification							
ISO certified organizations	(no.)	30	30	28	-	-	Italy
EMAS registered organizations	(no.)	21	19	16	2	10.5	Italy
Degree of EMAS certification coverage ⁽¹⁾	(%)	52.4	51.4	48.5	1.0	1.9	Italy
Degree of ISO 14001 coverage ⁽¹⁾	(%)	89.6	88.6	83.8	1.0	1.1	Italy
Research and innovation							
Expenditure on research ⁽²⁾	(mil. euro)	38.9	31.1	24.8	7.8	25.0	Italy
Research personnel	(no.)	185	180	170	5	2.8	Italy
Environmental expenditure							
Environmental expenditure	(mil. euro)	376	432	679	-56	-12.9	Italy
Total current expenditure ⁽³⁾	(mil. euro)	259	279	560	-20	-7.1	Italy
Total environmental investment ⁽⁴⁾	(mil. euro)	117	153	119	-36	-23.6	Italy
Personnel dedicated to environmental issues	(no.)	193	176	194	18	10.0	Italy
Safety systems							
Inspections on ships transporting oil	(%)	100	100	100	-	-	Italy
Inspections on ships transporting LNG	(%)	100	100	100	-	-	Italy
Inspections on ships transporting coal	(%)	100	100	100	-	-	Italy

(1) The 2007 and 2006 values differ from those published in the 2007 Sustainability Report in that beginning this year values regard net efficient power and not nominal installed power.

(2) Include both operating costs and investment spending.

(3) In 2006, following the gas emergency, more (low-sulfur) fuel oil was used, with a consequent increase in the related expense.

(4) Since 2007 also includes investment spending on research and development for environmental protection.

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Generating plants							
Thermal net efficient power	(MW)	24,862.3	25,005.2	25,116.8	-142.9	-0.6	Italy
Coal	(MW)	5,574.9	4,958.7	4,938.7	616.2	12.4	Italy
CCGT	(MW)	5,945.7	5,961.7	5,384.6	-16.0	-0.3	Italy
Oil/gas	(MW)	11,216.6	12,082.7	12,793.9	-866.1	-7.2	Italy
Other	(MW)	2,125.1	2,002.1	1,999.6	123.0	6.1	Italy
Renewable net efficient power	(MW)	15,460.7	15,390.7	15,357.9	70.0	0.5	Italy
Hydro	(MW)	14,424.1	14,401.1	14,379.1	23.0	0.2	Italy
- including mini-hydro (<10 MW)	(MW)	950.8	946.9	940.0	4.0	0.4	Italy
Wind	(MW)	362.4	315.4	304.5	47.0	14.9	Italy
Geo	(MW)	670.7	670.7	670.7	-	-	Italy
Other	(MW)	3.6	3.6	3.6	-	-	Italy
Total net efficient power	(MW)	40,323.0	40,395.9	40,474.7	-72.9	-0.2	Italy
Thermal net production	(TWh)	64.7	67.3	73.8	-2.7	-4.0	Italy
Coal	(TWh)	29.4	28.6	27.9	0.8	2.7	Italy
CCGT	(TWh)	25.8	23.3	19.5	2.5	11.0	Italy
Oil/gas	(TWh)	8.7	15.1	26.0	-6.4	-42.4	Italy
Other	(TWh)	0.8	0.4	0.4	0.5	128.6	Italy
Renewable net production	(TWh)	31.6	26.9	30.1	4.7	17.6	Italy
Hydro	(TWh)	26.0	21.2	24.5	4.8	22.6	Italy
- including mini-hydro (<10 MW)	(TWh)	0.6	2.4	2.8	-1.8	-75.8	Italy
Wind	(TWh)	0.5	0.5	0.4	-	-1.3	Italy
Geo	(TWh)	5.2	5.2	5.2	-0.1	-1.0	Italy
Total net production	(TWh)	96.3	94.2	103.9	2.1	2.2	Italy
Thermal plants	(no.)	135	133	148	2	1.5	Italy
Coal units	(no.)	19	18	18	1	5.6	Italy
CCGT units	(no.)	15	15	15	-	-	Italy
Oil/gas units	(no.)	33	35	36	-2	-5.7	Italy
TG units	(no.)	26	25	25	1	4.0	Italy
Diesel units	(no.)	42	40	54	2	5.0	Italy
Plants run on renewable energy	(no.)	562	557	555	5	0.9	Italy
Hydro plants	(no.)	501	501	500	-	-	Italy
- including mini-hydro plants (<10 MW)	(no.)	324	324	323	-	-	Italy
Wind plants	(no.)	25	20	19	5	25.0	Italy
Photovoltaic plants	(no.)	4	4	4	-	-	Italy
Geo plants	(no.)	31	31	31	-	-	Italy
Biomass plants	(no.)	1	1	1	-	-	Italy
Thermal plants							
CCGT incidence (power)	(%)	23.9	23.8	21.4	0.1	0.3	Italy
Plant yield, coal	(%)	34.2	34.6	34.9	-0.4	-1.0	Italy
Plant yield, CCGT	(%)	52.6	52.5	52.7	0.1	0.3	Italy
Plant yield, oil/gas	(%)	32.3	34.6	36.1	-2.3	-6.7	Italy
Yield, thermal plants	(%)	39.3	39.1	38.7	0.2	0.6	Italy
Availability thermal plants (KD)	(%)	73.0	73.3	70.6	-0.3	-0.5	Italy
New combined-cycle plants	(MW)	-	389	380	-389	-100.0	Italy
Investment for efficiency	(mil. euro)	766	776	630	-10	-1.3	Italy
Green Energy							
Development of renewable energy ⁽⁵⁾	(MW)	71	33	47	38	117.2	Italy
Hydro	(MW)	23	22	17	1	4.9	Italy
- including mini-hydro (<10 MW)	(MW)	4	7	2	-3	-42.2	Italy
Wind	(MW)	47	11	31	36	333.2	Italy
Photovoltaic plants	(MW)	1	-	-	-	-	Italy
Green Certificate production	(TWh)	2.6	2.0	1.8	0.6	29.9	Italy
Coverage Green Certificate requirements	(%)	100.0	88.4	80.0	11.6	13.1	Italy
Investment in renewable energy	(mil. euro)	464	360	249	104	28.9	Italy

(5) Net of disposals.

NETWORK ENERGY EFFICIENCY

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Electricity distribution							
Distribution network leakage	(%)	6	6	6	-	-	Italy
Construction/power LV/MV lines	(km)	19,939	19,679	19,917	260	1.3	Italy
LV lines	(km)	14,596	13,569	13,474	1,027	7.6	Italy
MV lines	(km)	5,217	6,013	6,443	-796	-13.2	Italy
HV lines	(km)	126	97	-	29	30.3	Italy
Equipment with PCB	(%)	2.7	4.2	5.3	-1.5	-34.7	Italy
Energy transported ⁽⁶⁾	TWh	257.9	259.0	255.0	-1.2	-0.4	Italy
Municipalities served by power network	(no.)	7,654	7,724	7,670	-70	-0.9	Italy
Gas distribution							
Number of gas leaks	(no.)	282	278	357	4	1.4	Italy
Extension gas network ⁽⁷⁾	(,000 km)	31.8	30.7	30.6	1.1	3.6	Italy
Network checked	(%)	65.8	37.2	49.4	28.6	76.8	Italy
Remote-controlled substations	(no.)	1,129	1,072	935	57	5.3	Italy
Gas network authorizations	(no.)	1,251	1,243	1,242	8	0.6	Italy
Gas transported	(bil. m ³)	3.6	3.5	3.7	0.1	3.0	Italy

(6) The 2007 figure (changed with respect to the one published last year) is based on a more precise determination of the quantity transported.

