

**THE STANDARD «QUALITY STANDARDS OF CUSTOMER SERVICE»
OF IDGC OF CENTRE, JSC**

STO BP 9/01-04/2015

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1. Scope

1.1. This Standard «Quality standards of customer service of IDGC of Centre, JSC» (hereinafter - the Standard) is a normative document and is applied at all levels of management of IDGC of Centre, JSC.

1.2. The Standard establishes in IDGC of Centre, JSC (hereinafter – the Company) requirements:

- to the organisation of servicing of consumers of services (the organisation of interaction with consumers of services by means of internal servicing on platforms of offices of servicing of consumers of the Company, the organisation of correspondence servicing through the Contact-Centre, the organisation of correspondence servicing by means of the Internet (electronic servicing) through the Personal Account of the client (electronic office), the Internet reception, E-mail services);

- to the organisation of process of disclosing of the information;

- to business processes of internal and correspondence interaction with consumers of services;

- to the organisation of processes of interaction with consumers at rendering of services;

- to etiquette of servicing of consumers of services;

- to the control over observance of quality of rendered services and servicing of consumers of services by the Company;

- to carrying out of researches for estimation of quality of customer service and the analysis of the received results;

- to the feedback under the initiative of both the Company, and consumers.

1.3. Requirements of this Standard are developed according to the Strategy of development of the electric grid complex of the Russian Federation confirmed by Order of the Government of the Russian Federation from April, 3rd, 2013 # 511-r (hereinafter - the Strategy of development of the electric grid complex), and the Long-term program of development of JSC "Rosseti" within the limits of realisation of positions of the confirmed by the Board of directors of the Company Policy of interaction with the Company, consumers and control bodies of JSC "Rosseti".

The position of this Standard includes requirements of the Uniform quality standards of servicing by grid organisations of consumers of services of the grid organisations confirmed by Order of the Ministry of Energy of Russia from 15.04.2014 #186 (hereinafter - the Uniform quality standards of servicing).

1.4. This Standard extends on mutual relations of the executive office, branches and structural divisions of the Company at interaction with the persons who are consumers of services of the Company on transmission of electric energy (except for the grid organisations, the power sales organisations and suppliers of last resort), including served by the power sales organisation and the supplier of last resort, and the persons who have addressed to the Company for the purpose of contract formation about rendering of services in transmission of electric energy, realisation of grid connection to electric networks (except for the grid organisations, the power sales organisations and suppliers of last resort), and as well as other services rendered by the Company.

1.5. The Standard is a basis for formation (adjustment) of regulating and organizational-administrative documents, positions about structural divisions, official,

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working and production instructions of the executive office of the Company, branches and their structural divisions.

1.6. At the contradiction between other internal organizational-administrative documents confirmed in the Company, regulating the activity regarding interaction with consumers, and this Standard, positions and requirements of this Standard are applied.

2. Standard references

The following normative documents are used in the Standard:

- The civil code of the Russian Federation;
- Federal law from March, 26th, 2003 # 35-FZ «About electric power industry»;
- Federal law from May, 2nd, 2006 # 59-FZ «About the order of consideration of calls of citizens of the Russian Federation»;
- Federal law from April, 6th, 2011 # 63-FZ «About the digital signature»;
- Federal law from July, 27th, 2006 # 152-FZ «About the personal data»;
- Federal law from November, 23rd, 2009 # 261-FZ «About power savings and about increase of power efficiency and about modification of separate legal acts of the Russian Federation»;
- Federal law from July, 22nd, 2008 # 123-FZ «the Technical regulation about requirements of fire safety»;
- Federal law from December, 30th, 2009 # 384-FZ «the Technical regulation about safety of buildings and constructions»;
- Law of the Russian Federation from February, 7th, 1992 # 2300-1 «About protection of the rights of consumers»;
- Order of the Government of the Russian Federation from April, 3rd, 2013 # 511-r «About the approval of the Strategy of development of the electric grid complex of the Russian Federation»;
- Resolution of the Government of the Russian Federation from January, 21st, 2004
- # 24 «About the approval of standards of disclosing of the information by subjects of the wholesale and retail markets of electric energy»;
- Resolution of the Government of the Russian Federation from May, 4th, 2012
- # 442 «About functioning of the retail markets of the electric energy, complete and (or) partial restriction of a mode of consumption of electric energy»;
- Resolution of the Government of the Russian Federation from December, 27th, 2004
- # 861 «About the approval of rules of non-discriminatory access to services in transmission of electric energy and rendering of these services, rules of non-discriminatory access to services in operating-dispatching management in the electric power industry and rendering of these services, rules of non-discriminatory access to services of the manager of the trading system of the wholesale market and rendering of these services and rules of grid connection of power installations of consumers of electric energy, electric energy generating facilities, and also electric grid facilities belonging to the grid organisations and other persons, to electric networks»;

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- Resolution of the Government of the Russian Federation from December, 29th, 2011
- # 1178 «About pricing in the field of regulated prices (tariffs) in the electric power industry»;
- Resolution of the Government of the Russian Federation from December, 31st, 2009
- # 1220 «About determination of indicators of reliability and quality of delivered goods and rendered services applied at establishment of long-term tariffs»;
- Order of the Ministry of Energy of Russia from April, 7th, 2010 # 149 «About the approval of the Order of the conclusion and the essential agreement provisions, regulating conditions of installation, replacement and (or) operation of metering devices of used power resources»;
- Order of the Ministry of Energy of Russia from April, 15th, 2014 # 186 «About the Uniform quality standards of servicing by grid organisations of consumers of services of the grid organisations»;
- Order of the Ministry of Energy of Russia from October, 14th, 2013 # 718 «About the approval of Methodical instructions by calculation of level of reliability and quality of delivered goods and rendered services for the organisation on management of the uniform national (all-Russian) electric network and the territorial grid organisations»;
- Order of the FTS of Russia from October, 24th, 2014 # 1831-e «About the approval of forms of disclosing of the information by subjects of the markets of electric energy and the capacity, being the subjects of natural monopolies».
- Electrical Installation Regulations;
- SNiP 21-01-97* «Fire safety of buildings and constructions»;
- SNiP 31-06-2009 «Public buildings and constructions»;
- SNiP 21-02-99* "Parking lots of cars»;
- Fire Code 110-03 «the List of buildings, constructions, premises and equipment, subject to protection by automatic fire safety installations and the automatic fire alarm system»;
- Fire Code 88-2001 «Installations of fire extinguishing and alarm systems. Norms and rules of designing»;
- GOST 12.1.004-91«Occupational safety standards system. Fire safety. General requirements»;
- GOST P 53368-2009 «Servicing of consumers of electric and thermal energy».

3. Terms, determinations and abbreviations

3.1. The Standard uses the following terms with corresponding determinations:

Term	Determination
The centre of handling of telephone calls (Contact-Centre, the call-centre)	Set of the equipment, the software, Employees of the company, business - processes for provision of correspondence servicing of consumers. Under the form of the organisation the call-centres are subdivided into categories: the out-sourcing call-centre, the corporate call-centre and the call-centre on demand

