

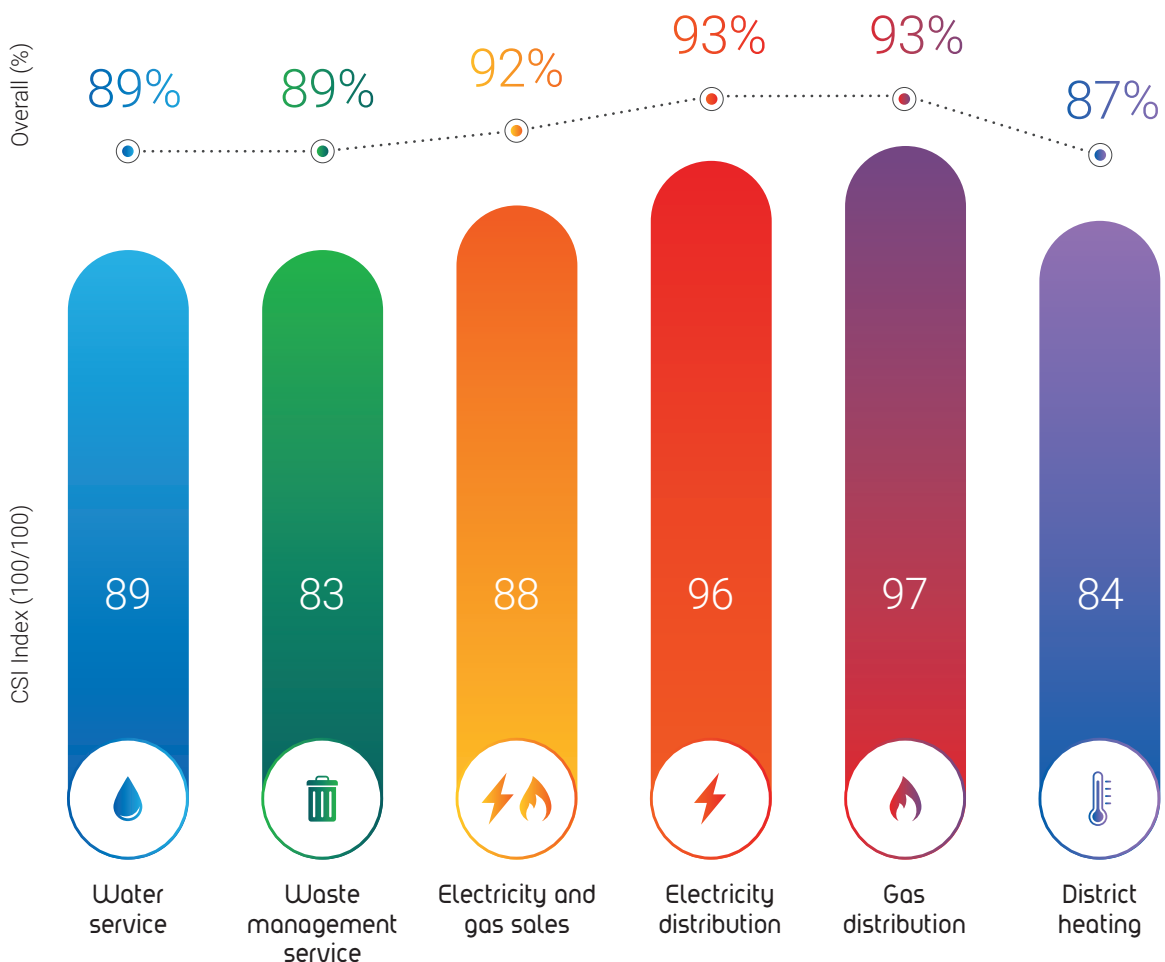
Customer satisfaction

Iren Group has structured an annual monitoring system to evaluate the quality of the services provided, in order to identify operational interventions for continuous improvement and consequent communication actions.

Customer satisfaction surveys are assigned to the Corporate Social Responsibility and Local Committees Department, which deal with various Business Units for the definition of the survey areas and sharing the results achieved. The customer satisfaction survey provides the following for the various sectors:

- an overall indicator (CSI index) that shows customer satisfaction in terms of the difference between perceived service value and expectations in regards various technical and relational aspects, which are weighted together. Here, evaluations are made on a complex of more than 160 factors relating to the intrinsic characteristics of the service, its continuity and reliability, its efficiency and effectiveness, its cost/quality ratio and payment methods, the management of the relationship with the customer through the various channels, including the management of complaints and feedback, and the ability to listen to needs;
- a synthetic overall satisfaction indicator that is monitored by directly asking the customer to highlight the overall perceived satisfaction level. Overall satisfaction shows the percentage of customers who say they are satisfied.

The 2023 survey shows positive results and substantially in line with past surveys.



