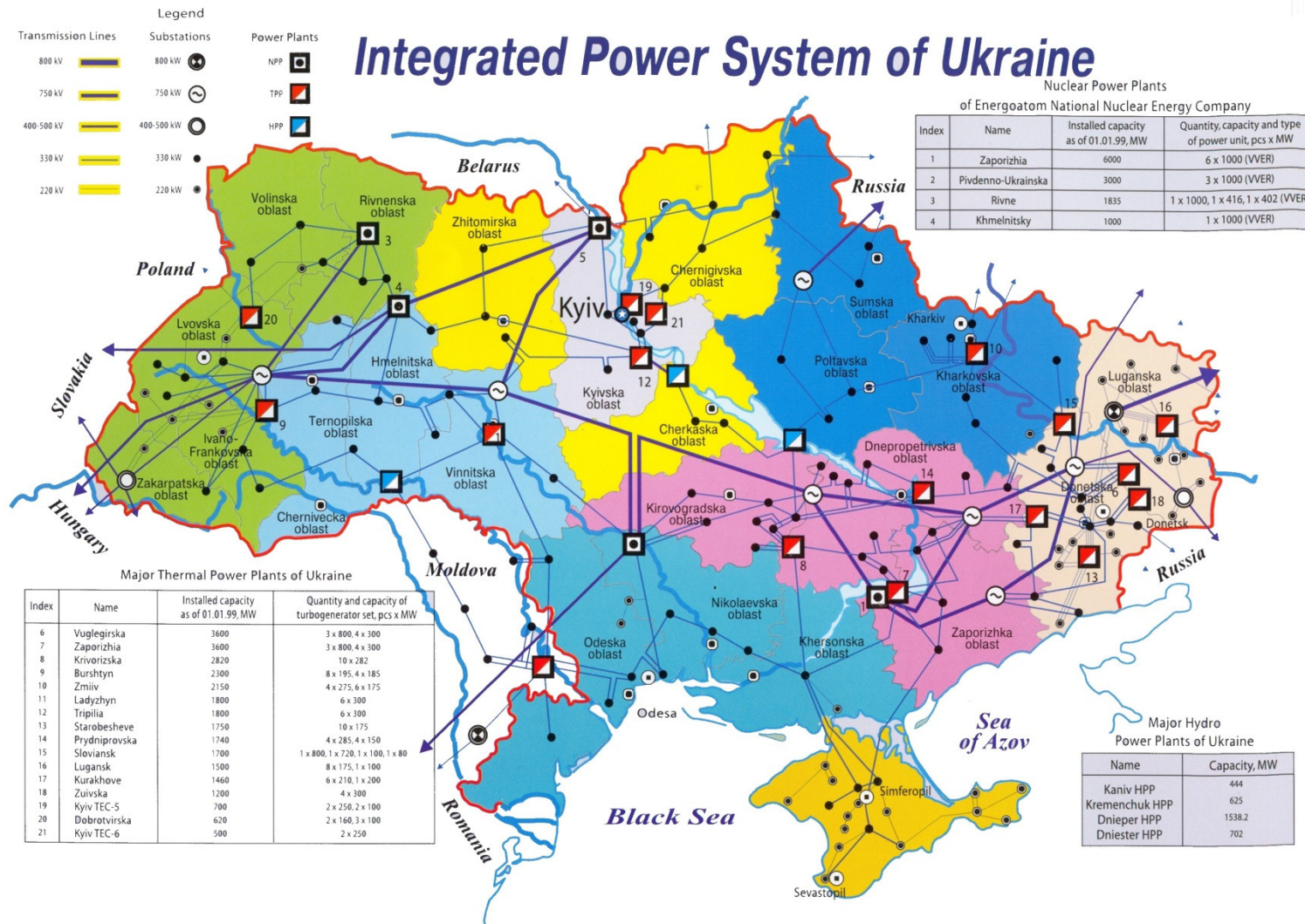


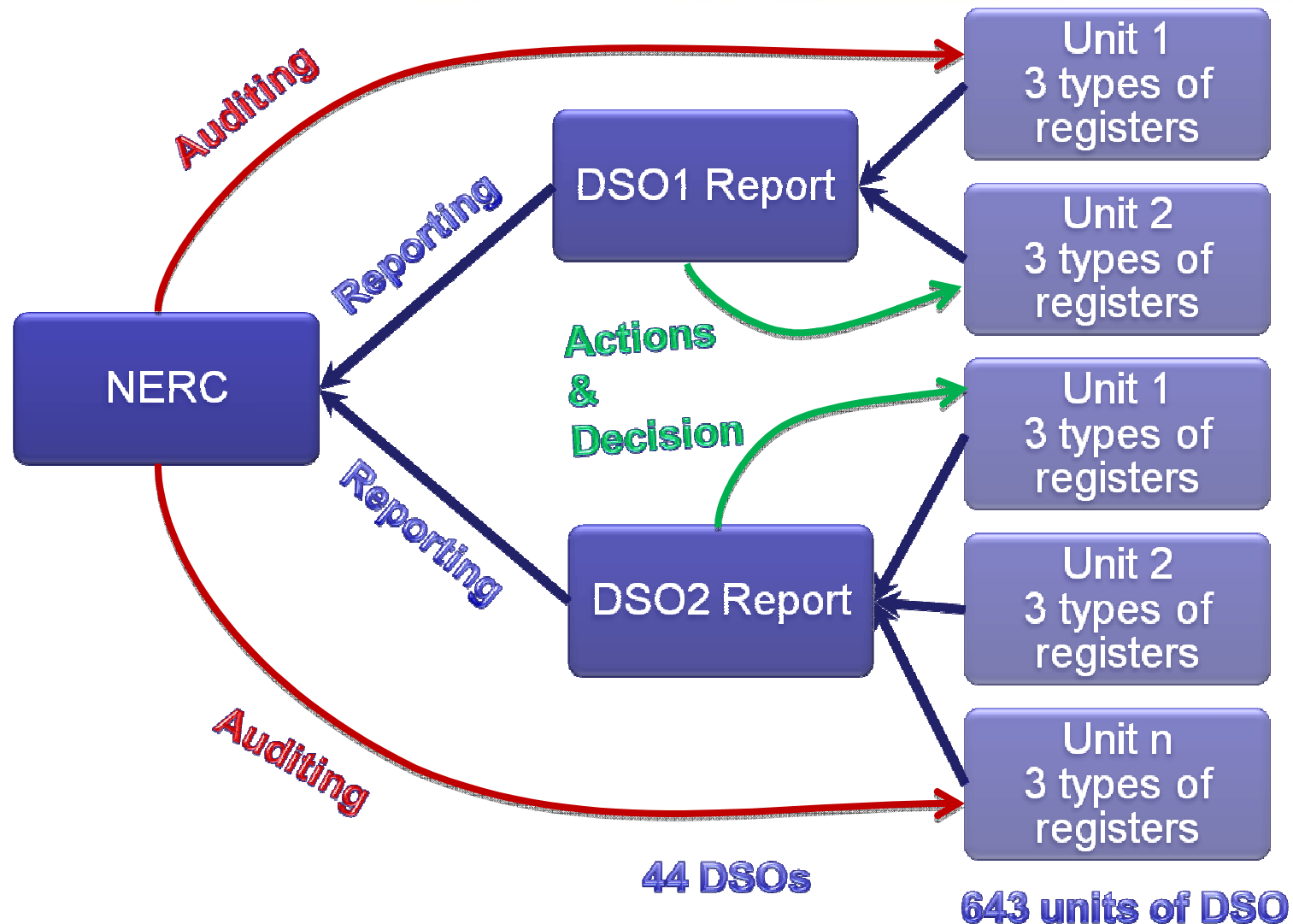


