

OPERATING RESULTS

ELECTRIC ENERGY TRANSMISSION

THE VOLUME OF SERVICES PROVIDED

The amount of electricity transmission services provided, mln kWh

Indicator	2013	2014	2015	Variance 2015/2014	
				mln kWh	%
Electricity supply to the grid	63,646.4	62,802.4	62,556.3	-246.0	-0.4
Net electricity supply (within the balance participation of the Company's branches)	57,814.3	57,045.1	56,706.0	-339.1	-0.6
Electrical losses	5,832.1	5,757.3	5,850.3	93.1	1.6
Amount of electricity transmission services provided	55,214.2	54,398.8	54,782.5	383.7	0.7

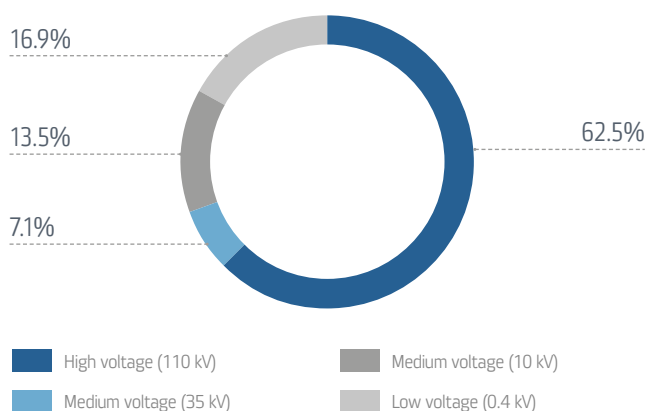
In 2015, IDGC of Centre's market share in the electric energy transmission market amounted to 86.0%¹. The electric energy transmission services are state-regulated by setting tariffs.

The amount of electricity transmission services provided by IDGC of Centre in 2015 increased by 383.7 mln kWh, or 0.7%, compared to 2014. The main reasons for the growth in the volume of services provided are a result of the growth of energy consumption by certain consumers in the Kurskenergo, Smolenskenergo and Yarenergo branches, and changes made to the "boiler" scheme in the branch of the Bryanskenergo region.

The amount of grid power supply to consumers and to related territorial grid companies within the balance and operational responsibility of IDGC of Centre in 2015 was 56,706 mln kWh, which is lower than the level of 2014 (57,045.1 mln kWh) by 339.1 mln kWh, or 0.6%. This decrease is a result of the termination of the agreements for "last mile" facilities, and a result of the reduction of power consumption volumes by Branches of Russian Railways JSC, Novolipetsk Metallurgical Works, Lipetsk cement, Stoylensky GOK LLC, and Belgorodsky Cement. In addition to this, the elimination of power losses at Yargorelectroset in net power supply volumes occurred due to the integration of this subsidiary's power grid assets, starting from January 1, 2015.

Most of the net electricity supply structure belongs to the supply of electricity to grids, 110 kV – accounting for 62.5% of the total net electricity supply from the grid. Industrial companies account for 50% of total net electricity supply, 110 kV. The supply of electricity to territorial grid companies amounted to 35.9%.

Structure of useful power supply, by voltage level, in 2015

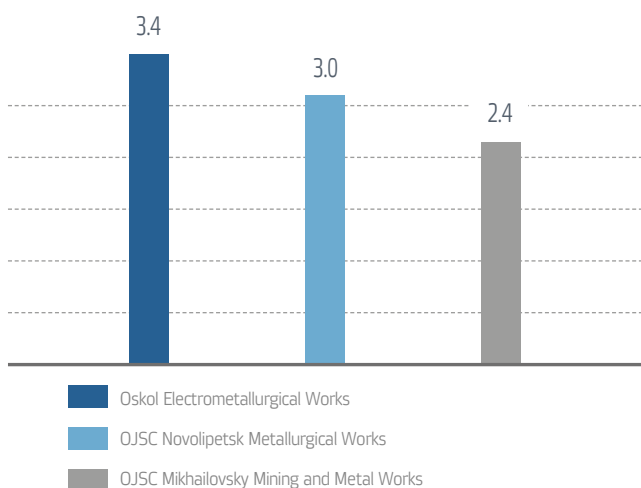


Electricity transmission indicators by the Company's branches are shown in Appendix 3.2 to the Annual Report.

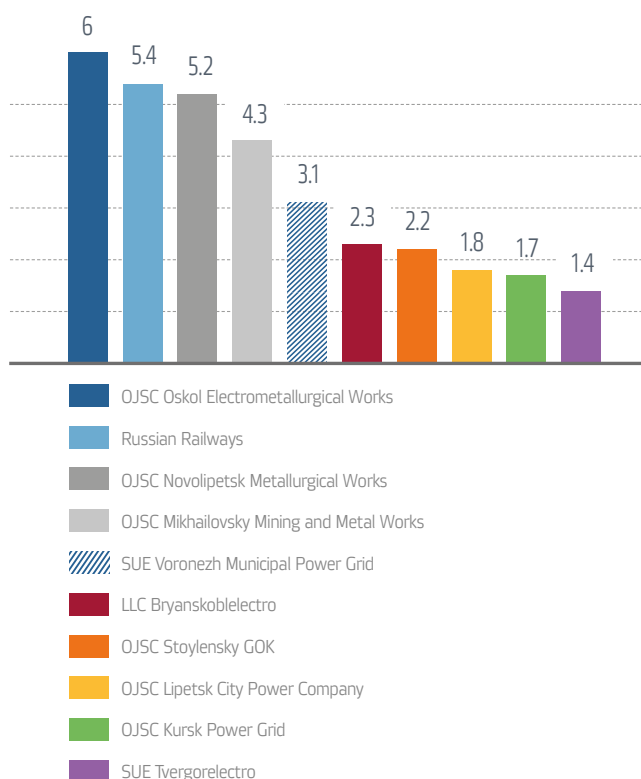
¹ The market share in 2015 is calculated based on the share of the required gross revenue of IDGC of Centre and regions. In annual reports from the previous periods, the calculation was made based on the share of revenues for the services provided.

² Detailed information on the "last mile" contract is shown in the Company's Annual Report for 2014.

