

disturbance, etc., as well as powers and authority sufficient to engage necessary resources.

- a total of 37 mobile crews are set up and ready to act in order to ensure interaction between the branches, the PJSC ROSSETI's subsidiaries, and PJSC FGC UES's branches, plus 66 mobile teams intended to align interaction between the operations units of the Company's branches.
- mobile team manning standards and standards for the provision of vehicles, tools, gear, communications and funds to a mobile team are outlined.
- a procedure and timeframe are determined for gathering and dispatching a mobile team to a specific area for emergency response.
- mobile crews and gear are placed based on the possibility of fast arrival (delivery) to the work site and availability to start emergency response within no more than two hours after an event.

A redundant power supply sources (RPS) reserve was formed and made available (209 units). Redundant power supply sources are ready to use and placed to make their fastest delivery to the site possible.

A total of 47 contracts (agreements) on cooperation during challenging technological disturbances response operations were signed with contractors.

Preparation of emergency rescue and mobile team leaders is performed in the course of joint drills with Regional power supply security headquarters, territorial executive authorities, local governments, utilities, divisions of Ministry of emergency situation, Ministry of internal affairs, Ministry of Defense, as well as contractors and consumers. A total of 20 drills were conducted.

MOBILE TEAMS RESPONSIBLE FOR INTERACTION BETWEEN THE BRANCHES, PJSC ROSSETI'S SUBSIDIARIES, AND PJSC FGC UES'S BRANCHES

Branch/IDGC	Mobile teams		
	Number of teams	Headcount (people)	Machinery (units)
Arkhenenergo	7	49	21
Vologdaenergo	5	28	15
Karelenergo	6	30	10
Kolenergo	4	20	8
Komienergo	3	26	13
Novgorodenergo	7	33	13
Pskovenergo	5	37	18
IDGC of the North-West	37	223	98

MOBILE TEAMS RESPONSIBLE FOR INTERACTION BETWEEN THE OPERATIONS UNITS OF THE COMPANY'S BRANCHES

Branch/IDGC	Mobile teams		
	Number of teams	Headcount (people)	Machinery (units)
Arkhenenergo	17	124	45
Vologdaenergo	10	60	31
Karelenergo	6	30	12
Kolenergo	6	33	11
Komienergo	6	51	17
Novgorodenergo	13	53	14
Pskovenergo	8	46	14
IDGC of the North-West	66	397	144

MOBILE LIGHTING UNITS (LIGHTING TOWERS) AT THE COMPANY

Branch/IDGC	Mobile lighting units (lighting towers), units
Arkhenenergo	2
Vologdaenergo	6
Karelenergo	4
Kolenergo	5
Komienergo	14
Novgorodenergo	8
Pskovenergo	18
IDGC of the North-West	57

During drills and exercises, Company management demonstrated excellent professional competencies when developing materials and making justified emergency response decisions. Non-professional emergency response teams (NERT) are available and capable of emergency response.

The Company set a material and technical base with warehouses, storages, open platforms, tanks that satisfy the Company's needs and are sufficient to accept, stack, and store resources, and respond to emergencies.

The Company implements actions to prevent emergencies and technological disturbances, including:

- monitoring of grid conditions and forecasting complicated technological disturbances, emergencies and accidents;
- regular analysis of emergencies and large-scale technological disturbances to identify their possible causes and development;
- prevention of certain unfavorable and dangerous natural phenomena to the extent possible through regular reduction of their destructive potential (icing,

accumulation of snow before electrical towers on slopes, etc.);

- regular improvement of the technological process safety and operational reliability of equipment;
- development and implementation of engineering and technical measures (creation of a required stock of spare parts and inventories, preparation of machinery, etc.);
- exercises, drills, and trainings;
- comprehensive interaction with all entities of the electric power industry;
- scheduled and random audits and examination of equipment, including standby equipment;
- timely recovery of damaged equipment;
- equipping and training of emergency response teams to reduce time from notification to gathering, support of technological disturbance response within the time stipulated by PJSC ROSSETI requirements.

The Company has actions in place that will minimize the risk of emergencies and large-scale technological disturbances at electric grids and reduce the response time. Operating divisions' and distribution zones' emergency repair data sheets are generated and updated on a regular basis.

