

About 10% of the respondents were not really satisfied with the time of response and transparency of the service process. They commented on time- and effort-consuming paperwork for non-specialists.

Final ratings of time and transparency of the service process across the Company were 4.68 and 4.66 points, respectively.

Only 19% of the respondents were dissatisfied with the location or opening hours of face-to-face service offices, while the overall rating for that parameter was 4.2 points.

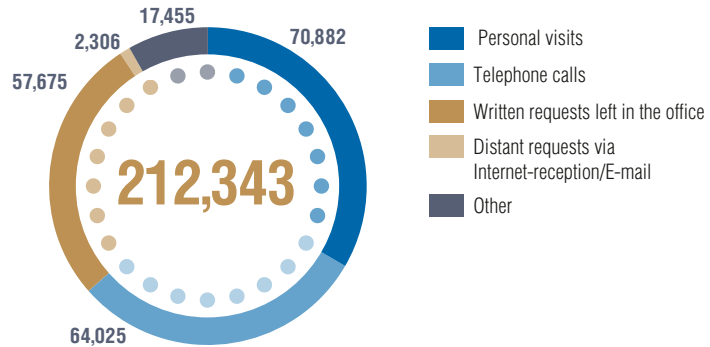
The Company's customers still inactively use Internet resources: only 11% of all respondents found that channel of communication to be convenient. Telephone communications were chosen by 48% of the respondents and 73% of the respondents personally visit customer service centers (clients could choose more than one channel of communications), while only 9% would prefer mail correspondence.

Still, solely 35% of all respondents know the Company's website and most of them (87%) are satisfied with the information published on the website and consider it convenient for users.

The Company aims at promoting its Internet Reception as the key information platform for all operations of the Company, submission of requests / calls for grid connections, etc.

A total of 119,817 calls (56%) received by the Company in 2015 are information requests, 34,266 calls are consumer requests with 25,737 being grid connection requests. A total of 41,387 consumers asked about document submission/receipt.

#### DISTRIBUTION OF CALLS IN 2015 DISTRIBUTED ACROSS COMMUNICATION CHANNELS



#### DISTRIBUTION OF CALLS IN 2015 BY CATEGORY