Large Consumers of the High Voltage Sector, bn kWh



Grid electricity consumption from IDGC of Centre by the ten largest consumers in 2015, %



33.0 %

share of useful power supply to the 10 largest customers

19,084

mln kWh
volume of consumption for the 10 largest customers

Compared to 2014, there has been a 3.9% decrease in high voltage electricity consumption, particularly due to the exclusion of the amount of electricity transmitted to the “last mile” facilities from the balance sheet: from 36,831.5 mln kWh in 2014 to 35,411.7 mln kWh in 2015.

Moreover, this reduction is due to lowered production by the following large customers:

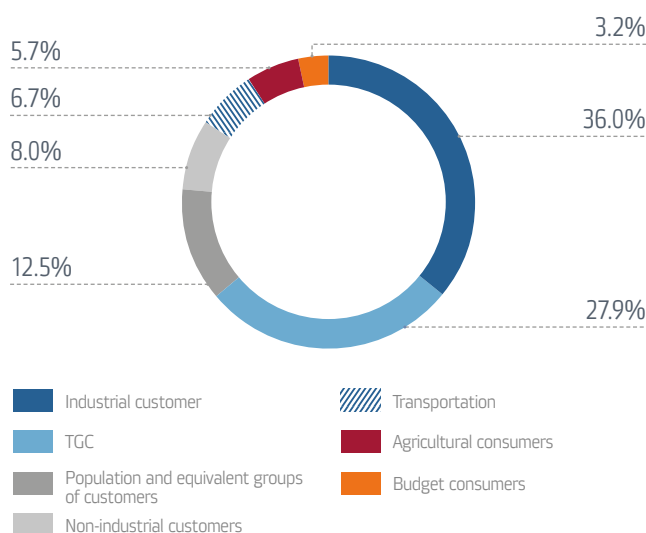
- Russian Railways, with 221.3 mln kWh, or 6.6%, net electricity supply decrease to branches of Russian Railways in IDGC of Centre’s areas of operation.
- Belgorodsky Cement, Belgorod Region, with 64.3 mln kWh, or 45.8%, electricity consumption decrease.
- OJSC Novolipetsk Metallurgical Works, Lipetsk region, with 42.9 mln kWh, or 1.4%, electricity consumption decrease.

Among customer categories, the majority of electricity is customarily supplied to industrial consumers (36.0%), to territorial grid companies (27.9%) and to the general population and equivalent consumer groups (12.5%).

Useful power supplies to the population grew continuously: from 6,399.5 mln kWh in 2014 to 7,095.5 mln kWh in 2015 (a 10.9% increase). This is mainly due to the integration of the Yargorelectroset subsidiary’s assets, with the growth resulting from the integration of at least 530 mln kWh. In comparable conditions of the balance, the growth of power consumption to the population amounted to 2.6%.

The volumes of TGC group decreased by 18.1%, from 19,327 mln kWh in 2014 to 15,828.0 mln kWh in 2015, due to the integration of Yargorelectroset’s power grid assets and due to the elimination of TGC’s status for KMA Electro LLC.

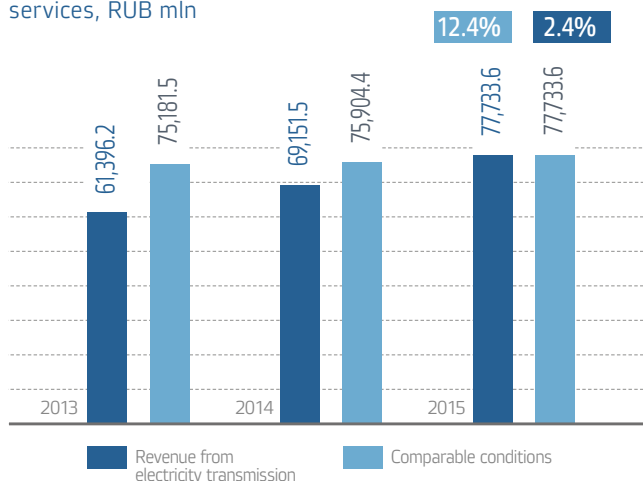
Structure of useful power supplies, categorized by customer type



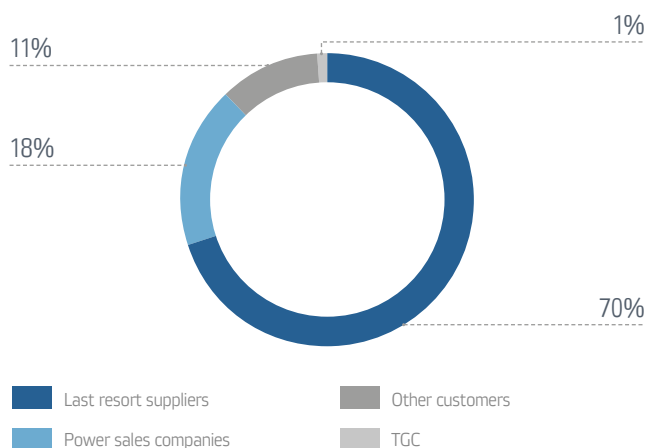
FINANCIAL EFFECT OF ELECTRIC ENERGY TRANSMISSION SERVICES

REVENUES FOR THE ELECTRICITY TRANSMISSION SERVICE

Trends in revenues from electric energy transmission services, RUB mln



Structure of revenues from electric energy transmission in 2015, by customer group



In 2013-2014, IDGC of Centre took on the function of a last resort supplier of electrical energy in 5 regions where it operates, pursuant to the resolutions of Russia's Ministry of Energy. In 2014, the Company transferred these functions to the winners of the competitions held by Russia's Ministry of Energy in all 5 regions. Thus, in 2013-2014, revenues from electrical power transmission services were included in the Company's books as revenues from electric energy sales. When comparing similar data in 2015, the revenues under the core operations increased by 2.4%, compared to 2014, due to the growth of tariffs and net power supply in the reporting year.



The structure of revenues by customer group in branch locations is shown in Appendix 3.2 to the Annual Report.

In the revenues from electric energy transmission services, the majority consists of the group of last resort suppliers (70%), and the remaining revenues are allocated between power sales companies (18%) and other customers (11%). Territorial grid companies, which since 2014 have been made up of Bryanskelekro LLC, account for 1% of revenues.

