

**STANDARD OF IDGC OF CENTRE, JSC
CENTRALIZED CUSTOMER SERVICE**

Standard of Organization of Business Process 9/01-03/2013

Moscow, 2013

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1. Scope

1.1. This Standard «Centralized customer service system» (hereinafter – the Standard) is a regulatory document and applies to all levels of IDGC of Centre.

1.2. The Standard sets the requirements in IDGC of Centre (hereinafter – the Company) to:

- organizing the process of centralized service of customers;
- business processes of intramural and external interaction with customers of services;
- etiquette of customer service;
- conducting researches to assess the quality of customer service and to analyze the results received.

1.3. The requirements of this Standard were developed in accordance with the parameters of quality of service set out in the Guidelines for the calculation of the reliability and quality of delivered goods and rendered services to the organization managing the Unified National (All-Russian) electric grid and regional grid organizations (Order of the Russian Energy Ministry on June 29, 2010 # 296).

1.4. This Standard applies to the relationship of the Company's executive staff, branches and divisions in:

- organization of interaction with customers through intramural service at the sites of the Company;
- organization of distance service through call-centers, "hot lines", Internet-reception, E-mail-services;
- organizing the process of "Customer Relationship Management";
- provision of feedback on the initiative of both the Company and customers.

1.5. The Standard is the basis for the formation (correction) of regulatory, organizational and administrative documents, the provisions of subdivisions, as well as officials, workers, and operation instructions of the executive office of the Company, divisions and their business units.

1.6. In the conflict between other internal organizational and administrative documents, approved by the Company, in regulating the activity of interaction with customers, and this Standard the provisions and requirements of this Standard apply.

2. Regulatory and legal framework

The following regulatory legal acts of the Russian Federation and executive documents of the Company were used at development of the Standard:

- Civil Code of the Russian Federation;
- Law of the Russian Federation dated 26 March, 2003 No. 35- FZ "On electric power industry";
- Law of the Russian Federation dated 2 May, 2006 No. 59- FZ "On the procedure of consideration of addresses of citizens of the Russian Federation";
- Law of the Russian Federation dated 27 July 2006 # 152- FZ «On personal data»;
- Law of the Russian Federation dated 23 November 2009 #261-FZ «About energy saving and energy efficiency improvements and on amending certain legislative acts of the Russian Federation»;

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- Law of the Russian Federation dated 22 July 2008 #123- FZ «Technical Regulations on fire safety requirements»;
- Law of the Russian Federation dated 07.02.1992 #2300-1 « On protection of customers rights»;
- Governmental Order of the Russian Federation dated 21 January 2004 # 24 «On approval of disclosure standards of the wholesale and retail electricity markets participants»;
- Governmental Order of the Russian Federation dated 31 December 2009 # 1220 «On the indicators definition of reliability and quality of supplied goods and services used in setting long-term rates»;
- Governmental Order of the Russian Federation dated 24 February 2009 # 160 «The procedure of establishing buffer zones of electric grid facilities and special conditions of use of land located within the boundaries of such zones»;
- Governmental Order of the Russian Federation dated 27 December, 2004 # 861 «On approval of Rules of non-discrimination access to services on transfer of electric energy and rendering of these services, Rules of non-discrimination access to services on operative dispatch management in electric power industry and rendering of these services, Rules of non-discrimination access to services of administrator of trading system of wholesale market and rendering of these services and Rules of Grid connection of power receiving devices (power installations) of electric power consumers, of electrical energy generation facilities, as well as of power grid facilities belonging to grid organizations or other persons to power networks”;
- Order of Ministry of Energy of the Russian Federation dated 7 April 2010 # 149 «On approval of the Procedure of conclusion and significant terms of the agreement governing the conditions of installation, replacement and (or) operation of energy metering devices»;
- Order of Ministry of Energy of the Russian Federation dated 29 June 2010 # 296 «On approval of the Guidelines on the calculation of the reliability and quality of delivered goods and rendered services to the organization managing the Unified National (All-Russian) electric grid and regional grid organizations».
- Electric installation code;
- SanPiN 2.2.0.555-96 «Occupational health, hygiene requirements for the employment of women. Sanitary rules and norms»;
- SanPiN 2.2.2/2.4.1340-03 «Hygienic requirements for personal computers and machines and to the organization of work»;
- SanPiN 2.2.4/2.1.8.562-96 «Noise in the workplace, in residential and public buildings and housing areas»;
- SanPiN 2.1.8/2.2.4.1383-03 «Hygienic requirements for the placement and operation of radio transmitting facilities»;
- SanPiN 2.2.4.548-96 «Hygienic requirements for the microclimate of industrial premises»;
- SNiP 21-01-97* «Fire safety of buildings and structures»;
- SNiP 31-06-2009 «Public buildings and facilities»;
- SNiP 21-02-99* «Car parking»;
- Fire Code 110-03 «The list of buildings, structures, premises and equipment to be protected by automatic fire extinguishing and automatic fire alarm»;

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- Fire Code 88-2001 «Fire extinguishing and alarm systems installation. Standards and design codes»;
- GOST 12.1.004-91 «Occupational safety standards system. Fire Safety. General requirements»;
- GOST 13109-97 «Electrical energy. Electromagnetic compatibility of technical equipment. Quality standards for electric power supply systems of general use»;
- GOST R 53368-2009 «Servicing customers of electricity and heat»;
- Guidelines for dealing with customer complaints of IDGC of Centre RK 09/01-03/2012;
- Rules of Procedure "Processing of customer requests" RG BP 9/04-05/2012;
- Methodical instructions "Customer satisfaction evaluation, their requirements and expectations" MI BP 09/01-01/2012. Rules of Business Process «Sale of Grid connection services». Procedure "Grid connection of power receivers of customers of electric energy, electricity generating facilities as well as electric grid facilities owned by the grid utilities and other persons to the power grid of IDGC of Centre at voltages below 35 kV and less than 10 MVA power". RG BP 6/01-02/2009.

3. Terms, Definitions, Abbreviations

The following terms are used in this Standard:

Term	Definition
Customer	A person or entity who has called the phone number of call-center
Automated system (AS)	The system that consists of a set of automation tools and implements the information technology of execution of the specified business process activity
Automated workplace (AWP)	Program-technical complex of the automated system designed to automate the activities of a certain kind
Automated module (AM)	A relatively independent part of the automated system designed to automate a business process or a sequence of business processes
Administrator	Employee of the structural unit of interaction with customers (Customer Service), which carries the initial reception and dispatch of visitors of the office of customer service center
Antimonopoly authority	Executive bodies exercising functions of control and supervision over observance of legislation on competition in product markets and in financial services on natural monopolies, advertising, the placement of state orders, as well as the issue within its competence, legal and individual legal acts in the established sphere of activity - the Federal Antimonopoly Service (FAS) of Russia and the regional offices of FAS of Russia
Outsourced call-center	Category of a call-center, where the reception and

Term	Definition
	processing of telephone calls is provided by a third-party organization that specializes in providing services of the outsourced call-center. Outsourcing services of the call-center are presented in the formats: rent time of operators or lease of work places jobs
Knowledge database	Logically structured set of information in the particular field of study, performed in order to ensure completeness and relevance of information about processes and the facts of this area. The knowledge database contains the relevant decisions necessary for the employee dealing with repeated requests and problems
Business process	Sustained, focused set of interrelated or interacting activities, which in a certain technology converts inputs into outputs of value to the customer (consumer)
Data Center	Specialized building for the accommodation (hosting) of server and communication equipment and connection to the Internet channels. Data center performs the functions of processing, storage and dissemination of information
Last resort electric energy supplier	A commercial organization, which is in due course given the status of a last resort supplier in accordance with the regulations is liable enter into a contract of purchase and sale of electric energy with any customer who addresses to it or with a person acting on behalf of and in the interests of consumers of electricity energy and willing to purchase electric energy
Voice mailbox	Technical possibility of call-center to leave a voice message to subscribers of telephone network
Hotline	Set of hardware, software, personnel, business processes to service customers in the distance in terms of receiving and recording complaints of misconduct or omissions of personnel of the Company on matters relating to the Grid connection process, and corruption
Additional services	Services provided by the Company, which are not core activities of the company: the transmission of electrical energy, Grid connection of power receivers (power plants) to the power grid of the Company, operational and process control of electric grid facilities
Department of interactions with customers	Structural unit of the executive office of the Company, directly under the Deputy General Director for Sale and Development of electric grid services
Complaint (Claim)	An issued by the customer to the Company or officer of the Company written or oral statement of violation of

Term	Definition
	rights or legitimate interests of the consumer, complaint about the provision of services of inadequate quality and a corresponding reduction of its cost, etc.
Lawful complaint	Complaint, upon verification of which, the responsibility of the Company has been reaffirmed in an extrajudicial procedure or established in court for violation of rights or legitimate interests of the consumer or his representative (supplier of last resort, power sales organization, etc.), including for the provision of services of inadequate quality
External service of customers	Service of customers service without personal contact with employees of a grid organization, including by phone, Internet, mail or through the customer's box
Applicant	An individual entrepreneur, legal entity or natural person stated (has filed the appropriate application to the grid organization) the intention to get the service
Request for service	Request of a legal entity/individual/private entrepreneur in order to obtain services and a set of documents, the provision of which is necessary to obtain services in accordance with applicable legislation
Application for Grid connection	Application of the legal entity/individual/private entrepreneur, having the intention to have Grid connection, reconstruction, and the associated increase in power, and change the category of power supply, connection points, types of production activities not involving revision (increase) in value of the associated power but changing the external power supply circuit of power receiving installations of the applicant
Interactive service	Form of external service of customers using Internet
Interactive Web-reception	Interactive reception for customers on the Company's website
Infrastructure of distance service	Set of interrelated organizational structures or elements, composing and/or providing the basis for the functioning of external service
In person service infrastructure	Set of interrelated organizational structures or elements, composing and/or providing the basis for the functioning of in person service
Communication channels	Medium, ways and means of information exchange between the consumer and the organization
Customer-oriented approach	Approach to the business organization, in which the strategic objectives of sustained profitability and the company is based, inter alia, on providing loyalty of customers of services;

Term	Definition
	system of measures aimed to ensure that every customer who uses the services of the company, received some positive feelings towards it
Customer's box	A box designed to collect written correspondence (letters, questionnaires), installed in accessible locations for customers
Company-participant	The company that takes part in the Customer Service Centre of the branch of the Company and has entered into an appropriate contract with it
Consultation	Oral or written response, respectively, to verbal or written customer call, containing a request for the provision of advice or reference information on the activities of a grid organization
Corporate Call-center	Category of a call-center, where the processing of incoming and outgoing calls from customers is performed by the employees of the company
Customer personal account	Set of address information and interactive services in terms of interaction with customers on Grid connection, transmission of electrical energy, metering of electrical energy, value-added services and other matters
Call routing	Call direction with hardware and software in accordance with the specified routing rules: to the waiting queue, interactive voice or to the operator
Call	Addressed by the customer to the organization or official of the organization written or oral statement concerning the activities of the organization. Written request are sent by the customer by mail, fax, e-mail, through Internet reception, customer box and other channels. Oral statements are received from the consumer when he/she visits the Customer Service Centre in person, distance calls to a call-center of the organization. Calls include the following categories: complaint (claim); request for reference information/advice; application for the provision of services: core and additional services provided by the grid organization to customers (applicants); proposals from the consumer to improve the quality of service; consumer feedback on the activities of the organization, etc.
Feedback	The process of obtaining feedback from consumers of information, containing his/her opinion on the company, services provided or the quality of service by

Term	Definition
	employees of the company
Survey (questionnaire survey)	Method of collecting primary data by survey of respondents (self-completion of questionnaires by respondents)
Company (organization)	IDGC of Centre, JSC
Testimonials	Calls of customers of services that include evaluation of the services provided, quality of the service of employees, as well as other components of the service
In person service (intramural service)	Customer service through in person service (intramural) contact with employees of units of the company
Personal data of customers of services	Information relating to a specific or identified on the basis of such information a person (the subject of personal data). Personal Information includes as follows: surname, first name, patronymic name of the customer; year, month, date and place of birth, address, family, social and property status, education, occupation, TIN, income
Busy Hour, Peak Hour	Period of time in the day, when the maximum load on the number of call-center is recorded
Process approach	Approach based on creating a network of business processes of the Company and the subsequent management of these processes by the method of PDCA (Plan - action (creation, execution) - Control - Analysis (adjustment)), including monitoring of customer satisfaction and internal audit of processes
Indicators of a business process	Quantitative or/and qualitative parameters characterizing the relationship between the result achieved and the resources used
Customer of services	Legal or natural person, individual entrepreneur that own or on other legal grounds power consumption facilities, connected to the power grid of a territorial grid organization, or entering into or want to conclude a contract with a grid organization for the provision (delivery) of services for Grid connection, transmission of electric energy or other services provided by a grid organization
Regulatory authority	The Federal Service on Tariffs and executive authorities of Russian Federation in the sphere of state regulation of tariffs
Respondent	A participant of study (survey, questionnaire, etc.), the source of primary empirical information about the studied phenomena and processes
District of Electrical Networks	A unit of the grid company

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Term	Definition
(DEN)	
Web-site	A set of electronic documents (files) that is compiled under one website address (domain name or IP-address) on the Internet
Service (care)	Service to customers in all activity areas of the company
Socially important consumers	Consumers of electricity, legal persons with the first category of reliability of electricity supply, interruption of supply of which may result in a threat to human life and health, threat to the security of the state. These include medical institutions, organizations, communications, housing, utilities, facilities of ventilation, drainage and main hoisting facilities of coal and mining organizations, Metro, etc.
Autoinformer	Automated warning system of a large number of subscribers in order to provide them with some typified information
Audio recording system	System that records all telephone conversations of the company's employees with customers of services
Centralized customer service system (CCSS)	Set of interrelated processes, labor, software and technical resources aimed at developing client-oriented approach in providing services by the company to improve internal and external forms of customer service
Service territory (service area) of a grid organization	Territory, within which electric grid facilities are located that are owned by the right of ownership or other federal laws established by a grid organization and not related to the Unified National (All-Russian), Electric Grid, which are used by a grid organization to provide services on electrical energy transmission, and also perform in the prescribed manner the Grid connection of power receivers (power plants) of applicants to the power grid
Territorial grid organization (TGO)	Organization, which owns the property right or otherwise established by federal laws of electric grid facilities not belonging to the Unified National (All-Russian) electric grid, with which the organization provides services for power transmission, and performs in the prescribed manner the Grid connection of power receivers (power plants) of applicants to the power grid
Technical specifications	Document specifying the amount of technical requirements and measures, implementation of which will ensure readiness for connection of the applicant's power receiving installations, electric power generating

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Term	Definition
	facilities or electric grid facilities of other electric grid companies to the power grid of the grid organization indicated by the application. The content of specifications established in accordance with the requirements of Regulation on Grid connection of power receivers of customers of electric energy, generating facilities of electricity and electric grid facilities owned by the grid entities and other persons to the electricity network, approved by Resolution of the Government of the Russian Federation of December 27, 2004 #861 and other regulations
Grid connection	Integrated procedure, the stages of which are: application for Grid connection; contract for Grid connection; execution of activities under the contract by parties of the contract; RTN Permit Approval for the applicant's facilities, the implementation by a grid organization of the actual connection of the applicant's facilities electricity network; actual delivery (supply) of voltage and power; drawing up the Act of Connection Completion and Technology Act of differentiation of balance and operational responsibility
Customer Relationship Management	Structural unit of a branch of the Company, directly under deputy director for development and sale of services of a branch of the Company
Actual connection	Set of technical and organizational measures to ensure the physical connection (contact) of electric grid facilities and facilities of the applicant (power receivers, power plants and electrical networks) without performing the actual delivery of (receiving) voltage and power to the facilities of the applicant (switching device is in the position "off")
Actual acceptance (supply) of voltage and power	Range of technical and organizational measures to ensure the supply (acceptance) of voltage and power (switching device is in the position "on") to the facilities of the applicant (power receivers, power plants and electrical networks)
Customer Service Centre (CSC)	Organizational unit, designed to intramural receive calls from customers (applicants) on energy consumption, Grid connection, transmission and distribution of electricity, making payments, creating

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Term	Definition
	comfortable, ergonomic environment interaction and improving service
Power retail companies	Companies which core business is sale to others produced or purchased electrical energy
Call-Center (Contact Center)	Set of hardware, software, personnel, business processes, to ensure external care of customers. The form of organization of call-centers is divided into categories: outsourced call-center, corporate call-center and call-center on-demand
Call-Center on-demand	Type of corporate call-center in which its technical infrastructure is owned and housed at a data center of a provider, and client software is installed in the workplaces of employees of the company. Communication between the office of the company and data center of the provider is provided with dedicated IP-channels or via the Internet. Maintenance of technical infrastructure and call-center software is performed by the provider
CRM-system (Customer Relationship Management)	System of customer relationship management; a part of the management system of the company, a software solution that automates the business processes of interaction with consumers and allows the analysis of these processes
Computer Telephony Integration (CTI)	Technology, in which intelligent computer resources (hardware and software) are used to make outgoing and receive incoming calls and to manage telephone calls
Intelligent Contact Manager (ICM)	System for the automated intelligent call distribution, including tracking the status of operators, routing, or placement in the queue of incoming calls, interaction with the client and server applications, collection of statistics to generate reports, etc.
Interactive Voice Response (IVR)	System of pre-recorded voice messages, performing the function of the routing of calls by category within the call-center with the information entered by the caller using DTMF
Short Message Service (SMS)	Short Message Service, the technology that enables sending and receiving short text messages

The following definitions and abbreviations are used in this Standard:

Abbreviation	Meaning
AS	Automated system

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AM	Automated module
AWP	Automated workplace
BP	Business Process
S&A	Subsidiary and associate
PDA	Pocket PC
PL	Power line
DEN	District of Electrical Networks
CCSS	Centralized customer service system
TC	Grid connection
TGO	Territorial grid organization
TS	Technical specifications
CSC	Customer Service Centre
Full name	Last name, first name, patronymic name
CRM	Customer Relationship Management
IVR	Interactive Voice Responder

4. General provisions

4.1. The subject of this standardization is the business process "Customer Relationship Management", the purpose of the process is to ensure satisfaction of customer expectations. Achieving this goal is based on the implementation of client-oriented approach.

4.2. The main purpose of client-oriented approach - the formation of loyalty to the organization of customers through quality service and meet the needs of services in the short and long term.

4.3. Customer-oriented company is realized through the establishment and operation of a centralized service customer service that is based on the guidelines and implemented in all perspectives of strategic management of the company.

4.4. Guidelines for centralized customer service system:

- *sufficient awareness of customers about the company and services.* Complete and accurate information about all the procedures of interaction with the grid organization has a public character, is provided in an accessible form for consumers of services. This principle avoids the need for application of the consumer to the company for background information and advice, and, consequently, reduces transaction costs of the company;

- *territorial accessibility and comfort of in person service of the company.* The location of infrastructure elements of in person service provides for coverage of the service area of the grid company and availability of service to customers of services. Intramural service of the company, suitable for all groups of customers, is organized in compliance with the uniform requirements for service quality throughout the company's service area;

- *availability and timeliness of correspondence and interactive services of the company.* Channels of extramural communications with customers provide round the clock access to the correspondence service and prompt response to requests of customers. For an online service convenient and high-speed access is organized, interface and interactive service tools are ergonomic and intuitive for customers;

- *efficient service.* Organization of all forms of service provides a high level of skill and competence of staff;

- *transparency of business processes of customer service and objectivity of complaints of customers.* Business processes of customer service are formalized, described and transparent to ensure accountability and control procedures for interaction with consumers. Grid organization provides an objective and impartial review of complaints in a timely manner, the possibility of appealing decisions, the procedure is being sent to customers in accordance with the principle of sufficiency of information.

4.5. The main mechanism for implementing customer-oriented approach - system analysis and Technological efficiency of all business processes from the perspective of "Customer".

4.6. To build an effective system of centralized customer service at all levels of the company's management the organizational elements of the given system should operate.

4.6.1. At the level of the executive office of the Company the functionally to coordinate and monitor the system of centralized customer service is performed by the Department of interaction with customers, who reports directly to the Deputy General Director of the Company for development and sale of electric grid services.

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4.6.2. At the level of the executive office of the Company's branch the operation of system of centralized customer service is provided by Customer Relationship Office, who reports directly to Deputy Director of the branch for development and sale of services

4.6.3. At the two-level governance the operating functions to interact with users of services are performed at the level of the executive office of the branch of the Company and the DEN, in part, they can be performed at the Company's executive office level.

4.6.4. Employees of operating units of a branch of the Company, basic or advanced features of which include the provision of services, interaction with the Department of interactions with customers/customer relationship Office within the framework of its competence in accordance with this Standard and internal organizational and administrative documents of the Company. Each of the relevant departments whose activities affect the interests of customer service systematically provides suggestions for improving work with consumers and is involved in implementing an appropriate plan of measures to improve the quality of services provided

4.7. Centralized customer service system includes three types of customer service: intramural service, correspondence and online service, which can be attributed to external service. Information exchange of the company with customers is carried out through communication channels. The distribution of channels of communication by the forms of service is given in Table 1.

Table 1

The distribution of channels of communication by the forms of service

Form of service	Channel of communication	Type of call
Intramural	CSC	Intramural call
	Sites to receive client calls	Intramural call
	Units of the company	Intramural call
Extramural	Call-centre (contact center)	Phone Call
		Fax message
		Message to voice mailbox
		sms, mms-message
	Post	Letter through the mail
	Customer box	letter through the customer box
Interactive	E-mail service	E-mail letter via e-mail
	Internet reception	Contacting Internet reception
	Customer Personal Account	Contacting through Personal Account

In person services are provided through personal contact with customers by employees of the company. In person service channels of communication are: CSC, Sites to receive client calls, units of the company, DEN.