(7) Gas network actually in operation and active, not only in place.

RATIONAL USE OF ENERGY

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Promotion of energy efficiency							
Energy Efficiency Certificates	(no.)	716,728	212,034	96,174	504,694	238.0	Italy
Photovoltaic	(kWp)	29,300	17,600	8,280	11,700	66.5	Italy
Micro-generation	(kW)	1,603	1,840	1,958	-237	-12.9	Italy
Digital meters installed	(,000)	31,811	30,800	29,800	1,011	3.3	Italy
Internal energy consumption							
Electricity consumption for civil uses	(MWh)	126,602	123,704	-	2,897.9	2.3	Italy
Other fuel consumption	(toe)	21,514	20,642	-	872	4.2	Italy
Water requirements for civil uses	(,000 m ³)	1,523	1,317	-	205.6	15.6	Italy
Paper purchased for printing/photocopies	(mil. A4 eq)	245	279	-	-34.2	-12.3	Italy
Space occupied	(,000 m ²)	1,506	1,542	-	-36.3	-2.4	Italy

ENVIRONMENTAL PERFORMANCE (1/2)

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Resources used in production							
Consumption of fossil fuels ⁽⁸⁾							
Coal	(mil. t)	11.7	11.4	10.8	0.3	3.0	Italy
Oil	(mil. t)	1.4	1.8	3.6	-0.4	-21.5	Italy
Gas	(bil. m ³)	6.7	7.2	7.3	-0.6	-8.0	Italy
Diesel	(,000 t)	93.3	69.9	79.1	23.4	33.5	Italy
Biomass and waste for thermal production	(,000 t)	138.6	97.5	32.9	41.1	42.1	Italy
Total fuel consumption ⁽⁸⁾	(Mtoe)	14.1	14.8	16.4	-0.7	-4.8	Italy
Coal	(%)	49.2	45.9	39.7	3.2	7.0	Italy
Oil	(%)	9.8	11.9	21.9	-2.1	-18.0	Italy
Gas	(%)	40.1	41.5	37.7	-1.4	-3.3	Italy
Other (diesel, biomass, and waste for thermal prod.)	(%)	1.0	0.7	0.6	0.3	42.4	Italy
Geothermal fluid (total extracted)	(,000 t)	50,172	50,478	49,929	-306	-0.6	Italy
Geothermal fluid (net of liquids reinjected)	(,000 t)	29,855	30,364	32,985	-509	-1.7	Italy
Geothermal steam used to produce electricity	(,000 t)	43,931	44,215	43,937	-284	-0.6	Italy
Water consumption							
Specific requirement for thermal production ⁽⁹⁾	(l/kWh)	0.61	0.57	0.54	0.04	6.8	Italy
Water required for industrial use	(mil. m³)	39.0	38.3	39.9	0.6	1.6	Italy
from rivers	(mil. m ³)	8.1	9.4	9.4	-1.3	-14.0	Italy
from wells	(mil. m ³)	6.6	3.6	3.9	3.0	82.1	Italy
from aqueducts	(mil. m ³)	6.5	5.5	4.8	1.0	17.7	Italy
<i>Total withdrawals of internal water</i>	<i>(mil. m³)</i>	<i>21.1</i>	<i>18.5</i>	<i>18.1</i>	<i>2.6</i>	<i>14.2</i>	<i>Italy</i>
from the sea, used as is	(mil. m ³)	10.0	11.9	12.2	-1.9	-16.0	Italy
from the sea, desalinated	(mil. m ³)	5.9	6.4	7.2	-0.5	-8.3	Italy
from waste water (used in plants)	(mil. m ³)	2.1	1.5	2.5	0.6	41.1	Italy
% of water recycled and reused	(%)	5.4	3.9	6.1	1.5	38.8	Italy
Resources used in production							
Expendables ⁽¹⁰⁾	(,000 t)	317.6	251.7	229.0	65.8	26.2	Italy
Limestone	(,000 t)	249.9	192.4	169.6	57.5	29.9	Italy
Ammonia	(,000 t)	17.7	19.8	19.2	-2.1	-10.4	Italy
Caustic soda	(,000 t)	16.8	15.6	13.5	1.2	7.6	Italy
Spent lime	(,000 t)	8.2	10.1	9.1	-1.9	-18.6	Italy
Sulfuric/Hydrochloric acid	(,000 t)	4.3	4.6	5.0	-0.3	-6.0	Italy
Other	(,000 t)	20.7	9.3	12.7	11.4	122.3	Italy

(8) Includes the consumption of biomass and waste for thermal production, amounting to 0.1 Mtoe.

(9) The productions used in calculating specific consumption differ slightly (0.335 TWh) from the figures shown above, because the meters that recorded the data were positioned differently. The figure from the meters at the terminals was used in the specifications, while the management point of view considers the value of the meters that measure the electricity sold.

(10) Includes 0.3 thousands of tons consumed by the Infrastructure and Networks Division's generating sets.

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Polluting emissions ⁽⁹⁾							
Specific emissions of SO ₂	(g/kWh)	0.54	0.67	0.93	-0.13	-20.1	Italy
Specific emissions of NO _x	(g/kWh)	0.49	0.52	0.58	-0.03	-5.6	Italy
Specific emissions of H ₂ S	(g/kWh)	2.53	3.09	4.00	-0.57	-18.3	Italy
Specific emissions of particulate	(g/kWh)	0.024	0.024	0.029	-0.001	-3.1	Italy
Emissions into water							
COD (Chemical Oxygen Demand)	(t)	260.0	352.0	381.0	-92.0	-26.1	Italy
BOD (Biochemical Oxygen Demand)	(t)	67.0	81.6	83.5	-14.6	-17.9	Italy
Nitrogen	(t)	60.5	118.2	86.9	-57.7	-48.8	Italy
Heavy metals	(t)	2.3	4.2	2.7	-1.9	-44.7	Italy
Phosphorous	(t)	7.3	8.3	9.3	-1.0	-12.5	Italy
Waste water (quantity discharged)	(mil. m ³)	10.2	13.7	13.3	-3.5	-25.4	Italy
from thermal production	(mil. m ³)	10.2	13.7	13.2	-3.5	-25.4	Italy
from storing and moving fuel oil	(mil. m ³)	0.03	0.03	0.07	-	3.3	Italy
Greenhouse gas emissions							
Greenhouse gas specific emissions ⁽⁹⁾	(g/kWh)	691	694	699	-4	-0.5	Italy
Emissions ⁽¹¹⁾	(mil. t)	44.4	46.8	51.6	-2.3	-5.0	Italy
Emissions avoided ⁽¹²⁾	(mil. t)	18.4	14.9	16.6	3.4	23.0	Italy
Other greenhouse gas emissions (SF ₆)	(,000 kg)	4.9	4.8	4.3	0.1	1.3	Italy
Other production cycles (CH ₄)	(,000 t)	15.5	14.8	15.9	0.7	4.4	Italy
Other production cycles (CO ₂) ⁽¹³⁾	(,000 t)	10.5	10.6	11.0	-0.2	-1.6	Italy
Waste management							
Waste produced	(,000 t)	1,966	1,801	1,580	165	9.2	Italy
Hazardous special waste produced	(,000 t)	34.1	38.4	37.5	-4.4	-11.4	Italy
Waste recycled	(%)	86.1	83.7	88.0	2.3	2.8	Italy
Disposal of asbestos	(t)	3,688.8	4,737.4	2,077.4	-1,048.6	-22.1	Italy
Impact on landscape/environment							
Length of power lines	(km)	1,112,155	1,104,980	1,096,300	7,175	0.6	Italy
Total LV lines	(km)	752,789	747,406	740,979	5,383	0.7	Italy
Total MV lines	(km)	340,427	338,644	336,517	1,783	0.5	Italy
Total HV lines	(km)	18,939	18,930	18,804	9	-	Italy
LV/MV cable index	(%)	71.3	70.6	70.2	0.7	1.0	Italy
LV cable index	(%)	84.8	84.1	83.7	0.8	0.9	Italy
MV cable index	(%)	41.4	40.9	40.4	0.5	1.2	Italy
Environmental litigation Italy							
Environmental proceedings as defendant	(no.)	213	213	228	-	-	Italy

(9) The productions used in calculating specific consumption differ slightly (0.335 TWh) from the figures shown above, because the meters that recorded the data were positioned differently. The figure from the meters at the terminals was used in the specifications, while the management point of view considers the value of the meters that measure the electricity sold.