COSTS OF ELECTRIC ENERGY TRANSMISSION SERVICES

Structure of costs for electric energy transmission services, RUB mln

Cost indicator	2013	2014	2015	Variance 2015/2014	
				RUB mln	%
Electricity transmission production costs, total ¹	65,423.2	67,860.1	69,756.1	1,896.0	2.8
Non-influenceable costs	44,573.6	45,701.5	46,329.7	628.2	1.4
Loss compensation expenses	9,864.7	9,833.7	10,594.9	761.2	7.7
PJSC FGC UES services	14,729.5	15,351.5	15,259.8	-91.7	-0.6
TGC services	12,442.6	12,169.8	11,447.1	-722.7	-5.9
Depreciation of fixed assets and intangible assets	7,536.8	8,346.5	9,027.9	681.4	8.2
Influenceable costs	20,849.6	22,158.6	23,426.4	1,267.8	5.7
Tangible expenses	2,159.1	2,475.0	2,770.2	295.2	11.9
Production expenses	757.8	653.9	710.9	57.0	8.7
Personnel expenses (payroll, insurance payments, payments to the national pension fund)	13,287.4	14,536.7	15,781.9	1,245.2	8.6
Other expenses	4,645.3	4,493.0	4,163.4	-329.6	-7.3

¹ Expenses account for the production cost of services, including management and commercial expenses.

The costs of electric energy transmission services in 2015 amounted to RUB 69,756.1 mln, and exceeded the 2014 total by RUB 1,896 mln, or 2.8%. This increase in costs is due to the following factors:

- The growth of average weighted non-regulated prices in the wholesale electricity and power market and the integration of OJSC Yargorelectroset's power grid assets into the Company;
- The growth of the depreciation of payments by 8.2%, due to the commissioning of fixed assets within the framework of the investment programme;
- An 8.6% increase of HR costs, due to an increase in employees' wages and changes made to the labour payment system for the categories of managers and specialists.

NET PROFIT

Trends in net profit from electric energy transmission services, RUB mln

Indicator	2013	2014	2015	Variance, 2015/2014	
				RUB mln	%
Net profit from electricity transmission	-1,009.2	2,799.0	8.3	-2,790.7	-99.7

The main factors influencing the reduction of actual profit in 2015 versus 2014 were as follows:

- Growth of revenues by RUB 1,829.2 mln, or 2.4%.
- Growth of expenses by RUB 1,896 mln, or 2.8%, including:
 - An increase in HR costs (salary funds, insurance payments, non-pension funds) amounted to RUB 1,245.2 mln, due to the indexation of salaries and changes made to the labour payment system;
 - An increase in the loss compensation costs amounted to RUB 628.2 mln, due to the growth of average weighted non-regulated prices in the wholesale electricity and capacity market, and the integration of the subsidiary OJSC Yargorelectroset's power grid assets;
 - An increase in the depreciation of fixed assets and intangible costs by RUB 681.4 mln, due to the commissioning of fixed assets.
- An increase in the negative balance of other proceeds and costs by RUB 3,300 mln, or 86%.
- Growth of income tax by RUB 142.2 mln, or 20.7%.

ENERGY LOSS REDUCTION

In 2015, energy losses at IDGC of Centre's grids increased compared to the previous year (by 0.18 ppt) and amounted to 5,850.3 mln kWh, or 9.35%, of the grid's power supplies. This change is due to the reduction of the grid's power supply due to: the elimination of power supply volumes from the balance to the last mile facilities, a total of 119.4 mln kWh, a reduction of consumption volumes by large enterprises for total of 400 mln kWh, and the integration of power grid Yargorelectroset's assets. In terms comparable to 2015, a reduction in energy losses amounted to 98.9 mln kWh, or 0.14 ppt, compared to 2014.

The Company traditionally implements a set of measures aimed at the optimisation (i.e., reduction) of electrical energy losses: by organisational technological measures and by measures for the improvement of electrical energy metering systems. In 2015, over 5 thousand metering points were modernised. The expenses for these works amounted to RUB 75 mln. The collection of remote data from 4.9 thousand points was arranged.



Additional information on electricity transmission indicators is shown in Appendix 3.2 to the Annual Report.



Information on energy losses by branch is shown in Appendix 3.2 to the Annual Report.

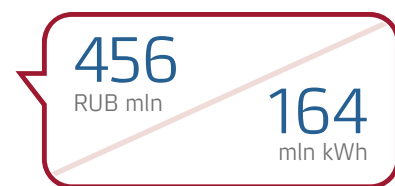
Implementation of energy loss targets,% from power supplies to the grid

Indicator	2013	2014	2015	Variance, 2015/2014
Loss, actual	9.16	9.17	9.35	0.18 ppt
Loss, target	9.43	9.18	9.44	-
For reference:				
Electricity losses in relative conditions in 2015	9.59	9.49	9.35	-0.14 ppt

By 10%

the energy loss reduction plan for 2015 was exceeded

The effect from energy loss reduction activities in 2015



Annual effect of energy loss reduction resulting from implemented activities

Actions	mln kWh	RUB mln
Organisational activities	104.8	322.0
Technical activities	9.7	19.3
Activities to improve the electrical energy billing and metering systems	49.8	114.0
Total	164.3	455.3

ENERGY SAVING AND ENERGY EFFICIENCY IMPROVEMENT

In 2014, the Company approved the Programme for the Improvement of Energy Conservation and Energy Efficiency (hereinafter, the Programme) at IDGC of Centre through 2019. Detailed information about the structure of the Programme is shown in the Annual Report for 2014.

Within the framework of the Programme, the Company carried out activities to enhance energy saving and energy efficiency improvement management systems in 2015. In particular, managers responsible for control over its implementation were appointed, and working teams were created to analyse the Programme's implementation. This energy management system was introduced in accordance with the national standard GOST R ISO 50001-2012, and the training of specialists was carried out. Certification of the system is scheduled for 2016. Nine of the Company's employees have passed trainings for the improvement of their skills at the National Research University "MPEI" in Energy Efficiency and Energy Saving In the Design of Power Grid Facilities.

Pursuant to the Programme, the Company has set targets and target values for 2015-2019, including:

- Energy losses during energy transmission and distribution over the grids;
- Energy consumption for utility needs;
- The application of up-to-date electrical metering devices in the retail market, implemented as part of the Programme's targets in 2015.