Extramural services are no personal contact with customers by employees. For absentee customer service the following communication channels are: Call-center, internet-

reception of the company, Customer Personal Account, e-mail-services, mail box, and the customer box.

4.8. The objectives of the centralized customer service are:

4.8.1. Implementation of the client-oriented approach in the formation of the company's strategic objectives in its activity:

- customer-oriented corporate culture development;
- inclusion of raising the quality of customer service into the list of strategic business objectives;
- changes to the system of motivation to comply with the principles of customer-oriented approach;

4.8.2. Improving the quality of customer service and the quality of services:

- compliance with standards of customer service;
- development of infrastructure of intramural and extramural services;
- development of communication channels with customers;
- optimization of business processes of interaction with customers, compliance with common principles for the provision of services;
- automation of business processes of interaction with customers;
- development of communication channels among employees within the company and process automation of information exchange among employees in the provision of services to consumers in order to reduce the time of service and improvement of quality of service;
- organization of an integrated approach to customer service through the development of additional services;

4.8.3. Creating a system of monitoring the timing and quality of services provided to consumers;

4.8.4. Organization of regular "feedback" from customers through:

- analysis of statistical reporting on the received applications to identify the needs and expectations of customers of services;
- development of methodologies and tools of marketing research to study the degree of satisfaction with customers, their preferences and expectations;
- carrying out studies to assess the quality of customer service and to analyze the results;
- identification of problem issues when interacting with customers on the basis of analysis of statistical reports and market researches;
- development of a plan of corrective actions and its implementation to improve the quality of service;

4.8.5. Organization and carrying out activities aimed at increasing customer loyalty and customer awareness about the activities and services provided by the Company.

4.9. Centralized customer service system of the Company shall meet the requirements set forth in this Standard.

5. Requirements to the centralized service of customers

5.1. Requirements to automation of the centralized customer service system:

5.1.1. To provide quality customer service at a high technological level it is necessary to implement various automated management systems to enable prompt and high

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quality provision of the full range of services both information, and related to the processing of applications for the provision of services, performance and quality control over services provided.

5.1.2. Automated systems and/or modules to support the centralized customer service system include several levels (their hierarchy is shown in Fig. 1).

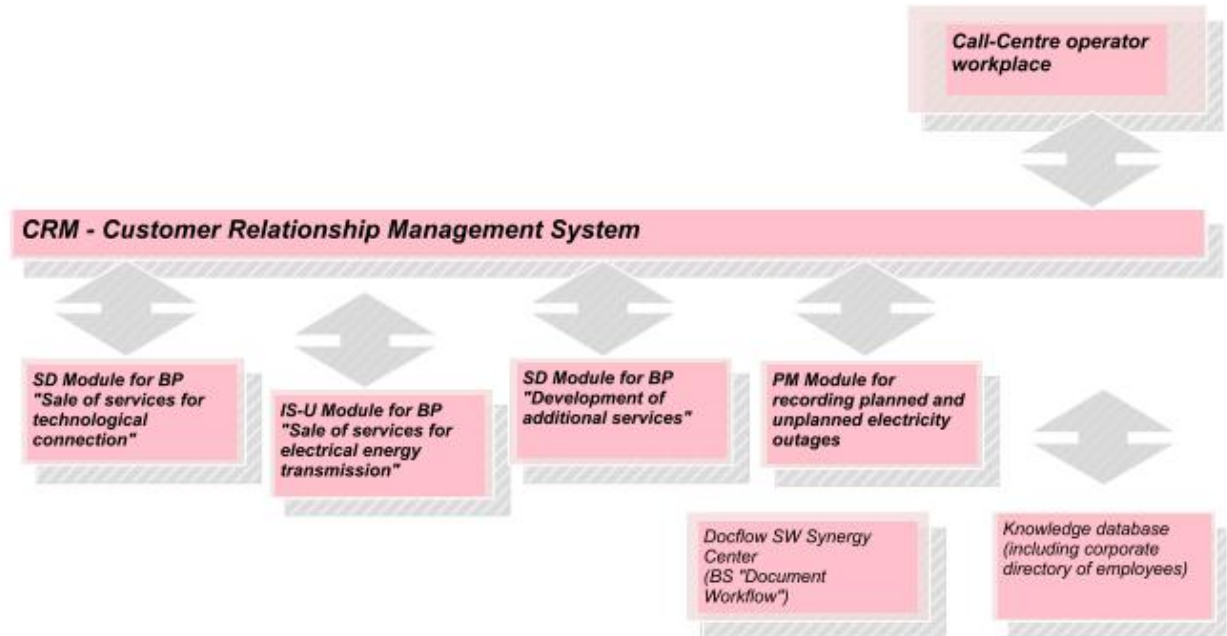


Fig. 1. Automated modules to support the centralized customer service system

The interrelation of automated systems and/or modules with functionalities of intramural and extramural services is shown in Table 2.

Table 2

Automated systems and/or modules to support intramural and extramural services

Functionality	Required AS/AM
Intramural service	
Taking intramural calls of customers of services:	AS «Electronic queue»
Taking intramural calls of customers of services and primary processing (intramural calls and customers registration in AS/AM)	SAP CRM
Providing reference information, advice and model forms of documents on the basic and additional services provided by the Company	Knowledge database, SAP CRM
Organization, maintenance and control over activities to manage calls of customers in structural units, information support to the customer and coordination of the interaction between consumers and the structural units of the Company	Docflow SW Synergy Center, SAP CRM
Receiving and issuing of documents to customers of	SAP R/3 System, Module SD to

Functionality	Required AS/AM
services, including contracts for services	maintain contract for additional services, Module CRM
Formation of statistical reports on work with intramural calls of customers to CSC	Reporting module of SAP CRM
Targeted surveys, questionnaires for market research, potential customers of additional services, promising areas of customer service development of the Company, customers' satisfaction of quality of services	SAP R/3 System, Module CRM
Quality control of intramural service in the branch office of CSC of the Company	SAP R/3 System, Module CRM
Receiving payments from customers for services	SAP R/3 System, Module FI
Extramural service	
Taking, registration and processing of incoming calls from customers of services by the operator:	SAP R/3 System, Module CRM, Call-Centre
- for power outages and power quality matters	SAP R/3 System, Module PM
- contact information of business units of the Company and switching	Knowledge database
- on the company: connection to the company's grid, electricity metering devices, additional services of branches of the Company, including accepting applications, intent to provide services	SAP R/3 System, Module CRM
- on the energy retail activity issues	Billing Software
Receiving calls to a voice "mailbox" with registration and processing of incoming calls from customers of services:	SAP R/3 System, Module CRM, Call-centre
- for power outages and power quality matters	SAP R/3 System, Module CRM
- contact information of business units of the Company and switching	Knowledge database
- on the company: connection to the company's grid, electricity metering devices, additional services of branches of the Company, including accepting applications, intent to provide services	SAP R/3 System, Module CRM
Implementation of outgoing calls for a notice or provide information to the user according to his/her call	SAP R/3 System, Module CRM
Conducting targeted surveys in the telephone communication channel for studying the market potential of additional services, promising directions of the company's customer service and customer satisfaction of the quality of services provided	SAP R/3 System, Module CRM, Call-Centre
Notification of major customers of electricity, retailers about planned and unplanned outages	SAP R/3 System, Modules CRM and PM, Call-Centre
Information interaction with operational staff of the Grod Control Center, dispatching services, operators of DEN when planned and unplanned outages occur	SAP R/3 System, Modules CRM and PM
Autoinforming through auto calling and sms-notification of planned and unplanned electricity outages for customers	SAP R/3 System, Modules CRM and PM, Call-Centre

Functionality	Required AS/AM
Autoinforming through auto calling and sms-notification of the performance of Grid connection, execution of a service agreement and etc.	SAP R/3 System, Modules CRM and SD
Updating databases of customer contact information	Call-Centre

5.1.3. CRM-system of relationship management with customers is intended to automate the business process "Customer Relationship Management" and is aimed at improving the quality of customer service, their satisfaction, increase productivity of CSC and the single Call-Centre.

5.1.4. When implementing a CRM-system the following tasks are solved:

- creating a single information space for customer service across all channels of communication within the service area of the Company;
- ensuring registration, accounting, maintenance, and subsequent analysis of all incoming calls, regardless of classification parameters of calls in CRM-system;
- increasing efficiency in processing calls.

5.1.5. The main requirements to the functionality of CRM-system:

- identification of a consumer applied by his/her details;
- registration of customer calls to the company indicating the classification parameters;
- provision of all necessary information about the called customer (identification of the customer connection points and their characteristics, determination of the payment behavior of the consumer, information about his/her previous calls and processing status of his/her requests);
- recording, maintenance, and subsequent monitoring of the implementation of all incoming calls, regardless of type, cause, the incoming channel or address of the call;
- system of alerts and monitoring deadlines for individual stages of processing calls;
- creation of statistical reporting on the received calls in the context of types and causes of complaints, the regions and destinations, terms and conditions of the execution of requests and their generalized results. Formation of statistical and operational reporting on complaints processing steps in terms of business units and responsible persons and execution timeline;
- maintenance of the catalog of contractors with the ability to guide the classification of the groups. The ability to store in the directory the following information: name of the contactor, phone number, address, contact person, email address, region. Configuration of user access to and visibility of the change to separate groups of contractors;
- maintenance of a knowledge database on key areas within which advising and informing of customers is made. Quick search of the knowledge database to provide answers to questions asked by customers of services in the process of calls registration;
- creation of tools to interview customers of services. Conducting surveys and storage of responses in the system;
- integration with web-services Company, Call-Centre;

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- integration or access to SAP R/3 Module SD for BP "Sale of Grid connection services", for BP "Development of additional services," and IS-U (data maintenance on customers' metering devices), knowledge database and staff directory of the company;
- integration with SAP R/3 PM Module to record planned and unplanned outages with existing and prospective SCADA-systems of operators' divisions of the Company.

5.1.6. Full list of requirements for CRM-system is defined by technical specifications.

5.1.7. Provision of access of people employed in the process of interaction with customers to other AM of the Company for the prompt delivery of information on handling customer calls, exchange of information with other employees of the company within services provision procedures, reduction the burden on technical staff to advise and inform customers.

5.2. General requirements to the centralized service of customers:

5.2.1. To ensure quality service and the basic concepts of the centralized customer service system of the company, requirements are established for the business processes of intramural and extramural customer service and their execution.

5.2.2. All calls, received by the company from customers from intramural and extramural communication channels, incoming calls, including surveys (questionnaires) received from customers are recorded in the module SAP CRM, handled and treated in accordance with this Standard, the Rules of processing customer calls in IDGC of Centre and Guidance on customer complaints of IDGC of Centre.

5.2.3. All incoming calls of customers regardless of channels are classified by the following category:

- complaint;
- request for reference information/advice;
- application for the provision of services: core and additional;
- consumer reviews about the company;
- proposal from the consumer to improve the quality of service;
- payments;
- information provision.

Table 3

Description of classified groups by categories of calls

Item #	Category		Description
1	Complaint		Calls of customers, directed to the company or officer of the company in person or externally about violation of rights or legitimate interests of consumers, claims to provide services to poor quality, consumer complaints to the actions of the company, scope, conditions or terms of service provided by the company
2	Request for reference information/advice		Calls of customers, containing the request for consultation or reference information about the activities and services of the company
3	Application for the provision	Application for Grid connection	Application of the legal entity/individual/sole trader, having the intention to have Grid connection, reconstruction and the associated increase in power, and change of the category of power supply, connection points, production activities not involving

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Item #	Category	Description
	n of core services	revision (increase) in value of the connected power, but to modify the schema of external power supply for power receiving installations of the applicant
	Application for renewal of technical specifications	Application of the legal entity/individual/sole trader, who did not fulfill the agreed time arrangements in accordance with the issued technical specifications for the extension of the technical conditions
	Application for restoration of previously issued technical specifications	Application of the legal entity/individual or sole trader to restore the previously issued specifications for Grid connection in case of loss due to: <ul style="list-style-type: none"> – liquidation of the previous owner; – reorganization of the previous owner; – termination of the activity of the previous owner; – change of ownership of the facility; – change of the form of ownership of the owner in respect of power facilities that were previously in proper order were added, and the changes do not result in a revision of the value of connected power, do not require schema changes to the external power supply and power supply reliability
	Application for renewal (redistribution) of power	Application of the legal entity/individual entrepreneur to perform connection of power receivers through redistribution of power between legal entities and individual entrepreneurs, connected prior 01.01.2009 (except those with connected load of up to 15 kW inclusive and temporarily connected)
	Application for direct contracts for the transmission of electrical energy	Application of the legal entity to enter into a direct contract for electric power transmission with the grid company
4	Application for the provision of additional services	Application of the legal entity/natural person or individual entrepreneur to provide additional services, including the provision of services for metering of electrical energy
5	Review	Calls of customers, containing a review and a description of the work of employees of the Company
6	Proposal from the consumer to improve the quality of service	Calls of customers, containing suggestions for improving the quality of the service of the Company. This category does not include suggestions received from customers during surveys
7	Information provision	Calls of customers to the company or an officer directly or indirectly to report to the grid organization. This category includes the provision on the part of the consumer of the information about meter readings, reported unplanned outages
8	Payments	Referrals to services to the company for the payment of core or additional services.

Classification of calls by the subject of calls is given in Appendix # 1 to this Standard.

The match of subjects of calls, adopted in the Typified Standard of the centralized customer service system, is presented in Appendix # 2 to this Standard.

5.2.4. In the case of a request for a call (complaint) of the consumer to the Company by the executive authorities of the Russian Federation, the parent and supervision organizations, the answer to the request is provided within 15 working days or within the period specified in the request. Handling calls the consumer (on request), including providing answers to the consumer is done by the date specified in Table 4 of this Standard.

Table 4

Period of handling calls

Form of service Category	Intramural	Extramural		
		mail	call-centre	Internet reception
Complaints	15 business days	15 business days	15 business days	15 business days
Immediate complaints on electrical energy outages ¹	30 minutes	-	30 minutes	-
Request for reference information/advice	30 minutes	10 business days ²	30 minutes	3 business days
Receipt/issuance of documents	30 minutes	1 business day ³	-	1 business day ⁴
Request for additional services	15 business days	15 business days	15 business days	15 business days
Review/Proposal from the consumer	15 business days	15 business days	30 minutes	15 user days

5.2.5. Handling calls of customers is included in the operational functions and is performed in the DENs and at the executive office of the Company's branches.

5.2.6. Handling calls of customers of the Company comprises the following steps:

- 5.2.6.1. Receiving calls;
- 5.2.6.2. Registration and recording calls;
- 5.2.6.3. Handling calls:
 - review calls,
 - development of activities,
 - performance of activities,
 - monitoring the processing of calls,

¹ It is allowed to increase processing time of calls (complaints) on electricity outages, depending on the degree and extent of emergency outage.

² This deadline does not apply to written questions from users of information to be disclosed in respect of transformer substations below 35 kV according to the standards of disclosure by the wholesale and retail electricity markets entities, approved by the Government of the Russian Federation of January 21, 2004 # 24.

³ Initial processing of incoming messages and sending outgoing mail is performed by office administration.

⁴ Initial processing of scanned copies of documents (or electronic documents with digital signature).

– preparing a response.

5.2.6.4. Organization of feedback, the definition of satisfaction level.

Step by step procedure for handling calls according to the category defined in Section 4.4. of the Rules of Procedure "Handling calls of customers" RG BP 9/04-05/2012. Evaluation of degree of customer satisfaction is made according to the requirements of the Methodical instructions "Customer satisfaction evaluation, their requirements and expectations" MI BP 09/01-01/2012.

5.2.6.5. The answer to the customer call is to be prepared on the matter and sent in a timely manner:

a) response to the written customer call in a paper form and in the form of electronic documents via the Internet - no later than 30 days from the date of registration of the call by the grid organization, if not otherwise provided by the legislation of the Russian Federation;

b) response to the customer call via telephone is available directly to the consumer during the telephone call. In the absence of information required with the employee who took the telephone call of the consumer, the worker enters the contact information of the consumer and not later than one business day after the registration of the request provides the response to the consumer;

c) if the customer call via telephone contains a complaint and the facts, presented by the consumer, demand analysis of materials on the call, the employee, who took the phone call of the consumer, proposes the consumer to send the call in writing or in the form of an electronic document and provides the consumers with contact information;

d) response to an oral customer call at the Customer Service Centre is provided directly to the consumer when visiting the office. In the absence of necessary information for the customer call the employee performing the intramural reception of the consumer, and if the customer call has a complaint, and the facts, presented by the consumer of the call, demand analysis of materials on the call, the employee offers the consumer to send the call to the grid organization in writing as an electronic document or in the service office to make the call on a standard form. After filling in the Application Form, signed by the customer, the call is logged. Term of granting information - not later than 30 days from the date of registration of the request.

5.2.7. If it is necessary to perform the measurement of quality of electric energy in the framework of the activities of the complaint on the quality of electrical energy then it is allowed to increase the total processing time of the complaint until 30 days with provision of a mandatory interim response to the consumer.

5.2.8. The period of processing of written requests of customers for information about transformer substations below 35 kV to be disclosed under the Standard of information disclosure by the wholesale and retail electricity markets entities, approved by the Government of the Russian Federation of January 21, 2004 # 24, is 7 days from the date of receipt of the request. The information on transformer substations below 35 kV, provided pursuant to written request of customers, includes:

– information about the presence (absence) of technical capability to access controlled goods (works, services) of natural monopolies and the registration and the implementation of applications for Grid connection to electric networks, including information that contains a summary of the subjects of the Russian Federation of applications for Grid connection to electric networks and contracts for Grid connection to electric networks by the

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grid company indicating the number of applications filed and the amount of power needed to meet them; concluded contracts for Grid connection to electric networks containing information on the volume of the connecting power, timing and fees for each individual contract, cancellations of applications for Grid connection; performed connections and connected capacity;

- information about the conditions under which the delivery of controlled goods (works, services) is carried out by the subjects of natural monopolies, and (or) on the terms of contracts for Grid connection to electric networks with an indication of typical forms of service contracts for electric power transmission, standard contracts for Grid connection to electricity networks and the official publication of a normative legal act regulating the conditions of these contracts.

5.2.9. Deadlines and requirements for processing calls (complaints) on Grid connection to electric networks of the Company, service on the transmission of electrical energy, as well as on terms and conditions of operational control are presented in Sec. 7.1, 7.2 and 7.3 of this Standard and are regulated by legal acts and internal documents.

5.2.10. In order to make long-term plans of development of the customer area and to provide an individual approach to serving consumers of services, calls addressed to the Company are registered in the CRM-system. The list of the contact information requested by the consumer at his/her call is presented in Table 5 of this Standard.

Table 5

Structure of the contact information of customers of services

Item #	Structure of the contact information
1	Full name of customer of services
2	Legal/natural person
3	Name of organization (for legal entity)
4	Telephone and/or cellular phone to provide services with autoinforming through sms-service
5	Address (actual/legal)
6	E-mail

5.2.11. Group of customers and classification features should also be recorded in the CRM-system.

5.2.12. Consumers of services of a grid organization is divided into groups: consumers of electric power transmission and Grid connection.

5.2.12.1. The group of customers on the transmission of electrical energy includes:

- power retailing companies;
- supplier of last resort;
- territorial grid organizations;
- energy supplying organizations;
- consumers of electrical energy.

5.2.12.2. Consumers of electrical energy are classified further as:

- residential consumers - individuals;

- socially significant customers;
- large consumers that are significant in terms of energy supply amount. Often they are the consumers of the second category of reliability of electricity supply, interruption of supply which leads to unacceptable violations of manufacturing processes;
- customers - legal entities that are relevant to small and medium businesses. This group may also include consumer category II reliability of electricity supply;
- other consumers of electricity.

5.2.12.3. Consumers of Grid connection services are divided into the following groups of applicants:

- individuals for Grid connection of power receivers with the maximum power of which is below 15 kW, inclusive (subject to the previously connected to this connection point capacity), which are used for domestic and other purposes not related to entrepreneurial activity;
- legal entity or individual entrepreneur for Grid connection of power receivers with the maximum power of which is 15 kW inclusive (subject to the previously connected to this connection point capacity);
- legal entity or individual entrepreneur for Grid connection of power receivers with the maximum power of which is above 15 kW and up to 150 kW inclusive (subject to the previously connected to this connection point capacity) with one power supply source;
- legal entity or individual entrepreneur for Grid connection of power receivers with the maximum power of which is above 15 kW and below 670 kW;
- applicants who have concluded an agreement on the redistribution of maximum power with the owners of power devices (with the exception of the persons referred to in paragraph 12 (1) of the Regulation of grid connection of electricity consumers, facilities for the production of electrical energy and transmission facilities owned by grid organizations and other parties to the grid, the maximum capacity of the power device of which is up to 15 kW, the persons referred to in paragraphs 13 and 14 of the said Regulation, persons connected to the facilities of the unified national (All-Russia) electric grid, as well as those who have made no payment for grid connection or who have made a connection fee for grid connection not in full), who have the right of ownership or other legal rights to power installations in respect of which prior to 1 January 2009 in accordance with the established procedure the actual connection to the grid was performed;
- applicants with the maximum power not below 670 kW;
- applicant for a temporary (for a period not exceeding 6 months) Grid connection of his/her own power receivers to provide electric energy to mobile facilities with the maximum capacity of 100 kW inclusive (subject to the previously connected to this connection point capacity);
- individuals for Grid connection of power receivers with the maximum power of which is from 15 to 670 kW, inclusive (subject to the previously connected to this connection point capacity);
- individuals for Grid connection of power receivers with the maximum power of which is up to 670 kW, inclusive (subject to the previously connected to this connection point capacity);

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- individuals for Grid connection of power receivers with the maximum power of which is not below 670 kW;

- individuals, legal entities or individual entrepreneurs that are connected through redistribution of capacity, whose total connected capacity of the power installations is from 15 kW up to 670 kW.

