BUSINESS DRIVERS

DOUBLE MATERIALITY → **SUSTAINABILITY PLAN PILLAR** → **SUSTAINABLE DEVELOPMENT GOALS (SDGs)**

MATERIAL TOPICS:
- Climate change
- Resilient grids
- Electrification of uses
- Economic value creation

BUSINESS DRIVERS
- Toward 100% renewable generation
- A safer, more resilient and digitalized power grid
- Electrification of uses

Enel integrates sustainability into the business to create a balance between both Company and local needs throughout the value chain, driving the energy transition in a direction that is fair and inclusive. With this approach, grids play a key role in being able to fully integrate renewable energy sources and support the transformation of customers' energy use in homes, cities, and industry.

Below the 2023 results related to the previous 2023-2025 Sustainability Plan, the resulting progress and targets of the 2024-2026 Sustainability Plan, which may be redefined, added, or outdated with respect to the previous Plan.

ACTIVITIES	2023 RESULTS	2024-2026 TARGETS	MAIN SDGs
DEVELOPMENT AND MANAGEMENT OF RENEWABLES			
Development of additional renewable capacity and reduction of thermal capacity	**4 GW** of new consolidated installed renewable capacity[1]	**73 GW** of renewable capacity by 2026[2]	7 13
	Reduction of thermal capacity by around **5.1 GW** compared to 2022		
GHG free production on total (% of total generation)[3]	**75%** GHG free production	**86%** GHG free production in 2026	7 13
Sustainable Construction Site Monitoring the effectiveness of the adoption of sustainable practices (no. practices adopted/no. practices defined in the CSV Plan)	**96%** renewable construction sites[4] **82%** hydroelectric, geothermal and thermal construction sites	**95%** renewable construction sites[4] in 2024 **85%** hydroelectric, geothermal and thermal construction sites in 2024	8 12
IMPROVEMENT AND DEVELOPMENT OF GRIDS			
End users with active smart meters - digitalized grid customers [5]	**45.2 mil** (64.3%)	**71%** in 2026	9 11
SAIDI[6]	**218 min**[7]	**161 min** in 2026[8]	7 9
Grid losses:			
Italy	**4.7%**	**4.7%** in 2026	7 9
Europe[9]	**5.7%**	**5.4%** in 2026	7 9

(1) Including managed renewable capacity and BESS (Battery Energy Storage System), in 2023 5.3 GW of installed capacity has been achieved (of which 934 MW BESS).
(2) Includes ownership, partnership, stewardship and BESS.
(3) Includes managed capacity.
(4) Except hydroelectric and geothermal.
(5) Of which 28.7 million second-generation smart meters in 2023.
(6) Target included in the remuneration plan as a gate.
(7) Indicator subjected to reasonable assurance.
(8) Target has been redefined with regard to the scope of core countries; it is therefore not comparable with the 2023 result.
(9) The figure includes Italy and Spain. In 2023, Romania is included until October 30th.

Goals: New, Redefined, Outdated

Progress: Not in line, In line, Achieved

N.A. = not applicable, target not included in the 2023-2025 Sustainability Plan

ACTIVITIES	2023 RESULTS	2024-2026 TARGETS	MAIN SDGs
TECHNOLOGIES AND SERVICES FOR CUSTOMER ELECTRIFICATION			
Digitalization of services for municipalities (YoUrban platform)	**4,500** connected municipalities	**4,800** connected municipalities in 2026	9 11
SUSTAINABLE FINANCE			
Investments (Capex) aligned with European taxonomy[10]	**84.8%**	**>80%** in the period 2024-2026	13
Sustainable sources of financing (sustainable debt/total gross debt)	**64%**	**~70%** in 2026	7 13

(10) Target included in Sustainability-Linked financial instruments.

BUSINESS DRIVERS

The fight against climate change is the main challenge of our century and for Enel, as a global player in the energy market, it is one of the pillars of its short and long term strategy. The fundamental elements are **continuous collaboration with stakeholders** and a clear and solid **decarbonization roadmap** certified by the Science Based Targets initiative (SBTi) and aligned with the objectives of the Paris Agreement (COP 21) to limit the average global temperature increase to below 1.5 °C.