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The corporate Centre of handling of telephone calls	The Contact-Centre type at which its technical infrastructure is in the property of the company and is located in its own Data Centre (the data-centre), on workplaces of Employees of the company or Employees of the managing organisation the client software is installed, communication is performed on the allocated IP-channels or through the Internet. Servicing of the technical infrastructure and the software is performed by the company's own forces		
CRM-system (Customer Relationship Management)	The control system of mutual relations with the client, a part of a control system of the company, software solution, automating business processes of interaction with consumers and allowing to carry out the analysis of these processes		
Computer Telephony Integration (CTI)	Technology in which intellectual computer resources (the equipment and the software) are applied to process outgoing and incoming calls and for management of telephone connection		
Intelligent Contact Manager (ICM)	System of automatic intellectual distribution of calls, including functions of tracing of a condition of operators, routing or sequencing incoming calls, interaction with client and server applications, collection of statistics for creation of reports and others		
Interactive Voice Response (IVR)	Interactive directory system of previously written down voice messages, carrying out function of routing of calls on categories in the Contact-Centre, automatic informing by inquiries of the subscriber by means of tone dialling		
Short Message Service (SMS)	The short-message service technology, allowing to perform acceptance and transfer of short text messages		
The subscriber	Physical or legal person, an individual businessman addressed under a telephone number of the Contact-Centre		
The automated system (AS)	The system consisting of a complex of means of automation and implementing information technology of accomplishment of established business processes of the activity		
The automated workplace (automated workplace)	The software-hardware complex of the automated system intended for automation of activity of a certain kind		
The automated module (AM)	Rather independent part of the automated system intended for automation of business process or a network of business processes		
The manager	The employee of a structural division on interaction with consumers - the centre of servicing of consumers, performing primary acceptance and scheduling of visitors of the customer service office		
Authorisation (identification)	Check of the user or the visitor of a site on the right to look through certain pages of the site		
Antimonopoly body	The enforcement authorities performing functions under the control and supervision of compliance with the law about competition in the commodity markets and in the market of financial services, about natural monopolies,		
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	about advertising, about placing of a state order, and also to publication within the competence of standard and individual legal acts in the established field of activity - the FTS of Russia and territorial bodies of the FTS of Russia		
The knowledge base	Logically structured set of information in a certain field of knowledge, executed for the purpose of provision of completeness and urgency of the information on processes and facts of the given area. The knowledge base contains the actual decisions necessary for the Employee to solve questions, connected with repeating inquiries and problems		
Business process	A logical, consecutive, interconnected set of events which consumes resources, creates value and gives out result		
Date-centre (data centre)	Specialised building for placing (hosting) of the server and communication equipment and connection to channels of the Internet. Date-centre performs functions of handling, storage and distribution of information		
Supplier of last resort of electric energy	A commercial organization, which has acquired the status of the supplier of last resort when due hereunder, is obliged according to standard legal acts to conclude the purchase and sale contract of electric energy with any consumer of electric energy, who has addressed to it or with the person acting on behalf of and in interests of the consumer of electric energy and wishing to buy electric energy		
Voice mail box	Technical possibility of the Contact-Centre to leave to the addressee a voice message by the subscriber of a telephone system		
Additional services	Services rendered by the Company, not concerning core activity of the company: transmission of electric energy, grid connection of power installations (power plants) to electric networks of the company, operating-technological management of electric grid facilities		
A complaint (claim)	Directed by the consumer of services to the grid organisation or the official of the organisation, or supervising body, a written or oral statement about infringement of the rights or interests of the consumer protected by the law or its representative (the supplier of last resort, the power sales organisation and so forth), including about providing a service of inadequate quality		
A complaint (repeated)	Repeated call of the consumer (applicant) to the grid organisation or the official of the organisation, or supervising body, a written or oral statement about infringement of the rights or interests of the consumer protected by the law or its representative (the supplier of last resort, the power sales organisation and so forth), including about providing a service of inadequate quality within 30 calendar days from the date of the primary complaint execution		
Correspondence servicing of consumers (off-site service)	Servicing of consumers without personal contact with Employees of the grid organisation, including via telecommunication channels, the Internet, mail or through		
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	a client box		
An applicant	An individual businessman, legal or physical person who has declared (submitted to the grid organisation the corresponding request) the intention to receive service		
A request for rendering of services	A request of a legal entity /physical person/individual businessman, directed to the grid organisation, for the purpose of receipt of a service and the complete set of documents, whose provision is necessary for the service receipt according to rates of the current legislation		
A request for grid connection	A request of a legal person/physical person/individual businessman having intention to perform grid connection for the first time commissioned, before connected power installations with their maximum capacity to be increased and also to change a category of reliability of electricity supply, a connection point, kinds of production activity which do not result in revision (increase) of value of the maximum capacity, but change the circuit of external electrical supply of power installations of the applicant		
Interactive servicing (interactive service)	The form of correspondence servicing of consumers of services with use of the Internet, e-mail-services or IVR-systems		
Internet reception	Interactive reception for consumers on an organisation's website		
Infrastructure of correspondence service	Set of interconnected serving organizational structures or elements constituting and-or providing a basis of functioning of correspondence system of servicing		
Infrastructure of internal service	Set of interconnected serving organizational structures or elements constituting and-or providing a basis of functioning of internal system of servicing		
Channels of communications	Medium, ways and means of information exchange between the consumer and the organisation		
The customer centric approach	The approach to the business organisation in which achievement of strategic targets and steady profitableness of the company is based, including, on provision of loyalty of consumers of services		
Client box	The box intended for collection of written correspondence (letters, questionnaires), installed in places accessible to consumers		
The company-participant	The company which takes part in work of the Customer Service Centre of a branch of the Company and has concluded the corresponding agreement		
Consultation	Oral or written reaction in reply to, accordingly, oral or written call of the consumer of the services, containing inquiry about granting of consultation or reference information concerning activity of the grid organisation		
Corporate Contact-Centre	Contact-Centre category at which handling of incoming and outgoing calls of consumers is performed by Employees of the company		
Personal Account of the client	Set of address information-interactive services regarding interaction with consumers of services in grid connection,		
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	transmission of electric energy, electric energy metering, value-added services and other questions		
Preferential category of consumers	The consumer (category of consumers) for which the reduced rate (payment) and / or a method of payment of rendered services in grid connection is established		
Call routing	Call direction with hardware-software means according to the set rules of routing: in turn of waiting, the interactive vocal menu or to the operator		
Justified complaint	The complaint upon which check responsibility of the territorial grid organisation extrajudicially has been confirmed or is established judicially for infringement of the rights or interests of the consumer of services protected by the law or its representative (the supplier of last resort, the power sales organisation and so forth), including for granting of service of inadequate quality		
Request	Directed by the consumer of services to the organisation or an official of the organisation written or oral statement concerning organisation activity. Written requests are sent by the consumer by means of mail, fax, e-mail, interactive services through the «Internet», a client box and other channels. Oral statements arrive from the consumer at personal visit in office of servicing of consumers, at correspondence request – in the organisation's Contact-Centre		
Feedback	Process of receipt of information from the consumer, containing his or her opinion on the company's activity, quality of the given services or quality of servicing by Employees of the company		
Company (the company, the organisation)	IDGC of Centre, JSC		
Poll (questioning)	Method of collection of the primary information by poll of respondents (independent filling of the questionnaire with the respondent)		
Opinion	Requests of consumers of services which contain an estimation of the given services, qualities of servicing by Employees of the company, and other servicing components		
Open data	The information placed on the Internet in the form of the systematised data, organised in a format providing its automatic handling without preliminary change by the visitor, with a view of numerous, public and free use		
Official site of the organisation	The site on the Internet containing the information on activity of the organisation, which electronic address includes a domain name the rights on which belongs to the organisation or the holding managing organisation which includes the organisation		
Internal servicing (internal service)	Servicing of the consumer by means of personal internal contact to Employees of divisions of the company		
The certificate of service (process)	The document containing the information systematised in a chronological order on stages and about terms of service		
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	rendered to consumers (performed process), order of determination of cost (if the legislation of the Russian Federation provides collection of payment for execution of service (process), and also the description of result with indication of the standard legal acts regulating rendering of corresponding service (process realisation)		
Personal data of the consumer of services	The information concerning the person specified or determined on the basis of such information (the subject of the personal data). The following personal information concern a physical person: set of passport data, surname, name, patronymic name of a consumer; year, month, birth date and birth place; the registration address; for the legal entity: the organisation name, name, middle initial, last name of the head, organisation details		
The period of peak loading (Busy Hour, Peak Hour)	Time period a day when the greatest loading on Contact-Centre number is fixed		
The plan of an arrangement of power installations	The situational plan of a facility, with indication of a contour of borders of the ground area, geographical, address reference points: roads, industrial facilities, put on a geographical basis (district map) executed by the applicant independently and not demanding the coordination with other persons (an electronic image of a fragment of the map) with indication on the location plan of power devices		
Business process indicators	The quantitative and-or qualitative parametres characterising business process and its result		
The consumer of services (customer)	The consumer of services in transmission of electric energy (except for grid organisations, power sales organisations and suppliers of last resort), including the one served by a power sales organisation or the supplier of last resort, or the person who has addressed to the grid organisation for the purpose of contract formation about rendering of services in transmission of electric energy, realisation of grid connection to electric networks or rendering of other types of service by the grid organisation		
The process approach	Application for management of activity and resources of the organisation of a system of interconnected processes		
Customer Service Point (CSP)	The office of servicing created in isolated division of the grid organisation and intended for internal reception of consumers of services regarding grid connection, transmission and distribution of electric energy, payment making and other questions		
Regulation authority	Federal Agency of Tariffs and enforcement authorities of subjects of the Russian Federation in the field of state regulation of tariffs		
The respondent	The participant of research (poll, questioning, etc.), being a source of the primary empirical information on the studied phenomena and processes		
Area of electric networks (Distribution Zone)	Division of the grid organisation		
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Site	A set of electronic documents (files) united under one address (a domain name or IP-address) on the Internet		
Service (servicing)	Servicing of consumers of services in all lines of activity of the company		
Socially significant consumers	Consumers of electric energy, legal entities, with the first category of reliability of electric power supply the interruption of which can entail threat of life and to health of people, threat of safety of the state. Medical institutions, communication organisations, facilities of housing and communal services, facilities of ventilation, water drainage and the basic elevating devices of the coal and mining organisations, underground, etc. refer to them		
Autoinforming system	The automated system of the Contact-Centre for notification of a great number of subscribers with a view of communicating to them some typified information		
Audio record system	A system of the Contact-Centre, performing record of all telephone calls of Employees of the company with consumers of services		
System of servicing of consumers of services (CSS)	Set of interconnected processes, labour and software-hardware resources directed on development of the customer centric approach at rendering of services by the company for the purpose of increase of efficiency of internal and correspondence forms of servicing of consumers		
Responsibility area (service area)	The territory within which borders there are electric grid facilities located, belonging on an ownership right or other basis to the grid organisation established by federal acts, which do not concern the unified national (all-Russian) power grid with the use of which the grid organisation renders services in transmission of electric energy, and also performs when due hereunder grid connection of power devices (power installations) of applicants to electric networks		
The territorial grid organisation (TGO)	The organisation owning on an ownership right or other basis established by federal acts electric grid facilities, not concerning the unified national (all-Russian) power grid with the use of which such organisation renders services in transmission of electric energy, and also performs when due hereunder grid connection of power devices (power installations) of applicants to electric networks		
Specifications	The document determining volume of technical requirements and events, which accomplishment will provide readiness for connection of the applicant of the power installation specified in the request, a facility for generation of electric energy or an electric grid facility of other electric grid organisations to electric networks of the grid organisation. The content of specifications is established according to requirements of the Rules of grid connection of power installations of consumers of electric energy, facilities for generation of electric energy, and also		
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	electric grid facilities belonging to grid organisations and other persons, to the electric networks, confirmed by Order of the Government of the Russian Federation from December, 27th, 2004 # 861, and other standard legal acts
Grid connection	A complex procedure which stages are: <ul style="list-style-type: none"> – application for grid connection; – contract formation on grid connection; – accomplishment by contract parties of events provided by the agreement; – receipt of the permission of Rostehnadzor on the admission in operation of facilities of the applicant; – realisation by the grid organisation of actual connection of facilities of the applicant to electric networks; – actual receiving (supplying) of voltage and power; – certificate drawing up about realisation of grid connection, certificate of balance participation and certificate of operational responsibility
Actual connection	A set of technical and organizational events providing physical connection (contact) of electric grid facilities of the contractor and facilities of the applicant (power installations, power devices and electric networks) without realisation of actual supplying (receiving) of voltage and power at facilities of the applicant (fixing of the switching device in position "disconnected")
Actual receiving (supplying) of voltage and power	Complex of technical and organizational events providing supplying (receiving) of voltage and power (fixing of the switching device in position "is included") on facilities of the applicant (power installations, power devices and electric networks)
The centre of servicing of consumers (CSC)	The office of servicing intended for internal acceptance of requests of consumers of services in questions of grid connection, transmission and distribution of electric energy, realisation of payments, and creation of the comfortable, ergonomic environment of interaction with consumers, increase of efficiency of servicing
Electronic request (interactive)	A form of the correspondence request directed by the consumer of services to the organisation on communication channels specified by the organisation with use of the Internet, e-mail-services or IVR-systems
Power sales organisations	Organisations performing sale to other persons of produced or purchased electric energy as their core activity
Usability	The maximum degree of convenience and ergonomics of a product for the consumer, specified by this Standard

3.2. The following abbreviations are used in this Standard:

Abbreviation	Meaning
AS	The automated system

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AM	The automated module
AUTOMATED WORKPLACE	The automated workplace
BP	Business process
Distribution Zone	Area of electric networks
CSP	Customer Service Point
TGO	Territorial grid organisation
FCSC	The federal centre of servicing of consumers
CSC	The centre of servicing of consumers
CRM	Customer Relationship Management, a control system of mutual relations with consumers
IVR	Interactive Voice Responder, an interactive answering machine

4. General provisions

4.1. The purposes and tasks

4.1.1. Subject of this standardization is the business process «Customer Relationship Management», the process purpose is provision of satisfaction of expectations of clients. Achievement of the given purpose is based on realisation of the customer centric approach.

4.1.2. The purposes and tasks in the field of interaction with consumers are specified according to the Strategy of development of the electric grid complex and the Long-term program of development of JSC "Rosseti" in the directions «Improvement of quality of servicing, provision of satisfaction of consumers» and «Provision of availability of infrastructure and creation of conditions for economic growth», and include:

- increase of availability of electric power infrastructure regarding grid connection of consumers;
- improvement of quality of servicing of consumers;
- decrease in quantity of stages of grid connection to electric networks, by 2015 from 10 to 6 and by 2018 to 5;
- increase of level of satisfaction of consumers by quality of services;
- provision of territorial availability and comfortable conditions of internal servicing of consumers of services;
- development and provision of availability of correspondence and electronic (interactive) servicing of consumers of services;
- strengthening of responsibility of grid organisations for reliability and quality of rendering services.

4.1.3. The Standard as a target reference point specifies introduction of the customer centric approach in activity of the grid organisations and increase of trust from consumers. The primary goal of the customer centric approach - forming of loyalty of consumers of services to the organisation at the expense of availability of services, qualitative servicing of consumers and satisfaction of their requirements for short - and long-term prospect.

4.1.4. The Standard specifies the following administering principles:

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- *Provision of quality and availability of services* according to the current legislation of the Russian Federation.
- Sufficient knowledge of consumers of the company and services. Complete and trustworthy information about all procedures of interaction with the grid organisation has public character, it is given in the accessible form for the consumer of services. The given principle anticipates necessity of the consumer's call to the company for receipt of reference information and consultations, and as consequence, decreases transactional costs of the company.
- *Territorial availability and comfortable conditions of internal service of the company.* The location of infrastructural elements of internal service (offices of servicing of consumers) provides covering of the service area of the Company and availability of servicing of consumers of services. Internal service convenient for all groups of consumers also is organised with observance of the Uniform quality standards of servicing by grid organisations of consumers of services.
- *Availability and efficiency of correspondence and electronic (interactive) servicing.* The grid organisation provides round-the-clock access to telephone servicing and efficiency of reaction to inquiries of consumers. The electronic (interactive) servicing on the «Internet» has convenient and high-speed access, the interface and toolkits of interactive service are ergonomic and intuitively clear for consumers.
- *Qualified servicing.* The organisation of all forms of service provides a high skill level and competence of attendants of the organisation.
- *Transparency of business processes of servicing of consumers and objectivity of consideration of complaints of consumers.* Business processes of servicing of consumers are formalized, described and transparent for provision of inspectability and controllability of procedures of interaction with consumers. The grid organisation provides objective and unbiased consideration of complaints in fixed terms, possibility of the appeal of the decisions, the order of which is to be communicated to consumers according to the principle of sufficiency of informing.

4.2. General provisions on the organisation of system of servicing

4.2.1. For construction of effective system of interaction with consumers of services at all levels of structure of management of the Company organizational elements of the given system should function, or the specified elements of system should be centralised in the group of companies "Rosseti" and function in territory of operational responsibility of the Company.

4.2.2. At the level of the executive office of the Company functions on coordination and control of work of system of interaction with consumers of services are performed by the Department of interaction with customers, which reports to deputy general director for sale and development of services.

4.2.3. The Department of interaction with customers performs methodological, control and consolidating functions, and solves the following tasks:

- development of short-term, medium-term and long-term strategy of activity of the Company in the field of interaction with consumers of services;
- development of methodological and regulating documents in the field of interaction with consumers of services;

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- general coordination of activity on servicing of consumers of services on territories of responsibility of the Company, development and control in the field of interaction with consumers of services;
- monitoring of quality of servicing of consumers in the Company and qualities of the company's services in the field of grid connection and electric power transmission, revealing of existing problems;
- forming and development of channels of feedback with consumers of services;
- control over observance of requirements of this Standard, execution of standards of the organisation, regulations, and other organizational-administrative documents in the field of interaction with consumers of the services acting in the company.

4.2.4. At the level of the executive office of a branch of the Company the work of the system of centralised servicing of consumers of services is made by the Office of interaction with customers and it reports directly to deputy director of a branch for sale and development of services.

4.2.5. Office of interaction with customers performs control and consolidating functions, and solves the following primary goals:

- organisation of qualitative service at internal, correspondence servicing of consumers of services taking into account requirements of this Standard, standards of the organisation, regulations, and other organizational-administrative documents in the field of interaction with the consumers, acting in the organisation;
- control over execution of events for requests of consumers;
- forming of the analytical reporting on interaction with consumers of services, the analysis of work of a branch of the Company in the customer direction;
- carrying out of marketing researches on measurement of level of satisfaction of consumers of services and quality of servicing;
- quality assurance of servicing of consumers in the Company's branch;
- control over observance of requirements of this Standard, execution of standards of the organisation, regulations, and other organizational-administrative documents acting in the organisation.

4.2.6. Operational functions on interaction with consumers of services are carried out at the level of the executive office of a branch of the Company and in a Distribution Zone of the branch.

4.2.7. At the two-level operational scheme of management operational functions on interaction with consumers of services are performed at the level of the executive office of a branch and Distribution Zone of the Company and can partially be performed at the level of the executive office of the Company.

4.2.8. Employees of specialized divisions of the Company, whose main or additional functions include rendering of services, co-operate with division on interaction with consumers within the limits of the competence according to this Standard and internal organizational-administrative documents of the Company. Each of the specialized divisions, which activity takes on interests of consumers of services on a regular basis gives offers on improvement of work with consumers by means of the CSC knowledge base and participates in realisation of the corresponding plan of measures for improvement of quality of rendered services.

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4.2.9. In case of centralisation of functions and business processes on interaction with consumers of services in the group of companies "Rosseti" all functions on coordination and control of the given direction in territory of the subject of the Russian Federation are performed by the organisation entering into the group of companies "Rosseti" on which base the centralisation is performed.

