



Enel Distribuição Ceará sets the standards in corporate social responsibility in Brazil, according to Abradee

Fortaleza, June 28th 2017 – Enel Distribuição Ceará has been awarded top honours in the corporate social responsibility category of the Abradee Awards (Associação Brasileira de Distribuidoras de Energia Elétrica – Brazilian Association of Electricity Distributors) for the eighth time. The announcement was made today (June 28th) at the National Industry Federation (Confederação Nacional da Indústria – CNI) headquarters in Brasília, during the award ceremony for the 19th edition of the event.

According to Márcia Massoti, Enel Brasil Sustainability Director, “This award recognises that we are working the sustainability pillars in an integrated way, focusing on the service quality to our customers and in caring for our people, communities and the environment. Enel’s sustainability is in its performance strategy and fulfilling these requirements proposed by the Ethos Institute and Abradee proves that our commitment to creating shared value is being achieved.”

“The Abradee Awards confirm our commitment with the quality of supply and with our customers. It shows how committed Enel is with the continued improvement of the quality of the service offered by our companies in the country. We are investing in the modernisation of the distribution networks and in the connection of new customers to the grid and the awards reflect these investments,” says Abel Rochinha, Enel Distribuição Ceará acting president.

Social

Last year, the company invested around R\$ 16.7m in 85 projects supported by the State Law of Cultural Incentive (Mecenas), Rouanet Law and the State Cultural Fund (Fundo Estadual da Cultura – FEC). About 2m people benefitted in 83 towns and cities. The company has been the largest investor in culture in Ceará over the last few years.

Investments

In the first quarter of 2017 alone, Enel Distribuição Ceará invested R\$ 126.87m, 32.5% more than in the same period last year. The investments have largely been on connecting new customers and modernising the distribution network.

How the Abradee Research is undertaken

Abradee has organised consumer research across Brazil since 1999, starting from a questionnaire with around 97 queries used in calculating the Perceived Quality Satisfaction Index (Índice de Satisfação com a Qualidade Percebida – ISQP) and other research indicators. The survey is conducted annually to



measure people's perceptions of the service provided by electricity distributors in the country.