Specific strategic actions have been defined to support this roadmap, which include phase out of coal-fired generation by 2027, subject to approval by the relevant authorities[(1)], which will enable the achievement of 100% renewable generation by 2040. The Group also intends to exit gas sales to end customers by 2040, promote end-use electrification and ensure that 100% of electricity sold is derived from renewable sources by 2040.
In an increasingly complex context, regulated businesses are fundamental to the Group's strategy to improve service quality and resilience, as well increase the focus on networks and therefore benefit from favorable regulatory frameworks. Investment choices in renewables will be more selective, aiming for a positioning that maximizes returns and mitigates risks. Finally, the Group plans to optimize its customer portfolio and end-to-end processes, increasing efficiency in the process of acquiring and managing customers and improving customer retention through integrated offers. The Group confirms that it intends to focus its investments on six core countries and especially where it can leverage an integrated position, specifically Italy, Spain, Brazil, Chile, Colombia and the United States.

A strategy that promotes the achievement of the UN Sustainable Development Goals and in particular **SDGs 7 ("Affordable and clean energy"), 9 ("Industry, innovation and infrastructure"), 11 ("Sustainable cities and communities"), and SDG 13 ("Climate action")** (see table on next page).

Enel integrates sustainability into the business in order to create synergies between the Company's needs and those of the areas where it operates, throughout the value chain, by adopting models, in both generation and distribution, that increase and foster collaboration with communities, generating efficiencies and positive impacts in social, economic and environmental terms, particularly by promoting and applying an innovative and circular approach.

In particular, circular economy focuses on reducing the consumption of non-renewable resources, maximizing the value of those already used and of the goods produced, integrating sustainability from asset design to end-of-life, particularly through innovative solutions and material recycling and reuse practices, thus allowing the pressure on the demand for critical raw materials and technologies to be reduced.
Innovation initiatives continue with a view to finding advanced solutions that support the business, focusing on resilience and operational excellence.
In every activity, the Group is committed to protecting the health and safety of people, including through new technologies for accident prevention, worker empowerment and strengthening the culture of safety.

(1) As far as the conversion of coal-fired plants is concerned, the Group will evaluate the best available technologies, based on the needs indicated by the distribution network operators.

