

Actual revenue from the provision of additional (non tariff) services for the Company in 2025 exceeded 2024 revenue by RUB 143 million (+6%). The most significant revenue growth was recorded in rental and site placement services (+147% on 2024), due to intensified work with non contract placements, as well as in other miscellaneous operating activity services (+1,552% on 2024), which is attributable to the recognition of revenue for the supply of equipment and materials under contracts with OOO RVB for the construction of electric grid facilities for warehouse complexes in the Chelyabinsk and Perm regions. The decline in repair and CAWs is associated with a deterioration in market conditions and a reduction in customers' investment programs for the construction of new and the repair of existing electric grid facilities.

The largest projects in 2025:

- OOO RVB: E&D, CAW and commissioning works for the construction of electric grid facilities to power warehouse complexes, including equipment supply (RUB 299.1 million);
- OOO Uralskaya Myasnaya Kompaniya: E&D and CAW for powerlines and transformer substations (RUB 225.7 million);
- AO ABZ Dorstroy: construction of external lighting networks (RUB 75.1 million, financed from the federal budget);
- OOO Sukhoy Port Yuzhno Uralskiy: E&D, CAW, and commissioning works to increase the capacity of the Customer's electric grid facilities for refrigeration units (RUB 59.5 million);
- MKU Permblagoustroistvo: performance of works for the construction of external lighting networks in the city of Perm (RUB 40.1 million).



Consumer liaison

Key existing forms and services provided by the Company:

- In-person format: customer service centers.
- Remote format: interactive channels, postal items, call centers.

In 2025, the Company received 1,270,189 enquiries (-20% on 2024). The reduction was due to favorable weather conditions during the reporting period and the introduction of automated services. The number of enquiries received by the contact center decreased by 19%, and the number of in person enquiries decreased by 4%. In 2025, 76,627 service related applications were received (6% of the total number of enquiries), including applications for technological connection, applications to

reallocate capacity, applications to restore previously issued technical conditions (specifications), acts, applications to change the conditions of a connection agreement or to extend technical conditions, applications to conclude an electricity transmission services agreement, applications for additional services, and the like.

During the reported period the Company achieved the target QoS values, set by the state regulators. In 2025, the Company conducted regular surveys among its customers on the quality of rendered services. Average QoS score (using 5-point scoring system) in 2025 totaled 4.46 (for call centers), 4.95 (for customer service centers), 3.46 (for feedbacks on requests).

Indicator	2023 actual	2024 actual	2025 actual	2025/2024, %
Total enquiries, thousand pcs	852,955	1,581,544	1,270,189	80%
Percentage of enquiries through digital channels, %	14%	7%	10%	3%
Percentage of enquiries on poor-quality services, %	3%	2%	2%	0%
Structure of enquiries by channels				
Customer service center, thousand pcs	41,712	35,462	34,200	96%
Contact center, thousand pcs	668,900	1,363,609	1 106,195	81%
Mailing, thousand pcs	7,502	6,495	8,119	125%
Interactive services, thousand pcs	122,183	111,942	112,623	101%
Social networks and messengers, thousand pcs	1,325	6,705	9,052	135%
Other, thousand pcs	11,333	57,331	0	-