4.2.10. The system of servicing of consumers of services includes three forms of servicing of consumers of services: internal service, correspondence service and electronic (interactive) which can be referred to the form of correspondence servicing. The information exchange of the Company with consumers of services is performed by means of communication channels.

4.2.11. Internal servicing is performed by means of personal contact of consumers of services to employees of the Company or the group of companies "Rosseti" whose competence includes interaction with consumers of services (hereinafter - the employee). At internal servicing the communication channels are: the CSC, the CSP, created on the site of isolated divisions of the Company.

4.2.12. The correspondence form of servicing is performed without personal contact of consumers of services to Employees. At the correspondence form of servicing of the consumer of services the following communication channels are used: Contact-Centre, the company's Internet reception, the Personal Account of the client, e-mail services, mail and a client box.

Table 1. Distribution of communication channels under servicing forms

Servicing form	Communication channel	Request kind
Internal form	CSC, FCSC	Internal request
	Points for work with consumers	Internal request
	Company divisions	Internal request
Correspondence form	Contact-Centre	Phone call
		Request on the Vocal mail box
		sms, mms-messages
	Mail	Letter through mail
	Administrative office	Fax request
Client box	Letter through the Client box	
Interactive (electronic) form	E-mail service	E-mail through e-mail
	Internet reception	Electronic request on the Internet reception
	Personal Account of the client	Electronic request through the Personal Account of the client

4.3. Requirements to infrastructure of internal servicing of consumers

4.3.1. The infrastructure of internal servicing should provide territorial availability of servicing of the Company to consumers.

4.3.2. Internal servicing of consumers by means of personal contact is performed at offices of servicing of consumers, and also in the cases provided by the legislation of the Russian Federation, with visit of the employee of the Company to the consumer.

4.3.3. The Company places offices of servicing of consumers in territories of subjects of the Russian Federation in which borders electric grid facilities of the organisation are located.

4.3.4. Offices of servicing of consumers are subdivided into centres of servicing of consumers (allocated central offices of internal servicing, hereinafter - the CSC) and points for work with consumers, organised on the site of isolated divisions (Distribution Zone) of the Company, and provide the organisation of internal servicing of the consumers, excluding necessity of interaction of the consumer with other divisions of the Company (in a «one stop» format).

4.3.5. The Company places not fewer than one CSC in municipal formations with the population of not fewer than two hundred thousand persons and in administrative centres of subjects of the Russian Federation in case if the quantity of consumers of the grid organisation, whose power devices are directly connected to the Company's networks, in such municipal formations and administrative centres of subjects of the Russian Federation there are not fewer than fifty thousand persons. In other cases in municipal formations (municipal areas, city districts) on the site of the isolated divisions (Distribution Zone) of the Company points for work with consumers will be organised.

4.3.6. The Company provides servicing of consumers with observance of requirements to the organisation of offices of servicing of the consumers provided by appendix # 1 to this Standard.

4.3.7. Internal servicing of consumers is performed by employees of the CSC, specialists of specialized divisions, in case of their placing on the site of the CSC for receiving consumers, and in points for work with consumers in the isolated divisions of the Company (Distribution Zone).

4.3.8. The Company provides internal servicing of consumers:

- In the CSC of the organisations not less than 45 hours per week;
- in points for work with consumers not less than 25 hours per week.

4.3.9. Internal servicing of consumers at offices of servicing of consumers is conducted on the first-come, first-served basis with use of system of electronic control of queuing (in the presence of such a system) and on preliminary record by phone or on an official site of the grid organisation.

4.3.10. Servicing of consumers should be performed at any office of servicing of consumers without dependence from the location of power installations of the consumer in territory of operational responsibility of the Company.

4.3.11. Reception of consumers in the CSC is produced in working hours without interruption, in points for work with consumers the reception is performed in working hours according to rules of the internal labour schedule.

4.3.12. The general waiting time of the consumer in turn and servicing of the consumer by the employee of the office of servicing of consumers should constitute no more than 30 minutes.

4.4. Tasks and functions of internal servicing of consumers

4.4.1. The task of internal service of the Company is provision of qualitative servicing by means of:

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- optimisation of business processes of internal servicing by reducing of terms and quantity of repeated visitings by the consumer of the CSC and points for work with consumers;
- observance of the Uniform quality standards of servicing of consumers, regulations and requirements of this Standard;
- provisions of quality of servicing at rendering of services and comfortable conditions of waiting;
- high skill level of the Employees directly involved in business processes of rendering of services to consumers of services of the Company;
- organisation of the complex approach to servicing and development of value-added services on sites of the CSC and points for work with consumers according to their expectations.

4.4.2. The Company at realisation of internal servicing of consumers renders the services (processes) presented in the following table at offices of servicing of consumers.

Table 2. The list of services (processes) of internal servicing

Item #	List of services (processes) of internal servicing	Category of office of servicing	Terms
1	Acceptance and registration of internal call of the consumer, registration of the contact information of the consumer, preliminary check of correctness of registration of requests for rendering of services, completeness of documents and completeness of data in the request according to requirements of standard legal acts:	CSC, points for work with consumers	For one visiting, in case of completeness of documents and completeness of data in the application
1.1	acceptance of the complaint of the consumer in writing	CSC, points for work with consumers	For one visiting
1.2	acceptance of the request/application for rendering of the basic services in writing, including:	CSC, points for work with consumers	For one visiting, in case of completeness of documents and completeness of data in the application
1.2.1	requests for grid connection		
1.2.2	consumer's requests about prolongation of period of validity of before given out specifications		
1.2.3	applications for restoration of before given out specifications which loss has come in connection with liquidation, reorganisation, termination of activity of the former owner (applicant), sale of facilities and for other reasons		
1.2.4	notifications of agreement undertaking about redistribution of the connected capacity		
1.2.5	applications on contract formation		

	about rendering of services in transmission of electric energy		
1.2.6	inquiry about coordination of an installation site of a metering device, the scheme of connection of the metering device and other components of measuring complexes and metering systems, and also metrological characteristics of the metering device		
1.2.7	requests about necessity of taking readings of the existing metering device		
1.2.8	requests for putting into operation of the metering device		
1.2.9	applications on the equipment of a point of delivery with metering devices		
1.2.10	requests for installation, replacement and (or) operation of metering devices		
1.3	requests acceptance for rendering of value-added services, check of observance of requirements to the form, completeness of data in the request and availability of the documents enclosed to the request, according to standard legal acts and organizational-administrative documents	CSC, points for work with consumers	For one visiting, in case of completeness of documents and completeness of data in the application
1.4	acceptance of messages about non-contracted (non-metered) consumption of electric energy, about plunder of electric grid facilities	CSC, points for work with consumers	For one visiting
2	Acceptance of readings of metering devices of electric energy	CSC, points for work with consumers	For one visiting
3	Granting of the reference information on activity of the grid organisation concerning rendering of services of the grid organisation, including granting of typified forms of documents	CSC, points for work with consumers	For one visiting
4	Granting of consultations concerning rendering of services of the grid organisation.	CSC, points for work with consumers	For one visiting. In case of absence of the information at the employee performing internal acceptance, for granting of consultation the employee registers a written request the answer for which is given within 30 days
5	Granting of the information on the status of execution of the request for rendering	CSC, points for work with	For one visiting
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	of services (process), the agreement of rendering of services, consideration of the request containing the complaint	consumers	
6	Issue of documents to consumers, including contracts for services, receipts, invoices for payment, documents by results of rendering of services (acts), acts of non-metered (non-contracted) consumption of electric energy	CSC, points for work with consumers	For one visiting
7	Granting of the information on the reasons and terms of planned interruptions of transmission of electric energy, the reasons of non-observance of requirements to parameters of its quality, about date and time of restoration of transmission of electric energy, and also about provision of conformity of quality of electric energy to legislation requirements.	CSC	For one visiting. In the absence of the information at the Employee at the moment of visiting, the Employee gives the answer to the consumer not later than 4 hours from the moment of registration of the request with inquiry. If request contains the complaint and the stated facts demand the analysis of materials the Employee suggests the consumer to direct the written request to the grid organisation, under the form of the electronic document, or to arrange request on the typified form at visiting, the answer is given within 30 days
8	Acceptance of payments for rendering of services	CSC	For one visiting
9	Issue of individual login and password for access to a consumer personal account	CSC, points for work with consumers	For one visiting
10	Carrying out of target polls, questioning of consumers for estimation of quality of rendered services and servicing	CSC, points for work with consumers	For one visiting
11	Receiving and delivery of documents to consumers of services, including under contracts for services	CSC, points for work with consumers	For one visiting
12	Carrying out of target polls, questioning of consumers for studying of the market of potential value-added services, perspective directions of development of	CSC, points for work with consumers	According to organizational-administrative documents of the
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	customer service of the company, satisfaction of consumers with quality of rendered services		Company
13	Forming of the statistical reporting on work with internal requests of consumers of services	CSC	According to organizational-administrative documents of the Company
14	Quality assurance of internal servicing in points for work with consumers	CSC	According to organizational-administrative documents of the Company
15	Organisation and carrying out of PR-campaigns ¹ on the site of the CSC, directed on forming of positive image of the Company and the group of companies "Rosseti" with consumers	CSC	According to organizational-administrative documents of the Company

4.5. Requirements to the organisation of correspondence servicing by means of telecommunication

4.5.1. With a view of the organisation of correspondence servicing of consumers of services by means of telecommunication in the Company functioning of the centre of handling of telephone calls (Contact-Centre) should be provided.

4.5.2. The Contact-Centre represents set of the equipment, the software, Employees of the Company and business - processes of correspondence servicing of consumers.

Infrastructural components of the Contact-Centre are:

- the telecommunication equipment and technological architecture;
- the software of the Contact-Centre and the AS of the Company, participating in processes of rendering of services and servicing of consumers, including processes on grid connection, commercial metering of electric energy, transmission of electric energy and the power supply termination;
- operators of the Contact-Centre performing handling incoming/outgoing calls.

4.5.3. For achievement of optimum correspondence service in the company taking into account specificity of work of the electric grid complex the Contact-Centre is implemented in the form of the corporate Contact-Centre on the site of the Company or the group of companies "Rosseti".

4.5.4. The technological architecture of the centre of handling of telephone calls, including, such characteristics as quantity of communication channels, their throughput, availability of methods of their reservation, continuity of activity and emergency restoration, is determined proceeding from requirements of the Uniform quality standards of servicing and demand from the population on telephone servicing on questions:

- a) realisation of grid connection;
- b) rendering of services in transmission of electric energy;

¹ Forms of PR-campaigns: conference, presentations, an open doors day, exhibitions etc.

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- c) organisation of metering of electric energy;
- d) organisation of servicing of consumers, granting of the contact information of offices of servicing of consumers, recording for internal reception, and also using interactive services of an official site of the grid organisation on the Internet;
- e) discrepancies of quality of electric energy to technical regulations and other mandatory requirements;
- f) interruptions in transmission of electric energy, termination or restriction of a mode of transmission of electric energy.

4.5.5. For provision of one point of access of correspondence service by phone the single multichannel telephone number of the Contact-Centre 8-800-50-50-115 in the service area of the Company will be set up. A call to the single telephone number is toll free for the subscriber from city, regional and mobile phone numbers in a zone of operational responsibility of the Company.

For consumers of services the multichannel telephone number of the Contact-Centre 13-50 in the service area of a branch of the Company will be set up. A call to telephone number 13-50 is paid by the subscriber according to tariffs of the communications service provider chosen by the consumer.

4.5.6. For the Contact-Centre work the organizational structure of the Contact-Centre can be territorially allocated in the Company's service area or the group of companies "Rosseti":

1 line of support – operators of the Contact-Centre accepting calls with a high priority of handling questions under specified in subparagraphs «d» and «e» of this subsection;

2 line of support – operators of the Contact-Centre processing calls under questions specified in subparagraphs «a» - «f» of this subsection;

3 line of support – employees of structural divisions of the Company.

Correspondence servicing of 1 line of support of the Contact-Centre on the questions specified in subparagraphs «d» and «f» of this subsection, is performed in a mode of a hot line round the clock.

The Contact-Centre operating mode (1 line of support) is performed round the clock without days off in a format 24x7x365.

Correspondence servicing of 2 line of support of the Contact-Centre concerning the consumers, specified in subparagraphs «a» - «f», is performed during working hours of the CSC.

4.5.7. Telephone number of the Contact-Centre in a format of a hot line concerning electricity supply is uniform for consumers in territory of operational responsibility of the Company. It is not allowed to use telephone numbers of operating personnel of the Company as a hot line concerning electricity supply.

4.5.8. Telephone number of a hot line concerning the Company electrical supply is communicated to the consumers, whose power installations are directly connected to electric grid facilities of the grid organisation, including by its inclusion in contracts of power supply, placing on an official site of the grid organisation on the Internet and at offices of servicing of consumers.

4.5.9. The Company at realisation of correspondence servicing of consumers with telecommunication provides:

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- acceptance and handling of all incoming telephone calls of consumers in the Company;
- the waiting time of the answer by the consumer on the Company’s phone from the moment of connection (in case of servicing of consumers with use of system of the interactive vocal menu - from the moment of a category choice by the consumer «connection with an employee of the organisation» in the system of the interactive vocal menu) till the moment of the answer of the employee of the grid organisation should not exceed 5 minutes. At mass emergency outages, at entering of a mode of the raised readiness the waiting time increase is possible. Time of handling of a call (telephone conversation of the consumer with the employee) should not exceed 5 minutes;
- realisation of outgoing telephone calls for informing of consumers and information granting on requests of consumers;
- conducting an audio record of all incoming and outgoing conversations with the consumer on what the consumer is notified in the beginning of conversation with the employee of the grid organisation;
- availability and reliability of work of telephone communication channels;
- registration of incoming and outgoing calls according to general requirements of this section.