SUSTAINABLE DEVELOPMENT GOALS	ENEL'S CONTRIBUTION	ACTIONS	2023 RESULTS
13 CLIMATE ACTION	**SDG 13.2** Integrate climate change measures into national policies, strategies and planning	• Development of new capacity from renewable sources to have a portfolio of 100% renewable generation by 2040, also thanks to the exit from thermal generation by the same year • Exit coal-fired generation by 2027 subject to authorization from the competent authorities • Exit from gas sales to end customers by 2040 and 100% sales of energy from renewable sources by 2040 • Enel Capex Plan fully aligned with the target	• Reduction in Scope 1 GHG emissions intensity relating to Power Generation: **160 gCO_{2eq}/kWh** (**-56.2%** *vs* 2017) • Reduction in Scope 1 and 3 GHG emissions intensity relating to Integrated Power: **168 gCO_{2eq}/kWh** (**-49.3%** *vs* 2017) • Reduction in Absolute Scope 3 GHG emissions relating to Gas Retail: **16.8 $MtCO_{2eq}$** (**-33.5%** *vs* 2017) • Reduction of additional absolute GHG emissions (Scopes 1+2+3) Roadmap 2030: **11.9 $MtCO_{2eq}$** (**-48.6%** *vs* 2017)
7 AFFORDABLE AND CLEAN ENERGY	**SDG 7.2** Increase substantially the share of renewable energy in the global energy mix	**Towards a 100% renewable generation** • **Decarbonization of the generation mix**, with the progressive **development of renewable energy**, taking advantage of the **hybridization of renewables with storage solutions**, and the concomitant exit from electricity generation from thermal generation capacity	• **68.2%** consolidated renewable capacity • **4.0 GW** of new consolidated installed renewable capacity(1) • **55.5 GW** of consolidated renewable capacity(2) • **75%** of GHG free production (including managed capacity)
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	**SDG 9.1** Develop quality, reliable, sustainable and resilient infrastructure, including regional and trans-border infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all **SDG 9.4** Upgrade infrastructure and retrofit industries to make them sustainable, with increased resource use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities	**A safer, more resilient and digitalized power grid** • **Digitalization, resilience and improvement of grid quality** to fully integrate renewable energy sources and support the transformation of customers' energy consumption in homes, cities, and industry • **Flexibility of networks** to allow openness to the participation of all those involved in electrification, and to connect millions of users and prosumers	• **218 minutes** SAIDI (System Average Interruption Duration Index) • **9.6 GW** demand response • **45.2 million** end users with active smart meters(3) • **113.4 MW** Storage Behind The Meter(4)
11 SUSTAINABLE CITIES AND COMMUNITIES	**SDG 11.2** Provide access to safe, affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons **SDG 11.3** Enhance inclusive and sustainable urbanization and capacity for participatory, integrated and sustainable human settlement planning and management in all countries	**Sustainable cities and communities and electrification of uses** • **Offering innovative products and services to accompany customers on the path of clean electrification and transformation of energy habits**, in order to make electricity from renewable sources increasingly accessible and widespread in homes, businesses and public administrations, supporting small and large municipalities toward a smart city model • **Support for distributed generation in the territory**, through self-production and the development of energy communities, with a further commitment to promote the development of an increasingly advanced and flexible public and domestic charging infrastructure	• **24.3 thousand** public owned charging points(5) • **3.26 million** public lighting points • **4,500 municipalities** connected on the YoUrban platform

13 7 9 11 **>90%** **Capex aligned with SDGs in the period 2024-2026**

(1) Including managed renewable capacity and BESS in 2023, 5.3 GW of installed capacity has been achieved (of which 934 MW of storage with batteries).
(2) Including managed renewable capacity and BESS in 2023, 63 GW of installed capacity was reached.
(3) Of which 28.7 million second-generation smart meters in 2023.
(4) The overall storage figure at December 31, 2023 was 1,730 MW.
(5) It should be noted that the figure shown, if also including the charging points of companies operated in joint ventures, would be 25,337 as of December 31, 2023.

Towards a 100% renewable generation

EU1 | EU2

127.0 TWh

CONSOLIDATED GENERATION FROM RENEWABLE SOURCES

112.4 TWh in 2022[2] **+13.0%**

Power generation plays a key role in significantly reducing global greenhouse gas emissions, and technological development, particularly in the field of renewable energy, is allowing an acceleration of this scenario. Enel's new Strategic Plan envisages 73 GW of installed renewable capacity[3] by 2026, compared to 63 GW in 2023, with the goal of achieving 78% of renewable capacity on total[4] by 2026, thanks to more than 12 billion euros of gross investment, which is about one third of the total planned investments over the plan period. The share of GHG free production[5] will reach 86% by 2026 (75% in 2023).

To increase plant efficiency and reduce generation costs, repowering will be leveraged along with storage to improve the electricity system flexibility and load management. The volume of energy generated using renewable sources depends on several different variables, which means that it is not constant over time. This can lead to excess generation during specific hours of the day or excessive variability, particularly due to weather conditions. Storage systems allow the energy generated by the plants to be stored and returned to the grid when needed, for example, to cope with peak demand.

As part of this decarbonization path, Enel has launched site repurposing/regeneration projects in Europe and Latin America, aiming to enhance the value of industrial assets by giving thermoelectric power plant sites a second life through redevelopment and new development projects based on the key principles of the circular economy and sharing with local communities and institutions. Enel wants to enhance the energy potential of the sites with both renewables and the technologies needed for the energy transition, including Battery Energy Storage Systems (BESS) and photovoltaic panels. It is also working with external developers and local stakeholders to develop additional initiatives in areas not used for energy purposes that will create social and economic benefits.