Power System of Ukraine



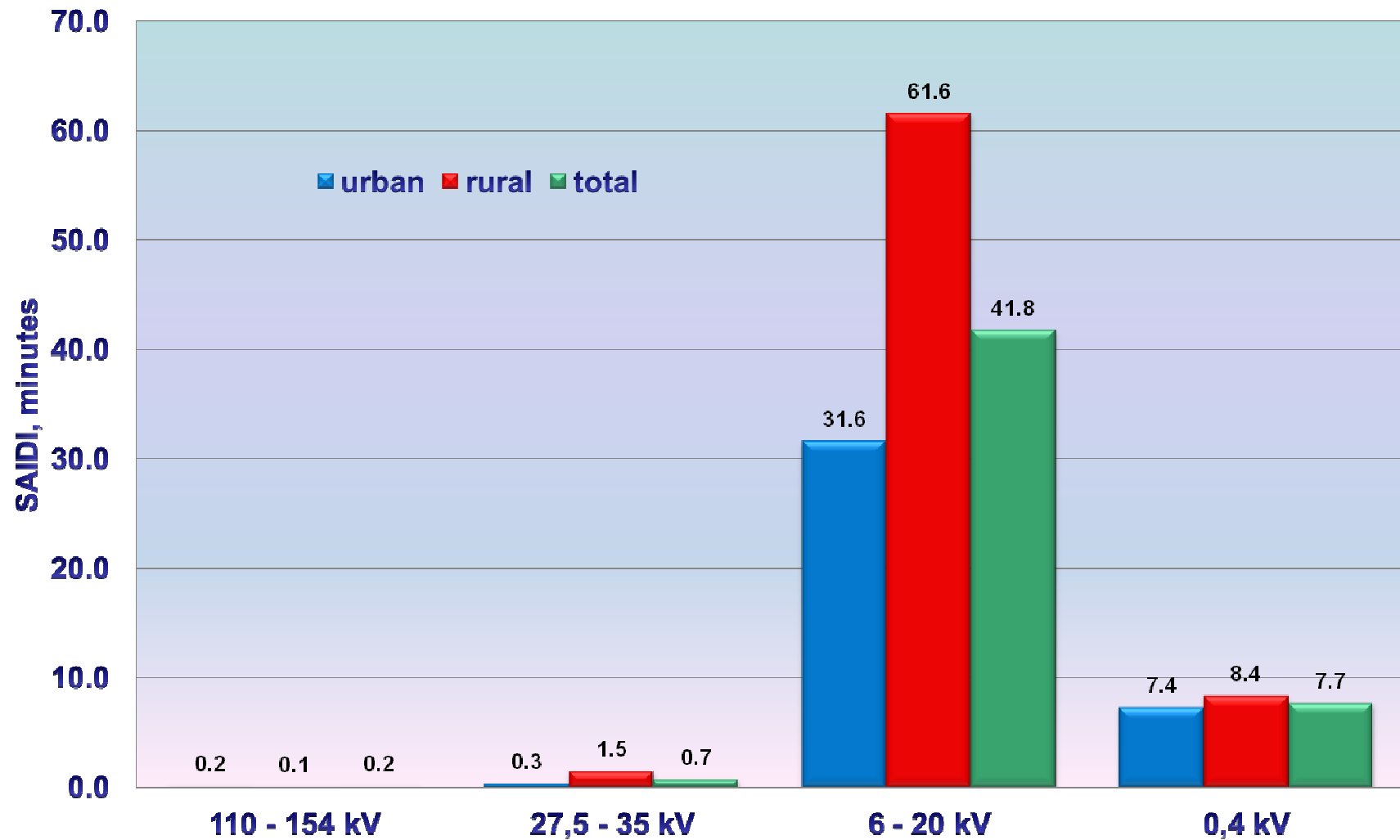


