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## **ENEL: IMPROVED QUALITY OF THE POWER SERVICE IN ITALY, RESULTS BEYOND THE TARGETS SET BY THE ENERGY AUTHORITY**

- *2010 saw an increase in the number of customers served and a reduction in service interruptions: an average of 45 minutes per customer against the official target of 54 set by the Authority and the 48 minutes of the previous year. A level of excellence that matches up to the best European standards.*
- *The results are the pay-off from considerable investments in the grid: 1,147 million euros in 2010.*

**Rome, May 2<sup>nd</sup> 2011** – Yet further improvements in the continuity of the power supply service provided by Enel in Italy.

The 2010 results have beaten all expectations, improving on the targets set by AEEG (the official Italian electricity and gas supply Authority). The average duration of annual service interruptions fell from the 2009 figure of 48 minutes to 45 minutes, against a target of 54 minutes set by the Authority. The average annual number of interruptions per customer, at 4.13, also improved on the AEEG-set target of 4.65, counting all interruptions lasting longer than 1 second.

These results are the pay-off from the considerable investment made by Enel in the grid: 1,147 million euro in 2010, an increase of more than 3% on the previous year. A commitment that has made it possible to achieve a level of excellence that matches up to the best European standards.

*"These figures confirm that Enel has become once again the benchmark for the sector in Europe," states **Livio Gallo**, Director of the Enel Infrastructure and Networks Division. "In fact, in some regions of northern Italy, we are now able to achieve a figure for the average duration of interruption to service that is lower than the best Northern European figures. We also owe these results to almost 20,000 men and women located all over Italy, who are hard at work every day to ensure the continuity and security of the power supply".*

In 2010, Southern Italy recorded an average drop in the length of service interruptions of over 10 minutes, with some southern regions delivering better results than the national average, for example, an average of 19 minutes in Molise and 30 minutes in Basilicata.

The regions in central Italy that have most roundly beaten the official targets set by the Authority are Tuscany, Le Marche and Umbria, with an average figure for interruptions of, respectively, 35, 38 and 33 minutes.

Improving results are also evident in the North, with an average per customer figure for service interruptions of 30 minutes, with Friuli at 20 minutes, Lombardy at 28 minutes and Emilia Romagna at 24 minutes, overall well beyond the targets set by AEEG. The islands show the same positive trend with an average decline of over 13 minutes in the duration of service interruptions.