As part of the Group's commitment to a **just transition**, specific upskilling and reskilling programs are developed for people in the Company affected by the evolution of the business, and suppliers are involved in various initiatives to support their retraining and diversification.

Below are some examples of these initiatives:

- **Italy**
  - **Porto Tolle**: construction of a tourist village by a third party;
  - **Brindisi Nord**: implementation of an integrated logistics hub by a third-party project for the renewable supply chain;
  - **Brindisi Sud**: hybrid upgrading of energy projects and scouting for new innovative third-party projects;
  - **La Spezia**: new integrated energy hub with energy projects and complementary projects with third parties also on the renewable supply chain;
  - **Livorno**: creation of a logistics hub; review of urban zoning for "commercial" use currently under way;
  - **Bari**: implementation of industrial/handcraft redevelopment projects on behalf of third parties;
  - **Montalto**: integrated program of interventions under way to obtain the necessary urban zoning changes for the development of the area, including through third-party development (photovoltaic tracker factory) to supplement energy projects;
- **Spain**
  - **As Pontes, Litoral, Compostilla, Alcúdia**: ongoing commitment to research and implementation of new initiatives to repurpose the facilities and RES in the affected areas;
  - **Teruel**: Coal2RES internal redevelopment and social development, training, new projects in the industrial, commercial and tourism sectors for the whole area;
- **Chile**
  - **Tarapacá**: gradual transformation of the site into the first industrial hybrid area in Latin America through redevelopment of the areas with third-party projects in logistics, reuse of assets for water and energy management and disposal, and development of new energy projects. Furthemore, as part of the current preparations for the final demolition of the plant, following receipt of all necessary permits, the power plant is an example of conservation and protection of native habitats and species, being located near a Priority Site for Biodiversity (see the "Roadmap towards natural capital conservation" chapter).

(2) Excludes managed capacity. The figure is equivalent to 61% of the total.
(3) Includes consolidated capacity (ownership and partnership), capacity under stewardship and BESS. As of the end of 2023, renewable generation accounted for 55.5 GW of consolidated installed capacity (equivalent to 68.2% of net installed capacity), including 4 GW of new consolidated renewable capacity installed during the year.
(4) Includes managed renewable capacity and BESS. The figure is equivalent to 71% in 2023.
(5) Includes production from managed capacity.

Sustainable management models are applied to the entirety of the assets under development and operation, and throughout the entire life cycle (Development, Design & Construction, Operation & Maintenance, Decommissioning), from **site design to construction, from plants operation to their dismantling**. The aim is to identify risks and potential environmental and social impacts on plants and the territory, mitigating their effects through the use of sustainability practices, including, for example, the use of local labor, maximization of recycling of waste produced, reduction of water consumption and CO_2 emissions, as well as performance monitoring through measurement indicators and synthetic indices.
Among the latter, a specific indicator, the **Sustainable Design Index (SDI)**, has been defined and tested for the design and construction phase, which allow the potential social, environmental, and contextual risks to be assessed for new projects, from the design phase onwards, tracking the effectiveness of sustainability actions aimed at reducing them. For operating plants, the **Sustainable Plant Index (SPIN)** has been defined which summarizes, in a single indicator, the performance of power plants with respect to the most relevant environmental (waste, water, energy, biodiversity) and social aspects, thus making it possible to promote the most virtuous plants to be taken as an example, while at the same time identifying the less virtuous ones on which to intervene, focusing actions on the specific areas of impact.
In 2023, the Sustainable Design and Construction Site model was applied at all construction sites, with 82% of the sustainable practices envisioned under the model adopted at hydroelectric, geothermal, and thermal sites and 96% at the remaining renewable technologies sites[6].

With the aim of reducing dependence on raw materials, raising market efficiency standards, and improving sustainability at the same time, Enel is promoting greater supply chain diversification of key technologies for the transition. In particular, in April 2022, Enel Green Power signed a subsidized loan agreement with the European Union for the transformation of 3Sun into a solar panel gigafactory in Catania, Sicily (Italy), which will become Europe's largest factory for the production of high-performance bifacial photovoltaic modules. The gigafactory will make a significant contribution to the growth and maintenance of a solar supply chain in Europe.