4.6. Tasks and functions of correspondence servicing by means of telecommunication

4.6.1. The Contact-Centre purpose is increase of efficiency of direct and feedback communications of the company with consumers of services for provision of loyalty of consumers and increase of their trust.

4.6.2. Tasks of correspondence servicing by means of telecommunication:

- qualitative and immediate servicing of all incoming calls from consumers of services under all questions of activity of the Company;
- address informing of consumers of services, including autoinforming (auto calling, SMS mailing), on planned and emergency power outages in the service area of the Company;
- realisation of outgoing calls for the purpose of granting of the answer on demand of the consumer, carrying out of poll of consumers of services for studying of the market of potential value-added services, perspective directions of development of customer service of the company, satisfaction of consumers with quality of rendered services.

4.6.3. The basic services (processes), rendered by the Contact-Centre, for optimisation of business processes of correspondence service are allocated on levels of support of the Contact-Centre, the distribution is presented in the following table.

Table 3. The list of services (processes) of correspondence servicing by means of telecommunication on levels of support of the Contact-Centre

	List of services (processes) of correspondence servicing by means of telecommunication	Level support the Contact-Centre	Terms
1	Acceptance and handling of incoming calls with use of interactive vocal menus of IVR-system: input of current readings of the meter, tracing of execution of procedure of grid connection etc.	1 line of support of the Contact-Centre	by a telephone call of the consumer
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2	Acceptance, registration, handling of incoming calls of consumers with inquiry of the reference information and consultations, concerning granting of the answer to the consumer and recording an appointment of consumers for reception in servicing office on questions:		by a telephone call of the consumer. In the absence of the information at the moment of an incoming call of the consumer, the operator gives the answer to the consumer not later than 4 hours from the moment of registration of the request with inquiry
2.1	- realisation of grid connection	1, 2 lines of support of the Contact-Centre	
2.2	- rendering of services in transmission of electric energy	1, 2 lines of support of the Contact-Centre	
2.3	- organisation of metering of electric energy	1, 2 lines of support of the Contact-Centre	
2.4	- organisation of servicing of consumers, granting of the contact information of offices of servicing of consumers, records of appointments for internal reception, and also using interactive services of an official site of the grid organisation on the Internet	1, 2 lines of support of the Contact-Centre	
3	realisation of outgoing calls for the notification of consumers or information granting on the consumer's request	1, 2 lines of support of the Contact-Centre	not later than 4 hours from the moment of registration of the request with inquiry
4	Acceptance of readings of metering devices of electric energy in the cases provided by the Substantive provisions of functioning of the retail markets of electric energy, confirmed by Order of the Government of the Russian Federation from May, 4th, 2012 N 442	1, 2 lines of support of the Contact-Centre	by a telephone call of the consumer
5	Acceptance, registration, handling of incoming calls of consumers with the message about non-contracted and non-metered consumption of electric energy, and also about plunder of electric grid facilities of the grid organisation	1, 2 lines of support of the Contact-Centre	by a telephone call of the consumer
6	Acceptance, registration, handling of incoming calls of consumers with the message of discrepancy of quality of electric energy to technical regulations and other mandatory requirements. Transfer of the specified messages to the Company's operating personnel (if necessary)	1 line of support of the Contact-Centre	by a telephone call of the consumer
7	Acceptance, registration, handling of incoming calls of consumers with the message of the termination of transmission of electric energy. Transfer of the specified messages to the Company's operating personnel (if necessary)	1 line of support of the Contact-Centre	by a telephone call of the consumer
8	Acceptance, registration, handling of incoming calls of consumers with inquiry of the information on planned terms of restoration of transmission of electric energy, concerning provision of conformity of quality of electric energy to technical regulations and other mandatory	1 line of support of the Contact-Centre	by a telephone call of the consumer

	requirements		
9	Realisation of outgoing calls for the notification of consumers of emergencies in electric networks, repair and preventive work in an order and terms established by the service contract on transmission of electric energy	1 line of support of the Contact-Centre	within the terms established by the service contract on transmission of electric energy
10	Realisation of outgoing calls for the notification of consumers at realisation of grid connection, rendering of services in transmission of electric energy and at realisation of commercial metering of electric energy	1, 2 lines of support of the Contact-Centre	not later than 4 hours from the moment of registration of the request with inquiry
11	Realisation of outgoing calls for the answer to consumers on requests on which there was no possibility to give the answer directly at request receipt	1, 2 lines of support of the Contact-Centre	not later than 4 hours from the moment of registration of the request with inquiry or upon approach of initiating event
12	Acceptance, registration, handling of incoming calls of consumers containing the complaint, and granting of the answer to the consumer	1, 2 line of support of the Contact-Centre	by a telephone call of the consumer. In the absence of the information at the operator at the moment of an incoming call of the consumer, the operator gives the answer to the consumer not later than 4 hours from the moment of registration of the request with inquiry. If the request contains the complaint and the stated facts demand the analysis of materials the answer is given within 30 days
13	Information interaction with the Company's operating personnel at receipt of requests concerning discrepancy of quality of electric energy to technical regulations and other mandatory requirements, interruptions, termination of transmission of electric energy to the information on emergency and planned power outages	1 line of support of the Contact-Centre	
14	Carrying out of target polls, questioning of consumers for estimation of quality of rendered services and servicing	1 line of support of the Contact-Centre	According to the plan of carrying out of target polls and questioning

15	Notification of large customers of electric power, sales organisations about planned and emergency outage	1 line of support of the Contact-Centre	Upon approach of initiating event
16	Autoinforming by means of auto calling and SMS notifications about planned and emergency outage of consumers of electric power	1 line of support of the Contact-Centre	Upon approach of initiating event
17	Autonotification by means of auto calling and SMS notifications at realisation of grid connection, execution of contracts of rendering of services etc.	2 line of support of the Contact-Centre	Upon approach of initiating event
18	Database updating on consumers of services	1, 2 lines of support of the Contact-Centre	In case of availability of the information on change of the phone number, documentary confirmed facts of change of the address

4.7. Functional requirements to the Contact-Centre

4.7.1. Requirements to the functionality of the Contact-Centre are resulted in the following table.

Table 4. Functional requirements to the Company's Contact-Centre

Module/function	Description
Basic	
Acceptance and management of incoming calls of subscribers	Technical possibility of acceptance and management of incoming calls of consumers of services: readdressing, holding, connection, transfer of a call to other Employees, a conference call organisation
Realisation and management of outgoing calls to subscribers	Technical possibility of realisation and management of outgoing calls to subscribers: readdressing, holding, connection, transfer of a call to other Employees, a conference call organisation
Function of number ID (ANI - Automatic number identification)	The function allows to identify a number from which there was a call. If the subscriber is registered in the database of counterparts, at the moment of receipt of a call to the operator the information to an automated workplace of the operator with contact details of the subscriber is displayed.
Acceptance of voice messages to a vocal mail box	The module a vocal mail box allows to leave to the addressee a voice message by the subscriber of a telephone system
System of the interactive vocal menu (IVR)	A system of previously recorded voice messages, carrying out the function of routeing of calls by categories in the Contact-Centre, using the information entered by the subscriber by means of tone dialling
System of automatic distribution of calls (ACD)	The system functionality includes distribution of calls with queuing, search of a free operator, additional possibilities connected with distribution of a call among a group of operators, support of various forms of interaction of the operator with the subscriber according to the set business rules, including

	representation of the necessary information in an automatic mode
Audio recording of telephone calls	The audio record system gives possibility to perform an audio record of all incoming and outgoing conversations with subscribers, including readdressed by operators to Employees of the company, and binding of a file with a conversation audio record to request (document) in the CRM-system. Also the system should provide: search of records of conversations through a system of filters; conversation listening in the built in player; possibility of export of a conversation recording in a file; setting up rules of record of conversations; storage of records; archiving of records under a schedule or at the command of the manager; setting up restriction of a storage time period of records.
Module of reporting and statistics	The system gives possibility to trace parametres of calls: <ul style="list-style-type: none"> – quantity of incoming/outgoing inquiries; – quantity of inquiries closed by the IVR system; – quantity of inquiries closed by the operator of the Contact-Centre; – quantity of rerouted inquiries on divisions; quantity of inquiries in handling; – complete statistics of transitions of inquiries from a condition into a condition; – average time of handling of inquiry by the operator; – average time of handling of inquiry by other divisions of the Company in case of call readdressing; – average usage time of the IVR system. Under the specified parametres the system should form any typified reporting and also gives the convenient tool for additional forms of reporting for the analysis of labour input, congestion, overall performance of operators.
System of auto calling subscribers	The system gives possibility to perform outgoing calls in an automatic mode to consumers of services, from the generated list, for granting of the typified information in the form of a voice message
SMS service module	The system allows to use SMS service, including the SMS notification, the SMS notification of consumers
System of protection of the confidential data	The system allows to organise protection of the confidential data
Technical possibility of integration of the Contact-Centre of the Company with the Contact-centres of the group of companies "Rosseti"	In emergency situations at peak loadings on operators of the Contact-Centre of the Company some technical possibility to allocate (or automatically to readdress at all operators being busy) incoming calls to operators of the Contact-centres of the group of companies "Rosseti" should be provided
Additional	
System of intellectual distribution of calls (ICM)	The system of intellectual routeing of a call allows under the collected and available data about the consumer, about loading of a line and operators – call addressing on an optimum route - dynamic management of a priority of a call to turns, routeing on the basis of level of knowledge of the operator, conditional routeing of a call,

	routing of calls on the basis of the data received from the CRM system, etc.
System of transformation of the text in speech (TTS)	The system gives possibility to subscribers to receive the information from the Contact-Centre in a convenient for perception way. TTS systems are used, when the given information to the consumer has unique, not repeating character and it cannot be presented in the form of a set of phrases
System of recognition of speech (ASR)	The system gives possibility to subscribers to give the company information through the Contact-Centre, for example, for granting of current readings of metering devices of electric power
System of anticipatory dialling (PD - Predictive Dialer)	The system allows to optimise procedure of the organisation of mass outgoing calls. The system independently establishes connection with subscribers from the list, determines "the live" answer and transfers a call to the operator or to the IVR module
Control system of manpower (Work Force Management)	The system allows to automate resource calculation (operators, shifts of operators) for handling of loading with the greatest possible indicators of quality depending on current and predicted loading

4.7.2. The equipment for creation of software and hardware base of the Contact-Centre is chosen proceeding from the functional requirements resulted in table 4, and possibility of integration with the existing AS in the field of rendering of services and servicing of consumers of services.

The workplace of the operator of the Contact-Centre should be equipped according to the requirements presented in table 2.1 of appendix # 2 to this Standard.

The automated workplace of the operator is implemented in the form of the software and represents the visual application of management of calls and receipt of supplementary information about calls and inquiries. An automated workplace should be integrated with necessary information systems and databases of the Company for minimisation of time of handling of a call. The minimum functional requirements to an automated workplace are presented in table 2.2 of appendix #2 to this Standard.

4.8. Requirements to the organisation of correspondence servicing on the Internet

4.8.1. Correspondence servicing of consumers is performed with use of an official site of the Company or the group of companies "Rosseti" on the Internet, containing the information on the company's activity.

4.8.2. Consumers should have access to the information placed on an official site, with use of widespread web browsers. Thus installation on computers of consumers of the official sites of software and hardware specially created for viewing should not be provided.

4.8.3. In case of origin of faults in work of the official site, leading to impossibility of access to the information (services) contained on it, the Company within 2 hours from the moment of access renewal to the official site places on it the information on the reason, date and time of the termination of access, and also on date and time of renewal of access to the official site.

Total duration of breaks in work of an official site should not exceed 4 hours per month.

4.8.4. The information placed on an official site, should be:

- accessible to automatic handling;
- round the clock accessible to consumers without the software use which installation on hardware of the consumer demands the conclusion of licence or other agreement with the legal owner of the software providing collection from the consumer of payment;
- accessible without payment collection.

4.8.5. Navigation of an official site should conform to the following requirements:

a) all information placed on an official site should be round the clock accessible to consumers for receipt, acquaintance and use, and also for automatic handling of information interactive services;

b) by consecutive transition on hyperlinks starting with the main page of an official site. The quantity of such transitions on the shortest sequence should be no more than five;

c) evident information on the structure of an official site and location of a displayed page in this structure should be given to the consumer;

d) each page of an official site should be placed as follows: the main menu, the reference to the main page, the reference to the map of an official site;

e) headings and captions on pages should describe the content (purpose) of such page, the name of current section and a displayed document;

f) the name of page describing its content (purpose) should be displayed in heading of a window of a web observer;

g) the text address on the Internet (the universal index of a resource, URL) of each page should display its position in logic structure of a site and correspond to its content (purpose), and also in the text address transliteration default rules should be used;

h) on the main page of an official site and in the Personal Account of the client the number of the Contact-Centre, hot line concerning electricity supply is placed;

i) on the main page of an official site and in the Personal Account of the client the hyperlink on the information is placed:

- with the reasons and terms of planned outages in transmission of electric energy, termination or restriction of a mode of transmission of electric energy, including the preliminary information on terms of restriction of a mode of consumption of electric energy (power) of consumers in connection with carrying out of repair work at electric grid facilities of the grid organisation, included in the annual (monthly) schedule of repair;

- with settlement date and time of restoration of electricity supply in case of entering of off-schedule restriction of a mode of consumption of electric energy (power);

j) on the main page of a site references-banners to information interactive services of the Company are placed.