JOINT CONCILIATION

Conciliation is an out-of-court procedure that allows the customer and the Group to resolve, through dialogue and with certain formalities and timeframes, any disputes that may arise in relation to electricity and gas sales and distribution relations, integrated water service management and district heating sales, which have not been positively resolved in a complaint. As of 2017 in the electricity and gas sectors, and as of 2023 in the water and district heating sectors, conciliation is a compulsory step before possibly going to court. The conciliation attempt can be carried out through the Conciliation Service of ARERA at the Single Buyer, through the Joint Conciliation Body Iren - Associations National Committee of Consumers and Users, recognised by ARERA as an ADR (Alternative Dispute Resolution) Body, or through other recognised ADR Bodies. Iren signed the Conciliation Protocol with 19 National Consumer Associations back in 2017.

Moreover, activities also continued, relating to the service activated by Iren Mercato and dedicated to reports from Consumer Associations, structured through a dedicated email box, a dedicated number and the possibility of setting up meetings at the counters for specific practices; in particular, periodic meetings were held with the local offices of the Associations for the analysis of the reports received.

In 2023, the number of conciliations is up by 46% compared to 2022: conciliations related to energy services are up by 54% and conciliations related to the integrated water service by 16%.

COMPLAINTS AND BREACHES

The monitoring of complaints is not only an obligation in respect of the Regulatory Bodies but is also a fundamental management tool for identifying critical issues and defining and implementing corrective actions.

The number and type of complaints is, therefore, a key focal point for the Group and, at the same time, attests to the heightened awareness of customers and the growing level of their expectations.

On the websites of the Group companies that manage environmental hygiene services, the integrated water service and the sale of electricity, gas and heat, the procedures for filing a complaint are explained and there are forms to simplify filing and sending them. The channels and methods for making a complaint are also set out in the information contained in the bills, where all the

information for its proper handling is indicated, and in the current service charters.

In 2023, Iren Group received a total of 27,644 complaints - of which 20,935 for energy services (gas, electricity and district heating), 7 relating to waste management services, and 6,702 for the integrated water service - with a significantly downwards trend compared to 2022.

The number of complaints related to waste management services is clearly decreasing since, with Resolution 15/2022, ARERA approved the Consolidated Text for the regulation of the quality of the municipal waste management service (TQRIF), which defines a complaint as "any written communication made to the operator, even by telematic means, with which the user expresses complaints about the inconsistency of the service obtained with one or more requirements defined by law or administrative measures, by the service regulation, or about any other aspect relating to the relationship between the operator and the user, with the exception of written requests for rectification of the amounts charged and reports of inefficiencies". In past years, reports, even of individual inefficiencies, were considered and handled, in the absence of legislation, as complaints, whereas from 2023, they will no longer fall into this category.

The number of complaints relating to the sale of electricity and gas is down (-24%) compared to those received in 2022. It is confirmed that the cases with the greatest impact are: billing, market and contracts. There was also a slight increase in written requests for information compared to the previous year, while requests for billing corrections and double billing decreased. With regard to the district heating service, the number of complaints dropped by 37% compared to 2022, which was also due to a significant drop in the cost of energy raw materials, particularly in the second half of 2023. Recurring cases in the areas of tariffs, billing and payments are confirmed.

As far as the water service is concerned, there is a slight decrease in complaints compared to 2022 values. The average response time to complaints is up slightly - due to the switch to a new management application that requires a physiological learning and stabilisation curve - but remains within the timeframe required by the regulations. The most recurring topics remain those related to billing, payments, refunds and arrears.

In 2023, Iren Group did not record any violations regarding discriminatory practices towards customers or instances of non-compliance regarding the health and safety of products and services, marketing communications and promotion and sponsorship activities. In 2023, the Council of State definitively rejected the appeal brought by Iren Mercato against the proceedings initiated by the Antitrust

in 2016, for alleged unfair commercial practices regarding the acquisition of some electricity and gas customers. The ruling did not, however, result in the payment of penalties, as these were already incurred in 2017.

The year also saw the conclusion, without infringement, of the proceedings initiated by AGCM (the Italian Competition Authority) in 2022, against Iren Mercato for allegedly violating the temporary ban on new unilateral changes introduced by art. 3 of the so-called Decree Aiuti Bis. AGCM accepted the commitment proposal made by Iren Mercato. On the other hand, the lawsuit brought in 2019 by a competitor against Iren Mercato to obtain compensation for alleged damages arising from alleged anti-competitive conduct is still pending.

In 2023, the Lazio Regional Administrative Court rejected the appeal brought by a sector operator for the annulment of the measure by which AGCM had given clearance to the purchase by Iren Ambiente of I.Blu. The appellant lodged an appeal for which a hearing is pending. Still pending, at the end of 2023, is the appeal brought before the Regional Administrative Court of Lazio by a sector operator for the annulment of the measure by which AGCM did not follow up on the report in which it complained of abusive and competition-restricting behaviour with reference to the way in which sorted urban plastic waste was assigned to screening plants by Iren Ambiente. On the other hand, a further appeal was concluded at the end of 2023, connected to the one still pending before the Regional Administrative Court of Lazio, brought by the same operator against the denial of access to the documents issued by the AGCM in a ruling which the Authority enforced.