3Sun Gigafactory: the future of energy takes shape in Catania

A hub of technological excellence for Italy's energy independence

The 3Sun photovoltaic module factory in Catania, which was established in 2010 and has grown continuously, is preparing to become a true gigafactory, with annual production capacity that will grow 15-fold, from the previous 200 MW to 3 GW, becoming the largest photovoltaic panel factory in Europe. The project is funded in part by the EU Innovation Fund, which identified TANGO, *i.e.,* iTaliAN Giga factOry, as one of seven selected initiatives, and by Italy's National Recovery and Resilience Plan (NRRP). 3Sun will enable the relocation of PV industrial value and strategic technological know-how within the territory of the EU, stimulating economic growth in Sicily through the creation of direct jobs and indirect employment opportunities.

(6) Data refer to the number of sustainability practices adopted/number of practices defined in the CSV Plan.

A safer, more resilient and digitalized power grid

3-3 | EU4 | DMA EU (former EU7)

218 min **2.5** no. **67.3**%

SAIDI	SAIFI	CABLING RATIO[7]
231 in 2022	2.6 in 2022	60.7% in 2022
-5.8%	**-4.6%**	**+10.9%**

Grids have a key role to play in the energy transition, to fully enable the integration of renewable energy sources, which are intermittent in nature, and to support the transformation of customers' energy uses, in homes, cities and industry. To this end, investments of 18.6 billion euros are planned over the three-year plan period 2024-2026, half of which are earmarked for improving the quality of the grid, its resilience and digitalization, with more than 30% dedicated to connecting new renewable sources. The Group is committed every day to improving service quality and reliability and reducing the number and duration of outages (SAIDI equal to 161 min in 2026[8]).

An essential infrastructure that is increasingly exposed to extreme weather events and the effects of climate change: during 2023, Enel's networks suffered significant damage caused by violent weather events, including the floods in northern Italy, where the Company intervened not only to restore services, but also to support local communities in responding to the emergencies themselves.
Hence the importance of adapting the infrastructure to extreme weather events in order to continue to provide an essential service for people, businesses and communities, focusing targeted investments, improving the ability to respond to emergencies and maintaining a close relationship with customers in the different Regions and Countries where the Group is present. All of this must also be supported by a regulatory environment that attracts investment and makes this commitment economically and financially sustainable.
To this end, as part of the further development of the Group's Climate Change Adaptation Plan, the mapping of acute climatic phenomena in areas where Enel has distribution activities and the preparation of a catalog of resilient solutions continued in 2023.

Digitalization and flexibility of networks are also needed to manage more connections of small self-producers. In a context of increasing distributed renewable generation across the territory, prosumers, *i.e.*, energy producers who are also consumers, can generate electricity for their own use but also feed it into the grid, becoming energy independent and contributing to renewable energy generation. During 2023, nearly 540,000 new producer and prosumer connections were activated globally, adding 7.9 GW of distributed renewable capacity connected to the Group's grids, reaching a total of about 68 GW of capacity from about 2 million producer and prosumer connections.

In the context of grids as well, a model of sustainable infrastructure management has been defined which, in addition to environmental aspects (an example of which is the cabling ratio[7]), aims to maximize the shared value generated during the design, construction and maintenance activities of the networks. The Sustainable Infrastructure project launched in 2022 is particularly focused on primary substation construction work, where, in order to standardize the adoption of sustainable initiatives, a Sustainable Site Reference Model tool has been developed, which, integrated into digitalized systems, allows the number and type of solutions implemented at all active sites or in the process of being opened to be monitored, in order to measure their impacts based on four criteria: decarbonization, social impact, environmental impact and circularity.
With the aim of promoting operational efficiency and emissions reduction, the Open Power Grids association, founded in 2022, involved 35 members during 2023 (including grid operators, producers, research institutes and other industry players) in sharing and developing standards and technologies for grid components in order to accelerate the adoption of more efficient, safe and sustainable electricity grids, for faster achievement of the requirements towards the zero emissions ambition. In this regard, the 10 technical committees of Open Power Grids released 13 documents included in the association's platform which will allow economies of scale to be developed in the acquisition of sustainable grid components.

