



Additional (non-tariff services)

During the reported period PAO Rosseti Ural executed 13.8+ thousand contracts worth RUB 1,960 million

Metrics	2021	2022	2023	2023/ 2022, %
Revenues, RUB million	609.6	1,745	1,960	12%
Rental lease and arrangements, RUB million	295	305	425	39%
Maintenance and repairs, RUB million	62.5	338	455	35%
Construction and assembly works, RUB million	172.6	967	931	-4%
Consulting and technical services, RUB million	51	105	105	0%
Agency services, RUB million	1.3	5	7	34%
IT and telecommunications, RUB million	3.7	4	10	146%
Other operating services, RUB million	19.6	21	27	28%
Other services, RUB million	3.1	0	0	0%
Non-tariff revenues from other activities, %	1.89%	4.57%	4.05%	

FY2023 revenues grew due to increased scope of additional services and works under large-scale and socially important contracts (AO Svyatogor, MKU Permblagoustroistvo, OOO Stroygrad plus, AO Gorelektroset, PAO ChMK, OOO Raduga, etc.).

Development of additional services in terms of outdoor lightning services, RUB million

Revenues	2022	2023	2023/2022
Maintenance of outdoor lightning networks	1	1	0%
Repairs of outdoor lightning networks	14	34	143%
CAW on the arrangement of outdoor lightning networks (Bundled service "Arrangement of outdoor lightning networks")	32	93	191%

Revenues grew due to the conclusion of large-scale contracts (MKU Permblagoustroistvo, OOO Stroygrad plus) in 2023.

Consumer liaison

Key existing forms and services provided by the Company:

- In-person format: customer service centers
- Remote format: interactive channels, postal items, call centers

In 2023, the Company received 852,955 requests (+25% YoY). The largest portion of requests accrues to requests related to power outages (51%) and connection (18%). The Company received 62,732 requests (7% of all requests). During the reported period the Company achieved the target QoS values, set by the state regulators. In 2023, the Company conducted regular surveys among its customers on the quality of rendered services. Average QoS score (using 5-point scoring system) in 2023 totaled 4.31 (for call centers), 4.85 (for customer service centers), 3.55 (for feedbacks on requests).