Implementation of the targets of energy conservation programmes and energy efficiency of IDGC of Centre in 2015

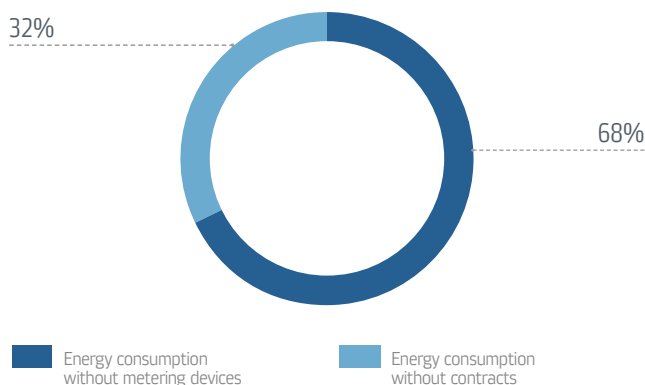
Indicator	Unit	2015	
		Target	Actual
Energy losses, including:	mln kWh	5,909.959	5,850.324
	% of FA	9.44%	9.35%
Consumption for the individual needs of substations	mln kWh	110.31	104.53
Consumption of resources for utility needs by type of resource	RUB mln	1,037	1,043
Fuel and energy, including:	thousand trf	82.133	82.895
	RUB mln	1,029.89	1,039.18
	trf per sq. m of area	0.072	0.069
Electricity	mln kWh	135.37	130.95
	RUB mln	256.53	262.23
Heat	GCal	50,166	49,704
	RUB mln	68.45	67.7
Gas	thousand m ³	1,320.1	1,131.9
	RUB mln	7.78	5.93
Other (diesel fuel, kerosene, gasoline, etc.)	thousand trf	26.52	29.09
	RUB mln	696.2	698.1
Cold water supply	thousand m ³	273.04	229.95
	RUB mln	6.93	5.22
Application of up-to-date energy metering devices in the retail market	%	91.8	91.8



Information on the consumption of energy resources in 2015 is shown in the Appendix 3.2 to the Annual Report.

The main activities targeted at reducing of the consumption of resources for utility needs are the replacement of lighting by energy efficiency, and the heating and sealing of buildings. In 2015, the effect of these activities amounted to 154.6 mln kWh, a total of RUB 436 mln. Economising resources for utility needs amounted to 396 trf, a total of RUB 2.33 mln.

The amount of refunds as a result of activities to identify illegal consumption conducted 2015



In order to reduce energy losses, IDGC of Centre carries out activities in all branches to identify the unlawful consumption of energy: energy consumed without metering devices and without agreements.

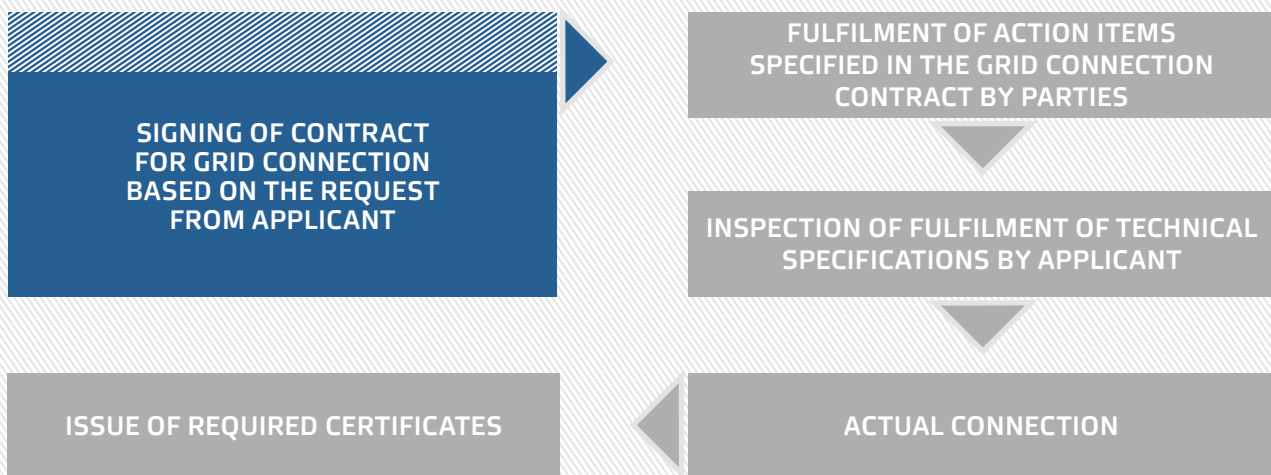
181.9 RUB mln
as a result of compensation for detected illegal consumption

GRID CONNECTION

Grid connection is a comprehensive service provided by IDGC of Centre to new customers and to the existing customers who need to increase their power consumption. Grid connection activities are state-regulated by the Grid Connection Rules and when setting the payment amount for grid connection.

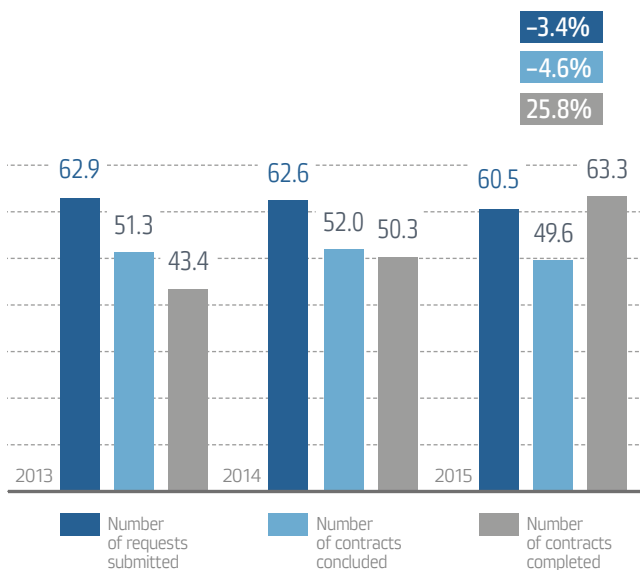
The most important issue today is the reduction of the period of time it takes to execute grid connection contracts. In 2015, IDGC of Centre continued operations in this field and reduced the connection period to 145 days, a reduction of 6 days compared to 2014.

