

Improvement of Consumer Relations

For purpose of improving the customer service effectiveness and as per Order of JSC IDGC of the North-West No. 75r dated February 18, 2014, the Company's Department of HR Management and Organizational Structure organized and conducted the social and psychological study of working conditions and personal characteristics of the specialists responsible for work with clients. In addition, psychologists of the branches conducted trainings on stress resistance for personnel of Customer Service Centers.

Since February 01, 2014, JSC IDGC of the North-West in accordance with the Decree of the Government of the Russian Federation No. 1131 dated December 09, 2013 receives online applications for grid connection to electric grids of voltage class up to 10 kV from the individuals having power receiving devices with capacity of up to 150 kW, so the applicants are able to track processing of their applications in real time.

This service is aimed at simplifying the process of grid connection and allows the clients to file their requests without visit to the office, to send the required documents to the company and to receive notices on processing stages.

On October 01, 2014, JSC IDGC of the North-West launched a new official website <http://www.mrsksevzap.ru/> that united all the electronic resources of the Company on one platform. In For Clients section of the website one can choose the region that is convenient for website users. After choosing the region, the user can see only the information relevant for his region. The website enables to file application for grid connection, application for additional paid services, for recovery of technical conditions, etc., and to file requests, complaints or suggestions.

The Company launched the project 8-800 — Connect to the Power Grid without Leaving Home that enables to file application for grid connection by calling free telephone 8-800-700-14-71 and file applications for “turnkey” connection to the power grid.

Since October 2014, the pilot project has been successfully operating in Komienergo branch:

- Since October 15, 2014, receipt of transformer substation applications is organized via unified telephone number on the territory of the Komi Republic;
- The tariffs were approved for “turnkey” connection;
- The advertising campaign is conducted, advertising materials on the new services of Komienergo branch were printed;
- The analysis was made of the database of expired contracts for transformer substations with up to 150 kW with the aim to identify potential clients of the “turnkey” service; the work was organized for active offer of such services.

Since April 01, 2015, in accordance with the approved plan, this project is being implemented on the whole territory of operational responsibility of JSC IDGC of the North-West.

In August 2013, Consumer Councils of JSC IDGC of the North-West were formed on the territory of seven regions of the Northwestern Federal District. In 2014, the following issues were discussed on the meetings of these councils:

- implement measures to simplify the procedure of grid connection to power grids according to “Improving access to energy infrastructure” road map;
- reduce time of grid connection approval for temporary power supply of construction sites;
- measures and ways of eliminating cross-subsidization in the power industry;
- results of the power industry reforms from the point of view of serving the interests of electricity consumers;
- responsibility of the power industry and consumers for ensuring reliability.

During these meetings, it was noted that Consumer Councils have become a platform for communication with consumers and a new instrument for receiving feedback, which is in complete accordance with the client-oriented policy of JSC IDGC of the North-West.

The following is planned for 2015 in order to improve interaction with consumers:

- To bring the consumer servicing system in compliance with requirements of Centralized Consumer Servicing System STO 01.B1.03-2013, 2nd edition.
- To increase quality of servicing and to implement client-oriented approach in the framework of “Improving access to energy infrastructure” road map approved by Decree of the Government of the Russian Federation No. 1144-r dated June 30, 2012.
- For the branches to attain targets for quality of services.
- To provide and to extend the range of additional services.
- To improve the automated grid connection program: Record of Requests and Complaints and Record of Additional Services sections.
- To monitor the clients' requests.
- To conduct clients' inquiry in order to assess quality of servicing and communication.
- To train and give informational support to the personnel in CSC and Regional power stations in work with clients;
- Improve information availability and transparency of the Company's activities.