(11) The figure also includes the emissions (amounting to 0.011 mil. t) of uncertified plants, or ones that are not subject to the Emission Trading Directive.

(12) Calculated considering managerial production.

(13) CO₂ from other production cycles regarding only the gas network.

ENVIRONMENTAL MANAGEMENT SYSTEMS

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Environmental certification							
Degree of ISO 14001 coverage ⁽¹⁾	(%)	60.4	68.5	64.5	-8.1	-11.8	Abroad

(1) In 2007 does not include Endesa and Russia.

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Generating plants ⁽²⁾							
Thermal net efficient power	(MW)	23,364	15,559	3,740	7,805	50.2	Abroad
Net efficient nuclear power	(MW)	4,564	4,492	2,460	72	1.6	Abroad
Renewable net efficient power	(MW)	15,069	15,078	4,101	-9	-0.1	Abroad
Hydro	(MW)	12,882	13,490	3,772	-608	-4.5	Abroad
Wind	(MW)	2,084	1,492	283	592	39.7	Abroad
Geo	(MW)	7	7	-	-	-	Abroad
Other (co-generation, biomass, etc.)	(MW)	95	88	46	7	7.9	Abroad
Total net efficient production	(MW)	42,996	35,128	10,301	7,868	22.4	Abroad
Iberia	(MW)	16,643	17,576	-	-933	-5.3	Abroad
France	(MW)	12	-	-	-	-	Abroad
Greece	(MW)	91	80	-	91.3	114.1	Abroad
Bulgaria	(MW)	602	581	-	21	3.6	Abroad
Slovakia	(MW)	5,705	5,633	-	72	1.3	Abroad
Russia	(MW)	8,183	-	-	-	-	Abroad
Other Europe	(MW)	96	11	-	85	744.1	Abroad
North America	(MW)	749	472	-	277	58.6	Abroad
Latin America	(MW)	10,915	10,775	-	140	1.3	Abroad
Iberia	(%)	38.7	50.0	23.6	-11.3	-22.6	Abroad
Greece	(%)	0.2	0.2	-	-	-6.8	Abroad
Bulgaria	(%)	1.4	1.7	5.4	-0.3	-15.3	Abroad
Slovakia	(%)	13.3	16.0	62.5	-2.8	-17.3	Abroad
Russia	(%)	19.0	-	-	-	-	Abroad
Other Europe	(%)	0.2	-	-	-	-	Abroad
North America	(%)	1.7	1.3	3.9	0.4	29.6	Abroad
Latin America	(%)	25.4	30.7	4.6	-5.3	-17.2	Abroad
Thermal net production	(TWh)	81.7	23.9	9.6	57.8	242.2	Abroad
Net nuclear production	(TWh)	32.9	18.2	10.7	14.8	81.3	Abroad
Net renewable production	(TWh)	42.3	17.2	7.2	25.0	145.2	Abroad
Hydro	(TWh)	38.3	15.8	6.0	22.5	142.4	Abroad
Wind	(TWh)	3.5	1.1	0.8	2.4	223.5	Abroad
Geo	(TWh)	0.04	0.04	-	-	-	Abroad
Other (co-generation, biomass, etc.)	(TWh)	0.5	0.3	0.3	0.2	40.9	Abroad
Total net production	(TWh)	156.9	59.3	27.5	97.6	164.7	Abroad
Iberia	(TWh)	61.2	19.9	-	41.4	208.2	Abroad
France	(TWh)	0.01	-	-	-	-	Abroad
Greece	(TWh)	0.2	0.1	-	0.2	312.9	Abroad
Bulgaria	(TWh)	3.7	3.5	-	0.3	7.3	Abroad
Slovakia	(TWh)	22.5	21.5	-	1.1	4.9	Abroad
Russia	(TWh)	22.5	-	-	-	-	Abroad
Other Europe	(TWh)	0.6	-	-	-	-	Abroad
North America	(TWh)	1.9	1.2	-	0.6	50.5	Abroad
Latin America	(TWh)	44.2	13.2	-	31.0	235.5	Abroad
Iberia	(%)	39.0	33.5	22.2	5.5	16.4	Abroad
Greece	(%)	0.1	0.1	-	-	56.0	Abroad
Bulgaria	(%)	2.4	5.9	11.3	-3.5	-59.5	Abroad
Slovakia	(%)	14.4	36.2	56.8	-21.9	-60.4	Abroad
Russia	(%)	14.3	-	-	-	-	Abroad
Other Europe	(%)	0.4	0.01	-	0.4	-	Abroad
North America	(%)	1.2	2.1	5.0	-0.9	-43.1	Abroad
Latin America	(%)	28.2	22.2	4.7	5.9	26.8	Abroad

(2) 2007 has been reclassified to include Endesa.

ENERGY EFFICIENCY OF GENERATING PLANTS (2/2)

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Generating plants ⁽²⁾							
Renewable net efficient power	(MW)	15,069	15,078	4,101	-9	-0.1	Abroad
Iberia	(MW)	5,395	5,721	899	-326	-5.7	Abroad
France	(MW)	12	-	-	-	-	Abroad
Greece	(MW)	91	80	-	11	14.1	Abroad
Slovakia	(MW)	2,329	2,329	2,329	-	-	Abroad
Other Europe	(MW)	14	11	-	3	26.3	Abroad
North America	(MW)	749	472	402	277	58.6	Abroad
Latin America	(MW)	6,479	6,464	471	15	0.2	Abroad
Iberia	(%)	35.8	37.9	21.9	-2.1	-5.6	Abroad
France	(%)	0.1	-	-	-	-	Abroad
Greece	(%)	0.6	0.5	-	0.1	14.2	Abroad
Slovakia	(%)	15.5	15.4	56.8	0.1	0.1	Abroad
Other Europe	(%)	0.1	0.1	-	-	-	Abroad
North America	(%)	5.0	3.1	9.8	1.8	58.7	Abroad
Latin America	(%)	43.0	42.9	11.5	0.1	0.3	Abroad
Renewable net production	(TWh)	42.29	17.25	7.18	25.05	145.2	Abroad
Iberia	(TWh)	8.73	2.82	1.98	5.91	209.8	Abroad
France	(TWh)	0.01	-	-	-	-	Abroad
Greece	(TWh)	0.22	0.05	-	0.17	312.9	Abroad
Slovakia	(TWh)	4.06	4.24	2.54	-0.17	-4.1	Abroad
Other Europe	(TWh)	0.02	0.01	-	0.01	263.1	Abroad
North America	(TWh)	1.87	1.24	1.37	0.63	50.5	Abroad
Latin America	(TWh)	27.38	8.89	1.30	18.49	208.0	Abroad
Iberia	(%)	20.6	16.3	27.5	4.3	26.3	Abroad
France	(%)	0.02	-	-	-	-	Abroad
Greece	(%)	0.5	0.3	-	0.2	68.4	Abroad
Slovakia	(%)	9.6	24.6	35.3	-15.0	-60.9	Abroad
Other Europe	(%)	0.05	0.04	-	0.01	28.5	Abroad
North America	(%)	4.4	7.2	19.1	-2.8	-38.6	Abroad
Latin America	(%)	64.7	51.5	18.1	13.2	25.6	Abroad
Thermal plants							
Yield, lignite plants	(%)	29.0	-	-	-	-	Bulgaria
Yield, lignite plants	(%)	28.3	-	-	-	-	Slovakia
Yield, coal plants	(%)	28.9	-	-	-	-	Slovakia
Yield, coal plants	(%)	35.9	-	-	-	-	Russia

(2) 2007 has been reclassified to include Endesa.