5.3. Requirements for intramural customers care.

5.3.1. General Requirements for intramural customers care:

5.3.1.1. The task of intramural service of the Company is to provide quality service through:

- business process optimization of intramural care by reducing the time and the number of repeated visits of the CSC for the consumer;

- compliance with internal regulations governing the process "Customer Relationship Management" and the requirements of this Standard;

- ensuring comfortable waiting time and customer service;

- high level skills of CSC employees and employees of the Company, directly involved in the processes of servicing consumers;

- integrated approach to service and development of additional services on the CSC sites in accordance with the expectations of customers

5.3.1.2. The main functions of intramural service by categories of CSC are presented in Table 6 of this standard.

Table 6

Distribution of functions of intramural service by categories of CSC

Functions of intramural service		Category of CSC	
Receiving intramural calls of customers and primary processing (registration of intramural calls and customers in the AS/AM):			
- receipt of complaints of customers		I, II and III	
- accepting applications for the provision of basic services, check of compliance of requirements for the form, completeness of information in the application and the availability of documents attached to the application, in accordance with the regulations and organizational and administrative documents		I, II and III	
- accepting applications for additional services, check of compliance of requirements for the form, completeness of information in the application and the availability of documents attached to the application, in accordance with the regulations and organizational and administrative documents		I, II and III	
Providing reference information, advice and model forms of documents on the basic and additional services of the Company		I, II and III	
Organization, maintenance and monitoring of work on calls of customers in structural units, information support to the consumer when providing services and coordination of the interaction between consumers and the structural units of the Company		I, II and III	
Receiving and issuing of documents to consumers of services, including contracts for services		I, II and III	
Formation of statistical reports on work with intramural calls of		I and II	
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Functions of intramural service	Category of CSC
customers	
Targeted surveys, questionnaires for market research, potential customers of additional services, promising areas of customer service of the Company, customers' satisfaction of quality of services	I, II and III
Quality control of services in the intramural branch offices of CSC of the Company	I (II and III for retail subdivisions)
Receiving payments from customers for services provided	I
Organization and implementation of PR-campaigns ⁵ on the CSC platform, aimed at creating a positive image of the branch of the Company with customers	I
Setting up personal account	I, II and III for retail subdivisions
Billing and receipt of payments from customers for supplied electric energy	I, II and III for retail subdivisions
Taking readings of electricity meters	I, II and III for retail subdivisions
Preparation and submission of payments to consumers to pay for the consumed electric energy	I, II and III for retail subdivisions

5.3.1.3. Intramural servicing customers is performed by employees of customer relationship management Office on the CSC platform, specialists of subdivisions of branches, in the event of their dispatching to the site for the reception of CSC customers, and senior professionals of DEN of branches of the Company.

5.3.1.4. Receiving customers in the CSC of Category I is performed during working hours without a break.

5.3.1.5. Employees of DEN receive customers at work hours according to the rules of internal labor regulations.

5.3.1.6. Intramural accepting applications for the provision of additional services and basic services of Grid connection is performed in the CSC regardless of the location of the power receiving installations of the applicant in the service area of the branch of the Company.

5.3.1.7. Employees of the Office of interaction with customers on the CSC site, responsible professionals at the main reception of DEN perform and are responsible for the quality of execution of:

- recording calls in CRM-system;
- primary processing of consumer calls or initiate primary processing, depending on the category of calls;
- monitoring performance of measures for calls;
- completion of processing calls.

5.3.1.8. Duration of intramural receiving of consumer of services, including the duration of primary processing should not exceed 30 minutes.

5.3.1.9. Typified algorithm for intramural service of customers is given in Appendix # 3 to this standard.

⁵ Forms of PR-campaigns: conferences, presentations, open house, exhibits, etc.

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5.3.2. Infrastructure requirements for intramural customer service:

5.3.2.1. Infrastructure intramural service should provide territorial access to the service of the Company for customers. The following infrastructure elements of intramural service should be arranged in the Company:

- CSC (Central Office - CSC I category, geographical divisions - CSC II category);
- point for the calls of customers (CSC III category);
- units of the Company, whose functions include intramural interaction with consumers in the provision of services (these functions are determined by the Provisions of subdivisions).

5.3.2.2. For the organization of CSC I category of a branch of the Company an administrative center of the RF subject is considered, which houses the executive office of the branch of the Company.

5.3.2.3. For the organization of CSC II category administrative centers of municipalities in the area of electricity supply facilities of a branch of the Company are considered. CSC III category for the principle of territorial access to intramural services is organized on the basis of the DEN to receive calls of customers, including applications for Grid connection to the networks of branches and the provision of additional services

5.3.2.4. For an optimal spatial distribution of CSC network in the service area of a branch the area of the Company is estimated by the following criteria:

- type of settlement in the area (city, town, village, etc.);
- status of the settlement in the area (administrative center of the subject, the administrative center of the municipality);
- population size and density of the area;
- location of the executive office of the branch of the Company within the area;
- number of intramural calls of customers, residing and/or have applied for services in the territory of the estimated DEN.

5.3.2.5. Calculation and determination of the category of CSC is carried out according to formula 1 in accordance with Table 7 and 8 of this standard.

Table 7

Parameters defining the type of intramural infrastructure

Parameter	Estimation of parameter value
Type of settlement	If the type locality "city", then $P_1=1$; if the type locality "village", then $P_1=0,5$; if other, then - $P_1=0$
Status of the settlement (presence of an administrative center of the RF subject, municipality)	If the status "Administrative center of the subject of the Russian Federation", then $P_2=1$; if the status "administrative center of the municipality", then $P_2=0,5$; -otherwise - $P_2=0$
Density of settlement, people/km ²	$P_3 = \frac{P}{2000}$, where P - density of the settlements located within the service area, people/km ²
Population, thousand people	$P_4 = \frac{S}{400}$,

	where S – number of settlements located in the service area, thousand people
Location in the branch of the executive office of a branch of the Company, Production Depot	If the executive office of the branch is located in the area, then $P_5=1$; if a Production Depot of the branch is located in the area (in case of three tier management system), then $P_5=0,5$; otherwise - $P_5=0$
Number of intramural calls of customers	$P_6 = \frac{K_0}{250}$, where K_0 – the average number of intramural calls per month from customers, residing and/or applied for services to District of Electric Networks of the estimated area

Composite rating of the territory to organize the intramural infrastructure element is calculated as the sum of all the parameters listed in Table 6 according to the formula:

$$G = \sum_{i=1}^6 P_i = P_1 + P_2 + P_3 + P_4 + P_5 + P_6,$$

where P_i – estimation of i -th parameter.

Table 8

Definition of CSC category, depending on composite rating

Composite rating $G = \sum_{i=1}^5 P_i$	Type of the intramural infrastructure element
$G \geq 5$	CSC I category (Central Office)
$3 \leq G < 5$	CSC II category (a branch of CSC)
$2 \leq G < 3$	CSC III category (a point to receive calls)
$G < 2$	Opening of CSC is not viable

5.3.2.6. To make a decision about opening a CSC in the service area of a branch of the Company Customer Relationship Management Department of the executive office of the branch of the Company is preparing a statement of reasons for the opening of CSC of relevant category in the municipality with an indication of the above parameters and the calculation of a generalized assessment of the area.

5.3.2.7. The decision to open CSC in the service of the branch of the Company is adopted by Deputy General Director - division director in consultation with Deputy General Director for development and sale of services of the Company.

5.3.3. Requirements for premises of CSC.

5.3.3.1. General requirements for location (mandatory for all categories of CSC):

5.3.3.1.1. CSC premises must be located in the socially prosperous area, in the most accessible to the public place, on the ground floor and be no more than 300 m from public transport to the central office, and 500 m - for the territorial office of the CSC.

5.3.3.1.2. In case of involuntary location of CSC facilities in the same building with

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other organizations to ensure their mutual isolation and autonomous functioning.

5.3.3.1.3. The premises must provide availability of independent external entrances or entrances of independent operation by placing a separate room inside the building.

5.3.3.1.4. When choosing CSC facilities one should take into account the requirements for the work outlined in SanPiN 2.2.0.555-96 «Occupational Hygiene, requirements for the employment of women, sanitary rules and regulations», SanPiN 2.2.2/2.4.1340-03 «Hygienic requirements for personal electronic computers and the organization of work», SanPiN 2.2.4/2.1.8.562-96 «Noise in the workplace, in residential and public buildings and housing areas», SanPiN 2.2.4.548-96 «Hygienic requirements for the microclimate of industrial premises».

5.3.3.1.5. It should provide engineering and civil defense measures to prevent emergencies.

5.3.3.1.6. When choosing accommodation for CSC to provide for measures to facilitate access to the premises and the building and stay in there for low mobile workers and consumers groups.

5.3.3.2. Requirements for the area for parking vehicles of customers (required for CSC I category, for the other categories are for guidance only):

5.3.3.2.1. Number of parking spaces for cars of customers at the central office of CSC: not less than 5 lots.

5.3.3.2.2. Number of parking spaces for cars of the staff of CSC: at least 3 lots for 10 employees.

5.3.3.3. Requirements for planning and design solutions office space (required for CSC I category, for the other categories are for guidance only):

5.3.3.3.1. The width of the corridors is defined by the requirements for escape routes and transport conditions for valuables, materials, furniture and equipment. However, it should be at least 1.4 meters for new construction and not less than 1.2 m for the reconstruction.

5.3.3.3.2. The height of the rooms from floor to ceiling shall be not less than 3 m, the height of the corridors and halls - not less than 2.4 m. If the office is located in a residential building or residential administrative building, the height shall be not less than 2.2 m.

5.3.3.3.3. A separate entrance should be provided for customers.

5.3.3.3.4. If the CSC premises are located outside the buildings owned by a branch of the Company, then the room must be equipped with a console of the centralized security at night time, alarm button, as well as CCTV.

5.3.3.3.5. Functional and planning zoning of CSC premises shall ensure:

- optimal distribution of flows of customers in service;
- zoning restrictions on levels of access to customers;
- minimum length of Technological routes of documents flow;
- a convenient location of employees in working areas for interoperability with each other within business processes to service customer and processing calls.

5.3.3.3.6. CSC central office premises shall contain the following functional groups.

Entrance lobby (lobby lounge) – Zone in front of the room of service area, intended for the primary receiving and distribution of visitor flows. Entrance shall be equipped with reception desk, which should be located in the immediate visibility of the main entrance to the premises of the Service Center. Lower limit of the entrance area is determined based on

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the estimated number of workers to 0.06 square meters for each employee plus 10 square meters.

The room of the front group should provide familiarization with the information provided on bulletin boards, or through an information kiosk with the touch screen to learn information about the Company, rates and sample questions provided for in Section 5.3.5 of this Standard.

Registration and operating group – the area in which the customer service is performed directly. Registration and operating group consists of the operating room, waiting room, clients, offices, engineering and technical facilities and ancillary facilities. If the CSC occupies more than one storey, then the operating room and waiting room should be located on the ground floor and have a separate entrance for visitors.

In the operating room the staff of the Company is located, engaged in intramural service of customers. It is recommended to separate work places of CSC employees from customer zone with a barrier. Barrier is recommended to be made as a horizontal panel with the width 0.4-0.5 m, height 1.15 m above the floor. Glass windows can be installed over the barrier. In order to better protect customers' information it is recommended to separate the places along the barrier to service customers from each other with screens with the height of 1.8 m with sound-proof finish. The service area in the operating room should be taken not less than 6 square meters for each employee, located in the area.

Customer waiting room should be equipped with seats for waiting time, information stands, including a stand with an indication of the layout of work places of employees, the engaged in receiving customers, as well as tables (stand) to fill in documentation. Lounge area, and areas for visitors in the operating room is recommended to take at the rate of 6 square for each employee, who performs direct service of customers

Office space - space for employees of CSC, including rooms and general office space for employees of departments of the branch and participating companies.

Auxiliary facilities. Auxiliary facilities include sanitary facilities, rooms for conferences and meetings, space for documents and archives, rooms for meals (cafeteria).

Sanitary facilities for employees and visitors should be separate. Number of sanitary facilities for employees in the room is determined by the number of employees and the percentage of men and women. The area of a health unit for the employees is not less than 6 square. Bathrooms for visitors should have signs, the area of sanitary facilities is at least 8 square meters.

In CSC buildings with staff of 12 people a room for meal must be provided. Room area for meals is recommended to take at the rate of not less than 0.8 square meters for each employee. When the number of employees is more than 12 people a cafeteria must be organized. In this case, the floor area under the snack bar should be at least 12 square meters for the basic structure and 8 square meters for the staff canteen. Number of seats in the cafeteria should be determined at the rate of one seat to four employees of CSC. The composition and the floor area must comply with regulatory guidance documents for the design of catering facilities.

If necessary, the following auxiliary facilities in the premises of CSC are organized.

Room for meetings and negotiations. Number of seats in rooms for meetings and negotiations is taken according to the assignment for the design and must not exceed, as a rule, 10% of the estimated number of employees, plus 15 seats. The area of such premises is determined by the rate of not less than 2.7 square meters at a location using audio-visual

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media, and at least 2 square meters - in their absence. Each additional space without a table should include at least 1 square meter.

Room for document archives. Archives of documents must be kept in separate rooms, provided with convenient routes for the evacuation of the documents in an emergency. Required area of the archive is calculated based on the period when the archives get full, normalized volumes of documentation space (excluding the documents to be written off), their projected growth rate due to the difference and standard write-offs, types, the accepted method of storage and equipment used.

The composition and the area of storerooms for materials for production purposes (office equipment, spare parts, consumables and packaging materials, etc.), requirements for their equipment is defined by a Technological task, depending on the estimated volume of reserves. The area of the pantry with stationery should be provided with not less than 0.1 square meters per employee of the calculated number of staff plus 4.5-6 square meters for the area of receiving, processing and delivery of materials.

Facilities of engineering and technical applications. The area of general office space for call-center operators is determined by the rate of not less than 6 square meters per work place, taking into account individual workstations equipped with personal computers. The composition and floor space for the central device of local computer networks, communications are defined according to specifications. When calculating the required floor space it should be based on technical requirements for the installation and operation of the equipment and the calculated rate for the area of one individual workstation in the room - 6 square meters.

5.3.3.4. Requirements to protect the premises of CSC (required for CSC I category, for the other categories are for guidance only):

5.3.3.4.1. Distribution of facilities by the zones to restrict access is a defining criterion for the selection of engineering and technical means of security used to protect them. This should take into account additional factors: the number and category of the occupants of the property, the scale of negative effects of possible harm, the most probable directions and penetration techniques.

5.3.3.4.2. The number of building entrances should be minimal and functional and meet the evacuation requirements.

5.3.3.4.3. Fire prevention is provided in accordance with the requirements of Federal Law of July 22, 2008 # 123-FZ "Technical Regulations on Fire Safety Requirements», SNiP 21-01-97* «Fire safety of buildings and structures», SNiP 31-06-2009 «Public Buildings and structures», Fire Code 110-03 «The list of buildings, structures, premises and equipment to be protected by automatic fire extinguishing and automatic fire alarm», Fire Code 88-2001 «Fire-fighting and alarm systems. Norms and rules of design», as well as part of the requirements, not covered by them, - according to other applicable regulations. The degree of fire resistance of buildings must be at least II according to SNiP 21-01-97*.

5.3.3.4.4. All facilities shall be equipped with automatic fire alarm system (including hallways and lobbies). The need for protection with automatic fire-fighting installations of buildings, structures, premises and equipment should be determined in accordance with the requirements of the Fire Code 110-03 «The list of buildings, structures, premises and equipment to be protected by automatic fire extinguishing and automatic fire alarm», Fire Code 88-01 «Fire extinguishing and alarm systems. Norms and rules of design».

5.3.3.4.5. In CSC buildings the centralized notification system for fire and other

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emergency situations should be provided. The design of these systems should be guided by the requirements of GOST 12.1.004-91 «Safety standards system. Fire Safety. General Requirements».

5.3.3.4.6. Evacuation routes and the location of emergency exits should be designed in accordance with SNiP 21-01-97* «Fire safety of buildings and structures» and SNiP 31-06-2009 «Public buildings and facilities».

5.3.3.4.7. Requirements to the built-in parking should be taken in accordance with SNiP 21-02-99* «Parking lots».

5.3.3.5. Requirements to the decoration of CSC (required for CSC I category, for the other categories are for guidance only):

5.3.3.5.1. The path from public transport to the CSC should be equipped with relevant information pointers made in the corporate style of the Company.

5.3.3.5.2. The central entrance to the building of CSC should be equipped with the sign «Customer Service of Branch of IDGC of Centre - «The name of the branch»», made in accordance with the corporate style of decoration. Depending on the architecture of the building there are two possibilities of signs of Service Center: directly above the front door or on the front of the canopy over the porch.

5.3.3.5.3. If participating companies render their services on the site of the Centre, then on the central front of the building or within the "entrance front group" the information plaque must be placed containing the name of the participating organization of CSC indicating ownership.

5.3.3.5.4. Each participating company must have a separate sign. Plates shall be made in the same style and located in close proximity to each other.

5.3.3.5.5. Information plate on the operation hours of CSC is decorated in accordance with the corporate style and is located on the central front of the building or on the front door of the premises of CSC.

5.3.3.5.6. On the way to the premises for visitors signs of passage should be located, designed in accordance with an element of outdoor advertising of corporate identity.

5.3.3.5.7. The entrance to the offices for employees and participating companies must be equipped with an information sign with a list of services and issues which they work with. The plate is made in accordance with the corporate style.

5.3.4. Requirements for equipping CSC with facilities.

Requirements for equipping CSC of a branch with facilities and furniture is presented in Table 9.

Table 9

Requirements for equipping CSC with facilities and furniture

Facilities/furniture	Quantity	CSC Category	Note
Facilities			
Info Touch kiosk	1 pc (in case of provision of additional services, or the presence of the participating companies on the site of Service Center)	I	Info Touch kiosk should provide branded consumer information of services of the Company; information shall be updated weekly and display the most requested reference information on
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Facilities/furniture	Quantity	CSC Category	Note
			services of the Company. The information kiosk can be placed in the waiting room for customers
Electronic queue system	1 pc (in case of provision of additional services, or the presence of the participating companies on the site of Service Center)	I	E-queue system - a system of hardware and software that allows to optimize the flow control and queuing customers in the CSC. Electronic queue can be integrated with the information touch kiosk
Personal computer	1 pc for an employee of CSC	I, II and III	The computer must have standard applications and access to all corporate information systems, which are necessary for good performance official duties
Telephone	1 pc for an employee CSC	I, II and III	Telephones must comply with the PBX set up in the Company/branch: call forwarding, call hold, conferencing and caller ID
Multi-function copiers, printer	Not less 1 pc for a structural unit	I, II and III	Device must provide printing speed (up) at least 25 pages per minute in black and white
High-speed scanner	Number of pieces of equipment is determined by the number of employees and CSC applications for the provision of services, coming to the CSC, but not less than 1 pc for CSC	I, II and III	For scanning a package of documents on request for the provision of services Scanning speed in colour - not less than 17 pages per minute, scanning speed in black and white - no less than 34 pages per minute
Color Printer	1 pc	I and II	For printing hand-outs for customers
Device for visual information (plasma panel, monitor, etc.)	1 pc	I	To demonstrate the clips to customers with necessary information about the Company, the main services, process of Grid connection, tariffs and image clips

Facilities/furniture	Quantity	CSC Category	Note
Cash register or terminal for receiving payment for services	1 pc for CSC	I (II and III for energy retail subdivisions)	For receiving payment for services, including contracts for the execution of Grid connection, to provide additional services
Furniture			
Working table with cabinet	Not less 1 pc for each employee	I, II and III	Table must meet the general requirements of ergonomics, a desk with drawers, lockable
Office chair	1 pc for each employee	I, II and III	
Wardrobe	Not less 1 pc for 4 employees	I and II	Wardrobe must provide room for coats and hats for not less than 4 employees
Filing cabinets	Not less 1 pc for 4 employees	I and II	Cabinet must contain lockable with a key drawers for storage of documents
Chair for the visitor	Not less 1 pc for each work place, intended for visitors, not less than 1 pc for every 2 people in average queue	I, II and III	Chair with upholstery for clients
Table for the visitor	Not less 2 pc for CSC	I	Table to fill in forms
	Not less 1 pc for CSC	II	
Safe	As required		
Cabinet under the office equipment	1 pc for each piece office equipment	I, II and III	
Information booth wall	Not less 2 pc	I	Information booth is intended for placement of informational materials, explanations, samples of filling in documents, business cards, etc.
	Not less 1 pc	II, III	

5.3.5. Requirements for a list of information posted on the sites of CSC:

5.3.5.1. Information, required for placement on the information wall stands:

- mission and values IDGC of Centre;
- quality policy IDGC of Centre;
- policy of work with clients IDGC of Centre;
- news of the Company;
- information on current promotions, events;

- contact information of Department of interaction with clients, Department of Grid connection of the Company;
- information on Grid connection;
- Regional Office ruling on tariff regulation-setting rates for Grid connection;
- electricity tariffs;
- information about additional services;
- information on the commercial metering of electricity.