Procedure of grid connection of the applicants



VOLUME OF SERVICES PROVIDED

Trends in implementation of the grid connection requests, thou. pcs.

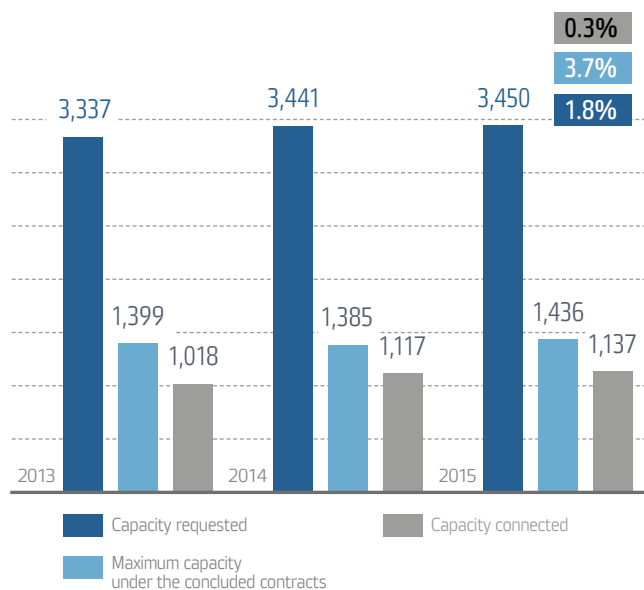


In 2015, over 60.5 thou. grid connection applications were received, which is a 3.2% decrease in comparison to 2014. The capacity requested was at the same level in 2014, since grid connection was in high demand by legal entities with large connection capacities.

In 2015, the number of contracts executed decreased by 4.7%, when compared to the previous period and the capacity connected under executed contracts increased by 3.7%.

25.8%
increase in the number
of performed connections

Trends in the implementation for grid connection requests, MW



In 2015, the number of connections increased by 25.8% when compared to 2014. Despite this, the volume of connected capacity only increased by 1.8% – up to 1,137 MW. These changes are due to the significant increase of consumer preference for a connection with a requested capacity under 15 kW.

1,137 MW
connected capacity

3.7 %
growth of connected capacity
under concluded contracts

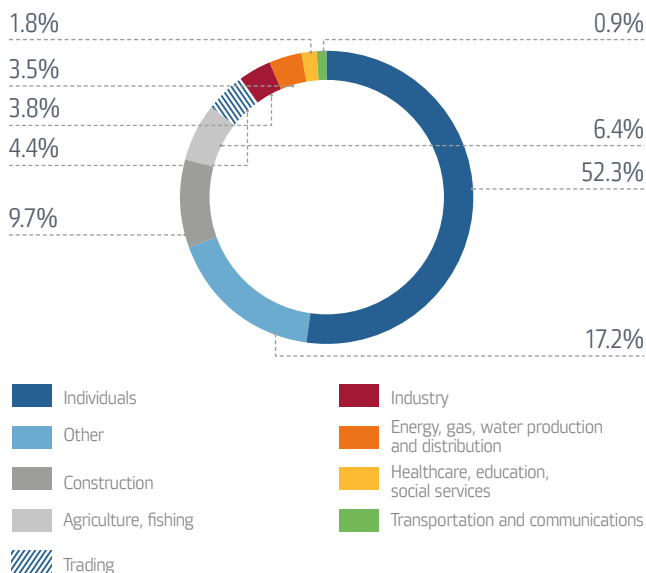
Structure of the requested capacity by customer category, MW

Indicator	2013	2014	2015
Under 15 kW (preferential category)	607.6	580.9	580.1
15-150 kW	183.5	215.1	220.2
150-670 kW	444.3	479	402.2
Over 670 kW	1,707.5	1,622.7	1,595.2
Generation	393.7	543.1	652.6
Total	3,336.6	3,440.8	3,450.3

Structure of connected capacity by customer category, MW

Indicator	2013	2014	2015
Under 15 kW (preferential category)	404.9	490.7	643.6
15-150 kW	90.6	96.6	103.3
150-670 kW	181.4	161.8	161.6
Over 670 kW	285.6	359.9	216.5
Generation	55.9	7.6	11.5
Total	1,018.4	1,116.6	1,136.5

Structure of maximum capacity connected by industry in 2015, MW



In 2015, consumers "under 15 kW" and "over 670 kW" account for the majority of connected capacity, amounting to 56.6% and 19.1% respectively.

The structure for connection capacity changed in the reporting year when compared to the previous periods. The share of "Under 15 kW inclusive" applicants increased from 43.9% in 2014 to 56.6% in 2015. On the contrary, the share of "Over 670 kW" applicants declined from 32.2% in 2014 to 19.1% in 2015.

Individual applicants accounted for over 50% of all connections in 2015 (52.3%). Among other applicants, construction and agricultural companies prevail, at 9.7% and 6.4%, respectively.

IN 2015, THE LARGEST AND THE MOST SIGNIFICANT FACILITIES CONNECTED TO IDGC OF CENTRE'S GRIDS WERE

NOV Kostroma LLC,
with maximum capacity of 5.4 MW

Capital Construction Customer Office of Russia's Ministry
of Defense, with maximum capacity of 3.8 MW

FINANCIAL EFFECTS OF GRID CONNECTION SERVICES

REVENUE FROM SERVICES ON TECHNOLOGICAL CONNECTION

Compared to 2014, revenues from grid connection in 2015 decreased by 22.5%, a result of the implementation of large connection contracts in 2014. Grid connection

revenues from "Under 15 kW inclusive" customers increased by 54.7%, compared to a similar period in the previous year.

Dynamic pattern and structure of grid connection revenues, over the 2013–2015 period, RUB mln

Indicator	2013	2014	2015	Variance 2015/2014,	
				RUB mln	%
Revenues	923.2	1,495.5	1,159.7	-335.8	-22.5
Including:					
Under 15 kW inclusive, total	37.6	43.3	67.0	23.7	54.7
Over 15 and up to 150 kW inclusive	173.9	196.6	275.7	79.1	40.3
Over 150 and below 670 kW inclusive	350.6	366.9	344.3	-22.6	-6.2
670 kW and above	358.2	886.9	463.7	-423.2	-47.7
Energy generation facilities	2.8	1.8	8.9	7.1	400.4

THE COST OF GRID CONNECTION

In 2015, expenses increased by 20.2% when compared to 2014, due to the following factors:

- The growth of personnel wages due to the indexation of wages and changes to the labour payment system;
- An increase of tangible expenses, mainly due to changes in prices and the volumes of works;
- The growth of the depreciation of payments due to the commissioning of fixed assets.