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Resources used in production							
Consumption of fossil fuels							
Coal	(mil. t)	17.2	11.8	11.7	5.4	45.5	Abroad ⁽³⁾
Oil	(mil. t)	0.07	0.07	0.10	-	-	Abroad ⁽³⁾
Gas	(bil. m ³)	3.91	0.06	0.11	3.85	-	Abroad ⁽³⁾
Diesel	(,000 t)	1.6	1.6	2.0	-	-3.2	Abroad ⁽³⁾
Biomass and waste for thermal production	(,000 t)	0.4	0.4	0.4	-	-12.6	Abroad ⁽³⁾
Total fuel consumption	(Mtoe)	8.21	3.31	3.46	4.90	148.0	Abroad ⁽³⁾
Coal	(%)	59.7	93.6	91.6	-33.9	-36.2	Abroad ⁽³⁾
Oil	(%)	0.8	1.9	2.8	-1.2	-59.3	Abroad ⁽³⁾
Gas	(%)	38.5	1.7	2.9	36.8	-	Abroad ⁽³⁾
Other (diesel, biomass, and waste for thermal prod.)	(%)	0.9	2.8	2.7	-1.8	-65.6	Abroad ⁽³⁾
Water consumption ⁽⁴⁾							
Specific requirement for thermal production ⁽⁵⁾	(l/kWh)	2.5	5.7	4.3	-3.2	-56.3	Abroad ⁽³⁾
Specific requirement for nuclear production ⁽⁶⁾	(l/kWh)	3.2	3.2	-	-	-	Abroad ⁽³⁾
Water required for industrial use ^{(5) (6)}	(mil. m³)	126.2	97.5	31.4	28.6	29.4	Abroad ⁽³⁾
from rivers	(mil. m ³)	119.6	89.4	23.4	30.2	33.8	Abroad ⁽³⁾
from wells	(mil. m ³)	0.2	2.5	3.4	-2.3	-91.5	Abroad ⁽³⁾
from aqueducts	(mil. m ³)	1.7	0.9	1.0	0.8	86.3	Abroad ⁽³⁾
<i>Total withdrawals of internal water</i>	<i>(mil. m³)</i>	<i>121.5</i>	<i>92.9</i>	<i>27.8</i>	<i>28.6</i>	<i>30.8</i>	<i>Abroad ⁽³⁾</i>
from the sea, used as is	(mil. m ³)	-	-	-	-	-	Abroad ⁽³⁾
from the sea, desalinated	(mil. m ³)	-	-	-	-	-	Abroad ⁽³⁾
from waste water (used in plants)	(mil. m ³)	4.7	4.7	3.6	-	0.2	Abroad ⁽³⁾
% of water recycled and reused	(%)	3.7	4.8	11.4	-1.1	-22.6	Abroad ⁽³⁾
Resources used in production							
Expendables	(,000 t)	518.9	352.7	173.6	166.2	47.1	Abroad ⁽³⁾
Limestone	(,000 t)	484.9	321.7	165.3	163.3	50.8	Abroad ⁽³⁾
Ammonia	(,000 t)	1.5	2.4	-	-0.9	-37.2	Abroad ⁽³⁾
Caustic soda	(,000 t)	2.2	2.0	1.1	0.2	9.8	Abroad ⁽³⁾
Spent lime	(,000 t)	23.9	16.2	0.4	7.7	47.4	Abroad ⁽³⁾
Sulfuric/Hydrochloric acid	(,000 t)	3.9	3.6	2.2	0.3	7.6	Abroad ⁽³⁾
Other	(,000 t)	2.5	6.9	4.6	-4.4	-63.5	Abroad ⁽³⁾
Polluting emissions Slovakia							
Net specific emissions of SO ₂	(g/kWh)	11.8	10.6	-	1.2	10.9	Slovakia
Net specific emissions of NO _x	(g/kWh)	1.9	2.1	-	-0.2	-10.6	Slovakia
Specific emissions of particulate	(g/kWh)	0.21	0.24	-	-0.03	-14.3	Slovakia
Polluting emissions Bulgaria							
Net specific emissions of SO ₂	(g/kWh)	7.7	28.8	62.5	-21.1	-73.4	Bulgaria
Net specific emissions of NO _x	(g/kWh)	1.3	1.6	2.3	-0.3	-18.1	Bulgaria
Specific emissions of particulate	(g/kWh)	0.22	0.45	1.08	-0.23	-50.9	Bulgaria
Polluting emissions Russia ⁽⁵⁾							
Net specific emissions of SO ₂	(g/kWh)	2.8	-	-	-	-	Russia
Net specific emissions of NO _x	(g/kWh)	1.7	-	-	-	-	Russia
Specific emissions of particulate	(g/kWh)	3.3	-	-	-	-	Russia

(3) Includes Slovakia, Bulgaria, and Russia.

(4) For 2006, does not include Slovenské elektrárne.

(5) For Russia, the annual values proportioned for the 7 months of control were considered.

(6) The values do not include the EBO V1 nuclear plant (410 MW), which was carved out.

ENVIRONMENTAL PERFORMANCE (2/2)

KPI	UM						Companies	
		2008	2007	2006	2008-2007	2008-2007	%	concerned
Nuclear emissions into air								
Noble gases	(TBq/Unit)	6.5	9.2	13.5	-2.7	-28.9		Slovakia
Iodine	(TBq/Unit)	6.5	10.6	20.7	-4.1	-38.9		Slovakia
Aerosol	(TBq/Unit)	18.1	20.5	34.5	-2.4	-11.6		Slovakia
Nuclear emissions into water								
Tritium	(TBq/Unit)	12.4	13.0	14.6	-0.5	-4.1		Slovakia
Corrosion and fission products	(GBq/Unit)	0.03	0.03	0.07	-	16.5		Slovakia
Emissions into water								
Waste water (quantity discharged) ⁽⁴⁾	(mil. m ³)	43.0	27.4	7.0	15.6	56.7		Abroad ⁽³⁾
from thermal production	(mil. m ³)	34.8	20.1	7.0	14.7	73.1		Abroad ⁽³⁾
from nuclear production	(mil. m ³)	8.1	7.3	-	0.8	11.6		Abroad ⁽³⁾
Greenhouse gas emissions Slovakia								
Greenhouse gas specific emissions	(g/kWh)	1,338	1,314	-	24	1.8		Slovakia
Emissions	(mil. t)	4.1	4.1	-	-	-		Slovakia
Greenhouse gas emissions Bulgaria								
Greenhouse gas specific emissions	(g/kWh)	1,389	1,385	1,422	3.5	0.3		Bulgaria
Emissions	(mil. t)	5.2	4.8	4.4	0.4	7.5		Bulgaria
Greenhouse gas emissions Russia								
Greenhouse gas specific emissions	(g/kWh)	674	-	-	-	-		Russia
Emissions	(mil. t)	19.1	-	-	-	-		Russia
Waste management								
Waste produced	(,000 t)	5,727	3,399	3,062	2,328	68.5		Abroad ⁽³⁾
Hazardous special waste produced ⁽⁷⁾	(,000 t)	4.2	14.2	8.5	-10.0	-70.2		Abroad ⁽³⁾
Waste recycled	(%)	6.5	26.4	24.4	-19.9	-75.6		Abroad ⁽³⁾
Low-/medium-activity liquid radioactive waste	(,000 m ³)	0.12	0.12	0.16	0.00	-2.9		Abroad ⁽³⁾
Low-/medium-activity solid radioactive waste	(t)	39.4	37.9	44.6	1.5	4.0		Abroad ⁽³⁾
High-activity solid radioactive waste	(t)	0.04	0.11	0.90	-0.1	-65.3		Abroad ⁽³⁾
Impact on landscape/environment Romania								
Length of power lines	(km)	90,240	53,228	52,972	37,012	69.5		Romania
Total LV lines	(km)	47,559	25,591	25,513	21,969	85.8		Romania
Total MV lines	(km)	37,591	23,523	23,347	14,068	59.8		Romania
Total HV lines	(km)	5,090	4,114	4,112	976	23.7		Romania
LV/MV cable index	(%)	45.8	29.1	28.0	16.8	57.7		Romania
LV cable index	(%)	53.3	40.2	38.4	13.0	32.4		Romania
MV cable index	(%)	36.4	16.9	16.6	19.5	115.4		Romania