5.3.5.2. Information, required for the placement (turntables, racks, reception, etc.):

- documents necessary for the conclusion of the power supply contract (sale and purchase (supply) of electric energy (power)), the order of its conclusion and the procedure for obtaining information on the status of the process of concluding the contract with the consumer (customer);
- forms of power supply contract (purchase and sale (supply) of electric energy (power));
- The Standard of IDGC of Centre, The System of Centralized Customer Service;
- procedure and conditions for making payments on the power supply contract (purchase and sale (supply) of electric energy (power));
- the order and conditions of taking meter readings and the consequences of disabling meters or absence of metering devices;
- the possible consequences of default on payment of electric energy in the form of the introduction of a complete and (or) partial operation limit for consumption of electricity and on request from the consumer - the amount of debt to pay for electricity;
- size and calculation of the cost of electricity;
- the procedure for filing calls, claims and complaints against actions of a supplier of last resort;
- schedules of planned outages;
- current regulations governing the operation on Grid connection;
- price list for additional services;
- information on energy saving and energy safety;
- handouts;
- samples of filling of applications for Grid connection and additional services;
- applications and complaints forms;
- checklists, questionnaires;
- book of reviews and suggestions.

5.4. Requirements for external customers care.

5.4.1. Requirements for the organization of call-center:

5.4.1.1. The purpose of call-center is to improve the forward and backward feed of the Company with customers to ensure loyalty of customers to the Company.

5.4.1.2. The objectives of a single corporate call-center of the Company:

- quality service to all incoming calls from customers on all activities of the Company and its branches;

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- targeted information to customers, including autoinforming (auto-calling, sms-sending), in regards with to planned and emergency outages of electricity in the service area of the Company;

- performance of outgoing calls in order to provide an answer to a request of the consumer, surveying customers to explore market potential of additional services, promising areas of customer service of the Company, customers' satisfaction of quality of the services, provided by the Company and its branches.

5.4.1.3. For optimal extramural service of the Company, taking into account the specifics of the electric grid, Call-center employees are represented in branches included in the structure of the Company, and the technical infrastructure of call-center is owned by the Company.

5.4.1.4. To provide a single point of access to the extramural service over the phone the multi-channel single phone number of the call-center "8-800-50-50-115" is provided in the service area of the Company. The call to a single phone number is free of charge to the subscriber.

5.4.1.5. Operation of the call-center is carried out around the clock seven days a week in the format 24x7x365. This format of work is provided by the 1st support line of the call-center.

5.4.1.6. To operate the single corporate call-center the organizational structure of the call-center should be geographically distributed in the service area of the Company (see Figure 2):

- 1st support line – the call-center operators at the level of branches included in the structure of the Company;
- 2nd support line – the call-center operators at the level of branches of the Company in the structure of customer relationship management;
- 3rd support line – employees of departments of branches of the Company.

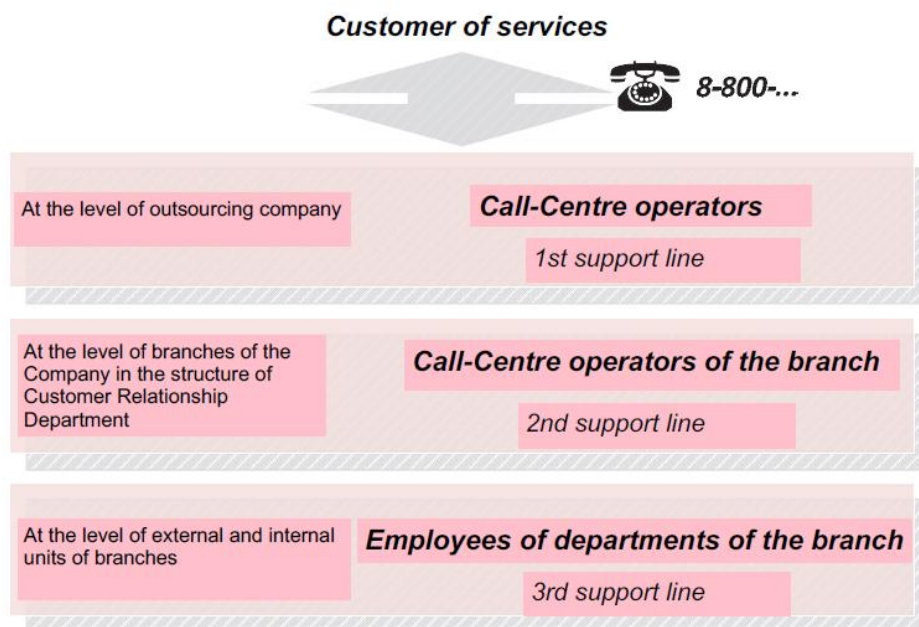


Fig. 2. **Organizational structure of the single call-center**

5.4.1.7. All calls made to the single number of the call-center of the Company, are recorded and processed in SAP CRM using the software of the call-center.

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5.4.1.8. When a call comes to the number of the call-center the audio recording system records phone conversations with subscribers and the subscriber shall be notified of this at the beginning of the conversation.

5.4.1.9. Typified algorithm of extramural service of customers on the phone is given in Appendix # 4 to this standard. The main functions of the call-center to optimize business processes of extramural service are distributed over the levels of support of the call-center and their distribution is shown in Table 10 of this standard.

Table 10

Distribution of functions of extramural service at support levels

Functions of extramural service	Support level of the call-centre
Receiving and processing incoming calls using interactive voice response IVR-system "Self-service systems": entering the current meter readings, tracking the execution of the Grid connection, etc.	1st and 2nd support lines of the call-centre
Receipt, registration and processing of incoming calls from customers by the operator:	
for power outages and power quality	1st support line of the call-centre
contact information of units of the Company and switching	1st support line of the call-centre
on the activities of the Company: Grid connection to the networks of the Company, metering of electricity, additional services of branches of the Company	2nd support line of the call-centre
Receiving calls to a voice "mailbox" with registration and processing of incoming calls from customers:	
for power outages and power quality	1st support line of the call-centre
contact information of units of the Company and switching	1st support line of the call-centre
on the activities of the Company: Grid connection to the networks of the Company, metering of electricity, additional services of branches of the Company.	2nd support line of the call-centre
Performance of outgoing calls to notify customers or providing information on calls of customers	1st and 2nd support lines of the call-centre
Conduct targeted surveys in the telephone communication channel to study: market of potential additional services; promising areas of customer service of the Company; satisfaction with the quality of services by customers	1st support line of the call-centre
Notification of major customers of electricity, marketing organizations about planned and unplanned outages	1st support line of the call-centre
Communication with operational staff of the Grid Control Center, operation and dispatching services of Production Depot, operators and dispatchers of DEN in case of emergency and planned power cuts	1st support line of the call-centre
Autoinforming through auto calling and sms-notification of planned and unplanned outages for electricity customers	1st support line of the call-centre

Functions of extramural service	Support level of the call-centre
Auto notification through auto calling and sms-alerts when performing the Grid connection, execution of service contracts, etc.	2nd support line of the call-centre
Updating of databases with calls and contact details of customers	1st and 2nd support lines of the call-centre

5.4.1.10. Requirements for the functionality of the single call-centre are shown in Table 11 of this standard.

Table 11

Requirements for the functionality of the single call-centre of the Company

Module/function	Description
Basic requirements	
Receiving and managing incoming calls of subscribers	Technical capability to receive and manage incoming calls of customers: call forwarding, call hold, connect, call transfer to other employees, the organization of the conference
Performance and management of outgoing calls to subscribers	Technical capability to perform and manage outgoing calls of customers: call forwarding, call hold, connect, call transfer to other employees, the organization of the conference
ANI - Automatic number identification	Function allows to determine the number of the caller. If the subscriber is registered in the database of contractors, at the time when the call is made the operator can view information messages at the operator workstation with contact data of the subscriber
Receiving voice messages on voice mail box	Module of the voice mail box allows to leave a voice message to subscribers of the telephone network
Interactive voice response system (IVR)	System of pre-recorded voice messages, performing the function of the routing of calls by category within the call-centre, using the information entered by the caller with DTMF
Automatic Call Distributing system (ACD)	Functions of the system include the distribution of calls to the telephone queue, search for a free operator, features associated with the distribution of calls among a group of operators, support for various forms of interaction between the operator and the subscriber in accordance with predetermined business rules, including provision of required information in the automatic mode
Audio recording of telephone conversations	Audio recording system provides the ability to audio record all incoming and outgoing calls from subscribers, including calls forwarded to the employees of the Company, and the attachment of the file with audio call to the call (document) in the CRM-system. The system should also provide for: search records of conversations through the filter system, listening to a conversation in an embedded player, capability to export record of a conversation to a file, the setup of call recording rules, record keeping, archiving of records on schedule or at request of the administrator, setting a time limit of records storage.
Reporting and statistics	The system provides the capability to track call options:

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Module/function	Description
module	<p>number of incoming / outgoing requests; number of requests closed in the IVR system; number of inquiries closed by a call-center operator; number of routed requests by departments, the number of requests being processed; full statistics of conversion requests from state to state; average request processing time by the operator; average request processing time by other departments of the Company in case of call forwarding; average time of use of the IVR system.</p> <p>For these parameters the system should generate any sample reports, and also provide a convenient tool for additional reporting forms for the analysis of labor, utilization, efficiency of the operators</p>
System of auto calling subscribers	The system provides the capability to automatically dial out to consumers of services from a pre-made list of data to provide typified information in the form of a voice message
Sms-service module	System allows to use sms-service, including sms-notification, sms-notice to customers
System of protection of confidential data	System allows to organize the protection of confidential data
Technical capability to integrate the call-centre of the Company with the call-centre of other branches and affiliates of IDGC Holding	During emergencies and disasters at peak loads on operators of the call-centre of the Company the technical capability shall be provided to distribute (or automatically redirect in employment for all operators) incoming calls to call-center operators of other grid subsidiaries and affiliates of IDGC Holding
Additional requirements	
Intelligent Call Management System (ICM)	Intelligent call routing enables using the collected and available data on the consumer, the line and the operators load - addressing the call on the best route - dynamic management of priority calls in the queue, routing at the level of the knowledge of the operator, the conditional call routing, call routing based on data received from the CRM system, etc.
Text To Speech System (TTS)	System allows subscribers to receive information from the Call-Centre in readable form. TTS systems are used when the information provided to the consumer is unique, not repetitive and it cannot be represented as a set of phrases
Automatic Speech Recognition System (ASR)	System allows subscribers to provide information to the Company through the Call-Centre, for example, to provide current readings of electricity metering
Predictive Dialer (PD)	System allows to optimize the procedure of organization of public calls. The system itself connects to the subscribers from the list, defines a "live" response and sends the call to the operator or IVR Module

5.4.1.11. Equipment to create hardware and software of the single call-centre is selected based on the functional requirements listed in Table 11, and the capability to integrate with the existing AC and AM of the target management subsystem "Clients".

5.4.1.12. Call-centre operator's work station must be equipped in accordance with the requirements specified in the Table 12 of this standard.

Table 12

Requirements for equipment of operator's workplace at the call-centre

Equipment of operator's workplace	Quantity	Note
Equipment		
Personal Computer	1 pc for employee of the call-centre	The computer must have all the standard applications installed. Requirements for Call-centre operator's work station are presented in Table 9
Telephone set	1 pc for employee of the call-centre	Telephones must comply with PBX: call forwarding, call hold and conferencing, and caller ID
Headset	1 pc for employee of the call-centre	Headset is a combination of headphones and microphone. The headset should provide protection from outside noise for call processing
Furniture		
Working table	Not less 1 pc for each employee	Table must meet the general requirements of ergonomics, a desk with drawers, lockable
Office chair	1 pc for each employee	
Reading-lamp	1 pc for 1 work place	

5.4.1.13. Automated work place of the call-center operator is implemented as software and is a visual call management application and display of more information about calls and requests.

5.4.1.14. Automated work place of the call-center operator is integrated with the necessary information systems and databases of the Company to minimize time call processing. Functional requirements for automated work place of the call-center operator are given in Table 13 of this standard.

Table 13

Functional requirements for Automated work place of the call-center operator

Item #	Functions of Automated work place
1	Making outgoing calls to subscribers and employees of the Company in manual mode
2	Receiving incoming calls from customers and employees of the Company
3	Redirecting an established connection to another operator, employee of the Company or IVR-system in manual mode
4	Holding the established connection while conversations of the operator with employees of the Company (accompanied by music)

Item #	Functions of Automated work place
5	Creating conferences with three or more people. The conference participants may be operators, other employees of the Company and the subscribers
6	Redirecting an established connection to the external and internal numbers, including other operators
7	Capability to service multiple calls simultaneously
8	Function as a dialer
9	Listening to a voice mail
10	Listening to the records of conversations with the subscriber
11	Display of the call history (incoming, outgoing, missed and unanswered calls) of the operator
12	Display of the last missed call by the operator with the capability to speed dial the missed call and recording it to the address book
13	Display of a list of contacts, the corporate address book
14	Maintaining a personal address book with an unlimited number of records
15	Monitoring the status of other operators (for 1st support line - monitoring of the operators of the 1st and 2nd support line, for the 2nd support line - monitoring of the operators of 2nd line)
16	Display of scripts (scenarios) of the operator talks to the subscriber with the capability to autosave call options in the CRM-system as parameters of the call (AS for handling calls)
17	Display of a list of call queues
18	Caller ID with access to the history of interaction
19	Registration of calls of the subscriber with saving changes about calls in CRM-system with reference to the contractor
20	Automatic issuing reminders about approaching deadlines for each stage of processing calls. The possibility of forming reminders manually
21	Formation of statistical reports on incoming calls
22	Capability of maintaining the knowledge base on key areas in which advice and information is provided to customers of services. Immediate search of the knowledge base to provide answers to questions asked by consumers in the process of registration of calls
23	Formation of a questionnaire to survey customers
24	Performance of group telephone interviews and telemarketing

5.4.2. Requirements for the organization of interactive services:

5.4.2.1. Interactive servicing of the Company is organized on the basis of the section "Customers" on the corporate website of the Company. Tools of interactive services: internet-reception and personal account.

5.4.2.2. The section "Clients" on the website of a branch should include the following headings:

- Service area of the branch;
- Transmission of electricity;
- Grid connection;
- Commercial metering of electric energy;
- Additional services;
- Centralized customer service system;

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– Useful information: energy saving, safety (threat to life and health in cases of theft of electricity and power equipment).

The structure and content of the section "Customers" are shown in Table 14 of this standard.

Table 14

Structure and content of the section "Customers" on the web site

Name of Section	Subsections	Information in subsection	
Service area of the branch	General Information	General Information about the branch, the main characteristics of the electric facilities	
	Technical condition of the grid	information on the technical condition of networks	
	Feeding centers	List of substations	
	Data on total transmission capacity	Information about the total transmission capacity of each site of the electric grid	
Electric power transmission	General Electric Power Transmission Information	Information about electric power transmission, the scheme of interaction between participants in the supply of electricity	
	Typical forms of documents	Forms of standard contracts for the provision of services for power transmission	
	Rates for services of electricity transmission	Tariffs for services of electric power transmission for the current regulation period, indicating the source official publication of the regulatory authority to establish rates	
	Planned outages	Schedule of planned electricity outages	
	Regulatory documents	List of up-to-date regulatory documents	
	Information on electrical energy transmission to be disclosed	<ol style="list-style-type: none"> 1. General information about the losses of electrical energy. 2. Types of sources of electric power losses. 3. Information about the amount of losses in electric networks. 4. Efforts to reduce electric power losses. Information in this section is submitted in accordance with Government Resolution of 21 January 2004 # 24 "On approval of the disclosure standards of the wholesale and retail electricity markets participants"	
Grid connection	General information on Grid connection	Information on the procedure of Grid connection, stages of connection, the necessary documents and deadlines for each stage. Scheme of interaction of participants	
	Typical forms of documents	Standard forms of documents on Grid connection for each group of applicants: application forms, specifications and contracts	
	Rates for Grid connection	Rates for Grid connection for the current regulation period, indicating the source official publication of the regulatory authority to establish rates	
	Regulatory documents	List of up-to-date regulatory documents on Grid	
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Name of Section	Subsections	Information in subsection
	Information on Grid connection to be disclosed	<p>connection</p> <ol style="list-style-type: none"> 1. Quantity of applications submitted and the power needed to meet them. 2. Quantity of concluded contracts for Grid connection, connected power, time and cost for each contract separately. 3. Information about cancelled requests for Grid connection. 4. Quantity of executed connections and connected facilities. <p>Information in this section is submitted in accordance with Government Resolution of 21 January 2004 # 24 "On approval of the disclosure standards of the wholesale and retail electricity markets participants"</p>

Name of Section	Subsections	Information in subsection
Energy retail activity	General information about retail activity	<p>General information on the implementation of the functions of the Supplier of last resort, the documents necessary for the conclusion of the power supply contract (purchase and sale (supply) of electric energy (power)), the order of its conclusion and the procedure for obtaining information on the status of the process of concluding the contract with the customer (consumer) , the scheme interaction of participants for energy retail activity, including:</p> <ul style="list-style-type: none"> - Order of the Ministry of Energy of the Russian Federation on assigning the status of the Supplier of last resort; - terms and conditions of payments for energy supply contract (purchase and sale (supply) of electric energy (power)); - order and conditions of taking meter readings and the consequences of disabling meters or absence of metering devices; - the possible consequences of default on payment of electric energy in the form of the introduction of a complete and (or) partial operation limit for consumption of electricity; - calculation of the cost of electricity, reduction in payment in place
	Private customers	Information on rates, the procedure for determining fees for electricity, an interactive format for transmitting meter readings, standard forms of energy supply contracts (purchase and sale (supply) of electric energy (power), useful information, payment details
	Legal entities	Rates and pricing, the procedure for determining the amount of payment for the services of electricity supply, an interactive format for transmitting meter readings, standard forms of energy supply contracts (purchase and sale (supply) of electric energy (power), useful information
	Regulatory documents	The list of current regulations for energy retail activity
	Order of processing requests	The procedure for filing requests, claims and complaints
	Customer service centers	Postal addresses, schedules of Customer Service Centres that receive on energy retail activity
Commercial metering of	General information on commercial metering of	General information about the execution of commercial metering

Name of Section	Subsections	Information in subsection
electric energy	electricity	
	Requirements for metering devices and their installation	Requirements for metering devices and their installation
	Typical forms of documents	Standard forms of documents: application forms, contracts
	Cost of services	Cost of services on the equipment in terms of metering point
	Regulatory documents	List of up-to-date regulatory documents on metering of electric energy
Additional services	Services	List of extra services for payment and their description
	Cost of services	Price list for additional services
	Typical forms of documents	Standard forms of documents: application forms, contracts, procedure and place of submitting an application for additional services
System of centralized customer service	Customer Service Centres	<ol style="list-style-type: none"> 1. Mail addresses of CSC, map showing the location of the CSC, numbers of public transportation and stops. 2. Single number of the call-center and e-mail of Customer Service Centre. 3. Full name, telephone of Head of CSC. 4. Action plans, held on the sites of CSC
	Internet reception	<ol style="list-style-type: none"> 1. Ask an expert. 2. Send a request/complaint. 3. Send an application for Grid connection to the network branch (under the control of the Company) of the Company. 4. Send a request for additional services. 5. Send current readings of meters. 6. Report of theft of electricity. 7. Questions and answers. 8. Send an application to conclude an energy supply contract (purchase and sale (supply) of electric energy (power))
	Personal account of clients	
	Single call-center of the Company	Description of the call-center, characteristics of the call-center, services, order a call in the call-center
	Regulatory documents	Standards for service of customers
	Report on the work with clients for the reporting period	Statistical reporting on the results of work with customers, including the structural distribution of calls according to the basic classification parameters, dynamics of calls for calls categories.

Name of Section	Subsections	Information in subsection
		Information is updated not less than 1 per quarter
	Customer survey (questionnaire of the customer)	Customer questionnaire on various topics for the online survey. Subject of the interview and questionnaire, respectively, must be updated at least 1 per quarter
Useful information: energy saving, safety		Information on energy conservation and safety, the threat to life and health in cases of theft of electricity and power equipment

5.4.2.3. The single number of the call-center of the Company, information on planned and emergency electricity outages in the service area of the branch of the Company with details on settlements and the links, banner ads on the following items: Internet reception, personal customer account; customer application form must be located on the home page of the corporate web site.

5.4.2.4. Subsection «Internet reception» is an interactive information service of the Company and provides direct communication and feedback from consumers. Internet reception includes the following features:

5.4.2.4.1. «Ask an expert». In this subsection, there is an electronic form with fields to fill customer contact information, topics and subject matter. The list should correspond to the classification of calls, given in Appendix # 1.

5.4.2.4.2. «Send a request/complaint». In this subsection, there is an electronic form with fields to be filled in by the consumer with the following information: contact information of the consumer, the subject of calls, subject matter of calls/complaints. It shall be possible to attach files with the extension jpg and pdf;

5.4.2.4.3. «Send a request for services». In this subsection, there are electronic forms with fields to fill in the necessary information to provide services to individuals and legal entities. Acceptance of the application should be implemented for:

- Grid connection of power receivers to the distribution grid of the Company;
- recovery of previously issued or new technical requirements;
- renewal (redistribution) of power;
- inspection, replacement and installation of electricity meters;
- requests for additional services.