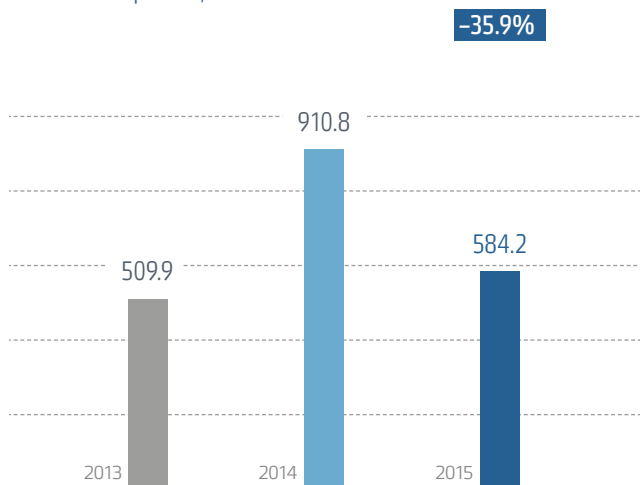
Dynamic pattern and structure of costs for grid connection services, over the 2013–2015 period, RUB mln

Cost	2013	2014	2015	Variance 2015/2014	
				RUB mln	%
Grid connection costs, total ¹	285.8	357.1	429.4	72.3	20.2
Including:					
Tangible expenses	28.5	32.3	49.2	16.9	52.3
Production expenses	4.5	3.4	4.0	0.6	17.6
Depreciation of fixed assets and intangible assets	9.7	10.6	14.2	3.6	34.0
Personnel expenses (payroll, insurance payments, payments to the national pension fund)	187.6	245.5	289.0	43.5	17.7
Other expenses	55.5	65.3	73.0	7.7	11.8

NET PROFIT FROM TECHNOLOGICAL CONNECTION

Net profit decreased by RUB 326.6 mln, resulting from a reduction of revenues and the growth of expenses for grid connection services. The growth of income taxes by RUB 2.1 mln, or 1.5%, also influenced the net profit in the reporting year.

Trend in net profit from grid connection services², over the 2013–2015 period, RUB mln



¹ Costs include all production expenses, including management and commercial expenses.

² The amount of liabilities of technological connection included in the financial statements in net profit.

OTHER ACTIVITIES

To diversify its business, IDGC of Centre develops additional services not directly related to its core activities. Additional services are paid and are not subject to mandatory government regulation.

The main directions of the additional services provided by IDGC of Centre are as follow:

- Organisation of outdoor lighting systems.
- Operational and technical maintenance and repair of electrical grids and electrical equipment.
- Reconstruction of power grid facilities for the benefit of customers.
- The provision of technical resources.
- Testing and diagnostics for equipment.
- Installation and replacement of metering equipment.
- Performing activities within the competence of customers in the course of grid connection.
- Energy audits and energy services.
- The design and construction of energy facilities.

In 2015, demand for the Company's additional services increased by 2.5% when compared to 2014, with the Company receiving over 169 thousand applications.

Trend in the requests for additional services, thou. pcs

2013	2014	2015	Deviation 2015/2014,%
187.0	164.8	169.0	2.5

DEVELOPMENT OF ADDITIONAL SERVICES

In 2015, the pilot project for the development of "Performing activities within the competence of clients in the procedure of grid connection" (Grid Connection Support) was carried out at the Voronezhenergo and Kurskenergo branches. The Company provides these services within a framework of support for small and medium businesses, who are the main customers of grid connection to power facilities under 150 kW and are covered by this new service. The service is provided on a "single window" basis, wherein the client receives the scope of all works for documentation preparation and facility connection to the grid on a turnkey basis.

Within the implementation of the pilot project in 2015, the following activities were carried out by the Company in particular: the development of algorithms and sales, defining employees' key competences for client service offices, training in client-oriented service and efficient sales methods, the implementation of an additional employee motivation system, etc.

As a result of the implementation of this project, the

number of contracts for Grid Connection Support concluded by the Voronezhenergo and Kurskenergo branches in 2015 doubled when compared to 2014. Total revenues amounted to RUB 50.8 mln, which is a 3-time increase compared to the previous year. Taking into consideration the positive experience received, the Company is planning to expand the territory of this new service by implementing it in other regions where it operates.

In 2016, the Company is planning to focus on the following activities:

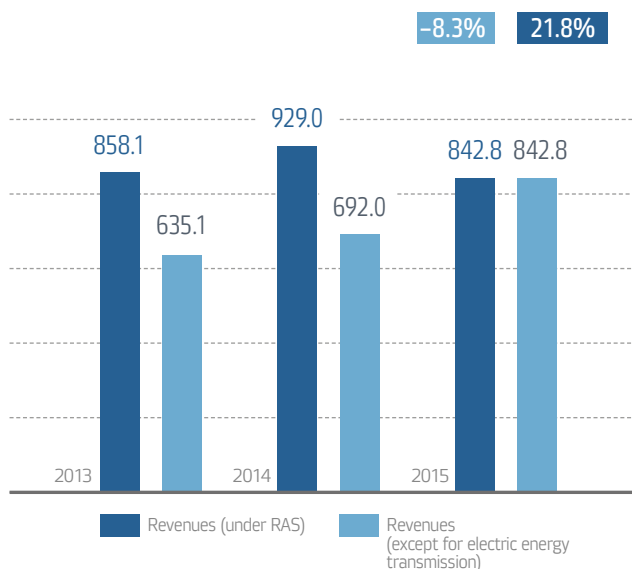
- The implementation of the project for developing the "Performing activities within the competence of clients in the procedure of grid connection" service in the Lipetskenergo and Smolenskenergo branches;
- Developing a client-oriented maintenance approach in the process of the provision of services by the Voronezhenergo and Kurskenergo branches.