(7) The index is determined by the ratio of the length of cable lines to the total length of lines, representing the reduction of lines in bare conductors, *i.e.*, without insulation, the main benefits of which are the containment of plant cutting activity and a drastic reduction in the risk of electrocution and collision for birds.
(8) SAIDI: System Average Interruption Duration Index. The 2026 target refers to the core perimeter.

Grid mining & Circular Economy activities continued in 2023 with the aim to reviewing the end-of-life management processes of grid assets from a more sustainable perspective and identifying material recycling and reuse practices, through activities aimed at recovering precious metals and other materials/devices from obsolete infrastructure, in order to minimize environmental impacts and maximize positive social impacts and market value creation (see the "Circular economy" chapter).

The ambition to make grid infrastructures increasingly sustainable is pursued through constant research and development of innovative solutions that allow to rethink assets, their management and their end of life. In particular, following a **Sustainable by design** approach, in 2023, after the identification of the winning projects of the challenges for the innovative redesign of electrical assets, the activities focused on designing new primary and secondary substations, as well as street boxes, the first examples of which were installed in various cities (see the "Innovation" chapter). **Circular projects** focused on maximizing the value of assets, also at the end of their life, include the DPI New Life Project that E-Distribuzione is carrying out in Italy, which involves the recovery of expired or worn out Personal Protective Equipment to be transformed into secondary raw material that can be used in the construction industry. In terms of grid resilience, a project has been launched to boost connectivity on the grid in rural areas through satellite communication, thus improving the quality of the service offered.

With the aim of increasing the safety of internal and external personnel and the effectiveness of power grid operations, key initiatives in 2023 enabled the identification and initial testing of smart and sustainable tools and devices, more comfortable innovative clothing, and robotic solutions to support network height maintenance activities. Additional projects involved drones that enable interaction with power grid components for maintenance and installation activities, as well as the use of artificial intelligence to support operations and reduce risks to people (for more details on the initiatives carried out, see the "Health and safety of people" chapter).

Electrification of uses

3-3 | DMA EU (former EU24)

9.6 GW

DEMAND RESPONSE

8.5 GW in 2022 **+13.1%**

24,281 no.

PUBLIC OWNED CHARGING POINTS[9]

22,112 in 2022 **+9.8%**

3.26 mil

PUBLIC LIGHTING POINTS

3.02 mil in 2022 **+7.8%**

In order to achieve the goals set out in Enel Group's decarbonization roadmap, action has to be taken also on indirect emissions by leveraging, in addition to suppliers, the gradual change in customer habits in uptaking more efficient technologies leveraging electricity as a carrier. The energy sector is in the midst of a real revolution, with a strong push toward a new way of producing and consuming energy. Enel X Global Retail is playing a leading role in this transition with an ecosystem of integrated, easy-to-adopt solutions designed around the needs of people, institutions and businesses, enabling customers to make more efficient and conscious energy choices.

Solutions and initiatives include:

- **products for industrial and commercial enterprises**, to help them improve their energy performance and achieve Net Zero goals with technologies to use energy from renewable sources, such as solar panels, the electrification of company car fleets, and the development of services for so-called "flexibility", such as demand response (see the box on the Santa Rosa Water project), the added value of which lies on the one hand in contributing to network stabilization services and on the other in transforming energy from a pure cost to a source of revenue for the end customer[10];

- **products for small and large municipalities** geared toward the development of a citizen-conscious smart city model, more efficient, safe and accessible spaces, with services ranging from smart lighting to energy optimization for public buildings, from electricity and gas supply to solar power generation – also with a view to establishing a renewable energy community – to data and image analysis tools for real-time monitoring of infrastructure and active solutions in urban spaces through the YoUrban digital platform;

- **products for residential customers** that combine savings, comfort, safety and respect for the environment, and that range from the supply of electricity, gas and fiber (see box "Enel Fibra Product of the year") to electric mobility, from cooling and heating technologies to photovoltaic systems for self-generation, all through an integrated structure focused on offering a "bundle" of value-added products and services – such as "Tutto Enel, è Formidabile" in Italy and Spain and "Todo Cuenta" in Spain – in order to simplify customers' lives and respond to different consumption needs.