(3) Includes Slovakia, Bulgaria, and Russia.

(4) 2006 does not include Slovenské elektrárne.

(7) The year-to-year changes in this kind of waste is not correlated with the quantity of electricity produced.

ENDESA'S ENVIRONMENTAL PERFORMANCE (1/2)

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Resources used in production							
Consumption of fossil fuels							
Coal	(mil. t)	9.7	-	-	-	-	Endesa
Oil	(mil. t)	1.5	-	-	-	-	Endesa
Gas	(bil. m ³)	3.5	-	-	-	-	Endesa
Diesel	(,000 t)	1.6	-	-	-	-	Endesa
Biomass and waste for thermal production	(,000 t)	60.4	-	-	-	-	Endesa
Total fuel consumption	(Mtoe)	9.4	-	-	-	-	Endesa
Coal	(%)	51.5	-	-	-	-	Endesa
Oil	(%)	15.4	-	-	-	-	Endesa
Gas	(%)	32.8	-	-	-	-	Endesa
Other (diesel, biomass, and waste for thermal prod.)	(%)	0.02	-	-	-	-	Endesa
Thermal plants							
Yield, lignite plants	(%)	35.3	-	-	-	-	Endesa
Yield, coal plants	(%)	36.4	-	-	-	-	Endesa
Yield, CCGT plants	(%)	51.1	-	-	-	-	Endesa
Yield, oil/gas plants	(%)	35.5	-	-	-	-	Endesa
Water consumption							
Specific requirement for thermal production	(l/kWh)	0.81	-	-	-	-	Endesa
Specific requirement for nuclear production	(l/kWh)	49.8	-	-	-	-	Endesa
Water required for industrial use	(mil. m³)	913.2	-	-	-	-	Endesa
from rivers	(mil. m ³)	903.6	-	-	-	-	Endesa
from wells	(mil. m ³)	3.2	-	-	-	-	Endesa
from aqueducts	(mil. m ³)	1.6	-	-	-	-	Endesa
<i>Total withdrawals of internal water</i>	<i>(mil. m³)</i>	<i>908.4</i>	-	-	-	-	<i>Endesa</i>
from the sea, used as is	(mil. m ³)	3.0	-	-	-	-	Endesa
from the sea, desalinated	(mil. m ³)	1.8	-	-	-	-	Endesa
from waste water (used in plants)	(mil. m ³)	0.01	-	-	-	-	Endesa
% of water recycled and reused	(%)	0.001	-	-	-	-	Endesa
Expendables							
Expendables	(,000 t)	430.0	-	-	-	-	Endesa
Limestone	(,000 t)	402.2	-	-	-	-	Endesa
Ammonia	(,000 t)	0.9	-	-	-	-	Endesa
Caustic soda	(,000 t)	2.2	-	-	-	-	Endesa
Spent lime	(,000 t)	4.3	-	-	-	-	Endesa
Sulfuric/Hydrochloric acid	(,000 t)	4.1	-	-	-	-	Endesa
Other	(,000 t)	16.3	-	-	-	-	Endesa
Polluting emissions							
Net specific emissions of SO ₂	(g/kWh)	1.7	-	-	-	-	Endesa
Net specific emissions of NO _x	(g/kWh)	2.2	-	-	-	-	Endesa
Net specific emissions of particulate	(g/kWh)	0.09	-	-	-	-	Endesa

ENDESA'S ENVIRONMENTAL PERFORMANCE (2/2)

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Nuclear atmospheric emissions							
Noble gases	(TBq/Unit)	24.4	-	-	-	-	Endesa
Iodine (annual limits)	(TBq/Unit)	59.9	-	-	-	-	Endesa
Nuclear emissions into water							
Tritium (annual limits)	(TBq/Unit)	58.8	-	-	-	-	Endesa
Products of corrosion and fission	(GBq/Unit)	0.04	-	-	-	-	Endesa
Emissions into water							
Waste water (quantity discharged)	(mil. m ³)	472.1	-	-	-	-	Endesa
from thermal production	(mil. m ³)	249.0	-	-	-	-	Endesa
from nuclear production	(mil. m ³)	223.0	-	-	-	-	Endesa
Greenhouse gas emissions							
Greenhouse gas specific emissions	(g/kWh)	708	-	-	-	-	Endesa
Emissions	(mil. t)	36.5	-	-	-	-	Endesa
Waste management							
Waste produced	(,000 t)	3,291	-	-	-	-	Endesa
Hazardous special waste produced	(,000 t)	35.1	-	-	-	-	Endesa
Waste recycled	(%)	33.8	-	-	-	-	Endesa
Liquid radioactive waste with low/medium activity	(,000 m ³)	1.25	-	-	-	-	Endesa
Solid radioactive waste with low/medium activity	(t)	97.2	-	-	-	-	Endesa
Impact on landscape/environment							
Length of power lines	(km)	383,541	-	-	-	-	Endesa
Total LV lines	(km)	196,503	-	-	-	-	Endesa
Total MV lines	(km)	165,119	-	-	-	-	Endesa
Total HV lines	(km)	21,919	-	-	-	-	Endesa
LV/MV cable index	(%)	39.3	-	-	-	-	Endesa
LV cable index	(%)	56.0	-	-	-	-	Endesa
MV cable index	(%)	19.4	-	-	-	-	Endesa

NUMBER AND COMPOSITION OF PERSONNEL (1/4)