Structure of information gathering





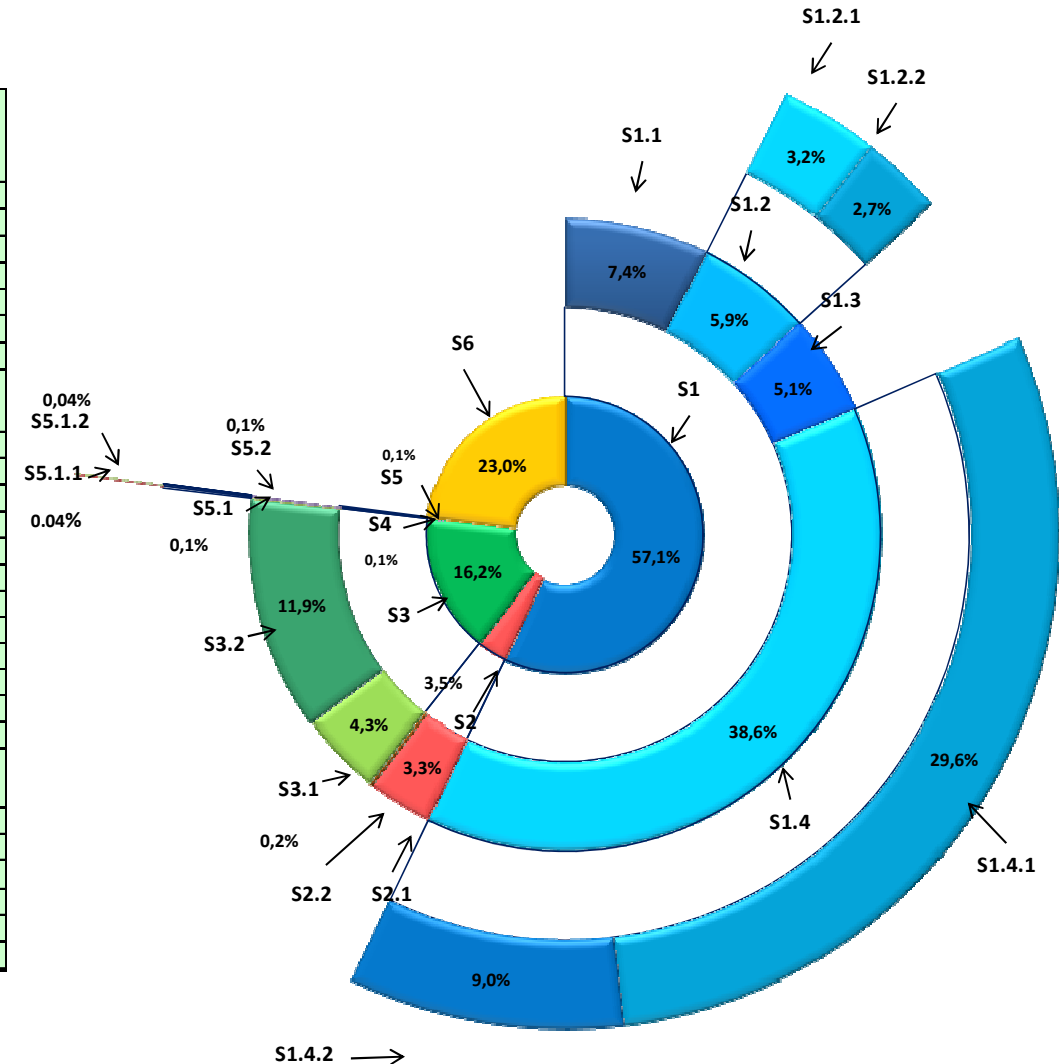
Annual 2009 SAIDI per voltage level for unplanned interruptions (excluding exceptional events)





