

Press release

April 16, 2024

www.reteleelectric.ro, the new web address for information about Rețele Electrice companies

Bucharest – Starting today, April 16, 2024, all information about the companies Rețele Electrice (part of the PPC group, previously called E-Distributie) is available at www.reteleelectric.ro. This change, from www.e-distributie.com at www.reteleelectric.ro, is part of the phased rebranding process from E-Distribuție to Rețele Electrice of the three electricity distribution operators.

"Our day-to-day work is critical, but very technical and therefore difficult for most of our customers to understand. That is why customers need accessible communication channels and information presented in a simple and friendly language in relation to us, the electricity distribution operator in Muntenia, Banat and Dobrogea regions. I hope the new web address of the Rețele Electrice website will encourage them to explore all available sections and convince them that we are making every effort to offer them an easy and transparent experience in activities related to electricity distribution. We rely not only on the digitalization of grids, but also on tools that help us communicate more easily with our customers"; said **Mihai Pește, General Manager of Rețele Electrice companies.**

Customers in the areas served by the companies Rețele Electrice Muntenia (Bucharest, Ilfov and Giurgiu counties), Rețele Electrice Banat (Arad, Timiș, Caraș-Severin, Hunedoara counties), Rețele Electrice Dobrogea (Constanța, Tulcea, Ialomița, Calarasi counties) will continue to have access to all the information they have become accustomed to because the content available at www.reteleelectric.ro address has been transferred entirely from the www.e-distributie.com website. Starting with this date, customers who type in the URL www.e-distributie.com will be automatically redirected to the new website of the three electricity distribution companies.

The www.reteleelectric.ro platform has four main sections, depending on the information customers want to know: **Connection to the grid** – for users who want to become customers, **Electricity in your home**, respectively **Interruptions** and **My Account**.

The **Connection to the grid** section includes connection guides for various categories of customers (individuals, legal entities, etc.), information for those who want to become prosumers or for those who want to install a charging point for their electric vehicle. Here you can also find the connection to the grid services available online, as well as the digital ones regarding the location approval or the one called Virtual Visit.

The section **Electricity in your home** is dedicated to customers who want information about how their electricity consumption is measured, how the meter is read, details about places of consumption, what kind of requests they can transmit, etc.

The third section is the **Interruptions**, where users can find updated information every 30 minutes about areas with unplanned outages and those with planned outages, necessary to carry out maintenance or network modernization activities, but also the numbers of the technical call center where customers can report interruptions.

My Account section, which can be accessed based on an email address and password, provides personalized information about the approved power at the place of consumption – POD ("point of delivery"), the delimitation point, the series and type of meter, the date when the meter was installed, the record of addresses sent to the distribution operator, etc.

The rebranding process began last autumn with the renaming of the three companies into Rețele Electrică Muntenia, Rețele Electrică Dobrogea and Rețele Electrică Banat and continued with changing their visual identity. The name changes of the three distribution operators came after PPC completed the acquisition of Enel's operations in Romania.

The Rețele Electrică companies operate networks with a total length of over 133,000 kilometers in three important areas of the country: Muntenia Sud (including Bucharest), Banat and Dobrogea, covering one third of the local distribution market, and are developing an investment program to improve service quality, network safety and performance and local implementation of PPC Group's environmental standards. The power grids operated by the three Rețele Electrică companies include 287 primary substations and over 24,000 transformer substations.