It shall be possible to attach files with extension jpg and pdf.

The consumer must be notified to submit the original documents, copies of which have been sent via the Internet reception, within 6 working days from the date of submitting the application.

5.4.2.4.4. «Questions and answers». In this subsection, there are questions posted the mostly frequently asked by customers of services.

5.4.2.5. Subsection «Personal account of clients» is a collection of targeted information and interactive services in terms of customer interaction for Grid connection, transmission of electrical energy, metering of electrical energy, additional services and other issues.

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5.4.2.6. For targeting, the maximum degree of comfort and ergonomics of the Personal Account can be implemented by different types of interfaces depending on the category of customers. Access to the Personal Account is made on an individual login and password that are provided to the consumer when applying for the provision of services or in-person visit to the CSC of the Company.

5.4.2.7. In the Personal Account the following functionality is implemented:

- receiving and sending E-mails, sms messages;
- filling in and submitting an application for services, complaints about the quality of the organization or provision of services, advice or reviews on rendered services;
- providing information about planned, unplanned outages and power supply;
- viewing information about the status of the request (application) of the consumer for services provision, submitted to the grid organization, with the date indication when the application was received and its registration number, date of sending to the applicant a signed by the grid organization agreement on the implementation of grid connection and technical specifications;
- viewing information about the status of execution of the contract of services, indicating the planned timing of the stages of execution, with the exception of contracts to provide services for the transmission of electrical energy. Data on contracts to implement grid connection should include information on the date to conclude the contract, the implementation by the grid organization of technical specifications, the actual connection, drafting and signing of documents on grid connection;
- tracking the status of current accounts to pay for concluded contracts and possibility to pay for them (or capability of printing the payment document);
- viewing all concluded contracts and their appendices to provide services, energy service contracts and stages of fulfillment of obligations by the company, as well as completed contracts/agreements;
- viewing parameters of connected power installations: the name and location, the number of connection points, the maximum power, the voltage, the connection point, the level of reliability of power supply, the customer contract load, e/e measuring devices;
- viewing offers by date of visiting by the company’s employees to perform different kinds of work (actual connection of power installations, meter readings, replacement/cleaning insulators, replacement of transformer oil, inspection of networks, etc.);
- tracking the list of delivery points and metering points and their status, namely:
 - metering data (type, number, year of manufacture, year of verification, accuracy, etc.),
 - monitoring meter readings on metering points and the date of their reading by representatives of the grid company, data of instrument checks,
 - results of checking the status of metering devices on metering points by representatives of the grid company (suitable for calculations/ unusable) and their dates,
 - instructions on bringing electricity meters on metering points in compliance with the requirements, the date of issuance and terms of their performance,
 - acts on non-metered consumption on metering points and volume calculated on them,

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- expiration dates for recalibration interval for metering devices on delivery points,
 - tracking statistics and consumption modes:
 - consumption volume on delivery points (depth on request);
 - value of capacity allowed for use on delivery points;
 - information about tamper evident seals of metering devices and signs of visual control, etc.
- creation of notifications on failure of metering devices to transmit meter readings, taking by the customer himself (making an offer);
 - payment for the provided/planned to be provided service.
 - other features of the targeted web-service.

5.4.2.8. In the Personal Account it shall be possible to attach files with the extension jpg and pdf.

5.4.2.9. In the Personal Account it should be possible to sign applications for the provision of services and the documents submitted by the applicant in an electronic form with a simple electronic signature, in the cases stipulated by the current legislation of the Russian Federation.

5.4.2.10. If in the Personal Account applications for the provision of services and the documents have not been signed by the customer, then sending the application the consumer must be notified to submit the original documents for the request for the provision of services, copies of which are directed through the Personal Account, within 6 working days from the date of application being directed.

5.4.2.11. For interactive services it is necessary to integrate the on-line information services, corporate AM/AS and databases of the Company.

5.4.2.12. Reception and initial processing of all calls, received through the Internet and the Personal Account, including requests for the provision of services, is carried out by experts of the Department of interactions with customers/customer relationship Office of the branch.

5.4.3. Requirements for the extramural service by mail, Internet reception and e-mail:

5.4.3.1. All calls of customers, sent to the branches of the Company and the Company by mail, automated workflow management system, are recorded as incoming mail in accordance with the requirements of Section 4.4.2 of the Rules of Procedure "Handling calls of customers" RG BP 9/04-05/2012.

5.4.3.2. Reception and initial processing of incoming calls of customers in the address of the Company by mail, and automated workflow management system is performed Administration Office/Administration Department of the branch in accordance with the organizational and administrative documents of the Company and shall be addressed to the field-specific Deputy Director.

5.4.3.3. Routing requests for basic services is performed in accordance with organizational and administrative documents of the Company.

5.4.3.4. Original documents of applications for the provision of services, copies of which are directed to the company via Internet reception (Personal Account) or by facsimile, must be requested from the consumer within 6 working days from the date of submitting the application.

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5.4.3.5. All calls, sent to the address of the Company through the Internet reception, Personal Account and e-mail service, are recorded and processed by employees of the Department of customer interaction/CRM Office.

5.4.4. Requirements for the organization of other channels of communication with consumers of services:

5.4.4.1. In addition the client mailboxes - mailboxes to receive written correspondence - calls, opinions of customers, questionnaires can be used for organizing the feedback.

5.4.4.2. Recommended places for their location - CSC I and II categories. Client mailboxes may be located in the building of the executive office of the Company and its branches, in places of mass gathering of the population. The box shall be made in the corporate style to show the logo, name and phone number of the single call-centre of the Company. Collection and processing of correspondence from letter-boxes is made by employees of customer relationship management Office.

5.4.4.3. Collection of written correspondence from client boxes is carried out at least once a month, however, it depends on the purpose of the client box:

- receiving applications - at least once a week;
- surveys – it is allowed to complete surveys the last day, subject to the full term of the questionnaire within one month.

5.4.4.4. In order to store correspondence the volume of correspondence must not exceed 500 applications, size 210 x 297 mm (format 1 of sheet is A-4), in case of an application to the Company, which contains more than 1 sheet (enclosures), the total number of applications must not exceed 100 applications/box.

6. Requirements for etiquette when serving customers

6.1. General requirements of business etiquette:

6.1.1. Rules of business etiquette are not absolute – they are intended to that they are applicable in each certain case based on the situation. Respect to customer, common sense and efficiency of employee's behavior responsible for interaction is unchanged in any situation. Employees of Customer Relationship Office and other structural units responsible for interaction with customers represent the Company in their persons and the Company's attitude to the customer.

6.1.2. Elementary rules, which an employee is to comply with:

- an employee must service a customer immediately and qualitatively;
- an employee must strive to provide customer with maximum emotional comfort;
- courtesy, tactfulness, politeness, kindness and calmness are absolute components of high culture of the employee's communication with customers;
- an employee should use the word «thank you» and «please»;
- an employee always greets a customer first;
- address to a customer according to gender – «man»/»woman» is excluded;
- in the course of communication an employee call to a customer by name and patronymic and uses the pronoun «You» irrespective of his/her age and social status.

6.1.3. An employee treats all consumers of services equally and restrained, regardless of personal likes and dislikes.

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6.1.4. An employee must respect a customer's point of view irrespective of the fact whether he shares it or not. To impose views, to ignore a customer's replies or to interrupt him/her is not permitted.

6.1.5. Special attention should be paid to work with complaints of customers: an employee should listen to a customer carefully and express readiness to take in the occurred situation.

6.1.6. When communicating with a customer professional terms should be used moderately and only in cases when it is clear that a customer understands them absolutely.

6.1.7. When interacting with a customer an employee must not provide misleading information or disorient him/her in other ways.

6.1.8. If an employee is not completely sure in accuracy of information provided to a customer, he should recheck it. If significant period of time is necessary to find out details, an employee should propose a customer to refer once more to obtain information (in this case to specify exact time) or propose an alternative channel to obtain information.

6.1.9. To avoid accidental providing of misleading information an employee is not entitled to consult a customer on issues requiring professional knowledge, which is beyond his/her competence.

6.1.10. If an employee does not possess necessary competence to solve a problem of a customer that applied to him/her, an employee must:

- to involve a competent specialist to solve a customer's problem;
- to specify search direction (to provide inquiry service telephone number, name of organization etc.).

6.2. Requirements of business etiquette for intramural customers care:

6.2.1. Personal communication with a customer is an important element of the corporate culture of the Company. When performing direct service an employee must do his/her best to service efficiently expressed by minimum number of active contacts.

6.2.2. An employee must study out a customer's problem completely and propose the optimum alternative to solve it for a customer not to apply once more.

6.2.3. Discussing vital and disputable issues an employee must obtain confirmation whether a customer has understood him/her. Repeating key phrases of the conversation it is necessary to make sure that the parties came to agreement in respect to further customer's actions; in case of hesitation it is necessary to clarify understanding by rephrasing key phrases to get confirmation whether a customer has understood him/her.

6.2.4. It is recommended to provide a customer with information important or complicate to remember in writing. Lists of documents, date of the next visit, Call-centre telephone number are given in writing.

6.2.5. An employee should express kind attitude to a customer by his/her communication manner, way of greeting, smile etc.

6.2.6. At the end of the conversation an employee should thank a customer for the visit.

6.2.7. Norms and regulations official etiquette demand from an employee to refrain from talking by phone ignoring presence of a customer.

6.2.8. An employee at provoking by the visitor of CSC a conflict should be emotionally and psychologically stable, not allowing to be drawn into the conflict to take all possible steps to resolve the conflict and stop it.

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6.2.9. Requirements for appearance and dress code of employees, engaged in intramural service of customers, are regulated by the organizational and administrative documents.

6.3. Requirements of business etiquette for telephone conversations:

6.3.1. Telephone conversations are important element of the corporate culture of the Company. An employee, who answers telephone calls, forms the corresponding image of the Company in the eyes of customers.

6.3.2. It is necessary to answer an incoming telephone call promptly not later than the third signal.

6.3.3. When making an outgoing call, an employee must terminate attempts to connect after the fourth signal of the telephone.

6.3.4. An employee should hold telephone conversation in such a way for the problem of each customer to be solved and he/she has favorable impression about the Company.

6.3.5. An employee must pronounce words distinctly for a customer to hear and understand them well.

6.3.6. An employee should control his/her speaking rate, because too fast or slow speech complicates the conversation.

6.3.7. It is recommended for an employee to use techniques of an active listener supporting permanent contact with the conversation partner by means of words and interjections.

6.3.8. If an employee is not sure that he/she has heard anything in a telephone talk correctly, he/she should ask a customer again to avoid misunderstanding.

6.3.9. An employee must be laconic, precise, when giving information, not use needless words and make long pauses. A telephone talk must be informative, but brief.

6.3.10. If an operator cannot answer a customer's call at once, it is recommended to write down the customer's telephone number and call him/her back.

6.3.11. While having a telephone conversation it is prohibited to involve a customer in business and problems of colleagues, to comment their actions.

6.3.12. It is not recommended to have telephone conversations by means of speaker phone.

6.3.13. If a customer holds on line, an employee should not talk to other employees or customers in the office. It is necessary to turn on music for the customer, when holding the line, if there is a corresponding technical device.

6.3.14. At the end of a conversation an employee is to thank a customer for the call.

6.4. Requirements for the etiquette of business writing:

6.4.1. Business correspondence can be conducted either by means of ordinary mail, Automated workflow management system and e-mail.

6.4.2. When sending a letter by mail of the Russian Federation, a letter is registered according to internal standards of document flow.

6.4.3. When sending a letter by e-mail, an employee always indicates briefly its subject. The length of a letter should comply with nature of the conversation: if an employee just answers a question, he/she should make it briefly and to the point;

6.4.4. It is necessary to begin a letter with address to a customer by name and patronymic.

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6.4.5. It is recommended to make response in two parts:

- recital – it provides a summary of the received call (complaint) and provides the facts, reasons, basis and purpose of writing. If necessary, this part shows relationship with the regulatory documentation on the subject;
- result – it sets itself a response to the consumer, the decision on the call (complaint).

6.4.6. An answer should not contain references that reflect problems of the Company (absence of financial assets, personnel etc.), which dissatisfy a customer, inexact and indefinite terms, or deadlines for a consumer problem solving that exceed one year.

6.4.7. An answer is signed by a person, to whose name a customer's call has been received. The signature should identify an employee (full name, position, subdivision, name of the company) and contain data on alternative communication channels (e.g. telephone of the call-centre or fax).

If the request was received by the parent organization (JSC "Russian Grids" or the Ministry of Energy of the Russian Federation), the response is signed by Deputy General Director (field specific) of the executive office of IDGC of Centre. The response is sent from the executive office of IDGC of Centre.

In all other cases, the response is sent from the branch signed by the official in accordance with the authority and area of activities.

The signature should identify the employee (full name, position, subdivision, the company name) and contain information about alternative channels of communication (e.g., telephone number of a call centre or fax).

7. Requirement to business-processes relating to support of the Company's customer-oriented principles

7.1. Requirements for the implementation of Grid connection services:

7.1.1. The procedure of Grid connection of power receivers (power plants) of applicants to the distribution grid of the branch of the Company is established in accordance with the regulations, including the Rules of Grid connection of power receivers of customers of electric energy, electricity generating facilities as well as electric grid facilities, belonging to grid organizations and other persons, to the power grid, and is governed by the organizational and administrative documents of the Company.

7.1.2. The application for Grid connection can be submitted via:

- mail through the Administration Office of the executive office of the Company or administration department of the branch;
- Internet reception (Personal Account) with further submission of original documents;
- visiting CSC by the consumer of services (applicant) regardless of the location of the power receiving device of the applicant;
- a structural unit of the branch of the Company, including the DEN, in the service area of which the power receiving installation of the applicant being connected is located.

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7.1.3. When an application is accepted by intramural service specialists of Office of interaction with customers/DEN specialists then the primary and secondary processing of the application for Grid connection is performed.

7.1.4. When an application is accepted by specialists of Administration Office / administration department of the branch then the compliance with form requirements, completeness of information in the application and the presence of the attached documents is carried out by experts of a responsible division established by organizational and administrative documents of the Company.

7.1.5. With external application via Internet reception (Personal Account) the primary and secondary processing of applications for Grid connection is performed by specialists of Office of interaction with customers. Original documents of the application must be requested from the applicant within 6 working days from the date of receipt of the request. In case the original documents are not provided, the application for Grid connection is cancelled. Notification of applicants to submit the original documents for the request and control of the submission deadline is performed by the Office of interaction with customers.

With external application via Internet reception (Personal Account) the primary and secondary processing of applications for Grid connection is performed by specialists of Office of interaction with customers. Title documents for the application must be requested from the applicant within 6 working days from the date of receipt of the request. Notification of applicants to submit the title documents for the request and control of the submission deadline is performed by the Office of interaction with customers.

7.1.6. The application of the applicant is registered in the SAP CRM, in accordance with paragraph 7.1, at the time of receipt, the application for Grid connection is registered in the prescribed manner on the day of receipt of the application of the applicant (in case of full completeness of the application) or on the day the applicant has provided missing information on the application and/or missing documents.

7.1.7. With the intramural form of submission of the application for Grid connection the applicant is given the opportunity to create a personal account for a client to access information on the stages of processing its application and performance of the contract. In the case of consent by the applicant a login and password is provided to login to his/her personal account.

7.1.8. The main indicators of the diligence of the Company on the Grid connection are the parameters of compliance with regulations, including statutory deadlines of performance of stages of the Grid connection (see Table 15 and 16).

Table 15

Deadlines of performance of stages of the Grid connection

Stage	Procedure	Deadline
Initial processing of calls (applications)	Receiving calls with the application for Grid connection	At intramural application within 30 minutes
		When an application is received by mail the transfer of the application and a set of documents to the operating unit - no more than 1 business day
Main	Verification of the form requirements, the	1 business day after receipt of

Stage	Procedure	Deadline
processing of applications	completeness of the information in the application and the documents attached to the application in accordance with the regulations and organizational and administrative documents. Registration of the application and the set of documents is performed in SAP CRM	the application and the set of documents at intramural application 2 business days from the date of registration of the incoming letter with the application and the package of documents with the receipt by post
	Preparing and giving notice to the applicant of missing information and/or documents to the application	6 business days after receipt of the application
	Direction of the application and the set of documents submitted by the applicant to the operating unit with a covering letter	2 business days after receipt of the application (in the case of a complete set of documents), or upon receipt of missing information and/or documents to the application
Signing a contract for implementation of Grid connection to the electric networks	Preparation and giving notice to increase the period of preparation of the contract for specifications with the system operator at the complexity of the Grid connection	Not later than 2 business days of the issuance of technical conditions for agreement with the system operator
	Preparing and giving notice to the applicant about the direction of application for tariff setting attached to it with the materials to the authorized body of executive power on state regulation of tariffs	3 business days from the date of the application directed for tariff setting to the authority responsible for state regulation of tariffs
	Preparation and direction of the draft agreement for Grid connection and technical conditions for Grid connection to electric networks to the applicant. (With the Grid connection according to an individual project the decision of the authorized body of executive power on state regulation of tariffs shall also be forwarded to the applicant for approval of payment for Grid connection according to the individual project)	30 days after receipt of the application (in case of a complete set of documents), or upon receipt of missing information and/or documents to the application
		3 days from the date of approval of the amount of payment for Grid connection by the authorized executive body in the field of state regulation of tariffs for the Grid connection according to the individual project
	3 business days from the date of agreement with the system operator of the specifications at the complexity of the Grid connection	
	5 business days upon receipt of the applicant's reasoned refusal	

Stage	Procedure	Deadline
		to sign the draft agreement with the requirement of bringing it into compliance with the Rules of the Grid connection (Governmental Order of the Russian Federation dated December 27, 2004 #861)
	Signing of the contract by the applicant and the direction of one copy to the grid organization	60 days from the date of receipt of the signed by the grid organization contract
	Direction of a motivated refusal by the applicant to sign the draft agreement with the requirement of bringing it into compliance with the Rules of the Grid connection (Governmental Order of the Russian Federation dated December 27, 2004 # 861)	30 days from the date of receipt of the signed by the organization contract
	Cancellation of the application for Grid connection	60 days from the date of receipt of the signed by the organization contract
	Sending a copy of the application for Grid connection to the system operator in case of Grid connection of power receivers with the total connected capacity exceeding 150 kW and below 670 kW	5 business days upon receipt of the application
	Direction to the higher grid organization of information about the planned Grid connection, containing a reference to the connected and maximum power, load conditions, power supply reliability category	10 business days upon receipt of the application
	Agreement with the system operator of the specifications for Grid connection to electric networks in case of Grid connection of generators with the installed capacity exceeding 5 MW, and power receiving installations with the connected capacity exceeding 670 kW	15 days from the date of receipt of the draft specifications from a grid organization
Implementation of activities for Grid connection by a grid organization	For applicants for temporary (not exceeding 6 months) connection of power receivers to supply power to mobile facilities with their maximum load up to 100 kW inclusive (subject to the previously connected power installations to	15 business days (if the application does not specify a longer period) from the date of the contract signature ⁶

⁶ If the distance from the power receiving unit of the applicant to the existing electricity networks of the required voltage class is less than 300 m.

Stage	Procedure	Deadline
	the given connection point)	
	For applicants - legal persons or individual entrepreneurs for connection of power receivers with the maximum capacity from 15 kW to 150 kW inclusive (subject to the previously connected power installations to the given connection point)	6 months from the date of the contract signature ⁷
	For applicants - individuals, for connection of power receivers with the maximum capacity of up to 15 kW inclusive (subject to the previously connected power installations to the given connection point) for domestic and other purposes not related to business activities and power supply is provided for one source	
	Sending a copy of the application for Grid connection to the system operator in case of Grid connection of power receivers with the total connected capacity exceeding 150 kW and below 670 kW	
	Direction to the higher grid organization of information about the planned Grid connection, containing a reference to the connected and maximum power, load conditions, power supply reliability category	1 year, unless a shorter period is provided with a relevant investment program or agreement of the parties
	Agreement with the system operator of the specifications for Grid connection to electric networks in case of Grid connection of generators with the installed capacity exceeding 5 MW, and power receiving installations with the connected capacity exceeding 670 kW	2 years, unless other terms (but no more than 4 years) are provided with an appropriate investment program or agreement of the parties

Table 16

Deadlines of performance of actual connection of the applicant's facilities by a grid company

Procedure	Deadline
Checking by the grid organization the implementation of the specifications by the applicant	Within 10 business days after receipt of notification from the applicant
Inspection (examination) of power receivers being connected	Within 3 business days after notification by the applicant on fulfilling his/her obligations of

⁷ In the case of technological connection to electric networks of the voltage class up to 20 kV inclusive when the distance from the existing electricity networks of the required voltage class up to the borders of the applicant's plot, on which the connected power receiving installations are located, does not exceed 300 meters in cities and towns and more than 500 m in rural areas.

Procedure	Deadline
	the contract for Grid connection
Implementation by a grid organization of the actual connection of the applicant's facilities to the power grid and the switching on the switchgear (switchgear is in position "on") and making of: Act of separation of balance responsibility of electrical networks; Act of separation of operation responsibility of the parties; Act of execution of Grid connection.	Upon completion by the parties of the activities for Grid connection

7.2. Requirements for the implementation of services for power transmission:

7.2.1. Providing services for electric power transmission is regulated by legal acts and the organizational and administrative documents of the Company.

