e-distribuție

PRESS RELEASE

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E-DISTRIBUȚIE LAUNCHES THE "VIRTUAL VISIT" SERVICE AND SIMPLIFIES PROCESSES SUCH AS GRID CONNECTIONS AND OBTAINING AN INCREASED POWER PERMIT

- Some field visits by the distribution operator technicians can be replaced by remote visits via an advanced application

Bucharest, February 2, 2022 - E-Distribuție companies, the electricity distribution operators within the Enel Group, launch the "Virtual Visit" digital service, in order to simplify complex processes, such as connecting to the electricity grid or obtaining an increased power permit, thus saving time and resources. The virtual visit is an alternative to a field visit, conducted by E-Distribuție technicians, to determine on the spot, in the shortest possible time, which is the best solution for each individual customer request.

The digitalization of these processes allows customers to talk directly with the E-Distribuție operator, after submitting the requests for grid connection or increased power permit, and, with the help of the phone's camera, the operator can see all the details needed to decide how to place the elements of the solution.

The virtual visit is recommended in situations of lower complexity - for example, a connection to a house, an increased power permit, and the E-Distribuție technicians assess the most appropriate solution, depending on the case. To do this, the applicant must have a smartphone (Android min. version 6.0 or iOS min. version 11) with a good internet connection, without having to install anything on the phone.

With the help of the application, the operator can take pictures of the location and then send them to the customer. If a meter needs to be photographed, for example, it will extract the information directly from the photo using OCR technology. During the virtual visit, the E-Distribuție technician writes down all the necessary information and then sends the customer an e-mail report of the visit. Once this virtual inspection is completed, the technical process (the connection, for example) moves forward.

"The permanent investments we are making in the digitalization of our services are indispensable to support and accelerate the pace of electrification in Romania. With the virtual visit, we continue the digitalization process, to the benefit of customers, and we increase the sustainability of our operations, by reducing the number of field trips and the amount of paper used in the administrative process," says **Raluca Chiriac**, Head of Customer Engagement E-Distribuție.

The "Virtual Visit" service adds to other digital features and services launched in the last two years by E-Distribuție companies, whose aim is to be close to customers, especially during pandemic. Digital audiences are another service, this time online conferences, meant to provide advice to customers to register connection requests, thus respecting the rules of social distance and the measures to protect the customers and employees, while respecting the quality requirements of the distribution service.

E-Distribuție Banat, E-Distribuție Dobrogea and E-Distribuție Muntenia are companies within the Enel Group in Romania whose activity is the distribution of electricity. Annually, E-Distribuție companies distribute over 15 TWh of electricity through over 131,000 km of grid - underground and overhead, high, medium, and low voltage power lines, through 286 transformer stations and 24,315 substations.