JOINT DRILLS IN EMERGENCY ACTIONS, 2015

Branch/IDGC	Number of joint drills according to the schedule, activities	
	Target	Actual
Arkhenergo	3	3
Vologdaenergo	3	3
Karelenergo	3	3
Kolenergo	3	3
Komienergo	3	3
Novgorodenergo	3	3
Pskovenergo	2	2
Total: IDGC of the North-West	20	20

REDUNDANT POWER SUPPLY SOURCES AT THE COMPANY

Branch/IDGC	RPS to 30kW		RPS above 30kW		RPS, total	
	quantity units	power, kW	quantity units	power, kW	quantity units	power, kW
Arkhenenergo	11	84	10	1,320	21	1,404
Vologdaenergo	23	263	6	358	29	621
Karelenenergo	21	116	6	480	27	596
Kolenergo	0	0	6	1,780	6	1,780
Komienergo	12	170	50	31,230	62	31,400
Novgorodenergo	16	151	6	900	22	1,051
Pskovenergo	29	219	13	1,699	42	1,918
IDGC of the North-West	112	1,003	97	37,767	209	38,770

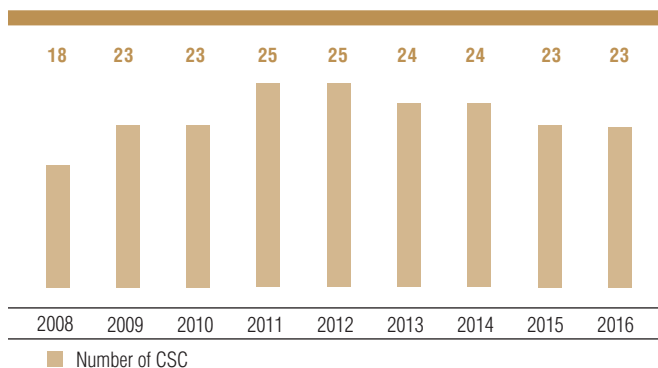
6.6.4. Consumer relations

One of the strategic areas for IDGC of the North-West is the improvement of service quality. Customer-focus is one of key metrics of the Company's efficient management system. The objective for comprehensive servicing of consumers and implementation of Common service and communication standards can be met using face-to-face and distance communication tools.

Face-to-face services are provided in customer service centers of PJSC IDGC of the North-West. The Company has

23 customer service offices employing 60 people in seven branches. Moreover, 134 specialists handle consumers at the operating divisions and distribution zones. Any consumer may receive a consultation by a specialist on grid connection, quality, electricity supply, submit a claim or a grid connection request, a request for signing an electricity transmission agreement or additional paid services.

OPENING OF CUSTOMER SERVICE CENTERS AT IDGC OF THE NORTH-WEST



Functions of face-to-face customer service offices are the following:

- registration, processing, and support of consumer requests for grid connection agreements or additional paid services;
- ongoing interaction with customers to improve service quality, create maximum comfortable conditions for consumers;
- acceptance, recording, and analysis of customer claims and complaints and differences settlement.

Distance customer services involve telephone communication and interactive communication channels.

In 2011, the Company launched its 'hotline' for consumers, Light On Hotline. The common 24-hour Hotline telephone number is 8-800-333-02-52. Additional consumer hotline telephone numbers are available in all branches. Hotline telephone numbers are included in all regional directories and in the Directory of hotlines and on-duty service contacts in Russian constituent entities.

The Company published information on all of its services on its website, where it also provides a feedback option for contacts, claims, and proposals, forms for submitting grid connection and additional paid service requests. The Client Zone is a mean of following up grid connection request progress.

The Company monitors and examines its service quality based on customer information, including information from consumer questionnaire responses, to ensure consistent customer opinion survey.

The visitors of face-to-face customer service points or those contacting an Operating division (REG) employee

are requested to independently fill in the questionnaire to assess the quality and time of service, attitude and professionalism of the Company's personnel, completeness and availability of information on the Company's website and in the office, convenience of location and opening time of the office. Visitors are also provided with an opportunity of writing down their expectations and claims and specifying the most convenient channel of communication with the Company. Customers may hand over their filled questionnaires to an office employee, place it in a client box, or send by mail.

Questionnaire information is consolidated quarterly by the Customer Relations Department to analyze and develop proposals aimed to improve the customer service and eliminate any identified deficiencies.

The review of the information from questionnaires allows to identify weaknesses in customer relations which shall be taken into account when drawing up field inspection plans to assess the performance of customer service units in branches.

Throughout 2015, a total of 2,994 Company customers filled in these questionnaires, with 73% being individuals. 86% of all respondents requested grid connection services, 10% of respondents requested additional charged services, and 5% of customers had concerns about electricity metering and energy saving.

Most of the Company's customers remained highly satisfied with the professionalism and friendliness of personnel, the overall ratings across the Company were 4.76 and 4.83 points on a five-point scale, respectively. None of the respondents evaluated professionalism and friendliness of personnel below 4 points.