7.2.2. Application for the provision of services for the transmission of electrical energy can come from one of the following communication channels:

- by mail (through the Administration Office of the executive office of the Company or administration department of the executive office of the branch);
- through CSC when it is visited by the consumer of services (applicant) in person;
- through a structural unit of the branch of the Company, including the DEN.

7.2.3. When the application is received by specialists of CSC/DEN in person then its initial processing is performed.

7.2.4. Upon receipt of the application through the mail Administration Office/administration department of the branch directs the application to the operating unit of the Company.

7.2.5. Compliance of the business process for implementation of the services for power transmission with the principles of customer-oriented approach is based on the performance of the requirements of the regulations (Table 17 – 23).

Table 17

Deadlines of contract signature for the provision of the services for power transmission

Procedure	Deadline
Initial processing of the application and check the completeness of the information in the application and the completeness of documents attached to the application	2 business days upon receipt of the application
Preparing and giving notice to the applicant of missing documents or the absence of the required information in the documents submitted	6 business days upon receipt of the application
Preparing and giving notice to the applicant that there is no possibility of providing technical services for the transmission of electrical energy within the stated by the consumer scope, as well as under what conditions and in what scope the services can be provided and the contract concluded	30 days upon receipt of the application (in the case of providing all necessary information) or upon receipt of missing information on the application
Direction of the motivated refusal to the applicant to conclude a contract in writing with reasons and supporting documents	30 days upon receipt of the application (in the case of provid-

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Procedure	Deadline
	ing all necessary information) or upon receipt of missing information on the application
Preparation and direction to the applicant of the signed by the grid organization draft agreement or a discrepancy report (when the applicant has submitted the draft agreement)	30 days upon receipt of the application (in the case of providing all necessary information) or upon receipt of missing information on the application

Table 18

Deadlines of metering devices installation at the facilities of the Company

Procedure	Deadline
Initial processing of the application of appropriate equipment of the delivery point of metering devices	1 business day upon receipt of the application
Preparation and direction to the applicant of a document containing technical specifications for works on equipment of the delivery point of metering devices (indicating the time and cost of execution of the works)	15 business days upon receipt of the application
Direction to the applicant of a grounded refusal relating to the technical impossibility to install the necessary meters	15 business days upon receipt of the application
Agreement of the applicant with a grid organization of work time and cost	10 business days from the date of receipt of the document containing the specifications for works on equipment of the delivery point of metering devices
Work performance on equipment of the delivery point with metering devices	3 months upon agreement on the technical specifications ⁸

7.2.6. Procedure of installation replacement and/or operation of metering devices at the facilities of the applicant⁹:

7.2.6.1. If the Company has received a request for location approval of the installation of meters, the Company within 12 business days - from the date of receipt of the request from the supplier of last resort (retailer, power supplier), and within 15 business days from the date of receipt of the request from the owner of power devices (facilities for generation of electricity (power), electric grid facilities) provides coordination of locations for the installation of meters, metering device wiring diagrams and other components of the measurement and metering systems, as well as metrological characteristics of the metering device. In this case, the Company may not indicate trademarks, service marks, brand names,

⁸ If the installation of meters does not require the creation of new electric grid facilities and the introduction of restrictions on consumption in relation to other consumers.

⁹ A person responsible for the maintenance of the common property of the owners of the premises in an apartment building or a person representing the interests of owners of residential (for summer, garden) houses with a common engineering network and technical maintenance may be as the applicant (the customer of the contract for the installation, replacement and (or) operation of collective metering devices of used energy resources).

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patents, utility models, industrial designs and places of origin of meters or metering equipment manufacturers' names.

7.2.6.2. The procedure when a request to install a metering device has been received by the Company is described in Table 19.

Table 19

Procedure when a request to install a metering device has been received by the Company

Procedure	Deadline
Initial processing of the application and check the completeness of the information in the application and the completeness of documents attached to the application	1 business day upon receipt of the application
Preparing and giving notice to the applicant of missing documents or the absence of the required information in the documents submitted	6 business days upon receipt of the application
Examination of the facility of the applicant in order to check the technical possibility of installing, replacing, and (or) the operation of the metering device	Within 10 business days upon receipt of the application (in the case of providing all necessary information) or upon receipt of missing information on the application
Preparation and direction to the applicant of the draft agreement, signed by the organization, and technical terms - in the case of installation (replacement) of metering devices	30 calendar days from the date of inspection of the applicant's facility
Direction to the applicant of a grounded refusal relating to the technical impossibility for installation (replacement) of the metering device	30 calendar days upon receipt of the application
Signing the contract by the applicant and direction one signed copy to the grid organization	30 calendar days from receipt of the draft agreement
Executing works on equipment of the point of delivery of metering devices	Deadline of installation (replacement) of metering devices is determined by the contract

7.2.6.3. In the event that the Company has received a request for the installation of meters, the owner of the power receiving installations sends a written request, in a manner that allows to confirm the receipt, to take readings from the existing metering device, inspection of its condition and wiring before removing it, to the supplier of last resort or the grid organization. This procedure is described in Table 20.

Table 20

Procedure when a request has been received for removal to replace, repair or calibrate a previously installed metering device

Procedure	Deadline			
Supplier of last resort (retail, power supply company) sends a request to a grid organization that owns on its	Within 1 (one) business day from the day of the application			
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Procedure	Deadline
<p>proprietary rights or other legal ground electric grid facilities or operates ownerless electric grid facilities, which directly or indirectly power receivers (facilities for generation of electricity (power)) of the indicated owner are connected to, in a way that allows to confirm the receipt of the said application</p>	<p>receipt</p>
<p>The Company shall notify the supplier of last resort (retail, power supply company) of the receipt of the application to take readings from the existing metering device, inspection of its condition and wiring before removing it, with the owner with whom a power supply (purchase and sale (supply) of electricity (power)) contract has been concluded, under which payments for electricity is based on the intended to be removed metering device, in a way that allows to acknowledge the receipt of the notification</p>	<p>Within 1 (one) business day from the day of the application receipt from the owner of power receivers (facilities for generation of electricity (power))</p>
<p>The Company reviews and approves the proposed in the application date and time of taking meter readings and inspection prior to its removal. In case of impossibility of performance of such an application within the proposed term in it, agrees with the owner upon another date and time to take meter readings and inspection prior to its removal and notifies in a way that allows to confirm the receipt, on the agreed date and time of the supplier of last resort (retail, power supply company), which may take part in the meter readings and inspection prior to its removal. In this case, the proposed new date for the work performance cannot be later than 3 working days from the date proposed in the application</p>	<p>Within 5 (five) business days from the receipt of the application from the owner of power receivers (facilities for generation of electricity (power)) or from the supplier of last resort (retail, power supply company)</p>
<p>The Company performs meter readings, inspection of the metering device and the connection circuit. Meter readings, the condition of the removed metering device and its connection circuit at the date of these actions are fixed by the grid organization in the inspection report, which must be signed by the grid organization, the owner of the power receivers (facilities for generation of electric energy (power)), as well as by the supplier of last resort (retail, power supply company) The Company gives the parties one copy of the report that have signed the inspection report</p>	<p>On the agreed date and time</p>
<p>If the supplier of last resort (retail, power supply company) did not participate in the actions of the Company, the Company is obliged to send it a copy of the inspection report</p>	<p>Within 1 (one) business day from the day of drawing up the inspection report</p>

Procedure	Deadline
<p>In the event that no employees of the Company, nor the representatives of the supplier of last resort (retail, power supply company) did not show up at the agreed time and date to take meter readings, inspection of its condition and wiring before its removal, then the owner of the device takes readings of the meter, planned to be removed and forwards them to the persons to whom the application was filed in a manner that allows to confirm the receipt. Taken and transferred by the owner of the power receiving installations meter readings are used in determining the amount of electric energy consumption as of the date on which such readings were taken</p>	
<p>In the event that the Company has the intention to remove the metering device installed at the boundary with an adjacent grid organization, it refers to the adjacent grid organization with the application of the need to take meter readings and inspection prior to its removal, and a copy of the application sends to the supplier of last resort (retail, power supply company), from which such a grid organization purchases electric energy (power) in order to compensate for electricity losses. The neighbouring grid organization that has received the request, shall organize and perform meter readings and inspection before removal</p>	

7.2.6.4. Procedure when a request for approval of the metering device for the operation has been received:

The owner of power devices (facilities for generation of electricity (power), electric grid facilities), at which a metering device is installed, and in the case of a collective (general building) metering device, installed in an apartment building – a utility, must obtain approval metering device in operation, for which he shall send a written application for approval of the metering device for the operation (referred to in this paragraph - the application) to the supplier of last resort or the Company.

The application must include:

- 1) details of the applicant;
- 2) the location of power devices (facilities for generation of electricity (power), electric grid facilities), for which a metering device is installed, the approval for the operation of which is to be performed;
- 3) the number of power supply contract (purchase and sale (supply) of electric energy (power)), agreement for the transmission of electrical energy (if such a contract has been concluded by the indicated owner);
- 4) proposed date and time of the device approval for the operation procedure, which cannot be earlier than 5 business days and later than 15 business days from the date of the application;
- 5) contact information, including phone number;
- 6) metrological features of the metering device and measuring transformers (if any), including the accuracy class, the type of the metering device and measuring transformers (if available).

The Company considers the proposed by the applicant date and time to perform the metering device commissioning procedure.

In case of impossibility of performance of the application within the term specified by the applicant the Company is obliged to agree with the applicant upon another date and time of the installed metering device commissioning procedure. The proposal for the new

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date and time of the work performance should be sent to the applicant no later than 7 business days from the date of its application, and the proposed new date for the work performance cannot be later than 15 business days from the date of receipt of the application.

The Company, within 3 (three) business days from the date of receipt of the application or from the date of approval of the new performance date of the metering device commissioning, shall notify in writing, in a way that allows to confirm the fact of obtaining the notice, the persons taking part in the metering device commissioning procedure, on the date, time and place of the metering device commissioning procedure including the data contained in the application.

If neither employees of the Company, nor the representatives of the supplier of last resort (retail, power supply company) did not appear on the offered by the customer date and time to perform the metering device commissioning procedure or other agreed upon with the customer the date and time of the metering device commissioning procedure and (or) offered by the supplier of last resort (retail, power supply company), or by the Company new date and time were later than the established deadlines, such a customer sends the documents confirming the installation of the metering device in a manner that allows to confirm the receipt.

The documents confirming the installation of the metering device should contain:

- a description of the features of the installed metering device;
- its type;
- the serial number;
- details of the person who performed the installation of the metering device;
- meter readings at the time of installation of the metering device;
- the metering device installation location, the date of next calibration.

A copy of the certificate for the metering device is also attached to the documents confirming the fact of the installation of the metering device.

From the date of the documents sent to the address of the Company the metering device is considered to be put into operation, and from this date its readings are taken into account in determining the amount of electrical energy (power) consumed.

If the installation of the metering device, which is planned to be approved for the operation, was performed by the supplier of last resort (retail, power supply company) having a supply contract (purchase and sale (supply) of electric energy (power)) in respect of power devices (facilities for generation of electricity (power), electric grid facilities), for which the metering device was installed, or a grid organization having a service contract for the transmission of electrical energy with the indicated owner, in this case, such an owner is not required to apply, and the person that installed the metering device is required to self-organize the metering device commissioning procedure and agree with the owner of the specified date and time of such a procedure. The description of the customer metering device commissioning procedure is presented in the following table.

Table 21

Procedure of the metering device commissioning

Procedure	Description	Deadline	
Acceptance of the request for a metering	Acceptance, registration of the request to perform the metering device	At on-site application directly	when
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device commissioning from the consumer	commissioning from the consumer. Checking the completeness of the information in the application, the availability of documents attached to the application in accordance with the regulations	communicating with an employee of a grid organization, upon submission of the request by mail no more than 2 business days
Consideration of the proposed by the consumer date and time of the metering device commissioning procedure	Consideration of the consumer in the application of the proposed date and time of the metering device commissioning procedure, indicated, in the case of impossibility of the application execution within the specified by the applicant period the applicant must be agreed with upon another date and time of the installed metering device commissioning procedure	Proposal for a new date and time of work performance should be sent to the applicant no later than 7 business days from the date of receipt of his or her request
Metering device commissioning	With the metering device commissioning procedure the metering device is checked for installation location and wiring diagram, the metering device and measuring transformers (if any) condition, and compliance of the metering device being commissioned with the requirements in terms of its metrological features. If the metering device is a part of the metering system, the verification shall also be applied to connecting and computing components that make up the metering system.	Date of work performance may not be later than 15 business days from the date of receipt of the request
	Once the check in places and in the manner determined in accordance with the legislation of the Russian Federation to ensure the uniformity of measurements and technical regulations is complete a one-time control number seal, and (or) signs of visual control shall be installed	
Making a certificate of the metering device commissioning	If, during the metering device commissioning procedure non-compliance with the requirements established by the legislation of the Russian Federation to ensure the uniformity of measurements and (or) technical regulations to the metering device and (or) to the rules of its installation, and (or) requirements was not found, then a metering device commissioning certificate is made	Date of work performance may not be later than 15 business days from the date of receipt of the request

The procedure of taking readings of metering devices of customers – residential, legal entities and individual entrepreneurs, the procedure for instrumentation checks of wiring diagrams of electric energy metering devices of customers and terms of receipt of meter readings from customers are described in table 22-25.

Table 22

Procedure of taking readings of metering devices of residential customers

Procedure	Deadline
Inspector (electrician) introduces himself to the consumer of services and shows his identity	At least 1 time in six months, unless the contract for the provision of services for the transmission of electric energy determines otherwise
Performs visual inspection of the metering device and verifies its integrity	
Takes readings:	
Enters data into the report of taking readings of the metering device/PDA: Full name, address of the consumer; number, type, class, installation location of the metering device; date, time; readings; the violations identified; notes.	
The report shall be signed by the consumer	
In identifying violations of operating the metering device the inspector makes a report of non-metered electricity consumption (certified by the signatures of the inspector and the consumer). The report shall contain the following information: - consumer (individual), who does non-contracted consumption of electric energy; - method and location of the identified violations; - description of the metering devices at the time of the report; - date of the previous inspection; - explanation of the consumer on the findings and his claims to the report made (if any). The report shall be certified by the signatures of the inspector and the customer ¹⁰	
Automated information and measuring system of commercial electric power metering	at least 1 (one) time per month

Table 23

¹⁰ The refusal of the consumer (or his representative) to sign the report drawn up on the non-contracted consumption, as well as the refusal to be present during its preparation is reflected in the reasons for such refusal of the report, made in the presence of two disinterested persons and signed by such persons.

Procedure of taking readings of metering devices of customers – legal entities and individual entrepreneurs

Procedure	Deadline
Inspector (electrician) introduces himself to the consumer of services and shows his identity	At least 1 time in six months, unless the contract for the provision of services for the transmission of electric energy determines otherwise
Inspector (electrician) presents a covering letter (Full name, position, the group of electrical safety), his access to the meter is granted (to be documented in the covering letter)	
Inspector (electrician) performs visual inspection of the metering device and verifies its integrity	
Takes readings of the metering devices	
Enters data into the report of taking readings of the metering device/PDA: <ul style="list-style-type: none"> - Full business name, address of the legal entity; - number, type, class, installation location of the metering device; - date, time; - readings; - the violations identified; - notes. - the signatures of a representative of the legal person and the inspector 	
In identifying violations of operating the metering device the inspector makes a report of non-metered electricity consumption (certified by the signatures of the inspector and the consumer). The report shall contain the following information: <ul style="list-style-type: none"> - Business name of the legal person that does non-contracted consumption of electric energy; - method and location of the identified violations; - description of the metering devices at the time of the report; - date of the previous inspection; - explanation of the consumer on the findings and his claims to the report made (if any). The report shall be certified by the signatures of the inspector and the customer ¹¹	
Automated information and measuring system of commercial electric power metering	at least 1 time per month

Table 24

¹¹ The refusal of the consumer (or his representative) to sign the report drawn up on the non-contracted consumption, as well as the refusal to be present during its preparation is reflected in the reasons for such refusal of the report, made in the presence of two disinterested persons and signed by such persons.

Deadlines of performance of instrumentation check of connection circuits of electric energy metering devices of customers

Procedure	Deadline
Inspector (controller) introduces himself to the consumer of services and shows his identity	At least 1 time in six months
Presents a covering letter for familiarization (Full name, position, the group of electrical safety), his access to the meter is granted (to be documented in the covering letter)	
Performs instrumentation check of metering devices	
Enters data of the metering device into the inspection report of the metering device connection circuits and readings taken: <ul style="list-style-type: none"> - Name of the consumer, address; - number, type, class, installation location of the metering device; - date, time; - readings; - the violations identified; - notes; - signatures of the representative of the consumer and the inspector (controller) 	
In identifying violations of operating the metering device the inspector (controller) issues the instruction to eliminate violations of the metering unit and makes the report of non-contracted electricity consumption (certified by the signatures of the inspector and customer)	

Table 25

Deadlines of receipt of readings of metering devices from customers

Way of receipt	Document	Time
Personal Account of the customer	Interactive form of transferring meter readings	Around the clock
Call-Centre	Orally. Conversation recorded	
E-mail	Scanned document with the signature of the consumer, followed up by the genuine document	
Internet reception	Interactive form of submission of meter readings	
CSC of all categories	Hard copy with the original signature of the consumer	Operating hours

7.3. Requirements of the operational and technological management:

7.3.1. Principles of client-oriented approach in the process of operational and technological management must take into account the performance of the following:

- timely agreement on calls of customers of equipment switching off for repair;

- timely notification of customers about the outage of power supply facilities while switching off for repair;
- timely informing of customers about the incident, the causes of outages and the tentative restoration time of the normal electrical supply circuit of the electrical network.

7.3.2. Interaction of personnel of structural units that are responsible for operational and Technological management with the call-center operators and employees of CSC shall:

- eliminate the need for direct communication of customers with grid operators and technical personnel;
- ensure the automated receipt of information in the prescribed format by the call-center operators, employees of CSC from structural units that are responsible for operational and technological management:
 - about planned power cuts;
 - about putting in place emergency restrictions operation schedules (capacity);
 - on emergency power outages, causes (if any) and the tentative restoration time of the normal power supply circuit of the electrical network;
 - ensure the automated receipt of consolidated information by structural units that are responsible for operational and technological management the call-center operators and employees of CSC about calls of customers for emergency outage of electric power to accelerate the location and isolation of consequences of technological failures.

7.3.3. Thus calls of customers to the call-center and CSC for emergency power outages should be taken into account and automatically identified with reference to the section of the grid.

7.3.4. In case of need established contacts of CSC staff should be provided to departments responsible for operational and Technological management for prompt communication with consumers in the absence of direct channels. In the process of communication the personnel of departments that are responsible for operational and Technological management with consumers must respect the rules of business communication, which in case of violation imply some disciplinary sanctions.

7.4. Requirements for maintenance and repair work:

7.4.1. The principles of customer-oriented approach to maintenance and repair must take into account the following functions while being performed:

- strict adherence to the planned timing of repair work related to outage of electric grid equipment;
- timely coordination with the customer of unforeseen overruns of repair work related to outage of electric grid equipment;
- in the performance of repair work on electrical systems, located in the consumer's premises, to comply with the generally accepted rules of etiquette, to ensure the safety of property of the consumer, to tidy up your workspace (second pair of shoes or shoe covers shall be provided for) and the work area after completion.

7.4.2. When planning repairs, as well as investment programs the measures must be taken into account to address dissatisfaction with customers, including measures to eliminate the causes of legitimate complaints from customers of services. The registry of legitimate complaints, actions which require the inclusion in the programs of the branch of

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is provided by Office of interaction with customers to Control center for the formation of productive assets to make repairs and investment programs of the branch of the Company.

7.4.3. Established contacts of the call-center and CSC should be provided where necessary to employees of repair services for prompt communication with consumers in the performance of repair in the absence of direct channels.

7.5. Requirements for informing and notifying customers at service.

To ensure the principle of sufficient informing customers about the Company and the services the following requirements for notification of customers are set during the implementation of measures to provide services and to inform customers (Table 26 – 28).