4.9. Requirements to the structure and content of the site section "Consumers"

4.9.1. With a view of provision of immediate access of consumers to the information on rendered services and servicing of consumers by the Company in the main menu of an official site the section "Consumers" is allocated.

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In the specified section the information according to Standards of disclosing of the information by subjects of the wholesale and retail markets of electric energy, and also the following data is placed:

- the mailing address of the grid organisation, the address and the schedule of work of offices of servicing of consumers, phone numbers on which servicing of consumers is performed, the address of an official site;
- order of giving and consideration of requests of the consumers containing the complaint to actions of the grid organisation, with indication of terms of consideration of requests and answer granting;
- order and conclusion terms of the agreement on rendering of services in transmission of electric energy, provided by the legislation of the Russian Federation;
- a grid connection application submission process, the basic stages of its consideration and their terms, data which should be contained in the request for grid connection, and requirements to documents attached to it, forms of requests for filling with the consumer;
- order of accomplishment of grid connection, stages of grid connection and their terms;
- procedure of payment for grid connection for all groups of consumers, copies of decisions of enforcement authority of the subject of the Russian Federation in the field of state regulation of prices (tariffs) about establishment of payment for grid connection concerning territorial grid organisations, and also a copy of the decision of the federal enforcement authority in the field of state regulation of prices (tariffs) on establishment of payment for grid connection concerning the organisation on management of the uniform national (all-Russian) power grid, the payment order under the agreement on realisation of grid connection to electric networks, features of payment by separate groups of consumers provided by the legislation of the Russian Federation;
- procedure of payment for rendering of services in transmission of electric energy for all groups of consumers, copies of decisions of enforcement authority of the subject of the Russian Federation in the field of state regulation of prices (tariffs) about establishment of tariffs for services in transmission of electric energy concerning territorial grid organisations, and also a copy of decisions of the federal enforcement authority in the field of state regulation of prices (tariffs) about establishment of tariffs for services in transmission of electric energy concerning the organisation on management of the uniform national (all-Russian) power grid, the payment order under the agreement on rendering of services in transmission of electric energy;
- procedure of commercial metering by grid organisations, including requirements to installation sites of metering devices, the scheme of connection and metrological characteristics of metering devices without indication of trade marks, service marks, company names, patents, utility models, industrial typifieds, names of places of origin of metering devices or names of manufacturers of metering devices;
- the name of metering devices, installation of which the grid organisation performs, their cost and cost of work on their installation;
- reasons and terms of planned outages in transmission of electric energy, termination or restriction of a mode of transmission of electric energy, including the preliminary information on terms of restriction of a mode of consumption of electric energy (power) of consumers in connection with carrying out of repair work at electric

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grid facilities of the grid organisation, included in the annual (monthly) schedule of repair;

- settlement date and time of restoration of electricity supply in case of entering of off-schedule restriction of a mode of consumption of electric energy (power);
- frequently asked questions arising at consumers, and answers to them;
- actual changes of the legislation of the Russian Federation concerning procedures of rendering of services by grid organisations;
- confirmed schedules of emergency restriction;
- certificates of services (processes) of the grid organisation;
- work procedure in a personal account of the client, including receipt of initial access to a personal account, registration and consumer authorisation.

4.9.2. Information on the reasons and terms of planned outages in transmission of electric energy, termination or restriction of a mode of transmission of electric energy is subject to publication not later than 7 days before date of planned outages of transmission of electric energy.

4.9.3. Actualisation of frequently asked questions arising at consumers, and answers to them is performed at least once in a quarter on the basis of the analysis of the arrived requests in the Company.

4.9.4. The structure of the section "Consumers" of an official site of the Company has the structure according to appendix # 3 to this Standard.

4.10. Interactive services of servicing on the Internet

4.10.1. Electronic servicing of consumers is performed with use of the following obligatory interactive tools on the Company's site:

- Personal Account of the client;
- Internet reception;
- The calculator of cost of grid connection;
- The interactive map of feeding centres.

For provision of immediate access references-banners to information interactive services of the Company are placed on the main page of a site.

4.10.2. Personal Account

4.10.2.1. The personal account of the client represents a set of address information-interactive services regarding interaction with consumers of services in grid connection, transmission of electric energy, electric energy metering, value-added services and other questions.

4.10.2.2. Access to the Personal Account of the client is performed after input by the consumer of the identification data: the name (login) and the password which are given out to the consumer:

- a) at internal request in the CSC or point for work with consumers of the Company;
- b) under the consumer written request;
- c) after filling with the consumer of the screen registration form of the web interface of an official site of the Company.

4.10.2.3. The Company should provide necessary level of information security and include a complex of means and methods of safety of the data and protection of the

information against distortions, unauthorized access to the Personal Account of the client and copying.

The Company provides with use of the Personal Account of the client technical possibility for the consumers which have got access to the Personal Account of the client:

a) direction by the consumer of requests, including containing complaints and requests (applications) for rendering of services (processes) according to the list of table # 5 of this Standard in the form of an electronic document by filling of screen forms of the web interface of an official site with obligatory for filling with the contact information and preferable method of receipt of the answer. In screen forms of the web interface of an official site possibility to attach files with materials on request, including with jpg and pdf expansion, is provided. At a request direction through the specified interface the consumer should be notified on planned terms of consideration of a request with indication of registration number of a request;

b) filling by means of the screen form of the web interface of an official site of the questionnaire of the consumer for poll for the purpose of estimation of quality of rendered services of the Company and consumer servicing;

c) receipt by the consumer of data on the status of consideration of the request directed to the Company;

d) input by the consumer of current readings of metering devices of electric energy;

e) direction of the notification by the consumer to the grid organisation about execution of the events by him provided by specifications;

f) granting to consumers:

– data on the status of consideration of the request (application) of the consumer on rendering of the services, submitted to the grid organisation, with indication of date of receipt of the request and its registration number, date of direction to the applicant of the agreement signed by the grid organisation about service rendering;

– data on the status of execution of the agreement of rendering of service with indication of planned dates of performance, except for contracts on rendering of service in transmission of electric energy. Data under agreements on realisation of grid connection should include the information on contract formation date, status of accomplishment by the grid organisation of specifications, actual connection, drawing up and signing of documents on grid connection;

– invoices to pay for grid connection for physical persons, whose maximum connected capacity of power installations is up to 15 kW inclusive (with taking into account the previously connected in the given point of connection power installations);

– data on readings of metering devices on points of metering of electric energy of the consumer and statistics of consumption of electric energy at the moment of last reading by the grid organisation of such indications or entering of meter readings by the consumer independently;

– data on the status of consideration of the request directed to the grid organisation in the electronic form;

– electronic copies of documents by results of rendering of services (acts), acts of non-metered/non-contracted consumption of electric energy;

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– information on the reasons and terms of planned (off-schedule) restrictions of a mode of consumption of electric energy (power) of consumers, and also about date and time of restoration of electricity supply;

– information on the reasons of non-observance of requirements to parameters of quality of electric energy, about events and work necessary for provision of conformity of quality of electric energy to requirements of the legislation.

4.10.2.4. The list of the information which the consumer wishes to receive (upon approach of initiating event) in the Personal Account and through the SMS notice, is specified by the consumer at receipt of access to the Personal Account or after in the Personal Account subsection «Subscribe for mailing». Thus the consumer should register the necessary volume of data, including contact, for granting of the information in the form of automatic mailing.

4.10.3. Internet reception

4.10.3.1. The subsection of the Internet reception is an information-interactive service and provides feedback with consumers of services without passage of procedure of registration and receipt of access to the service.

4.10.3.2. In the Internet reception technical possibility for consumers is provided:

a) direction by the consumer of requests with inquiry of the reference information or consultation «to ask a question to the specialist» - the given subsection has the electronic form with fields for filling with the consumer of the contact information, a theme and a question. The list of themes should correspond to the list of subjects of requests according to appendix #6 of this Standard.

b) directions by the consumer of requests, including containing complaints: the given subsection has the electronic form with fields for filling with the consumer of the following information: the contact information of the consumer, a request theme, a request/complaint subject matter. The subsection should provide for possibility to attach files with jpg and pdf expansion;

c) acceptance of messages about non-contracted/non-metered consumption of electric energy, about plunder of electric grid facilities;

d) filling by means of the screen form of the web interface of an official site of the questionnaire of the consumer for poll for the purpose of estimation of quality of rendered services of the Company and consumer servicing;

e) question-answer: the given section has the frequently asked questions of consumers of services placed.

4.10.4. The calculator of cost of grid connection

4.10.4.1. The calculator of cost of grid connection is an information-interactive service for calculation of an estimated cost of grid connection on the basis of the data entered by the consumer, with characteristics of a facility of connection.

4.10.4.2. The calculator is for consumers of services in grid connection with maximum customer contract demand less than 8900 kW and at the level of voltage less than 35 kV according to the administrative document of the authorised body in the field of state regulation of tariffs.

4.10.4.3. The input data of the Calculator, characterising a facility of connection, to be entered by the consumer are:

– the subject of the Russian Federation;

- territorial location of a facility, (city/area);
- connection type, (new/existing);
- maximum connected capacity, kW;
- reliability category, (2/3);
- level of voltage (0.4/6/10/15/20)
- distance (on a straight line) to the nearest electric grid facilities, m.

4.10.4.4. At the Calculator realisation technical possibility of calculation of payment for grid connection according to the current legislation of the Russian Federation with two variants should be provided:

- the size of payment under the rate for capacity;
- the size of payment under the standardised rate.

Approaches to calculation should be identical to realisation of model of calculation on the Portal for work with clients (Portal-TP.rf).

4.10.4.5. In addition on a site the Company for consumers the service «Engineering calculator of cost of grid connection» can be implemented, which provides technical possibility of calculation of payment for grid connection on the basis of data on necessary events at facilities of the grid organisation for the facility connection.

Approaches to the calculation, built in models of the Calculator and the Engineering calculator, should be identical to the approaches implemented on the Portal for work with clients (Portal-TP.rf).

4.10.5. The interactive map of feeding centres

4.10.5.1. The Company provides placing in the subsection «Grid connection» of the section "Consumers" on a site of the interactive service «Map of feeding centres» on the basis of GIS-system and the reference-banner on the main page of a site.

4.10.5.2. The service «Map of feeding centres» should provide technical possibility:

- scaling of the map to 100 metres in 1 cm;
- management of layers: addition of layers, removal of layers; turning on/turning off visibility of layers; adjustment of scale effect for each layer;
- to support horizontal navigation under the digital map;
- to support possibility of display on mobile devices (tablets, mobile phones);
- to support mechanisms, allowing to avoid information overload of the screen of the user;

a) regarding work with facilities:

- display of feeding centres (markers of feeding centres) of the Company depending on their geographical location, on the basis of spatial system of co-ordinates, service area and their technical characteristics according to appendix 4 to this Standard;

- display of feeding centres (markers of feeding centres) in the form of dot objects and their groups for exclusion of information overload of the screen of the user. The grouping of facilities should be performed depending on density of their placing on the map, concerning the chosen scale, with indication of quantity of facilities in a group.

- display of offices of servicing of consumers and their contact information;

b) regarding work with layers:

- display of the following layers for consumers:
- zones of Federal districts of the Russian Federation;

- zones of subjects of the Russian Federation;
- operational zones of JSC «SO UES»;
- zones of operational responsibility of a Distribution Zone, the Company's branches;
- zones of servicing of feeding centres of the Company;
- tariff zones;
- layers of grouping of feeding centres by capacity;
- layers of grouping of feeding centres by the higher class of voltage: 35, 110 (150), 220 and above;
- layers of grouping of feeding centres belonging to the Company and independent TGOs;
- at pointing to a marker of a feeding centre there is brief information on the facility appearing according to appendix 4 to this Standard.

4.10.5.3. Layers containing data on operational zones of JSC «SO UES», operational responsibility of a Distribution Zone, Production Base, the Company's branches, zones of servicing of feeding centres, tariff zones (hereinafter - subject layers) should be adhered to zones of Federal districts of the Russian Federation and zones of subjects of the Russian Federation. For consumers the service should provide possibility of turning on/turning off visibility of subject layers.

4.10.5.4. The service «Map of feeding centres» should provide:

a) search functions:

- search of the nearest feeding centres from a point specified by the consumer, on the map for grid connection, with distance indication;
- search of facilities by criteria, display of search results on the map and in the form of lists;

b) forms of inquiries:

- search of a feeding centre by address (municipal formation), operator's number, operator's name, class of voltage or value of balance participation;
- search of offices of servicing of consumers;
- search of a Distribution Zone, branches, the Company and independent TGO by name.

The service should support scenarios of direction of requests for rendering of services (capacity redistribution, grid connection, transmission of electric energy, commercial metering) at a choice of a feeding centre on the interactive map. For which purpose the scenario of transition (communication) between facilities of the map and the Personal Account of the client should be supported.

4.11. Requirements to the structure and content of the section «Information disclosure»

4.11.1. Disclosing of the information of the Company in the form of open data with a view of provision of immediate access for all interested persons is performed in the section «Information disclosure» in the main menu of an official site.