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Number							
Personnel							
Total personnel	(no.)	75,981	73,500	58,548	2,481	3.4	Enel
Hours worked	(mil. h)	150.0	93.0	95.8	57.0	61.3	Enel (1)
Breakdown by geographical area and region							
Italy	(no.)	40,327	41,746	44,687	-1,419	-3.4	Enel
Valle d'Aosta	(no.)	177	180	191	-3	-1.7	Enel
Piedmont	(no.)	2,748	2,915	3,228	-167	-5.7	Enel
Lombardy	(no.)	4,641	4,829	5,158	-188	-3.9	Enel
Trentino Alto Adige	(no.)	364	371	394	-7	-1.9	Enel
Veneto	(no.)	3,309	3,452	3,702	-143	-4.1	Enel
Friuli Venezia Giulia	(no.)	466	491	571	-25	-5.1	Enel
Liguria	(no.)	1,155	1,210	1,260	-55	-4.5	Enel
Emilia Romagna	(no.)	2,069	2,159	2,420	-90	-4.2	Enel
Tuscany	(no.)	3,708	3,847	4,207	-139	-3.6	Enel
Marches	(no.)	733	764	827	-31	-4.1	Enel
Umbria	(no.)	753	767	882	-14	-1.8	Enel
Latium	(no.)	6,169	6,147	5,677	22	0.4	Enel
Abruzzo	(no.)	914	951	1,074	-37	-3.9	Enel
Molise	(no.)	277	294	341	-17	-5.8	Enel
Campania	(no.)	3,050	3,246	3,684	-196	-6.0	Enel
Apulia	(no.)	2,462	2,546	2,772	-84	-3.3	Enel
Basilicata	(no.)	474	502	605	-28	-5.6	Enel
Calabria	(no.)	1,433	1,487	1,677	-54	-3.6	Enel
Sicily	(no.)	3,382	3,619	3,928	-237	-6.5	Enel
Sardinia	(no.)	1,695	1,817	1,992	-122	-6.7	Enel
Branches of Italian companies abroad	(no.)	348	152	97	196	128.9	Enel
Abroad	(no.)	35,654	31,754	13,861	3,900	12.3	Enel
Iberia	(no.)	9,257	9,595	1,057	-338	-3.5	Enel
France	(no.)	48	22	13	26	118.2	Enel
Greece	(no.)	35	26	-	9	34.6	Enel
Romania	(no.)	5,205	3,459	3,607	1,746	50.5	Enel
Bulgaria	(no.)	733	815	898	-82	-10.1	Enel
Slovakia	(no.)	5,962	6,408	7,338	-446	-7.0	Enel
Russia	(no.)	4,950	573	430	4,377	763.9	Enel
North America	(no.)	267	224	195	43	19.2	Enel
South America	(no.)	9,059	8,564	323	495	5.8	Enel
Endesa (other in Europe)	(no.)	-	2,068	-	-2,068	-100.0	Enel
Branches abroad (2)	(no.)	138	-	-	-	-	Enel

(1) Excluding Endesa Portugal and other minor companies, branches, EUFER, France, Belgium, and Severenergia (Russia 40%).

(2) In 2007 and 2006, branches (Italian companies abroad) were classified under "Italy".

NUMBER AND COMPOSITION OF PERSONNEL (2/4)

KPI	UM						Companies	
		2008	2007	2006	2008-2007	2008-2007	%	concerned
Composition								
Breakdown by professional status								
Executives	(no.)	1,139	1,069	691	70	6.5	Enel	
Supervisors	(no.)	7,490	6,569	4,900	921	14.0	Enel	
White-collar workers	(no.)	43,529	43,602	30,540	-73	-0.2	Enel	
Blue-collar workers	(no.)	23,823	22,260	22,417	1,563	7.0	Enel	
Executives	(%)	1.5	1.5	1.2	-	3.1	Enel	
Supervisors	(%)	9.9	8.9	8.4	1	10.3	Enel	
White-collar workers	(%)	57.3	59.3	52.2	-2	-3.4	Enel	
Blue-collar workers	(%)	31.4	30.3	38.3	1	3.5	Enel	
Education								
University graduates	(%)	19.9	14.8	12.9	5.1	34.7	Enel ⁽³⁾	
High school graduates	(%)	48.7	49.1	48.4	-0.4	-0.8	Enel ⁽³⁾	
Other	(%)	31.5	36.2	38.7	-4.7	-13.0	Enel ⁽³⁾	
Age								
Average	(years)	45.8	43.3	45.8	2.5	5.8	Enel ⁽⁴⁾	
Under 35	(%)	18.4	14.6	13.8	3.8	26.0	Enel ⁽⁴⁾	
From 35 to 44	(%)	27.7	27.7	27.6	-	-	Enel ⁽⁴⁾	
From 45 to 54	(%)	40.1	45.0	45.8	-4.9	-10.9	Enel ⁽⁴⁾	
From 55 to 59	(%)	12.2	11.8	11.9	0.4	3.6	Enel ⁽⁴⁾	
Over 60	(%)	1.5	0.9	0.9	0.7	79.7	Enel ⁽⁴⁾	
Years at Enel								
Average	(years)	18.9	19.1	21.6	-0.2	-1.0	Enel ⁽⁴⁾	
Less than 10	(%)	26.2	18.2	18.8	8.0	43.9	Enel ⁽⁴⁾	
From 10 to 19	(%)	24.0	27.0	27.2	-3.0	-11.2	Enel ⁽⁴⁾	
From 20 to 29	(%)	31.2	33.7	31.0	-2.5	-7.3	Enel ⁽⁴⁾	
From 30 to 34	(%)	14.5	19.8	21.2	-5.3	-27.0	Enel ⁽⁴⁾	
35 or more	(%)	4.1	1.3	1.8	2.9	222.8	Enel ⁽⁴⁾	

(3) For 2008, excluding France, branches, Severenergia (Russia), and including only Endesa Spain; for 2007, excluding Endesa, Russia, France, Greece, Viesgo, and branches; for 2006, excluding Russia, France, and branches.

(4) For 2008, excluding France, branches, Severenergia (Russia), Endesa Portugal, and minor companies; for 2007, excluding Endesa, Russia, France, Greece, Viesgo, and branches; for 2006, excluding Russia and branches.

NUMBER AND COMPOSITION OF PERSONNEL (3/4)

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Relations and procedures of flexible employment							
Fixed-term contracts							
Fixed-term contracts	(no.)	21	27	31	-6	-22.2	Italy
Starter/training contracts	(no.)	545	453	448	92	20.3	Italy
Total fixed-term contracts	(no.)	566	480	479	86	17.9	Italy
Fixed-term contracts as % of total	(%)	1.4	1.2	1.1	0.23	19.9	Italy
Permanent contracts	(no.)	39,761	41,114	44,111	-1,353	-3.3	Italy
Permanent contracts as % of total	(%)	98.6	98.8	98.9	-0.2	-0.2	Italy
Fixed-term contracts							
Fixed-term contracts	(no.)	4,728	477	n.a.	4,251	891.2	Abroad ⁽⁵⁾
Fixed-term contracts as % of total	(%)	14.5	4.2	n.a.	10.3	244.9	Abroad ⁽⁵⁾
Permanent contracts	(no.)	27,983	10,870	n.a.	17,113	157.4	Abroad ⁽⁵⁾
Permanent contracts as % of total	(%)	85.5	95.8	n.a.	-10.3	-10.7	Abroad ⁽⁵⁾
Part-time employment	(%)	2.4	2.5	2.3	-0.1	-2.1	Italy
Full-time contracts	(no.)	39,354	40,569	43,557	-1,215	-3.0	Italy
Part-time contracts	(no.)	973	1,025	1,033	-52	-5.1	Italy
Part-time employment	(%)	0.6	0.5	n.a.	0.1	30.9	Abroad ⁽⁶⁾
Full-time contracts	(no.)	26,465	11,294	n.a.	15,171	134.3	Abroad ⁽⁶⁾
Part-time contracts	(no.)	171	52	n.a.	119	228.8	Abroad ⁽⁶⁾
Overtime	(%)	6.1	5.3	5.4	0.7	13.2	Italy
Overtime	(%)	3.1	3.3	n.a.	-0.2	-6.2	Abroad ⁽⁷⁾
Interns at Enel	(no.)	198	236	57	-38	-16.1	Enel
Employees covered by collective agreements/Italy	(%)	100	100	100	-	-	Italy
Employees covered by collective agreements/ENA	(%)	8	10	n.a.	-2	-16.1	ENA
Employees covered by collective agreements/ELA	(%)	24	50	n.a.	-26	-51.4	ELA
Employees covered by collective agreements/EUFER	(%)	100	100	n.a.	-	-	EUFER
Employees covered by collective agreements/Romania	(%)	99	99	n.a.	-	-	Romania
Employees covered by collective agreements/Bulgaria	(%)	92	92	n.a.	1	0.8	Bulgaria
Employees covered by collective agreements/Slovakia	(%)	100	95	n.a.	5	5.0	Slovakia
Employees covered by collective agreements/Russia	(%)	89	n.a.	n.a.	-	-	Russia
Employees covered by collective agreements/Endesa	(%)	77	n.a.	n.a.	-	-	Endesa

(5) For 2008, excluding France, Greece, branches, Severenergia (Russia), and Endesa Portugal, Argentina, and minor companies; for 2007 and 2006, excluding Endesa, Russia, France, Greece, and branches.