FINANCIAL EFFECTS OF ADDITIONAL SERVICES

In 2015, due to an increase of the number of applications for additional services, the revenues from other operations declined by 8.3%. These dynamics are a result of the planned reduction in revenues from "Organisation of outdoor lighting systems," caused by the division of electric energy transmission services and maintenance services in the municipal contract concluded with the Smolenskenergo branch.

The analysis of revenues from additional services over the 2013–2015 periods, without the consideration of actual revenues from electric energy transmission, (revenues from energy transmission made in 2013 – RUB 223 mln; 2014 – RUB 237 mln), shows positive changes. The growth of revenues by 21.8%, compared to 2014, is mainly due to development of such businesses as "Installation and replacement of metering devices" and "Performing activities within the competence of clients in the procedure of grid connection".

Trend in revenues from additional services, over the 2013–2015 period, RUB mln



CUSTOMER RELATIONS

Interaction with IDGC of Centre's customers is carried out in accordance with a Customer Service Quality Standard (Minutes of the Board of Directors No.13/15 of June 24, 2015).



The document is available on the Company's Website .

The values and principles of customer relations are defined according to the Company mission: the identification and implementation of justified customer (consumers) requirements, the continuous monitoring of their expectations and satisfaction, and ensuring the reliable and failure-free supply of electricity to the diligent customers (consumers) of the Company's services.

In addition to the reliable and failure-free supply of electricity, our customers appreciate the availability of such services.

TERRITORIAL AVAILABILITY AND UNIVERSALITY OF SERVICES

Even in the most remote regions, the stable supply of electricity to customers, high quality service and timely consideration of applications shall be ensured.

ORGANISATIONAL AVAILABILITY

The Company's service rules shall be transparent, public and executable. Consistent and accurate information about all relations shall be available to the customers in clear form.

INFORMATION AVAILABILITY

The Company shall duly inform the customers about the cost of services, the procedure of tariff development and the amount of tariffs for services, the payment for the connection to distribution power grids, and, if required, about the procedure of price formation in the retail electricity market.

IDGC of Centre follows a customer-oriented approach, one that is based on systematic cooperation with our customers, the monitoring and analysis of their needs, and the study of our customer's opinions about the quality of services. Such an approach includes: risk analysis, the search for mutually profitable solutions, and the constructive settlement and prevention of conflicts. This feedback principle means that appropriate changes to the Company's operations are carried out according customer needs and expectations.

The Company's customers are provided with the objective and consistent consideration of their applications and claims within the established time periods, and have the possibility to appeal.

The requirement of an individual approach to consumers and the consideration of specific features of each client group are applied to all categories of consumers, meaning individuals working with large clients, and the special servicing of veterans and socially vulnerable categories of the population.

FORMS OF CUSTOMER SERVICE

The Company has three types of client service: personal service, absentee service and interactive service. Information from clients is received via dedicated and especially equipped communication channels.

TYPES OF APPLICATION

- Application
- Claim
- Consultation
- Review

Company's communication channels for customer relations

CUSTOMER SERVICE CENTRE

- Customer visit

DIVISION OF THE COMPANY

- Russian Post
- Customer visit
- Phone, fax

CALL CENTRE

- Phone
- SMS, MMS
- Voice mailbox

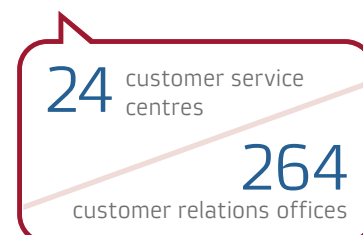
INTERNET RECEPTION

- E-mail:
 - posta@mrsk-1.ru,
 - E-mail of branch managers (<http://www.mrsk-1.ru/contact/>)
- Web reception at: <https://www.mrsk-1.ru/customers/customer-service/feedback/complaint/nat/>

RUSSIAN POST, CUSTOMER BOX

- Customer visit

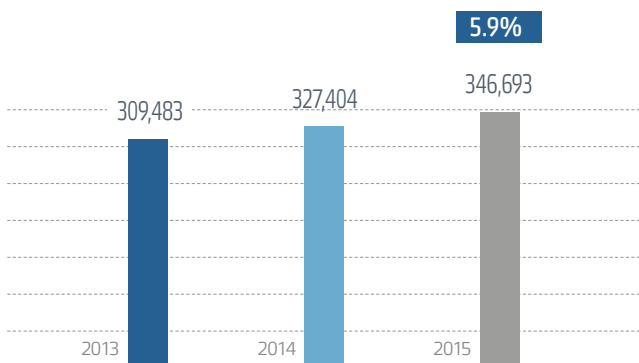
288 customer service offices,
including:



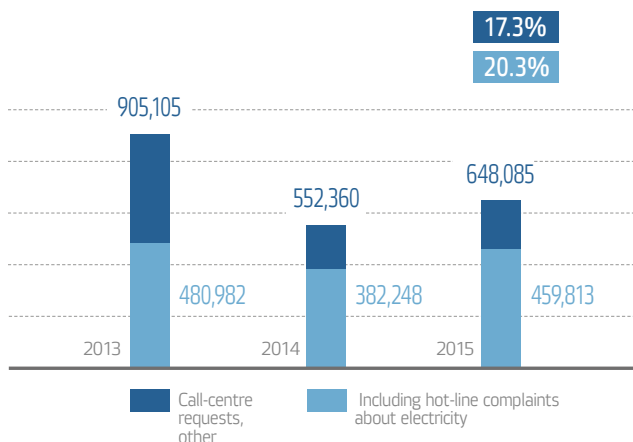
STATISTICS OF CUSTOMER APPLICATIONS

Complaints by communication channel

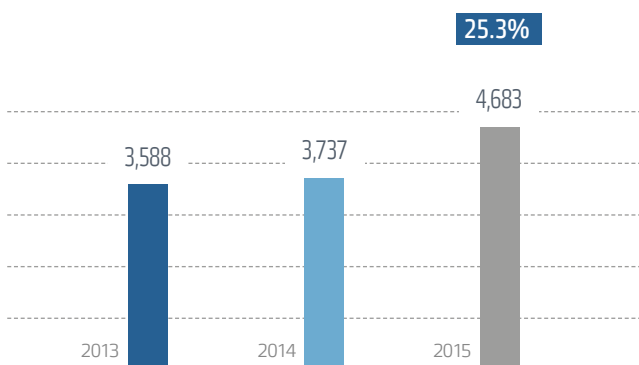
Personal visit



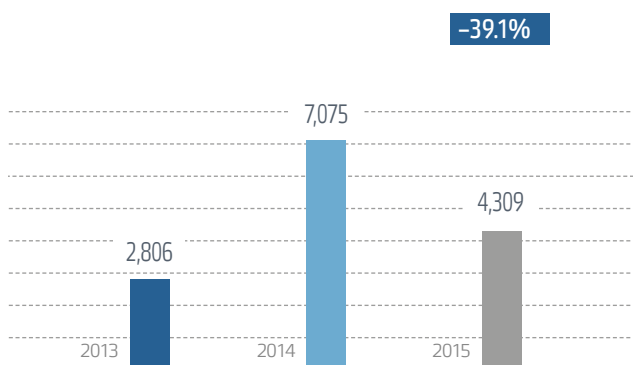
Call-centre requests



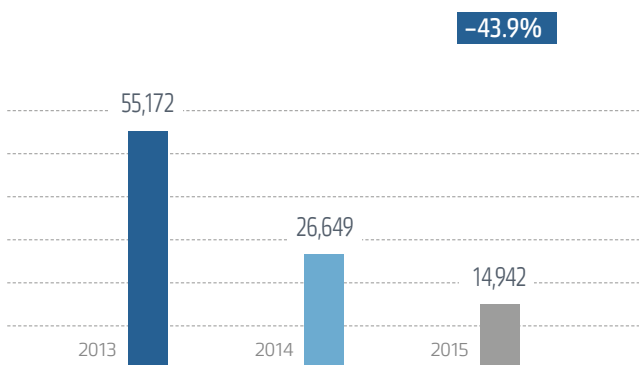
Written requests to the office



Complaints via the Web reception /My Account/On line consultation/E-mail



Other customer applications

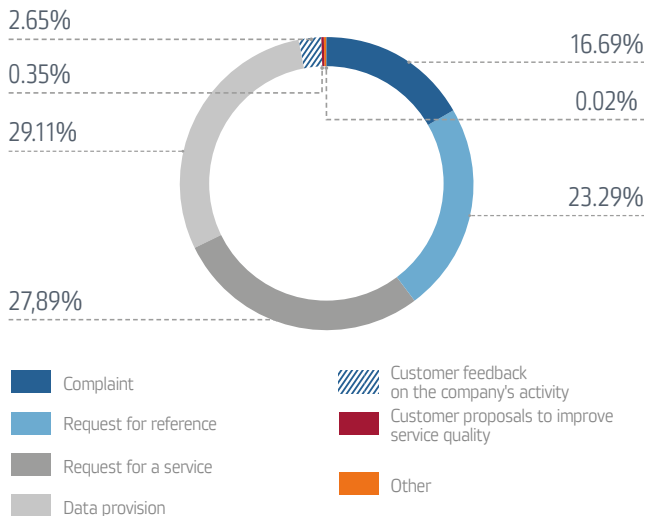


Complaints for electrical energy interruptions account for almost 45% of all customer complaints made to the Company. In addition this, a significant share of complaints concerns additional services offered by the Company (16.6%) and grid connection (13.7%).

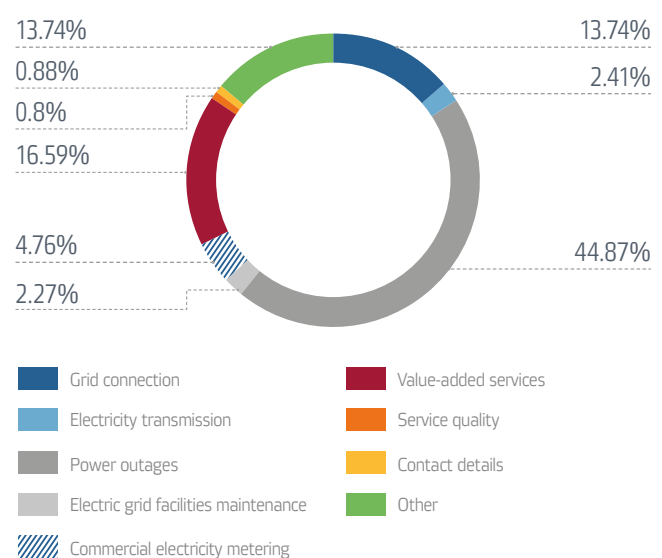
Over 1 million applications from customers received the Company in 2015.

By 11.1 % increased the number of applications compared to 2014.

Structure of consumer complaints in 2015 by category



Structure of consumer complaints in 2015 for reasons (topics)



ASSESSMENT OF THE RELIABILITY AND THE QUALITY OF SERVICES PROVIDED

Assessment of the reliability and quality of services provided is an indicator of the Company's efficiency in customer relations. Electricity transmission services and grid connection services are evaluated.

Quality indicator comprises evaluations are assessed according to the following criteria:

- Information consistency;
- Execution;
- Feedback effectiveness.



Detailed information about the branches' evaluation of the achievement of reliability is shown in Appendix 3.3. of the Annual Report.

Target values are set for each the Company's branches on an annual basis by executive authorities of the RF's constituent entities, which are responsible for state regulation of tariffs. Actual evaluation carried out by the Company's employees is based on the results of customer interviews by phone or in writing (including interactive questionnaires). Customers can also assess the quality of the Company by completing an online questionnaire about the quality of IDGC of Centre's services: <https://www.mrsk-1.ru/clients/customer-service/reception/anketa/>.

In 2015, the indicators of quality of service provided did not exceed target values and were achieved by all branches.

IMPROVEMENT OF THE QUALITY OF CUSTOMER RELATIONS

In 2015, IDGC of Centre focused on the following activities to improve the quality of its customer service:

- An appointment feature for consumers visiting customer service offices was implemented.
- An online knowledge base for customer service office employees was developed and implemented.
- Scenarios of processing customer complaints were amended to provide more consistent information requested by the customer at the stage of application reception.
- Notification via SMS about the execution of applications for grid connection, as well as notification about planned and emergency repair work, including power outages and the need to replace metering devices, was introduced.
- The improvement of skills and training for employees directly working with customers was carried out. Training was carried out in the Voronezhenergo and Kurskenergo branches in sales skills, and a customer-oriented approach to the provision of services.