The specified section posts the structured information according to:

- Federal law from December, 26th, 1995 # 208-FZ «About joint stock companies» and the Provision about disclosing of the information by issuers of the issue

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securities, confirmed by Order of the Federal Commission for Securities Market of Russia from October, 4th, 2011 # 11-46/pz-n;

– Standards of disclosing of the information by subjects of the wholesale and retail markets of electric energy confirmed by Order of the Government of the Russian Federation from January, 21st, 2004 # 24.

4.11.2. The section «Information disclosure» should include the following subsections:

– disclosing of the information by issuers of issue securities;
– disclosing of the information by subjects of the wholesale and retail markets of electric energy - the grid organisation.

4.11.3. The subsection structure «Disclosing of the information by subjects of the wholesale and retail markets of electric energy - grid organisation» of the section «Information disclosure» should correspond to appendix # 5 to this Standard.

4.11.4. At accomplishment by the Company of functions of a supplier of last resort the section «Information disclosure» should include the additional subsection «Disclosing of the information by subjects of the wholesale and retail markets of electric energy - the supplier of last resort».

With a view of provision of identity of the data published on sites of the Company, the group of companies "Rosseti" and as well as authorities the disclosed information should be presented in the form of hyperlinks to file representations, duplication of file representations with the same information is not allowed. File representations of published data should correspond to the format and expansions according to appendix #5 of this Standard.

4.11.5. By default in the subsections, which are contained in forms of appendix #5 to this Standard the information of the actual period is displayed. Thus navigation elements should allow to perform transition to the information of the previous periods – to archives of the disclosed information.

Depending on required periodicity of disclosing of the information it is necessary to build the structure of archives according to appendix #5 of this Standard:

- only by years,
- by years and quarters corresponding to them,
- by years and months corresponding to them.

4.11.6. The period of placing of archives of the disclosed information in the section «Information disclosure» of the Company's site should constitute not less than three years from the date of information disclosing.

4.12. Tasks and functions of correspondence servicing by means of the Internet

4.12.1. The primary goals of correspondence service through the Company's Internet:

- timely granting for general access of complete trustworthy information about the Company's activity according to the current legislation of the Russian Federation;
- immediate granting for consumers of services of address data on course of execution of events for requests, including requests for rendering of services;

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- accessible and convenient electronic servicing of consumers of services through interactive services on the Company’s site;
- provision of high level of feedback with consumers of services.
- the Company at realisation of correspondence servicing of consumers on the Internet renders for consumers the services (processes) presented in the following table.

Table 5. The list of services (processes) of correspondence servicing by means of the Internet

	Service (process) of correspondence servicing on the Internet	Interactive service	Term of performance
1	Acceptance of requests of consumers with inquiry of the reference information through interactive electronic forms and granting of the answer to the consumer on questions	The Internet reception, Personal Account of the client	Within 15 days from the date of a request sending
1.1	- realisation of grid connection		
1.2	- rendering of services in transmission of electric energy		
1.3	- organisation of metering of electric energy		
1.4	- servicing of consumers		
1.5	- contact information of the grid organisation and the organisations working in sphere of the power industry		
2	Acceptance of requests of consumers with inquiry of consultation through interactive electronic forms and granting of the answer to the consumer	The Internet reception, Personal Account of the client	Within 15 days from the date of a request sending
3	Acceptance of complaints of consumers through interactive electronic forms and granting of the answer to the consumer	The Internet reception, Personal Account of the client	Within 30 days from the date of a request sending
4	Acceptance of the request/application for rendering of services through interactive electronic forms, including:	Personal Account of the client	Within 1 day from the date of a request sending, in case of completeness of documents and completeness of data in the request/application
4.1	requests for grid connection to electric networks with the class of voltage up to 10 kV inclusive for connection of power installations, the maximum capacity up to 15 kW inclusive (with taking into account the previously connected in the given point of connection power installations)		
4.2	requests about necessity of taking readings of the existing metering device		
4.3	requests for authorization for operation of the metering device		
4.4	applications on the equipment of a point of delivery with metering devices		
4.5	requests for installation, replacement and (or) operation of metering devices		
5	Acceptance of messages about non-	The Internet	Within 1 day from

	contracted/non-metered consumption of electric energy, about plunder of electric grid facilities through interactive electronic forms	reception, Personal Account of the client	the date of a request sending
6	Acceptance of readings of metering devices of electric energy	Personal Account of the client	Within 1 day from the date of a request sending
7	Granting of the information on the status of execution of the request for rendering of services (process), the agreement of rendering of services	Personal Account of the client	Within 1 day from the date of a request sending
8	Granting of the information on the status of consideration of the request containing the complaint	Personal Account of the client	Within 1 day from the date of a request sending
9	Granting of electronic copies of documents to consumers by results of rendering of services (acts), acts of non-metered/non-contracted consumption of electric energy	Personal Account of the client	Within 15 days from the date of a request sending
10	Issue of individual login and password for access to the «Personal Account of the client»	The Internet reception	Within 1 day from the date of filling of a registration form
11	Remote access to metering device readings on points of metering of electric power of the consumer, statistics of consumption (in the presence of a system of metering with remote data collection)	Personal Account of the client	At inquiry
12	Invoice granting to pay for grid connection on request for physical persons, the maximum connected capacity of whose power installations constitutes up to 15 kW inclusive (with taking into account the previously connected in the given point of connection power installations)	Personal Account of the client	Within 15 days from the date of a request sending
13	Carrying out of target polls, questioning of consumers for estimation of quality of rendered services and servicing	The Internet reception, Personal Account of the client	On a constant basis
14	Granting of the information on the reasons and terms of planned (off-schedule) restrictions of a mode of consumption of electric energy (power) of consumers, and also about date and time of restoration of electricity supply	Personal Account of the client	Within 1 day from the date of a request sending
15	Granting of the information on the reasons of non-observance of requirements to parameters of quality of electric energy, about events and work necessary for provision of conformity of quality of electric energy to requirements of the legislation	Personal Account of the client	Within 15 days from the date of a request sending. If the stated facts demand the analysis of materials the term of granting of the answer can be

			extended till 30 days
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4.13. Requirements to the organisation of other communication channels

In addition for the feedback organisation client mail boxes - boxes for acceptance of written correspondence - requests, opinions of clients, questionnaires can be used.

The recommended places for placing – the CSC, points for work with consumers. Client mail boxes can also be located in a building of the executive office of the Company and branches. The box should be executed in corporate style with indication of the logo, name and phone of the single Contact-Centre of the Company.

The normal frequency of collection from client boxes of written correspondence constitutes at least once a month, however directly depends on the purposes of application of a client box:

- acceptance of requests – at least 1 time a week;
- questioning – allowed on the last day of questioning completion, under condition of complete term of carrying out of questioning no more than 1 month.

For the purpose of preserving of correspondence arrived from the consumer, it is necessary to start with conditions that the volume of correspondence will not exceed 500 requests, the size of 210x297 mm (format of 1 sheet A4), in case of receipt in the company of the requests containing more of 1 sheet (appendices), the total number of requests stored in a client box should not exceed 100 pieces/box

5. Requirements to automation of processes of servicing of consumers

5.1. For provision of qualitative servicing of consumers of services at high technological level it is necessary to implement automated control systems allowing operatively and qualitatively to give all spectrum of services, both information, and connected with handling requests for rendering of services, execution and quality assurance of the rendered services.

5.2. The automated systems and-or modules of support of business processes of interaction with consumers at rendering of services and servicing include some levels, their hierarchy is presented in the following table.

Table 6. The automated systems/modules of support of internal and correspondence services

Function of internal servicing	Required AS/AM
Acceptance of internal requests of consumers of services:	AS "Electronic queuing»
Acceptance of internal requests of consumers of services and preprocessing (registration of internal requests and consumers of services in the AS/AM)	CRM – system, the Contact-Centre Portal
Granting of the reference information, consultations and typified forms of documents on the basic and additional	Knowledge base, CRM – system

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services of the company	
Organisation, support and control over work on requests of consumers in structural divisions, information support of the consumer of services at rendering of services and coordination of process of interaction between consumers and structural divisions of the Company	ADMS, CRM – system, the Contact-Centre Portal
Receiving and delivery of documents to consumers of services, including in contracts for services	CRM – system, ERP SW SAP
Forming of the statistical reporting on work with internal requests of consumers of the CSC	CRM – system reporting module, reporting module of the Contact-Centre Portal
Carrying out of target polls, questioning of consumers for studying of the market of potential value-added services, perspective directions of development of customer service of the company, satisfaction of consumers with quality of rendered services	CRM – system, the Contact-Centre Portal
Quality assurance of internal servicing in departments of the CSC of a branch of the Company	CRM – system
Acceptance of payments from consumers for rendering of services	ERP SW SAP
Function of correspondence servicing	Required AS/AM
Acceptance, registration and handling of incoming calls from consumers of services by the operator:	CRM – system, the Contact-Centre Portal
- concerning power outages and quality of electric power	CRM – system, the Contact-Centre Portal
- contact information of divisions of the company and switching	Contact-Centre portal
- concerning the company's activity: grid connection to networks of the company, metering devices of electric power, value-added services of branches of the Company. Including acceptance of requests-intentions for rendering of services.	CRM – system, ERP SW SAP
Acceptance of requests on vocal "mail box" with the subsequent registration and handling of incoming calls from consumers of services:	CRM – system, ERP SW SAP
- concerning power outage and quality of electric power	CRM – system, ERP SW SAP
- contact information of divisions of the company and switching	Knowledge base
- concerning the company's activity: grid connection to company networks, metering devices of electric power, value-added services of branches of the Company. Including acceptance of the request-intention for rendering of services.	CRM – system, ERP SW SAP
Realisation of outgoing calls for the notification of consumers or information granting on a consumer request	CRM – system
Carrying out of target polls on a telephone communication channel for studying of the market of potential value-added services, perspective directions of development of customer	CRM – system, the Contact-Centre Portal

service of the company, satisfaction of consumers with quality of rendered services	
Notification of large customers of electric power, sales organisations about planned and emergency outages	CRM – system, the Contact-Centre Portal
Information interaction with operating personnel of the Grid Control Centre, operating-dispatching group of a Distribution Zone at emergency and planned power outages	CRM – system, the Contact-Centre Portal
Autoinforming by means of auto calling and SMS notification about planned and emergency outages of consumers of electric power	CRM – system, the Contact-Centre Portal
Autonotification by means of auto calling and SMS notification at realisation of grid connection, execution of contracts of rendering of services, etc.	CRM – system, the Contact-Centre Portal
Database actualisation on consumers of services	CRM – system, ERP SW SAP

5.3. The CRM-system to manage relationship with consumers of services is intended for the business process automation «Customer Relationship Management» and directed on improvement of quality of servicing of consumers, degree of their satisfaction, increase of productivity of the CSC, points for work with consumers and the single Contact-Centre of the Company.

5.4. At the CRM-system implementation the following tasks are solved:

- creation of uniform information space for servicing of consumers on all communication channels in the service area of the Company;
- provision of registration, accounting, support and subsequent analysis of all arriving requests, irrespective of classification parameters of requests in the CRM-system;
- efficiency increase at handling of requests.

5.5. Technical requirements to the CRM-system functionality:

- identification of the addressed consumer under his details;
- a consumer registration in uniform base of consumers of services;
- registration of a call of the consumer in the company with indication of classification parameters;
- granting of the necessary information on the addressed consumer (identification of points of connection of the consumer and their characteristics, determination of payment behaviour of the consumer, information on his previous requests and the status of handling of his requests);
- accounting, support and subsequent monitoring of execution of all arriving requests, irrespective of type, reason, channel of receipt or addressee of a request;
- system of notifications and control of dates of performance of separate stages of handling of requests;
- forming statistical reporting on the arrived requests broken down by types and reasons of requests, regions and addressees, terms and conditions of execution of requests and their generalised results. Forming statistical and operative reporting on stages of handling of requests broken down by divisions and responsible persons, dates of performance;
- maintaining a directory of counterparts with classification possibility by groups. Storage possibility in the directory of the following information: name of the

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counterpart, phone, address, contact person, e-mail address, region. Adjustment of access of users for visibility and change for separate groups of counterparts;

- knowledge base maintaining on the basic areas within which consulting and informing of consumers is performed. Operative search in the knowledge base for granting of answers to asked by consumers of services questions in the course of registration of requests;

- forming a toolkit for poll of consumers of services. Carrying out of polls and storage of answers in the system;

- integration with the Company's web-services, the Contact-Centre Portal;

- integration or providing of access to ERP SW SAP;

- integration of the AM for accounting of planned and emergency outages with existing and perspective SCADA-systems of dispatching divisions of the company.

In addition, access of Employees, whose competence has interaction with consumers, is provided to another AM and AS of the Company for operative granting of information on requests of consumers of services, information exchange with other Employees of the Company within the limits of procedures of rendering of services, loading reduction on technical specialists on consultation and informing of consumers of services.

6. Requirements to business processes of interaction with consumers

6.1. Requirements to servicing processes

6.1.1. The Company provides acceptance and registration of the request of the consumer, which has arrived to the grid organisation (in the written, electronic, oral form, with telecommunication use). At request registration the contact information of the consumer, date of receipt of a request and entering registration number of the request is fixed.

6.1.2. For the purpose of provision of accounting of requests and adherence to deadlines of their consideration requests are registered at the moment of receipt. The requests, which have arrived outside of working hours, are registered on the first working day following the day of their receipt, except for the requests accepted by the Contact-Centre.

6.1.3. At registration of requests the one time principle should be observed – each call of the consumer is registered once.

