

Working with consumers

CONSUMERS OF KEGOC'S SERVICES ARE LEGAL ENTITIES: ENERGY PRODUCING, ENERGY TRANSMISSION, ENERGY SUPPLY ORGANIZATIONS, INDUSTRIAL ENTERPRISES.

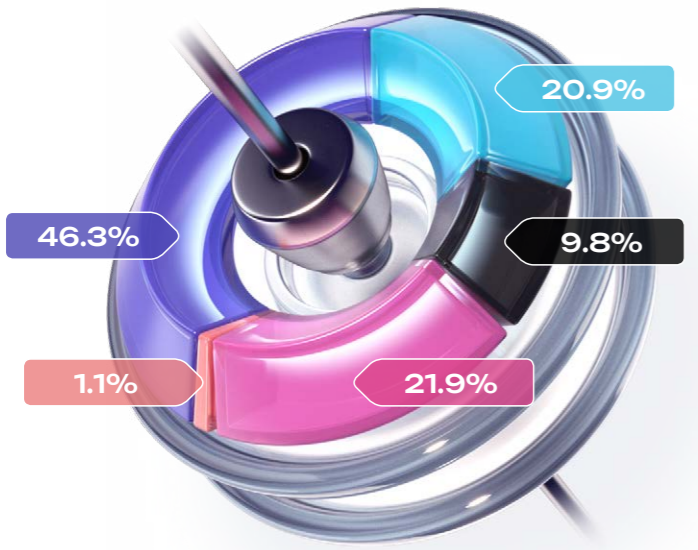
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When planning the volume of system services, the following are taken into account:

- current economic situation in the country;
- development of regional generation and plans of consumers of system services to increase/decrease consumption;
- the possibilities of a circuit-mode nature, in terms of optimizing repair work, contributing to the export and transit of electric energy to neighboring countries.

All these measures contribute to mitigating the risk of reducing the volume of system services provided from the planned ones. In 2023, the system services to the subjects of the wholesale market were provided in full in accordance with the concluded contracts and consumer requests.

Distribution of contracts by category, %



EU3, 2-6

- Energy supply organizations
- Energy producing organizations
- Energy transmission organizations
- Direct consumers
- Foreign contractors

Total number of contracts and agreements for the provision of services to consumers, purchase and sale of electricity, starting in 2022 and concluded in 2023

For the transfer of electric energy through the NPG	For the use of the NPG	For technical dispatching of supply to the grid and consumption of electric energy	For the organization of balancing production and consumption of electric energy	For the supply and transfer of reserve electric power	For the purchase of electricity to compensate for losses and for economic needs
444	428	184	540	1	5
For the purchase of power regulation services for	The purchase of electric energy from the Russian Federation in order to compensate hourly volumes of deviations of the actual interstate balance-electric energy flows from the planned one	For the sale of electric energy to the Russian Federation in order to compensate for hourly deviations in the actual interstate balance-flows of electric energy from the planned	Provision of services for the transmission (transit) of electricity for ROSSETI PJSC		
7	1	1	1		
Provision of services for the transmission (transit) of electricity for Electric Power Stations JSC	Provision of services for the transmission (transit) of electricity for SOLARKOIN LLC	Provision of power regulation (frequency) services for NPG of Uzbekistan JSC	Provision of power regulation (frequency) services for NPG of Kyrgyzstan JSC	For the purchase of electricity transmission services for losses from Batys Transit JSC	For the purchase of power regulation services from NPG of Kyrgyzstan JSC
1	1	1	6	1	1
For the purchase of electricity to settle unplanned flows (from JSC NPG of Uzbekistan)	For the sale of electricity to settle unplanned flows (for NPG of Uzbekistan JSC)	For the purchase of electricity for settlement of unscheduled flows (for NPG of Kyrgyzstan JSC)	For the sale of electricity to settle unscheduled flows (for NPG of Kyrgyzstan JSC)	For the purchase of unscheduled electricity	
1	1	2	1	1	
					TOTAL
					1,629

To improve the quality of services provided, KEGOC JSC has developed an internal standard 'Management of system services and consumer claims'. According to this standard, questionnaires are sent to all consumers of system services at least once a half-year, including a request to assess the level of work of the Company's staff, the reliability of business and technical information provided, the efficiency of work on consumer requests, the quality of system services, the quality of work of the RDC in terms of operational dispatch management and to make suggestions on to improve the quality of services provided by KEGOC JSC. Incoming responses are analyzed to improve the quality of services provided.

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In 2023, the average annual assessment of consumer satisfaction was 4.75 points on a five-point scale. Appropriate measures are being taken according to the criteria requiring improvement.

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There were no significant fines imposed on the Company for non-compliance with legislation and regulatory requirements related to the provision of services in 2023.

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