Table 26

Requirements for the notification of customers procedure

Subject of notification	Channel to inform	Information provided	Deadline of the provision
Notification of the applicant of missing information and/or documents to the application	Mail (direction of a registered letter with notification), Autoinforming by e-mail, by phone of the call-centre; through sms; by operator with the phone of the call-centre	Notification of the need to submit the missing information and/or documents to the application	6 business days after receipt of the application
Notification of the applicant of the increase of the term of the Grid connection contract preparation	Mail (direction of a registered letter with notice)	Notification of increase in term for the preparation of the contract for the period of coordination of technical specifications with the system operator at the complexity of the Grid connection	No later than 2 business days after the direction of technical conditions at harmonizing with the system operator
Notification of the applicant about the direction of the application for setting rates to the authority responsible for state regulation of tariffs	Mail (direction of a registered letter with notice)	Notification of the applicant about the direction of the application for setting rates to the authority responsible for state regulation	3 business days from the date of the direction of the application for setting rates to the authority responsible for state regulation of tariffs

Subject of notification	Channel to inform	Information provided	Deadline of the provision
		of tariffs	
Notification of the applicant of the need to sign the contract for Grid connection	Mail (direction of a registered letter with notification), Autoinforming by e-mail, by phone of the call-centre; through sms; by operator with the phone of the call-centre	Reference information about the date of registration of the contract on the implementation of Grid connection	2 business days from the date of signing the draft agreement by the company
Notification of the applicant about availability to connect his power installations to the power grid		Information on the implementation of technical specifications by the grid organization	2 business days from the date of execution of the technical conditions
Notification of the applicant to pay for the Grid connection services	Notification by operator with the phone of the call-centre; autoinforming with the phone of the call-centre	Reminder of the need to pay (the amount of the payment and due date)	5 business days before the due date (monthly in case of installment payment)
Notification of the applicant on completion of the contract for Grid connection for the temporary use of capacity	Mail (direction of a registered letter with notification), by operator with the phone of the call-centre; autoinforming with the phone of the call-centre	Reminder of possible date of switching off	30 business days before the date of termination of the contract
		Reminder of remaking of Grid connection	

Table 27

Requirements for the notification of end customers – residential customers about power outage

Channel to inform	Document	Deadline of the provision	
By grid operators and dispatchers through the housing management company and retailer	Newsletter, agreed by both parties	Within 3 days from the date of the decision to interrupt, terminate or limit the transmission of electrical energy, but not later than 24 hours prior to the introduction of the measures; notification by written notice to impose restrictions on receipt by the customer or by registered mail	
Mass media	Information about	Within 7 days from the date of the	
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Channel to inform	Document	Deadline of the provision
Autoinforming	planned outages with the indication of settlements	decision to interrupt, terminate or limit the transmission of electric energy

Table 28

Requirements for the notification of end customers – industrial and small business customers about power outage

Means of informing	Time
Telephoned telegram; facsimile communication; autoinforming, web-site	Within 3 days from the date of the decision to interrupt, terminate or limit the transmission of electric energy, but not later than 24 hours prior to the introduction of the measures

Table 29

Requirements for informing of customers while performing electric energy transmission services

Purpose of informing	Means of informing	Information	Deadline
Informing the consumer of services on payment for electric power transmission services	Autoinforming via E-mail	Reminder of the need to make a payment (payment amount, payment date - an excerpt from an existing contract)	Within 3 business days before the date of payment
	Autoinforming via SMS	Reminder of necessity of payment (payment amount, payment date)	On the day of payment
	Autoinforming via the call-centre	Reminder of the debt payment and the need to pay (the amount of the payment, due date)	3 business days after the date of payment

Requirements for means of informing customers and the list of topics on which activities are performed aimed at raising awareness and loyalty of customers, are given in Appendix # 5 of this standard.

7.6. The requirements in terms of the retail activity¹².

7.6.1. The procedure of limiting the consumption of electric energy is made in accordance with the Rules of full and (or) partial restriction on electrical energy consumption.

7.6.2. Conclusion with the consumer a supply contract (purchase and sale (supply) of electric energy (power)).

¹² These requirements apply to the activity of the executive office of the Company and only those branches with the status of a supplier of last resort.

7.6.2.1. Electrical energy (power) is sold in retail markets on the basis of the following types of contracts that provide for sale of electric energy (power):

- energy supply contract;
- contract of purchase and sale (supply) of electric energy (power).

7.6.2.2. According to the energy supply contract the Company undertakes to sell electric energy (power) as well as on its own or through a third party involved to provide services for the transmission of electrical energy and services that are an integral part of the supply of electricity to consumers, and the consumer (buyer) undertakes to pay for purchased electrical energy (power) and the services provided.

The Company's obligations under the supply contract in respect of a power receiving device are performed starting from the specified in the contract date and time, but not earlier than the date and time of commencement of services for the transmission of electric energy for such a power receiving device.

Only one supply contract may be entered for a power receiving device.

The power supply contract to be entered into with the Company is public.

7.6.2.3. Under the contract of purchase and sale (supply) of electric energy (power) the Company shall carry out the sale of electric energy (power) and the consumer (buyer) undertakes to accept and pay for the purchased electric energy (power).

The Company's obligations under the contract of purchase and sale (supply) of electric energy (power) are performed not earlier than the conclusion of the contract by the customer for service for the transmission of electric energy for a power receiving device of the consumer or the date and time set for taking consumers to be served by the provider of last resort.

The contract of purchase and sale (supply) of electric energy (power), concluded with the Company, is public.

The contract of purchase and sale (supply) of electric energy (power), entered into with the Company, does not govern the relations connected with the operational and supervisory control and transmission of electrical energy in respect of power receiving devices of the consumer.

7.6.2.4. Standard forms of power supply contracts, purchase and sale (supply) of electric energy (power) are published on the official website of the Company in the "Client" section (the heading "Energy Retail").

A power supply contract (purchase and sale (supply) of electric energy (power)) is entered into based on the documents submitted by the consumer:

- an application on the conclusion of a supply contract (purchase and sale (supply) of electric energy (power));
- a signed by the applicant draft of a supply contract (purchase and sale (supply) of electric energy (power)) or a discrepancy report to the draft agreement, the form of which is available on the official website of the Company;
- title documents and other documents of the applicant (certificate of state registration as a legal entity or an individual entrepreneur, a certificate of the applicant's registration with the tax authority, the credentials of the person who signed the application on behalf of the applicant, the extract from the report (decisions, order) for appointment of director or the power of attorney to sign the contract if the contract is not signed by the

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head, a copy of the passport of a citizen of the Russian Federation or another identity document if the applicant acts as a sole proprietorship or a citizen);

- documents proving ownership of (economic management, operational management, leasing and other legal rights of ownership and (or) use under the laws of the Russian Federation) for power receiving devices or documents confirming the right of ownership and (or) use of a land plot the power supply of which is specified in the application on the conclusion of the contract (provided only by the consumer when he or she acts as an applicant);

- a signed by an authorized person of a retail (power supply) organization extract from the power supply contracts (purchase and sale (supply) of electric energy (power)), concluded with consumers on whose behalf the retail (power supply) organization intends to purchase electric energy (power) from the Company, which should contain information about the timing of the start and end of the delivery of electricity at each point of delivery for each such customer, about each such point of delivery (provided only by the retail (power supply) organization when it acts as an applicant);

- documents confirming grid connection (including indirectly) in the prescribed manner of power receiving devices to power facilities of a grid organization, the supply of electric power of which is specified in the application on the conclusion of the contract;

- documents on commissioning of meters (subject to availability of meters at the applicant);

- document confirming the existence of technological and (or) emergency reservation (provided if the applicant has it);

- other documents necessary for the conclusion of an agreement for the transmission of electric energy in accordance with the rules of non-discriminatory access to the transmission of electric energy and provision of these services (provided by the applicant who applies for a supply contract conclusion).

7.6.2.5. An application on the conclusion of a supply contract (purchase and sale (supply) of electric energy (power)) can come via one of the following communication channels:

- By mail (through the Administration Office of the Executive Office of the Company or of an administration office of the executive office of a branch);

- Through the CSC at personal visit of the services customer (the applicant);

- Through Internet reception at the official website of the Company;

- Through Personal Account of the customer.

7.6.2.6. At personal receipt of the application by the CSC's experts from the consumer that is an individual, if all specified in clause 7.5.4.4. documents are available and there is no disagreement on the standard form of the contract, the contract is signed in the presence of the consumer.

7.6.2.7. Upon receipt of the application by mail, via the Internet reception, a personal account the structural unit, which has received the documents, submits the application a specialized structural unit of the Company for processing. The above procedure is described in table 30.

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Terms of conclusion of a supply contract (purchase and sale (supply) of electric energy (power))

Procedure	Deadline
Initial processing of the application and verification of the completeness of the information in the application and the availability of the documents to the application	At personal visit: within 30 minutes; At interactive reception: 1 business day from the date of receipt of the application
Preparing and giving notice to the applicant of missing documents or absence of required information in the documents	6 business days from the date of receipt of the application
Preparing and sending the applicant a signed by the grid organization draft of the contract or discrepancy report (if the applicant has submitted a draft of the contract)	30 days from the date of receipt of the application (in the case of the provision of all necessary information), or after receipt of the missing information on the application
Settlement of differences and signing the contract in the edition agreed with the applicant	10 business days from the date of receipt of a discrepancy report

8. Analysis and control over performance of the centralized customer service system

8.1. The performance of the centralized customer service system of the Company is assessed with the system of analysis and control, which:

- ensures monitoring of customer-oriented approach implementation procedure in all end-to-end processes;
- estimates final results of the Company's activity from the customer's point of view.

8.2. Final results or quality of work with customers are estimated according to two criterions: quality of services provided by the Company and quality of customer service.

Analysis and control system tasks are:

- analysis of efficiency of measures relating to customer-oriented approach implementation;
- determination of compliance of quality of work with customers with the requirements and recommendations stated in the Standard as well as with the requirements of the documents that regulate this area of activity, requirements determined by the regulatory legal acts;

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– taking measures related to improvement of quality of services and customer service.

8.3. Estimation and control over quality of work with customers is performed according to the following:

- monitoring of the customer’s calls and complaints;
- assessing the effectiveness of business processes to interact with customers of services;
- information audit;
- internal check of customer service quality;
- conduct market researches on customers satisfaction with the quality of services provided;
- parameters, indicators and values of quality of services provided.

8.4. The monitoring system of calls and complaints received acts at the branch level of the Company and includes:

8.4.1. a dynamic reporting system for interaction with customers in the various sections according to classification criteria of calls, customers and results of reviewing calls. Reporting forms for interaction with customers for analysis should include analytical tables with dynamic and structural distributions of quantitative indicators, as well as cross-tables for examining the relationships between the parameters;

8.4.2. control over the timing and execution of activities in regards with complaints received:

– control over processing calls (complaints) is performed by Office of interaction with customers. The head of this department is responsible for organizing control over processing calls (complaints) of customers, and is also responsible for providing timely responses to customers;

– responsibility for the execution of activities in regards with calls (complaints) is taken by the chiefs of relevant departments in the area of competence which include incident resolution on the essence of calls (complaints);

– deputy directors of the branch of the Company in the area of their competence are charged with responsibility for organizing the execution of control measures;

8.4.3. conducting ongoing analysis of the most problematic issues with customers (for common causes of complaints), as well as the development and implementation of corrective actions, together with relevant departments;

8.4.4. monitoring of incoming calls at the level of structural units of the Company, defined by the Provisions on handling customer calls of IDGC of Centre;

8.4.5. monitoring of complaints, defined in section 5.7.4. of the Guidelines for dealing with customer complaints of IDGC of Centre.

8.5. Information audit.

8.5.1. Information audit is performed by employees of Department of interactions with customers at the executive office of the Company and the branch of the Company.

8.5.2. At the level of the executive office of the Company the following shall be performed:

8.5.2.1. monthly analysis of the completeness and timeliness of information provided on the corporate web site according to the following items:

- general information;

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- services and rates (availability of detailed information in a user-friendly form, with provision of standard application forms, contracts, certificates, references to regulations of the subject of the Russian Federation, etc.);
- immediate information about power cuts;
- feedback (ability to get answers to questions asked, to familiarize with with decision on the complaint, etc.);
- availability of information in accordance with Government Resolution of 21 January 2004 #24 "On approval of disclosure standards of the wholesale and retail electricity markets participants";
- questions and answers (the availability of information on frequent and most difficult issues for the client);

8.5.2.2. annual review of the completeness and timeliness of information provided at the information stands at CSC of all categories, as well as for conducting internal audits of the QMS.

8.5.3. At the level of the executive office of the branch of the Company analysis of completeness and timeliness of information provided on the bulletin boards in all categories of CSC and DEN is conducted.

8.6. Internal quality audit of customer service.

8.6.1. Internal quality control of customer service is carried out at the executive office level of the Company and the branch of the Company by employees of Department of interactions with customers / customer relationship Office.

8.6.2. At the level of the executive office of the Company the control is performed over:

8.6.2.1. quality of work with calls, maintenance of the database of contractors, registry of calls of customers on the following items:

- registration of calls, counterparties in accordance with the requirements for maintaining databases of customers and accounting calls of customers;
- quality of processing calls (complaints) and performance of measures to follow up calls;
- specific surveys of 1% of customers with complaints in the address of the Company, arrangements for the complaint have been executed and the results are registered in SAP CRM;

8.6.2.2. quality of processing telephone calls by operators of the call-centre of the Company.

8.6.3. At the level of the executive office of the branch of the Company the control is performed over:

8.6.3.1. quality of work with calls of persons responsible for receiving calls in DEN on the following items:

- registration of calls, counterparties in accordance with the requirements for maintaining databases of customers and accounting calls of customers;
- quality of processing calls (complaints) and performance of measures to follow up calls;
- specific survey of 1% of customers with complaints in the address of the Company (arrangements for the complaint have been executed and the results are registered in SAP CRM);

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8.6.3.2. quality of processing telephone calls by operators of the call-centre of the Company.

8.7. Parameters, values and indicator of quality of services provided

Parameters of quality of services provided and calculation of the quality level indicator are defined and calculated in accordance with the Guidelines for the calculation of the reliability and quality of services for territorial grid organizations, approved by Order of the Ministry of Energy of the Russian Federation from 29.06.10 #296.

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Classification of calls

Subject of calls ¹³			Description	Type of calls			
I	Code	II		Request	Complaint	Advice	Feedback /suggestion for improvement
1. Grid connection (TC)	ZR74	TC of a new facility	Call of the legal entity/residential/individual entrepreneur, who has the intention to perform a Grid connection of the facility(s), not connected earlier to the grid of the Company	+	-	+	+
	ZR32	Capacity increase	Call of the legal entity/residential/individual entrepreneur, who has the intention to increase the amount of the connected capacity	+	-	+	+
	ZR33	Change of category of power supply	Call of the legal entity/residential/individual entrepreneur, who has the intention to change the reliability category of power supply, which does not involve revision (increase) of the value of the connected capacity, but changing the external power supply circuit of power installations of the applicant	+	-	+	+
	ZR35	Change of connection point of TC	Call of the legal entity/residential/individual entrepreneur, who has the intention to change the connection point, which does not involve revision (increase) of the value of the connected capacity, but changing the external power supply circuit of power installations of the applicant	+	-	+	+

¹³ These abbreviations in the name of the subjects of calls correspond to the reference names in SAP R/3 CRM Module. These abbreviations are due to systemic restrictions on the number of characters in the name.

	ZR36	Capacity distribution	Call of the legal entity/individual entrepreneur that are performing connection of power installations by means of redistribution of the connected capacity between legal entities and individual entrepreneurs, connected before 01.01.2009 (except those with the connected load of up to 15 kW inclusive, temporarily connected)	+	-	+	+
	ZR37	Change of the external power supply circuits	Call of the legal entity/residential/individual entrepreneur, who has the intention to change the external power supply circuit of power installations	+	-	+	+
	ZR38	Termination/change of conditions of the contract on TC	Call of the legal entity/residential/individual entrepreneur: - with a motivated refusal to sign the draft agreement, including disagreement with the Technical Specifications; - Technical Specifications of the existing contract need to be adjusted	+	+	+	+
	ZR39	Refund for the amount paid	Call of the legal entity/residential/individual entrepreneur in the event of termination of the existing contract on TC, for which the payment was made	+	-	+	+
	ZR40	Reports accompanying TC	Call of the legal entity/residential/individual entrepreneur in regards with obtaining acts accompanying TC Informing the consumer about the readiness of the acts associated with the grid connection procedure	+	+	+	+
	ZR75	Contract on TC (Making)	Call of the legal entity/residential/individual entrepreneur in regards with obtaining an offer for a contract on TC Handling the provision of information about the missing data and/or attachments to the application for grid connection. Notification of consumer about cancellation of the	+	+	+	+

			application, notice about the refusal in the grid connection				
	ZR41	Contract (Execution)	<p>Call of the legal entity/residential/individual entrepreneur on performance (status, time) of measures on the part of the Company in accordance with the concluded contract on TC:</p> <p>harmonization of design and estimate documentation, made by the applicant, notification by the applicant of the execution of the contract on his activities on the implementation of grid connection; notification by the applicant of receipt of a permit of the authorized federal executive body for the technological supervision for commissioning the applicant's facilities.</p> <p>Notice to the consumer about the readiness of the Company's networks with a request to confirm performance of his obligations under that grid connection.</p> <p>Notice of suspension of the grid connection contract</p> <p>Note: The applicant's requests to shorten the duration of the execution of activities under the existing contract on TC (deadlines are not met) by the of the Company are recorded as consultations</p>	+	+	+	+
	ZR42	Technical Specifications	<p>Call of the legal entity/residential/individual entrepreneur:</p> <ul style="list-style-type: none"> - on the extension of the validity period of the Technical Specifications, if the applicant has not performed the activities and the final date of their validity is technically possible to TC; - regarding unreasonable requirements of the Technical Specifications (only complaints); - on change of the Technical Specifications after 	+	+	+	+

			their expiration date - harmonization of the project, provided by the technical specifications made by the applicant				
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		Connection of electric energy at TC	Call of the legal entity/residential/individual entrepreneur on the connection of electric energy in relation to the execution of all necessary activities	+	+	+	+
		Issue of duplicates	Call of the legal entity/residential/individual entrepreneur on the issue of duplicates of previously issued documents on Grid connection (Technical Specifications, documents) in case of loss of previously issued	+	+	+	+
		Change of the owner	Call of the legal entity/residential/individual entrepreneur on the issue of duplicate documents on TC (including the Technical Specifications) in case of change of the owner (paragraph 27 of the Rules on TC)	+	+	+	+
		Payment for TC	Call of the legal entity/residential/individual entrepreneur on the payment for Grid connection Notification of the consumer about forwarding the service cost calculation at the individual rate to the executive authority of the state regulation of tariffs; notification about the failure to pay in due time with a proposal to pay the existing debt	+	+	+	+
		TC of a capital construction facility	Request to local governments or land owner to issue information on the connection of being constructed, reconstructed or built, but not capital construction projects connected to the grid of the Company	+	-	-	-
		Cancellation of the application for TC	Call of the legal entity/residential/individual entrepreneur to cancel the application for TC	+		+	
2. Additional services		Public lighting (contract relations)	Calls on the following issues: - outdoor lighting networks design; - construction of outdoor lighting networks; - outdoor lighting networks maintenance;	+	+	+	+

		<ul style="list-style-type: none"> - outdoor lighting repair; - outdoor lighting agency contract. <p>Applications are accepted on the subject to conclude new contracts.</p>				
	TM and repair (contract relations)	<p>Calls on the following issues:</p> <ul style="list-style-type: none"> - TM and repair of 110-0.4 kV grids; - TM and repair of 6-10/0.4 kV transformer substations; - TM and repair of 35 kV and above substations; - TM and repair of overhead lines; - TM and repair of cable lines; - TM and repair of lead-in distributors; - TM and repair of outdoor switchgear; - TM and repair of distribution switchboards; - TM and repair of internal networks; - repair of electric networks of consumers; - ROWs clearing; - repair of electrical equipment; - calibration of measuring equipment and transmitters; - commissioning of electrical equipment; - drying and regeneration of transformer oil; - replacement of transformer oil; - maintenance of small business electrical equipment; - start-up and commissioning of electrical equipment; 	+	+	+	+

			- agency contract for TM and repair. Applications are accepted on the subject to conclude new contracts.				
		Provision of resources (contract relations)	Calls on the following issues: - providing technical and technological resources to customers; - hanging and maintenance of fiber optic lines; - disconnection/connection to power grids; - control over values of phasor power factor. Applications are accepted on the subject to conclude new contracts.	+	+	+	+
		Testing and diagnostics	Calls on the following issues: - testing of electrical equipment; - testing of electrical protection devices; - diagnostics of electrical equipment; - analysis of transformer oil; - measurement of quality of electric power; - performing thermal imaging of equipment.	+	+	+	+
		Metering devices	Calls on the following issues: - installation of a 1-phase metering device (customer materials) as the service «installation and replacement of a metering device»; - installation of a 1-phase metering device (contractor materials) as the service «installation and replacement of a metering device»; - installation of a 3-phase metering device (customer	+	+	+	+

			<p>materials) as the service «installation and replacement of a metering device»;</p> <ul style="list-style-type: none"> - installation of a 3-phase metering device (contractor materials) as the service «installation and replacement of a metering device»; - replacement of a 1-phase metering device (customer materials) as the service «installation and replacement of a metering device»; - replacement of a 1-phase metering device (contractor materials) as the service «installation and replacement of a metering device»; - replacement of a 3-phase metering device (customer materials) as the service «installation and replacement of a metering device»; - replacement of a 3-phase metering device (contractor materials) as the service «Installation and replacement of a metering device»; - installation of a metering cabinet as the service «installation and replacement of a metering device»; - replacement of a metering cabinet as the service «installation and replacement of a metering device»; - installation of a current/voltage transformer as the service «installation and replacement of a metering device»; - replacement of a current/voltage transformer as the service «installation and replacement of a metering 				
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			<p>device»;</p> <ul style="list-style-type: none"> - removal of a current/voltage transformer as the service «installation and replacement of a metering device»; - removal of a metering device as the service «installation and replacement of a metering device»; - agency contract for installing/replacing a metering device; - pre-design survey of an AMI system; - design of an AMI system; - installation of the equipment of an AMI system; - commissioning of an AMI system; - metrological support of an AMI system; - performance of acceptance tests of an AMI system; - the comprehensive service «creation of an AMI system»; - formation of consumption volume of an AMI system; - performance of single works in an automated metering system; - maintenance of an automated metering system; - agency contract to create an AMI system; - retail sale of electrical equipment <p>agency contract for the sale of electrical equipment;</p> <ul style="list-style-type: none"> - checking the electricity metering device using a standard one and sealing; 				
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		<ul style="list-style-type: none"> - determination of actual metrological characteristics; - programming of meters; 				
	TC support	<p>Calls on the following issues:</p> <ul style="list-style-type: none"> - calculation of the maximum power/category/voltage while making an application for TC; - preparation of single line diagram of electric power grids of the applicant; - preparation of a list and power of energy devices of an emergency control system; - preparation of a layout for location of energy devices; - preparation of a technical report of electrical measurement laboratory; - harmonization of a package of technical documents with RTN; - preparation of an accompanying package of technical documents to obtain documents from power retailer; - issuance of duplicate documents for TC; - installation of a 1-phase metering device (customer materials) to the customer for the first time. As the service «TC support»; - installation of a 1-phase metering device (contractor materials) to the customer for the first time. As 	+	+	+	+