6.1.4. The Company provides consideration of all arrived to the Company requests from consumers on internal and correspondence communication channels according to the Uniform quality standards of servicing, this Standard and internal organizational-administrative documents of the Company.

Consumers of services of the Company are provided with objective and unbiased consideration of requests in fixed terms.

Consideration of requests is based on the principle of conscientiousness of the consumer. By consideration of requests of physical persons representing socially vulnerable categories of the population, and also businessmen without formation of the legal entity and small-scale business, it is considered that the given group of consumers of services does not have legal and technical knowledge concerning power supply.

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6.1.5. The Company directs to the consumer the pertinent answer on his request within the following terms:

a) answer to a written call of the consumer on the paper carrier - within 30 days from the date of registration of a request by the grid organisation, unless otherwise provided by the legislation of the Russian Federation;

b) the call of the consumer directed with use of an official site in the form of the electronic document, - in the terms specified in table 5 of this Standard;

c) the answer to a call of the consumer with telecommunication use is given directly at the moment of the consumer's request. In case of impossibility to give the answer at the moment of the consumer's call the employee of the grid organisation takes the contact information of the consumer and not later than 4 hours from the moment of a request registration gives the answer to the consumer (under condition of receipt of a telephone call in the working day in working hours), otherwise within 1 working day. Terms of granting of the information on request are presented in table 3 of this Standard;

d) if the call of the consumer with telecommunication use contains the complaint and the facts stated in such complaint, it demand the analysis of materials on the consumer's request, the employee of the grid organization, who has received the telephone call, arranges the complaint in the form of the electronic document which is registered when due hereunder. Term of the answer to the consumer under such complaint should not exceed 30 days from the date of the request registration;

e) the answer to an oral call of the consumer in an office of servicing of consumers is given directly at visiting the office by the consumer. In case of impossibility of granting of the answer to the consumer's request at internal servicing of the consumer and also if the consumer's request contains the complaint and the facts stated in such complaint, it demands the analysis of materials on the consumer's request, the employee of the Company should suggest to the consumer to direct a written request to the grid organisation or to arrange a request at the servicing office under the typified form. After filling and signing by the consumer of the form of a request such request is registered. Term of the answer to such request should not exceed 30 days from the date of the request registration. Terms are presented in table 2 of this Standard.

Term of handling of written requests of consumers of the information which are subject to disclosing according to Standards of disclosing of the information by subjects of the wholesale and retail markets of electric energy, confirmed by Order of the Government of the Russian Federation from January, 21st, 2004 # 24, constitutes 7 days from the date of the inquiry receipt.

6.1.6. In a case if the questions stated in the request of the consumer are not within the competence of the Company, the Employee not later than 5 working days from the date of the request registration informs the consumer on impossibility of granting to him of the pertinent answer to the questions stated in the request and gives the contact information of organisations which competence such questions concern.

6.1.7. The consumer's request about granting of the reference information and (or) consultations is considered reviewed if the answer with the required information is directed (is given) to the consumer.

6.1.8. The call of the consumer containing the complaint is considered reviewed by the grid organisation, if:

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a) validity (groundlessness) of a request about infringement of the rights or interests of the consumer protected by the law, including on granting of services of inadequate quality, is established;

b) in case of need on justified complaints the events are specified directed on restoration of the broken rights or interests protected by the law of the consumer (hereinafter - correcting measures);

c) the answer is directed (is given) to the consumer on the request:

– in case of acknowledgement of the complaint unreasonable in the answer reasoned explanations concerning absence of bases for its satisfaction are given;

– in case of acknowledgement of the complaint proved the answer to the consumer specifies, what rights or legitimate interests of the consumer are subject to restoration and in what order. If under the complaint realisation of correcting measures is necessary, in the answer planned term of their realisation is underlined to the consumer.

6.1.9. Request consideration is not produced (with the notification of it of the consumer) in cases:

a) if request contains obscene or offensive expressions;

b) if the question on which the pertinent answer in connection with earlier directed requests has already been provided to the given consumer of services is contained, and thus there are no new arguments or circumstances in the request;

c) if the pertinent answer of the question put in the request cannot be given without disclosure of the data constituting a trade secret or other secret protected by the law.

6.1.10. A request consideration (without notice to the consumer) is not produced in cases if the text of a written request cannot be read or in the request there is no contact information necessary for sending the answer.

6.1.11. If a request contains threats to life, health and property of the Employee of the company, and also members of his family, the call of the consumer of services goes to the security division.

6.1.12. All arriving requests of consumers irrespective of the receipt channel are classified by categories:

- Complaint;
- Inquiry of the reference information/consultation;
- Request for rendering of services: the basic and additional;
- Information notification/message;
- Consumer feedback about the company's activity;
- Consumer's offer on improvement of quality of servicing;
- Other.

Table 7. The description of classification groups by categories of requests

	Category	Description
1.	Complaint	The call of the consumer directed by the consumer to the Company or an official of the Company in the internal or correspondence form, about infringement of the rights or interests of the consumer protected by the law; claims about granting of service of inadequate quality; the consumer's claim to the Company's actions, scope, conditions or terms of granting of services of the Company

2.	Inquiry of the reference information/consultation	The call of the consumer containing inquiry about granting of consultation or the reference information on activity and services of the Company
3.	Request for grid connection	The request of the legal entity /the physical person/the individual businessman having intention to perform grid connection, reconstruction and increase in volume of the connected capacity and also to change a category of reliability of electricity supply, a connection point, kinds of the production activity which do not lead to revision (increase) of size of connected capacity, but change the circuit of external electrical supply of power installations of the applicant
	Application on prolongation of specifications	Application of the legal entity /the physical person/the individual businessman who in agreed term has not performed events according to the given out specifications, on prolongation of period of validity of specifications
	Application for restoration before the given out specifications	Application of the legal entity /the physical person or the individual businessman about restoration of previously given out specifications for grid connection in cases of loss in connection with: <ul style="list-style-type: none"> – liquidation of the former owner; – reorganisation of the former owner; – termination of activity of the former owner; – change of the proprietor of a facility; – change of pattern of ownership of the owner; concerning facilities of electric power industry which have been in proper order connected earlier, and changes do not involve revision of size of the connected capacity, do not demand change of the circuit of external electrical supply and a category of reliability of electricity supply.
	Application on contract formation about rendering of services in transmission of electric energy	Application of the person owning on an ownership right or on other legal reasons power installations and (or) facilities of electric power industry, connected when due hereunder to an electric network (including indirectly) of the subject of the wholesale market of electric energy performing export (import) of electric energy, and also a power sales organisation and supplier of last resort in interests of consumers of electric energy served by them
	Application on capacity redistribution	Application of the legal entity /the physical person/the individual businessman having intention to perform redistribution of capacity for benefit of other owners of power installations

4.	Request for value-added services	Application of the legal entity /the physical person or the individual businessman on rendering of value-added services, including on rendering of services in metering of electric energy, for example: check of metering devices; sealing metering devices; replacement of metering devices; call of the inspector or controller for taking readings; preparation of the act of technical check of metering devices.
5.	Information notification/message	Request of the consumer with the information or notification, including the notification of accomplishment of specifications, messages of the termination of transmission of electric energy, readings of metering devices of electric energy
6.	Feedback	Request of consumers of the services, containing feedback and description of performance of Employees or the Company as a whole, feedbacks of consumers about activity of the electric grid organisation, received within the limits of conducted polls of consumers are not considered
7.	Offer from the consumer on improvement of quality of servicing	Request of the consumer, containing proposals on improvement of quality of service of the company, offers received from the consumer during carrying out of poll are not included into the given category

6.1.13. Cases at which the arrived request is not fixed as the complaint:

- a repeated request, on which consumer of services the pertinent answer in connection with earlier directed complaints has already been given, and thus the repeated request has no new arguments or circumstances;
- a request which is subject or being under consideration in court according to the legislation of the Russian Federation;
- a request on disputes within the limits of rendering of services in transmission of electric energy with industrial enterprises and subjects of the retail market of electric energy.

6.1.14. Requests of consumers do not concern complaints on the terminations of transmission of electric energy with the message (notification) of the grid organisation about the termination of transmission of electric energy.

6.1.15. Complaints to the termination of transmission of electric energy at restrictions of a mode of consumption of electric energy do not concern to justified in cases of:

- planned restrictions of a mode of consumption of electric energy concerning consumers of services in case of carrying out of repair work at electric grid facilities of the grid organisation to which power installations of the consumer are connected, or necessity of carrying out of repair work at electric grid facilities of adjacent grid organisations (other owners of electric grid facilities);
- infringement of the obligations by the consumer;
- origin (threat of origin) of emergency electric power modes;
- revealing of the fact of inadequate grid connection of power installations of the consumer to electric grid facilities;

– termination of obligations to render services of transmission of electric energy concerning power installations of the consumer under the agreement of rendering of services in transmission of electric energy.

6.1.16. Complaints upon which consideration by results of measurements of quality by electric energy discrepancy of indicators of quality of electric energy to the established requirements, including with confirmation by reports of the measurements which have been conducted by the electric grid organisation, or other organisation accredited when due hereunder on carrying out of testing (measurements) of indicators of quality of electric energy is confirmed concern justified complaints about inadequate quality of electric energy. Thus complaints of consumers are not considered if it is established that the originator of deterioration of electric power is the consumer or another person who is not connected with the grid organisation, and also in cases if infringements have resulted from natural disasters, accidents and other events which have occurred not because of the grid organisation.

6.1.17. If the call of the consumer, containing the complaint, is repeated and the answer on the primary request is directed to the address of the consumer signed by the official of a branch of the Company, then consideration of the repeated request about validity (groundlessness) of the complaint about infringement of the rights or interests of the consumer protected by the law, including on granting of services of inadequate quality, and also preparation of the answer to the consumer is performed:

– at the level of the executive office of the Branch, in case of an answer direction on the primary request signed by an official of a Distribution Zone of a branch of the Company;

– at the level of the executive office of the Branch with participation of specialized structural divisions of the executive office and the Department of interaction with customers, in case of an answer direction on the primary request signed by an official of a branch of the Company;

– at the level of the executive office of the Company in case of inquiry receipt on the consumer's request through JSC "Rosseti", the Ministry of Energy of the Russian Federation, the Presidential Administration of the Russian Federation and other public authorities which have directed the inquiry to the executive office of the Company.

6.1.18. All arriving requests of consumers of services are classified irrespective of the receipt channel by subjects according to appendix #6 to this Standard.

6.1.19. In case of inquiry receipt on request (complaint) of the consumer to the Company from enforcement authorities of subjects of the Russian Federation, supreme and supervising organisations, the answer on demand is given in time according to this section, or in time, specified in the inquiry.

6.1.20. Handling of requests of consumers of services of the Company includes some stages:

- request preprocessing;
- basic handling of request;
- execution of events for request (for complaints, requests for rendering of services);
- control over execution of events (for complaints, requests for rendering of services);
- end of handling of request.

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The stage-by-stage handling of requests depending on a category is given in appendix #7 to this Standard.

6.1.21. In case of receipt of a request (complaint) in the executive office of the Company the Department of interaction with customers enquires in a branch of the Company the information regarding the subject matter of the request and the draft of the answer to the consumer on the request.

6.1.22. With a view of realisation of the differentiated approach to processes of interaction with consumers at call of the consumer the Company provides registration in the CRM-system, except for consumers who at request have not specified or have refused to give the contact information. Scope of the contact information for registration is:

- Full print name of the consumer (applicant);
- Mark, whether the counterpart is a legal or physical person;
- Organisation name in case the counterpart is a legal entity;
- Organizational-legal form;
- TIN;
- Full print name of the contact person if the counterpart is a legal entity;
- Phone (home/working/mobile for SMS notifications);
- Region (subject of the Russian Federation);
- Address (actual/legal);
- E-mail address;
- Type of relations;
- Group.

6.2. Requirements to realisation of services in grid connection

6.2.1. The order of grid connection of power devices (power installations) of applicants to distribution electric networks of a branch of the Company is established according to standard legal acts, including the Rules of grid connection of power installations of consumers of electric energy, facilities for generation of electric energy, and also electric grid facilities belonging to grid organisations and other persons, to electric networks, and regulated by organizational-administrative documents of the company.

6.2.2. The request for grid connection can arrive with one of the following communication channels:

- mail (through the administrative office of a division);
- through the Personal Account of the client;
- through the CSC or point for work with consumers at internal call of the consumer of services (applicant) without dependence from the location of power installations of the applicant.

6.2.3. At internal receipt of the request by employees of the CSC and points for work with consumers, primary and basic handling of the request for grid connection is performed.

6.2.4. At request acceptance through an administrative office check of observance of requirements to the form, completeness of data in the request and availability of attached documents is carried out by specialists of the responsible division established by organizational-administrative documents of the Company.

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6.2.5. At correspondence request through the consumer's Personal Account primary and basic handling of the request for grid connection is performed by employees of the CRM Office, CSC and Points for work with consumers.

6.2.6. Request of the applicant is registered in the CRM-system at the moment of receipt, the request for grid connection is registered on the day of receipt of the request from the applicant (in case of full completeness of the request) or on the day of granting by the applicant of missing data under the request and-or missing documents.

6.2.7. At the internal form of application for grid connection possibility of granting of access to the Personal Account of the client for receipt of the data provided by section 4.12 is offered to the applicant. In case of the consent from the applicant, he is given the Login and password to enter the Personal Account.

6.2.8. The basic indicators characterising the indicator of sense of duty of the company on grid connection, parameters of observance of requirements of standard legal acts, including standard dates of performance of stages of realisation of grid connection are.