(6) For 2008, excluding France, branches, Severenergia (Russia), and including only Endesa Spain; for 2007 and 2006, excluding Endesa, Russia, France, Greece, and branches.

(7) For 2008, excluding France, branches, Severenergia (Russia), and Endesa. For 2007 and 2006, excluding, Endesa, Russia, France, Greece, and branches.

NUMBER AND COMPOSITION OF PERSONNEL (4/4)

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Changes in number							
New hires ⁽⁸⁾	(no.)	3,065	2,362	1,015	703	29.8	Enel
Terminations	(no.)	4,475	6,381	3,384	-1,906	-29.9	Enel
Italy	(no.)	2,193	3,895	2,520	-1,702	-43.7	Italy
Abroad	(no.)	2,282	2,486	864	-204	-8.2	Abroad
Women	(no.)	275	474	270	-199	-42.0	Italy
Men	(no.)	1,918	3,421	2,250	-1,503	-43.9	Italy
Women	(%)	12.5	12.2	10.7	0.4	3.0	Italy
Men	(%)	87.5	87.8	89.3	-0.4	-0.4	Italy
< 30 years old	(no.)	35	36	33	-1	-2.8	Italy
30-50 years old	(no.)	112	184	156	-72	-39.1	Italy
> 50 years old	(no.)	2,046	3,675	2,331	-1,629	-44.3	Italy
< 30 years old	(%)	1.6	0.9	1.3	1	72.7	Italy
30-50 years old	(%)	5.1	4.7	6.2	0.4	8.1	Italy
> 50 years old	(%)	93.3	94.4	92.5	-1.1	-1.1	Italy
Turnover rate							
Italy	(%)	5.4	9.3	5.7	-3.9	-41.7	Italy
Abroad ⁽⁸⁾	(%)	6.4	7.8	6.2	-1.4	-18.2	Abroad

(8) The 2007 figure has been reclassified with respect to the one published last year because it includes Endesa data.

SATISFACTION AND PROFESSIONAL DEVELOPMENT (1/2)

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Compensation							
Incidence of variable pay Italy	(%)	6.0	6.0	5.0	-	-	Italy
Incidence of variable pay ENA	(%)	10.5	12.0	n.a.	-1.5	-12.5	ENA
Incidence of variable pay ELA	(%)	22.5	23.0	n.a.	-0.5	-2.2	ELA
Incidence of variable pay Romania	(%)	8.0	9.0	n.a.	-1.0	-10.7	Romania
Incidence of variable pay Bulgaria	(%)	40.3	36.0	n.a.	4.3	11.9	Bulgaria
Incidence of variable pay Slovakia	(%)	6.8	7.0	n.a.	-0.2	-2.6	Slovakia
Incidence of variable pay Russia ⁽⁹⁾	(%)	53.9	n.a.	n.a.	-	-	Russia
Employees participating in incentive plans	(%)	3.6	3.2	2.8	0.4	11.5	Italy
Executives with stock options ⁽¹⁰⁾	(%)	95.0	98.5	88.0	-3.5	-3.6	Italy
Ratio of gross annual salary women/men (average)							
Executives	(%)	82.5	84.8	86.0	-2.2	-2.7	Italy
Supervisors	(%)	92.8	92.4	91.4	0.4	0.4	Italy
White-collar workers	(%)	91.6	91.2	91.2	0.4	0.4	Italy
Blue-collar workers	(%)	86.0	90.7	91.7	-4.7	-5.1	Italy
Ratio of gross annual salary women/men (average)	(%)	88.9	-	-	-	-	Abroad ⁽¹¹⁾

(9) Excluding Severenergia.

(10) 2007 shows a sharp increase, because the population concerned does not include the exits of executives which took place in the middle of 2007 instead of, as usual, year end, and in any before the assignments of the stock-option and other long-term incentive plans.

(11) Excluding France, branches, Severenergia (Russia), Endesa, ELA, EUFER, and Greece.

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Development							
Evaluations Italy ⁽¹²⁾	(%)	20.6	2.5	9.0	18.1	721.3	Italy
Evaluations abroad	(%)	24.5	15.8	n.a.	8.8	55.8	Abroad ⁽¹³⁾
Internal development	(%)	75.6	56.8	65.0	18.8	33.2	Italy
Status changes	(%)	12.9	11.7	13.5	1.2	10.5	Italy
Training							
Hours of training per employee	(h)	29	25	24	4	13.8	Italy
Total hours of training (distance + classroom)	(,000 h)	1,183.2	1,096.1	1,077.7	87.1	7.9	Italy
Hours of executive training (distance)	(,000 h)	22.9	46.7	113.2	-23.8	-51.0	Italy
Hours of classroom training	(,000 h)	1,160.2	1,049.3	964.5	110.9	10.6	Italy
- for executive training	(,000 h)	260.2	195.8	n.a.	64.4	32.9	Italy
- for specialist training	(,000 h)	900.1	853.6	964.5	46.5	5.4	Italy
Incidence of DT	(%)	1.9	4.3	10.5	-2.3	-54.6	Italy
Courses available online	(no.)	1,154	1,151	1,123	3	0.3	Italy
Access to the EDLS	(%)	67.6	66.8	65.1	0.8	1.1	Italy
Hours of training per employee ⁽¹⁴⁾	(h)	94	n.a.	n.a.	-	-	Abroad ⁽¹³⁾
Total hours of training (distance + classroom)	(,000 h)	1,026	n.a.	n.a.	-	-	Abroad ⁽¹³⁾
Hours of executive training (distance)	(,000 h)	437	n.a.	n.a.	-	-	Abroad ⁽¹³⁾
Hours of classroom training	(,000 h)	589	n.a.	n.a.	-	-	Abroad ⁽¹³⁾
- for executive training	(,000 h)	48	n.a.	n.a.	-	-	Abroad ⁽¹³⁾
- for specialist training	(,000 h)	541	n.a.	n.a.	-	-	Abroad ⁽¹³⁾
Knowledge Management and Internal Communication							
Access to the corporate intranet	(%)	87.5	76.7	66.7	10.8	14.1	Italy
Expenditure on KM systems	(mil. euro)	2.8	3.2	1.8	-0.4	-12.8	Enel
Intranet access per day	(no.)	12,577	12,313	10,000	264	2.1	Italy
Hard copies of Enel Insieme	(no./month)	53,000	53,000	35,000	-	-	Enel
Dissemination of sustainability							
Sustainability training per employee ⁽¹⁵⁾	(h)	12.3	10.5	8.3	1.9	17.8	Italy
Managers with MBO on sustainability	(%)	38	41	n.a.	-3	-7.3	Italy
Dissemination of MBO on sustainability	(%)	10	16	n.a.	-6	-36.9	Italy
Corporate atmosphere							
Spontaneous resignations of executives and supervisors	(no.)	25	49	37	-24	-49.0	Italy
"People Care" Project	(no.)	5	3	-	2	66.7	Italy
Employees involved	(no.)	15,000	672	-	14,328	2,132.1	Italy
Actual beneficiaries	(no.)	11,000	69	-	10,931	15,842.0	Italy
Absentee rate	(ind)	8,805	10,146	10,078	-1,341	-13.2	Italy
Benefits for employees	(euro/per person)	2,404	2,561	2,429	-157	-6.1	Electricity Italy
Employees covered by Pension Plan (Benefit Plan)	(no.)	34,974	38,261	n.a.	-3,287	-8.6	Italy
Employees covered by Pension Plan (Benefit Plan)	(%)	0.87	0.92	n.a.	-0.05	-5.4	Italy
Litigation with employees							
Total proceedings	(no.)	2,455	2,651	2,857	-196	-7.4	Italy
% of proceedings as defendant	(%)	69.8	77.4	79.1	-7.6	-9.8	Italy