		<p>the service «TC support»;</p> <ul style="list-style-type: none"> - installation of a 3-phase metering device (customer materials) to the customer for the first time. As the service «TC support»; - installation of a 3-phase metering device (contractor materials) to the customer for the first time. As the service «TC support»; - installation a metering cabinet as the service «TC support»; - installation of a current/voltage transformer as the service «TC support»; - a project of external power supply; - a project of internal power supply; - PE device; - replacement of the external input (contractor materials); - replacement of the external input (customer materials); - agency contract for the implementation of specifications for TC. 				
	Energy service	<p>Calls on the following issues:</p> <ul style="list-style-type: none"> - calculation of losses for one power supply line; - formation of statements of electricity consumption; - consultation on energy saving; - performance of an energy audit; - implementation of measures for energy saving 	+	+	+	+

		<p>within an energy service contract;</p> <ul style="list-style-type: none"> - measurements of indicators of power in peak hours; - control over values of phasor power factor; - taking reading of a load profile; - agency contract for energy audit and energy services. 				
	Advertisement	<p>Calls on the following issues:</p> <ul style="list-style-type: none"> - advertising on the Company's website; - advertising on the facade of the buildings and structures of the company; - advertising in documents. 	+	+	+	+
	Design and construction	<p>Calls on the following issues:</p> <ul style="list-style-type: none"> - design of transformer substations and supply substations; - design of power lines; - construction/installation of the external power supply up to 10 kV; - construction/installation of the internal power supply up to 10 kV; - construction/installation of power lines; - construction/installation of transformer substations and supply substations; - construction/installation of power facilities; - agency contract for EAD; - agency contract for construction of power grid facilities. 	+	+	+	+

		Public lighting (execution)	<p>Calls on the following issues:</p> <p>Maintenance work of outdoor lighting networks in the provision of services within the concluded contract (the customer shall give details of the contract).</p> <p>Repair work of outdoor lighting networks in the provision of services within the concluded contract (the customer shall give details of the contract).</p>	+	+	+	+
		TM and repair (execution)	<p>Calls on the following issues:</p> <ul style="list-style-type: none"> - maintenance work performance in the provision of services within the concluded contract (the customer shall give details of the contract); - repair work performance in the provision of services within the concluded contract (the customer shall give details of the contract). 	+	+	+	+

		Provision of resources (execution)	<p>Calls on the following issues:</p> <ul style="list-style-type: none"> - work to provide technical resources in the provision of services within the concluded contract (the customer shall give details of the contract); - work to hang and maintain fiber optic lines in the provision of services within the concluded contract (the customer shall give details of the contract). 	+	+	+	+
3. Outages		Planned	Call of the legal entity/residential/individual entrepreneur on outages of electric energy, the electric power supply status of which is recorded as "Planned outage" according to SAP PM data	+	+	-	-
		Unplanned	Call of the legal entity/residential/individual entrepreneur on outages of electric energy, the electric power supply status of which is recorded as "Unplanned outage" according to SAP PM data or not defined	-	+	-	-
		Unplanned-Emergency	Call of the legal entity/residential/individual entrepreneur on outages of electric energy, the electric power supply status of which is recorded as "Unplanned-Emergency outage" according to SAP PM data	-	+	-	-
	ZR61	Frequent outages of electric energy	Call of the legal entity/residential/individual entrepreneur on frequent outages of electric energy, not related to unplanned outages (the status of power	-	+	+	-

			supply of the applicant at the moment of outage has been recorded as "Planned outage" according to SAP PM data)				
	ZR62	Applications for disconnection/reconnection	Call of end-customers on issues relating to switching off (limitation) of electric energy that was suspended because of arrears	-	+	+	+
4. Transmission of electric energy		Removal from service	Call of the legal entity/residential/individual entrepreneur on harmonization of schedules to remove equipment from service	+	+	+	+
		Verification of readings of electricity meters	Call of the legal entity/residential/individual entrepreneur on issues relating to verification of readings of electricity meters	+	+	+	+
		Theft of electric energy	Call of the legal entity/individual/individual entrepreneur about facts of possible theft of electric energy Notification of the consumer, containing an indication of the absence of the right to dispose of electric energy by a power retail (power supply) organization at the appropriate points of delivery (in accordance with paragraph 57 of the Basic provisions on the functioning of retail electricity markets)	+	-	-	-
	ZR64	Theft of electrical equipment	Call of the legal entity/individual/individual entrepreneur about facts of possible theft of electrical installations, owned by the Company	+	-	-	-
		Damage	Call of end customers and Electric Grid Company on issues relating to compensation for damage due to poor quality of power supply	-	+	+	+
		Quality of electric energy	Call of the legal entity/residential/individual entrepreneur on issues relating to power quality (by voltage levels).	-	+	+	+

		Note: issues on interruptions of electric energy are not related to this subject				
ZR65	Conclusion of direct contracts	Call of the legal entity/residential/individual entrepreneur on issues relating to conclusion of direct contracts for electric energy transmission services	+	+	+	+
ZR66	Payment for electric energy transmission services	Call of the legal entity/residential/individual entrepreneur on issues relating to payment for the transmission of electric energy services	-	+	+	+
	Rates, exemptions for electricity	Call of the legal entity/residential/individual entrepreneur on issues relating to tariff setting and operating benefits for electricity	-	-	+	-
	Report on non-metered consumption	Call of the legal entity/residential/individual entrepreneur on issues relating to made acts of non-metered consumption of electric energy	-	+	+	+
	Report on non-contracted consumption	Call of the legal entity/residential/individual entrepreneur on issues relating to made acts of non-contracted consumption of electric energy	-	-	+	-
	Power supply reliability	Call of the legal entity/residential/individual entrepreneur on issues relating to power line ROW clearing (cutting trees, etc.), unsatisfactory health of a pole (tilted, rotten, etc.), open-phase mode		+	+	+
	Replacement of bushing	Call of the legal entity/residential/individual entrepreneur on issues relating to the poor health of the bushing (bare wire, twisted wire, etc)	-	+	+	+
	Request for agreement upon location of a metering device installation	Request for agreement upon location of a metering device installation, wiring diagrams of a metering device and other components of measurement systems and metering systems, as well as metrological characteristics of a metering device of the customer	+	+	+	+

	tion	that has the intention to install in respect of such power receivers (facilities for the generation of electric energy (power), electric grid facilities) a metering system or a metering device, part of the measurement system or metering system or to replace the previously installed metering system or metering device, which is part of the measurement or metering system Timing of review: Applications: 12 working days upon receiving a request from a supplier of last resort, 15 working days upon receiving a request from the owner of a metering device. Complaints in accordance with the complaint regulations				
	Request for taking meter readings	Request for reading of an existing metering device (referred to in this paragraph - the application), the inspection of its condition and wiring before removing it from the consumer, who has an intention to uninstall it to replace, repair, or calibrate the meter, previously installed for such power receivers (facilities for generation of electric energy (power))	+	+	+	+
	Metering device commissioning	Request for a metering device commissioning. A metering device commissioning for use in this document refers to a procedure in order to verify and de-	+	+	+	+

			termine the readiness of the metering device, including the meter being part of the measurement or metering system, to be used for billing for electric energy (power) and which is completed with documented processing of the commissioning results				
5. Service		Customer services	Call of the legal entity/residential/individual entrepreneur on issues relating to arrangement of customer services: - intramural customer service; - work of the Internet reception; - receiving payments; - Personal Account of the customer	+	+	+	+
		Information disclosure	Call of the legal entity/residential/individual entrepreneur on issues relating to information disclosure, and informing customers	-	+	+	+
		Confidentiality	Call of the legal entity/residential/individual entrepreneur on issues relating to observance of confidentiality of personal data of customers (compliance with the requirements of Federal Law of July 27, 2006 #152-FZ "On personal data")	-	+	+	+
	ZR68	Contact Center	Call of the legal entity/residential/individual entrepreneur on issues relating to organization/operation of the customer service via Direct Power Hot Line	-	+	+	+
	ZR69	Technical staff	Call of the legal entity/residential/individual entrepreneur on issues relating to actions of employees of the Company, performing control and supervision functions, as well as performers of work	-	+	+	+
		Visit agreement	Call of the customer / to the customer to agree upon/notify about the date and time of visit of employees of the Company, correcting the time of the visit,	-	+	+	+

			including to take control readings				
	ZR70	Employees	Call of the legal entity/residential/individual entrepreneur on issues relating to actions of employees of the Company, not involved in the work of the Contact Center and intramural customer service, as well as non-technical personnel (it may be employees of the executive office)	-	+	+	+
6. Power retail		Meter readings	Call of the legal entity/residential/individual entrepreneur on issues relating to verification, sending electricity meter readings	+	+	+	+
	ZR66	Payment under a power supply contract (purchase and sale (supply) of electric energy (power))	Call of the legal entity/residential/individual entrepreneur on issues relating to payment for electricity transmission services	+	+	+	+
		Rates, reduction of payment for electric energy	Call of the legal entity/residential/individual entrepreneur on issues relating to set tariffs and existing reduction of payment for electric energy	+	+	+	+
		Reference data	Call of the legal entity/residential/individual entrepreneur on issues relating to the issuance of certificates, documents on the energy supply contract/purchase and sale of electric energy (the agreement, appendices to the agreement)	+	+	+	+
		Conclusion of	Call of the legal entity/residential/individual entrepreneur on issues relating to the issuance of certificates, documents on the energy supply contract/purchase and sale of electric energy (the agreement, appendices to the agreement)	+	+	+	+

	a power supply contract (purchase and sale (supply) of electric energy (power))	preneur on issues relating to conclusion of contracts				
	Termination or change of conditions of a power supply contract (purchase and sale (supply) of electric energy (power))	Call of the legal entity/residential/individual entrepreneur on issues relating to termination of contracts	+	+	+	+
	Execution of a power supply contract (purchase and sale (supply) of electric energy (power))	Call of the legal entity/residential/individual entrepreneur on issues relating to execution of contracts	+	+	+	+
	Customer account	Call of the legal entity/residential/individual entrepreneur on issues relating to a customer account (opening, re-registration, closing etc.)	+	+	+	+
	Refunding	Call of the legal entity/residential/individual entrepreneur on issues relating to a customer account (opening, re-registration, closing etc.)	+	+	+	+

			preneur on issues relating to refunding				
		Other issues	Call of the legal entity/residential/individual entrepreneur on issues which do not fall under the above-mentioned subjects	+	+	+	+
		Damage	Call of end customers and a retailer for damages as a result of poor power supply		+	+	+
7. Other		Other issues of IDGC	Call of the legal entity/residential/individual entrepreneur on issues relating to those that do not fall under the above-mentioned subjects	+	+	+	+
	ZR67	Violation of land use	Call of the legal entity/residential/individual entrepreneur on issues relating to violations of the Company of land use (e.g., placement of facilities of the Company without the consent of the owner of the land lot)	-	+	+	+
		Switching	Call on issues relating to connection/switching to the employee of the Company, providing contact information of the structural units of the Company	-	-	+	-
2. Third-party companies	ZR71	Other	Call of the legal entity/residential/individual entrepreneur on issues relating to the provision of services of third-party companies	-	-	+	-
		Contact Information	Call of the legal entity/residential/individual entrepreneur on issues relating to the provision of contact information of companies operating in the field of utilities			+	

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Compliance of calls subject, accepted in the Company, with the list of subjects, defined by the typified Standard of centralized customer service system

Item #	Subject of calls, defined by the typified Standard of centralized customer service system		Subject of calls, accepted in the Company
	subject	subject matter (issues)	
1	Grid connection	Connection of newly commissioned power facilities	TC of a new facility
		Connection of previously connected power facilities with capacity increase	Capacity increase
		Connection of previously connected power facilities without capacity increase, effecting change in the external circuit of power supply of devices	Change of the external circuit of power supply
			Change of category of power supply
			Change of connection point of TC
		Capacity distribution	Capacity distribution
		Recovery of previously issued documents on grid connection (duplicates of Technical Specifications, certificates)	Issue of duplicates
		Extension or change of technical specifications	Technical Specifications
		Performance of the contract for grid connection	Contract (Performance)
		Payment for grid connection	Payment for TC
		Documents on grid connection (contract, Technical Specifications, certificates)	Reports accompanying TC
			Contract on TC (Making)
		Refunds	Refunds
		Issue of documents on grid connection (Technical Specifications, certificates, permits) in case of change of the owner of the facility	Change of the owner
		Provision of information on a capital construction facility	TC of a capital construction facility
Other issues on grid connection	Termination/Terms and Conditions change of contract on TC		
	Switching on electric power at TC		
2	Transmission of electric energy	Quality of electric energy	Quality of electric energy
		Conclusion of contracts on the provision of services for the transmission of electric energy	Conclusion of direct contracts
		Theft/unauthorized use of electric en-	Theft of electric energy
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Item #	Subject of calls, defined by the typified Standard of centralized customer service system		Subject of calls, accepted in the Company
	subject	subject matter (issues)	
3		ergy	
		Theft of electric grid facilities	Theft of equipment
		Reports on non-metered/non-contracted consumption of electric energy	Report on non-metered consumption
			Report on non-contracted consumption
		Material loss	Loss
		Payment for services for the transmission of electric energy	Payment for services for the transmission of electric energy
		Rates, exemptions on electricity tariff rates	Rates, exemptions on electricity tariff rates
		Other issues on transmission of electric energy	-
	Outage of electric energy	Unplanned	Unplanned
		Unplanned-Emergency	Unplanned-Emergency
		Planned	Planned
		Limitation (disconnection)/reconnection of electric energy supply at the request of retail companies	Connection to the grid
			Request for disconnection / reconnection
	Other issues on outages of electric energy	Frequent outages of electric energy	
4	Technical maintenance of electric grid facilities	Power Line Maintenance, TC (including replacement/repair of poles, replacing wires, insulators, etc.)	Replacement of bushing
			Health of the pole
		ROW clearing along power lines	ROW clearing along power lines
		Agreement of schedule of equipment removal from service	Removal from service
			Other issues on technical maintenance
5	Commercial metering of electric energy	Installation/replacement of electricity metering devices	Metering devices
		Repair of electricity metering devices	
		Sealing/permit to remove seal from metering devices	
		Technical maintenance of metering devices	Technical maintenance of metering devices
		Verification of meter readings	Verification of meter readings
		AMI System	AMI System
		Service AMI	Technical maintenance of AMI systems
		Payment for services	Payment issues
			Other issues of commercial metering
6	Additional	Changing the network topology (the	Removal of electric grid facil-

Item #	Subject of calls, defined by the typified Standard of centralized customer service system		Subject of calls, accepted in the Company
	subject	subject matter (issues)	
7	services	removal of restrictions on land use)	ities
		Entrance/public lighting	Public lighting (contract relations)
			Public lighting (execution)
			Electrical networks of customers (contract relations)
			Electrical networks of customers (execution of obligations)
		Tracking the application for technological connection	Grid connection support
		Payment for additional services	Price of additional services
		Other issues on additional services	TM and repair
			Provision of resources
			Tests and malfunction diagnostic
	Energy service		
	Advertisement		
	Design and construction		
	Quality of service	Service on CSC sites	Customer service
		Arrangement of service system	
		Other issues on quality of service	
		Service in the Internet-reception (Personal account)	
Disclosure of information (informing customers)		Disclosure of information	
Observance of confidentiality of personal data		Confidentiality	
Service of the call-center		Contact center	
Service by specialized divisions		Technical staff	
Unlawful actions or inaction by the employee in the provision of services	Employees		
		Switching	
			Switching
8	Contact details	Contact details of structural units	
		Contact details of companies operating in the utilities industry	

Item #	Subject of calls, defined by the typified Standard of centralized customer service system		Subject of calls, accepted in the Company
	subject	subject matter (issues)	
9	Other		Other issues of IDGC
			Violation of land use
			Issues of payment
			Receipts
			Errors of registration
			Other
			Design and installation company
			Electric power supply
			Heat supply
			Recruitment agency
			Legal services
			Corporate services
			Personal account
			Benefit
			Registration of property
			Gas company
Reconciliation, references			
Telecommunications			
Contact Information			

Typified algorithm for intramural service of customers

1. Administrator or employee of CSC receives customers of services:
 - identifies the purpose of the visit to CSC;
 - if necessary, provides initial consultation, forms of documents to be filled in;
 - performs the routing and scheduling of the customer. In the case of electronic queue provides the consumer with a card with the name of services and his number in the queue.
2. Depending on the services requested the main reception of the customer shall be performed by:
 - an employee of CSC that is responsible for the area «Grid connection», - in case of an application for the implementation of technological connection, request for advice on the technological connection, applications for the issuance of technical conditions, the extension of technical conditions, etc.;
 - an employee of CSC - in the case of applications for additional services of the Company, including applications for the services of the third-party company, subsidiaries (with the delegation of authority to receive applications by specialists of CSC), a complaint of the customer, receiving and issuing documents on technological connection and other services;
 - a specialist of the third-party company at CSC, subsidiaries (if the third-party company is on site of CSC) - in case of an application for the provision of services of the third-party company.
3. An employee of CSC/DEN responsible specialist at the main reception performs activities under the Rules of processing IDGC of Centre's customer calls.

Typified algorithm for external service of customers by phone

1. A call of the customer to the single number of the call-center.
2. Speech processor of the call-center plays a voice message with the greeting of the Company and notification of recording telephone conversations, as well the caller is offered by means of IVR to select the category of the request.
3. Audio recording system shall record the conversation with the customer.
4. Call routing is performed in accordance with the developed scenarios for handling incoming calls of the Company in accordance with the distribution of functions of extramural service, shown in Table 6 of this Standard, to operators of the 1st support line. Automatic routing to employees of specialized departments of branches of the Company of the 2nd and 3rd support line is not performed.
5. Call is automatically recorded in SAP CRM.
6. Receiving a call, the registration of the customer in SAP CRM is performed by the operator of the call-centre.
7. Requirements for registration and classification are similar to those of the intramural service.
8. Providing information on the customer request by the call-center operator, or connection of the customer with employees of the 3rd support line of the call-center in accordance with the internal organizational and administrative documents of the Company.
9. If at the time of the request information needed for the answer is not available, the operator shall inform the customer that the response will be provided within 30 minutes.
10. In the absence of information in the AS/AM information is requested by the operator in the structural unit of competency to provide an answer. After receiving the information needed to answer the operator performs a call-back to the customer.
11. In case of customer calls come to the voice mailbox of the call-centre in the branch, the operator handles the call in the same way.
12. Further processing of customer calls, execution of measures for handling, control and completion is performed in accordance with this Standard and internal organizational and administrative documents of the Company.
13. The duration of service of the call-center at different stages is given below:

Stage of service	Duration, not more than
Caller waiting time for response of the operator	40 sec.
Search for information to answer the request of the customer	45 sec.
Search for information to answer the request in the absence of information at the moment of receipt of the request	30 minutes
Call-back to the caller when it is impossible to answer his question at the moment of receipt of the request	30 minutes upon receipt of the request
Providing an answer to a request	up to 3,5 minutes
Post call handling of calls	5 minutes

Activities aimed at raising awareness and customer loyalty, according to priority activities of the Company

Subject of priority areas of the Company	Activities, form of execution												
	Making presentations, a "Round Table", a seminar	Placement of articles, press releases in print media	Placement of a video, "news ticker" on TV	Placement of an audio clip on the radio	Placement of exterior advertising	Advertising on the Internet at web site of IDGC of Centre, and other industry and popular web sites	Placement of advertising stickers in public transport	Targeted newsletters distribution	Informing municipalities	Posting information on bulletin boards at Customer Service Centers	Distribution of handouts, flyers, brochures, refreshers	Distribution of souvenirs	Participation in exhibitions and conferences
Promotion of Customer Service Centers	x	x	x	x	x	x	x		x	x	x	x	x
Service for TC; Transmission of electric energy	x	x	x	x	x	x	x	x	x	x	x	x	x
Direct contracts	x	x						x		x	x		
Planned outages		x	x	x		x			x	x			
Additional services; Energy Conservation; Energy Efficiency	x	x	x	x	x	x	x	x	x	x	x	x	x
Energy Safety	x	x				x			x	x	x	x	
Energy saving (Individuals)	x	x				x			x	x	x	x	x

Subject of priority areas of the Company	Activities, form of execution												
	Making presentations, a "Round Table", a seminar	Placement of articles, press releases in print media	Placement of a video, "news ticker" on TV	Placement of an audio clip on the radio	Placement of exterior advertising	Advertising on the Internet at web site of IDGC of Centre, and other industry and popular web sites	Placement of advertising stickers in public transport	Targeted newsletters distribution	Informing municipalities	Posting information on bulletin boards at Customer Service Centers	Distribution of handouts, flyers, brochures, refreshers	Distribution of souvenirs	Participation in exhibitions and conferences
Popularization of the "Direct Power Hot Line at 8 800 50 50 115"	x	x	x	x	x	x	x	x	x	x	x	x	x
Campaign "Report of theft!"		x		x						x	x		
Branding activities	x	x				x				x			