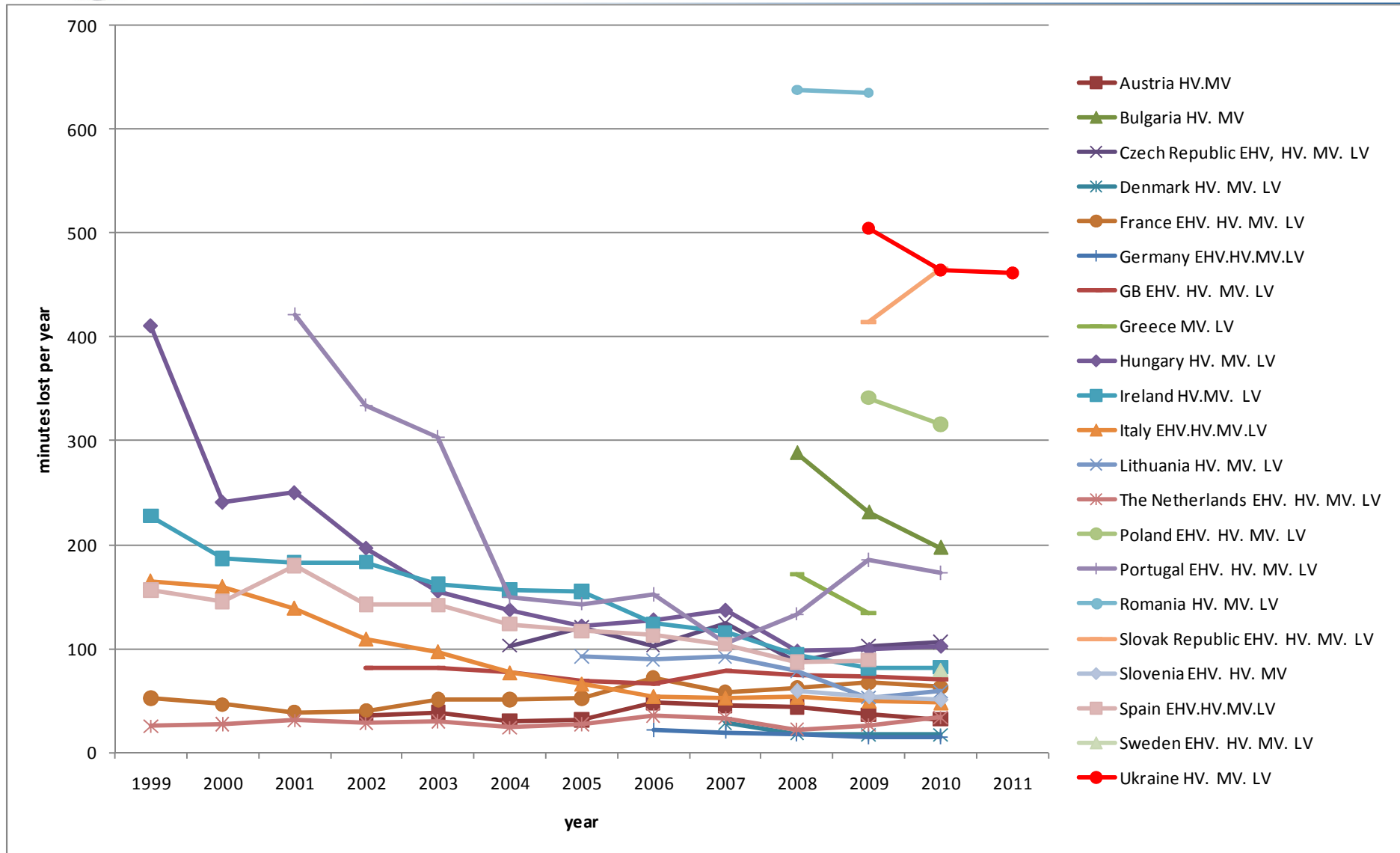
Customers' complaints in DSO and DSOs' services in 2009

List of services companies	
A	Б
S1	Providing access to the distribution network
S1.1	– Delivery of technical specifications
S1.2	– Connection of customer's appliances to the network
S1.2.1	that does not require interruption of other customers
S1.2.2	that requires interruption of other customers
S1.3	– Connection of consumer's appliances to the distribution network after disconnection
S1.4	– Renewal of electricity supply for a customer after removal of a violation and payment of arrears, costs of connection and damage of the distribution company:
S1.4.1	urban
S1.4.2	rural
S2	Provision of the draft contract for electricity supply:
S2.1	– For customers (except households) with the connected capacity of up to 150 kW
S2.2	– For customers (except households) with the connected capacity of 150 kW and over
S3	Examination of electricity bills
S3.1	– Examination of electricity bills with verification of metering equipment (except households):
S3.1.1	Examination of electricity bills for customers (except households)
S3.1.2	Examination of electricity bills and verification of metering equipment (except households)
S3.2	– Examination of electricity bills for the population with verification of metering equipment:
S3.2.1	Examination of electricity bills for households
S3.2.2	Examination of electricity bills with verification of metering equipment (for households)
S4	Measurement of quality of electric energy. If there is deviation from the contractual value, then execution of bilateral act about quality of electric energy
S5	Preparation of the claim on violation of contract terms
S5.1	– Arrival of a company's representative for making up a claim on violation of contract terms:
S5.1.1	urban
S5.1.2	rural
S5.2	– Elimination of drawbacks specified in the claim or a justified denial
S6	Reply to a written appeal (claim) from a customer





Unplanned long interruptions excluding exceptional events





Thanks for your attention!