(12) Formerly bi-annual, the assessment campaigns have become annual, with 2007 the transition year.

(13) In 2008, excluding Endesa and Severenergia, whereas 2007 includes: ELA, ENA, EUFER, Romania, Bulgaria, and Slovakia.

(14) The figure includes Slovakia, which shows a higher-than-average number of training hours because of the production of nuclear energy.

(15) Regards environmental and safety training only of the Generation and Energy Management and Infrastructure and Networks Divisions.

EQUAL OPPORTUNITY

KPI	UM						Companies concerned	
		2008	2007	2006	2008-2007	2008-2007	%	
Equal Opportunity								
Female employees	(no.)	14,593	8,721	9,330	5,872	67.3	Enel ⁽³⁾	
Executives	(no.)	624	69	75	555	804.9	Enel ⁽³⁾	
Supervisors	(no.)	1,650	834	828	817	98.0	Enel ⁽³⁾	
White-collar workers	(no.)	8,492	7,092	7,620	1,400	19.7	Enel ⁽³⁾	
Blue-collar workers	(no.)	3,826	726	807	3,100	427.0	Enel ⁽³⁾	
% of employees who are women	(%)	21.8	16.5	15.9	5.3	32.4	Enel ⁽³⁾	
Female supervisors and executives	(%)	38.0	17.6	16.2	20.5	116.6	Enel ⁽¹⁶⁾	
Pay of female employees	(%)	87.1	88.3	89.4	-1.2	-1.4	Italy	
Disabled employees								
Disabled employees / protected categories	(no.)	2,315	2,387	2,645	-72	-3.0	Italy	

(3) For 2008, excluding France, branches, and Severenergia (Russia), and, with regard to the Endesa Group, including only Endesa Spain; for 2007, excluding Endesa, Russia, France, Greece, Viesgo, and branches; for 2006, excluding Russia, France, and branches.

(16) For 2008, excluding France, branches, Severenergia (Russia), and Endesa; for 2007, excluding Endesa, Russia, France, Greece, Viesgo, and branches; for 2006, excluding Russia, France, and branches.

SAFETY

KPI	UM						Companies concerned	
		2008	2007	2006	2008-2007	2008-2007	%	
Serious and fatal employee on-the-job accidents ⁽¹⁷⁾								
Employee on-the-job accidents	(no.)	48	12	18	36	300.0	Enel	
Fatal accidents ⁽¹⁸⁾	(no.)	1	1	1	-	-	Enel	
Serious accidents	(no.)	12	11	17	1	9.1	Enel *	
Serious accidents	(no.)	35	-	-	-	-	Endesa	
Frequency index	(no.)	3.7	5.5	6.4	-1.9	-33.5	Enel	
Lost-time Injuries Frequency Rate	(ind)	0.736	1.105	1.270	-0.37	-33.4	Enel	
Accident seriousness index	(no.)	0.15	0.22	0.26	-0.07	-32.9	Enel	
Lost Day Rate	(ind)	30.02	43.79	51.54	-13.77	-31.4	Enel	
Safety expenditure per employee	(euro)	1,243	1,044	929	199	19.1	Enel	
Health inspections ⁽¹⁹⁾	(no.)	56,652	22,581	23,103	34,071	150.9	Enel	
On-the-job accidents of contractor and other workers								
Serious and fatal on-the-job accidents of contractor workers	(no.)	31	15	22	16	106.7	Enel *	
Serious and fatal on-the-job accidents of contractor workers ⁽²⁰⁾	(no.)	33	-	-	-	-	Endesa	
Serious and fatal third-party accidents	(no.)	90	88	94	2	2.3	Enel *	

* Excluding Endesa.

(17) 2008 includes Endesa, with the exclusion of Endesa Portugal and other minor companies. It does not include Viesgo, which left the Group in June 2008.

(18) Does not include a fatal accident due to natural causes.

(19) For Russia, includes tests of blood alcohol performed daily on a sample of people.

(20) Endesa classifies as "serious" accidents that entail an absence from work of at least 180 days.

RELATIONS WITH LABOR UNIONS

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Relations with labor unions							
Rate of union membership of electricity workers	(%)	70.7	72.6	74.2	-1.9	-2.6	Italy
Rate of union membership of gas workers	(%)	69.7	69.6	69.5	0.1	0.2	Italy

ASSOCIATIONS, INSTITUTIONS, AND MEDIA

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
Extent of relations							
Meetings with associations ⁽²¹⁾	(no.)	800	750	680	50	6.7	Enel *
Issues discussed with associations	(no.)	50	50	45	-	-	Enel *
Relations with institutions							
Taxes paid ⁽²²⁾	(mil. euro)	1,320	2,322	2,433	-1,002	-43.2	Enel
IRES, IRAP and other taxes	(mil. euro)	-219	1,661	1,968	-1,880	-113.2	Enel
Taxes paid abroad	(mil. euro)	804	295	99	509	172.5	Enel
Other taxes and duties	(mil. euro)	551	201	173	350	174.1	Enel
Fees net of contributions received	(mil. euro)	184	165	193	19	11.5	Enel
Corporate image							
Presence index	(no.)	3,472	3,378	2,315	94	2.8	Enel
Global Visibility Index	(,000)	1,269	1,424	1,238	-156	-10.9	Enel
Qualitative Index of Visibility (from -1 to +1)	(ind)	0.91	0.94	0.92	-0.03	-3.2	Enel

* Excluding Endesa.

(21) Estimated value.

(22) The 2007 data have been adjusted for the sole purpose of taking into account the effects of the completion as of December 31, 2008 of the purchase price allocation regarding the acquisition of Endesa, as well as the effects regarding the classification of the results of the gas distribution operations in Italy as "discontinued operations".

INITIATIVES IN FAVOR OF COMMUNITIES

KPI	UM						Companies
		2008	2007	2006	2008-2007	2008-2007	% concerned
LBG approach							
Donations to social initiatives ⁽²³⁾							
Largesse expenditure	(mil. euro)	31.3	7.3	6.8	24.0	329.4	Italy
Investment in communities	(mil. euro)	24.4	18.3	19.5	6.1	33.4	Italy
Business initiatives with social impact	(mil. euro)	11.0	7.8	3.1	3.2	40.6	Italy
Socially sustainable business initiatives	(mil. euro)	0.1	0.2	0.2	-0.1	-71.2	Italy
Total (largesse + investment)	(mil. euro)	66.8	33.6	29.6	33.1	98.6	Italy

(23) For 2007, also includes 2.6 million euro regarding Slovakia, ELA, and Romania.