In this context, Enel is constantly striving to keep the customer at the center, aiming to improve their experience by caring and listening in order to gain a better understanding of what they need, with the aim of increasing efficiency and loyalty, taking full advantage of the potential of digital technology for effective interaction. Increased customer loyalty comes from providing a consistent high quality service that is above all personalized by type of customer (B2C, B2B, B2G), so as to enhance the features of the Group's activities and offer solutions that are more responsive to local needs (see the "Customer centricity" chapter).

With the aim of fostering active management of the Group's customer portfolio, investments of around 3 billion euros gross have been planned between 2024 and 2026, through geographic refocusing on Italy, Iberia and Latin America and organizational streamlining.
In addition to numerous value-added services, Enel X Global Retail currently provides electricity and gas to around 61 million customers, operates demand response services with 9.6 GW of total contracted capacity, counts 24.3 thousand public charging points for electric vehicles and 3.26 million public lighting points globally.
To ensure that this path is not only environmentally sustainable but also socially inclusive, the Group is committed to designing and developing innovative solutions that leverage the

(9) Note that if the figure shown also included the charging points of companies operated through joint ventures it would be 25,337 as of December 31, 2023, and 22,617 as of December 31, 2022.
(10) Demand response is a tool that allows direct action to be taken on energy generation and consumption levels to cope with supply reductions or peaks in market demand: industrial and commercial customers are paid for their availability, and the electricity grid benefits in terms of stability and greater integration of renewables.

principles of circular economy and social inclusion, as well as the enhancement of the territories. Enel is committed to ensuring access to electricity, even in the most remote areas, and to providing quality service even to those in vulnerable situations (*e.g.*, due to age, physical condition, economic condition, etc.).

Enel Fibra Product of the Year

Enel Fibra was elected Product of the year for innovation

Enel Fibra won the "Product of the Year" award in the Fiber Telecommunications Services category for new products and services released and marketed between January 2022 and December 2023. The Innovation Award is based solely on consumer voting. Enel Energia entered the connection market with its Enel Fibra product, which enables browsing with a download speed of 1 Gigabit/s, no activation costs and a modem included.

The modem also serves as a hub for Enel X Smart Home devices, allowing access to all smart home features without having to purchase an additional network device.

Santa Rosa Water in California

Flexibility, a tool to benefit the power grid and businesses

Santa Rosa Water, a wastewater collection and treatment company in Santa Rosa, California, participates in the demand response program run by Enel. At peak grid times, when the power supply is insufficient to meet demand, the company receives a notification and within 30 minutes implements its plan to reduce power consumption. By turning off non-essential equipment, it can reduce its load by nearly 2,000 kW, which amounts to more than 50% of the site's peak power. As a result it helps the grid to avoid blackouts and brownouts while at the same time

being remunerated for its availability: during 2023, following dispatch orders received from the grid operator, it offered an average of 1.3 MW of flexibility (with a peak of 2.6 MW recorded in March 2023), earning a total remuneration of around 100,000 US dollars for participating in the program.

Enel supplies energy to universities

Collaboration with academic institutions to self-generate energy

In Spain Enel supports academic institutions to reduce their energy needs through energy self-generation solutions using renewable sources, such as solar.
For the University of **Seville**, Enel will build a 2.68 MWp photovoltaic power plant capable of producing 4,073 MWh of electricity per year, covering nearly 33% of the university campus' energy needs.
For the University of **Granada**, Enel has proposed an integrated solution that will see a 2.65 MWp

photovoltaic power plant generate 4,175 MWh of electricity per year, covering 27.4% of the energy requirements of the various campus centers, and a supply contract that will provide the university with about 11 GWh per year.