Table 8. Dates of performance of stages of realisation of grid connection

Stage	Procedure	Term
Preprocessing of a request (call)	Acceptance of a call with the request for grid connection	At internal request no more than 30 minutes
		At receipt of the request by mail transfer of the request and a packet of documents to a specialized division – no more than 1 working day
Basic handling of the request	Check of observance of requirements to the form, completeness of data in the request and availability of documents enclosed to the request according to standard legal acts and organizational-administrative documents. Registration of the request and a packet of documents in AM under a direction	1 working day from the date of receipt of the request and a packet of documents at internal request
		2 working days from the date of registration of the incoming letter with the request and a packet of documents at receipt of the request by mail
	Preparation and direction of the notification to the applicant about missing data and-or documents to the request	6 working days after request receipt
	Direction of the request and the packet of the documents presented by the applicant to a specialized division with the covering letter	2 working days from the date of a request receipt (in case of a complete packet of documents) or after receipt of missing data and-or documents to the request
Contract formation about realisation of grid connection to electric networks	Preparation and direction of the notification of increase in the term of preparation of the agreement for the term of coordination of specifications with the system operator at complicated grid connection	Not later than 2 working days after direction of specifications on the coordination to the system operator
	Preparation and direction of the notification to the applicant about direction	3 working days from the date of direction of the application for

	<p>of the application for establishment of payment with the materials enclosed to it to the authorised body of executive power in the field of state regulation of tariffs</p>	<p>payment establishment to the authorised body of executive power in the field of state regulation of tariffs</p>
	<p>Preparation and direction of the contract draft on realisation of grid connection and specifications to the applicant. (At grid connection under the individual project the decision of the authorised body of executive power in the field of state regulation of tariffs about the approval of payment for grid connection under the individual project is also sent to the applicant)</p>	<p>15 days from the date of receipt of the request from the applicant (the authorised representative) for physical persons for grid connection of a power installation which maximum capacity constitutes up to 15 kW inclusive (with taking into account the previously connected) for household and other needs, for legal entities or individual businessmen a power installation which maximum capacity constitutes up to 150 kW inclusive (with taking into account the previously connected)</p> <p>Within 10 days from the date of receipt of the request in case of temporary grid connection</p> <p>30 days from the date of a request receipt (in case of a complete packet of documents) or after receipt of missing data and-or documents to the request</p> <p>5 days from the date of the approval of the size of payment for grid connection by the authorised body of executive power in the field of state regulation of tariffs in case of realisation of grid connection under the individual project, but not later than 3 working days from the date of the specified decision coming into force.</p> <p>3 working days from the date of the coordination with the system operator of specifications at complicated grid connection</p> <p>5 working days from the date of receipt from the applicant of reasoned refusal of signing of the contract draft with the</p>

		requirement about its bringing into conformity with the Rules of grid connection
	Signing of the agreement by the applicant and direction of one copy to the grid organisation	30 days from the date of receipt of the contract draft signed by the organisation
	Direction by the applicant of reasoned refusal of signing the contract draft with the requirement about its bringing into conformity with the Rules of grid connection	30 days from the date of receipt of the contract draft signed by the organisation
	Cancellation of the request for grid connection in a case if the applicant does not direct the signed contract draft or reasoned refusal	60 days from the date of receipt by the applicant of the contract draft signed by the grid organisation
	Direction of a copy of the request for grid connection for consideration to the system operator in case of grid connection of power installations, except for the requests submitted by physical persons for grid connection of a power installation with the maximum capacity up to 15 kW inclusive (with taking into account the previously connected) for household and other needs, legal entities or individual businessmen a power installation with the maximum capacity up to 150 kW inclusive (with taking into account the previously connected), and grid connection by means of redistribution.	5 working days from the date of a request receipt
	Coordination with the system operator of specifications on grid connection to electric networks in case of grid connection concerning connected facilities for generation of electric energy, with installed generation capacity exceeding 5 MW or being increased by 5 MW and above, and also connected electric grid facilities with maximum capacity exceeding 5 MW or being increased by 5 MW and above, and power installations with maximum capacity exceeding 5 MW or being increased by 5 MW and above	15 days from the date of receipt of the draft of specifications from the grid organisation
Realisation of events for grid connection by the grid organisation:		
1. In cases if the grid organisation is not required to accomplish work on construction (reconstruction) of electric grid facilities included (subject to inclusion) in investment programs of grid organisations, and (or) facilities for generation of electric energy, except for work on construction of electric grid facilities from existing electric grid facilities to connected power		

installations and (or) facilities of the electric power industry ² :		
	at temporary connection of power installations	15 working days (if the request does not specify a longer term) from the date of contract formation
	For applicants with the maximum capacity of power installations up to 670 kW inclusive (with taking into account the previously connected in the given point of connection capacity)	4 months from the date of contract formation
	For applicants with the maximum capacity of power installations over 670 kW	1 year
2. In cases if the grid organisation is required to accomplish work on construction (reconstruction) of electric grid facilities included (subject to inclusion) in investment programs of grid organisations, and (or) facilities for generation of electric energy, except for work on construction of electric grid facilities from existing electric grid facilities to connected power installations and (or) facilities of the electric power industry:		
	at temporary grid connection of applicants, whose power installations are portable and have the maximum capacity up to 150 kW inclusive (with taking into account the previously connected in the given point of connection of capacity) if the distance from the power installation of the applicant to existing electric networks of a necessary class of voltage constitutes no more than 300 metres	15 working days (if the request does not specify a longer term) from the date of contract formation
	For physical persons a power installation with the maximum capacity up to 15 kW inclusive (with taking into account the previously connected) for household and other needs, legal entities or individual businessmen a power installation with the maximum capacity up to 150 kW inclusive (with taking into account the previously connected), and grid connection by means of redistribution ² .	6 months
	for applicants, the total connected capacity of whose power installations does not exceed 670 kW	1 year if shorter terms are not provided by the investment program of the corresponding grid organisation or the agreement of the parties
	For applicants, the total connected capacity	2 years if other terms (but no

² In case of grid connection to electric networks the voltage class up to 20 kV inclusive, thus the distance from existing electric networks of a necessary voltage class to the site borders on which connected power devices are located, constitutes no more than 300 metres in cities and settlements of city type and no more than 500 metres in rural areas

	of whose power installations exceeds 670 kW	more than 4 years) are not provided by the corresponding investment program or the agreement of the parties
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Table 9. Dates of performance by the grid organisation of actual connection of facilities of the applicant

Procedure		Term	
In cases when the coordination of specifications with the subject of the operating-dispatching management is not required:			
Acceptance from the applicant of the notification of accomplishment of specifications with a necessary packet of documents		at internal request no more than 30 minutes at receipt of the notification by mail transfer of the notification and a packet of documents to a specialized division – no more than 1 working day	
Check of conformity of technical solutions, parameters of equipment (devices) and the conducted events to requirements of specifications. Events for check of accomplishment of specifications by applicants of a power installation with capacity up to 150 kW inclusive (on one source of electricity supply), and also applicants for whom development of the design documentation is not obligatory, are conducted directly in the course of carrying out of inspection of power installations of applicants.		within 10 days from the date of receipt from the applicant of the documents provided by the Rules on grid connection	
Check (inspection) of a power installation to the switching device (point) of the applicant (the switching device of a transformer substation, incoming line section, incoming switching device, the main switchboard, metering point) inclusive		within 3 working days after the notification by the applicant about accomplishment of the obligations of the agreement on realisation of grid connection	
By results of events for check of accomplishment by the applicant of specifications the grid organisation makes and directs for signing to the applicant the Act signed on its part in 2 copies about accomplishment of specifications		within a 3-day term after inspection carrying out. Aggregate term of carrying out of events for check should not exceed 10 days from the date of receipt of the notification from the applicant about accomplishment of specifications by him or notification of elimination of remarks	
The applicant returns to the grid organisation one copy of the Act signed on his part about accomplishment of specifications		within 5 days from the date of receipt of the act signed by the grid organisation about accomplishment of	
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	specifications		
In case of connection of a power installation to networks with a class of voltage up to 10 kV on one source and also concerning physical persons a power installation with the maximum capacity up to 15 kW inclusive (with taking into account the previously connected) for household and other needs, legal entities or individual businessmen a power installation with the maximum capacity up to 150 kW inclusive (with taking into account the previously connected), and temporary grid connection the Act about accomplishment of specifications is constituted and signed by the applicant and the grid organisation directly on the day of carrying out of inspection.	On the day of carrying out of inspection		
At failure to meet requirements of specifications the grid organisation in writing notifies on it the applicant. At inspection of power installations remarks are specified in the inspection (check) report of a power installation.			
Repeated inspection of a power installation of the applicant. The act about accomplishment of specifications is arranged after elimination of the revealed infringements.	not later than 3 working days after receipt from him of the notification of elimination of remarks with attachment of the information on the accepted measures on their elimination		
Check of accomplishment of specifications in cases, when the coordination of specifications with the subject of the operating-dispatching management is required, is performed by the grid organisation and the system operator			
Notification of the readiness to check accomplishment of specifications is sent by the applicant to the grid organisation, and the grid organisation concerning its facilities - to the subject of operating-dispatching management.	within 2 days from the date of receipt from the applicant of the notification of the readiness to check accomplishment of specifications a copy of such notification and a copy of the documents enclosed to it, presented by the applicant, is sent to the subject of operating-dispatching management.		
Check of conformity of technical solutions, parameters of equipment (devices) and the conducted events specified in documents, presented by the applicant, to requirements of specifications together with the system operator	On the day of carrying out of inspection		
The grid organisation in writing notifies the subject of operating-dispatching management on expected date of carrying out of inspection	not later than 5 working days prior the day of its carrying out		
The subject of operating-dispatching management directs to the grid organisation the decision on participation (refusal of participation) in such inspection	not later than 2 working days before its carrying out		
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<p>Check by the grid organisation, and also the subject of operating-dispatching management of connected power installations and electric grid facilities, constructed (reconstructed) within the limits of accomplishment of specifications, on conformity of actually executed events for grid connection to specifications and the design documentation presented by the applicant and the grid organisation</p>	<p>On the day of carrying out of inspection</p>
<p>Drawing up of the Inspection (check) report of a power installation. At revealing during inspection of failure to carry out by the applicant and (or) the grid organisation of requirements of specifications and the design documentation the list of the revealed remarks which are subject to accomplishment is underlined in the inspection (check) report of a power installation.</p>	
<p>Coordination with the subject of operating-dispatching management of the Inspection (check) report of a power installation, in a case if representatives of the subject of operating-dispatching management participated in the inspection</p>	
<p>At failure to meet requirements of specifications the subject of operating-dispatching management notifies on it the grid organisation with indication of remarks.</p> <p>The grid organisation in writing notifies the applicant on the revealed remarks</p>	
<p>Repeated inspection.</p>	<p>not later than in 3 working days after receipt of the notification of elimination of remarks with attachment of the information and documents</p>
<p>The grid organisation directs to the applicant the Act signed from its part about accomplishment of specifications in 2 copies.</p> <p>In a case if specifications have been agreed by the subject of the operating-dispatching management, the Act about accomplishment of the specifications, agreed the subject of the operating-dispatching management, goes to the applicant in 3 copies.</p>	<p>in a 3-day term, aggregate term of check should not exceed 25 days from the date of receipt by the grid organisation of the notification from the applicant about readiness for check of accomplishment of specifications or notification of elimination of remarks.</p>
<p>The applicant returns to the grid organisation the copies of the act signed from his part about accomplishment of the specifications, thus one copy of the act about accomplishment of specifications remains at the applicant.</p>	<p>within 5 days from the date of the act receipt about accomplishment of specifications in 3 copies</p>

6.2.9. With a view of achievement of control indicators of successful realisation of the Plan of measures ("road map") «Increase of availability of a power infrastructure»,

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confirmed by Order of the Government of the Russian Federation from 30.06.2012 №1144-r, the Company approves in the established order the regulations of realisation of grid connection of applicants with power installations from 15 to 150 kW to electric networks, providing the reduced terms of realisation of procedures (stages) of grid connection.

1.1. Requirements to realisation of services in transmission of electric energy

1.1.1. Granting of services in transmission of electric energy is regulated by standard legal acts and organizational-administrative documents of the Company.

1.1.2. An application on rendering of services in transmission of electric energy can arrive on one of following communication channels:

- mail (through a division of clerical work of the executive office of the Company or the executive office of a branch);
- through the CSC and points for work with consumers of services at internal call of the consumer of services (applicant);
- to a structural division of a branch of the Company, including in a Distribution Zone.

At internal receipt of the application by specialists of the division on interaction with consumers on the site of the CSC, point for work with consumers of services preprocessing is performed.

At receipt through mail the clerical work division sends the application to the Marketing Office / Department of sale of services of the Company.

1.1.3. Conformity of the business process of sale of services in transmission of electric energy to principles of the customer centric approach is based on execution of requirements of standard legal acts.

Table 10. Terms of conclusion of a contract for services on transmission of electric energy

Procedure	Term
Preprocessing of the application and check of completeness of data in the application and completeness of documents to the application	2 working days from the moment of the application receipt
Preparation and direction of the notification to the applicant about missing documents or absence in the presented documents of necessary data	6 working days from the date of the application receipt
Preparation and direction of the notification to the applicant about absence of technical possibility of rendering of services in transmission of electric energy within the limits of the customer contract demand, and about on what conditions and in what volume the service can be rendered and the agreement can be concluded	30 days from the date of the application receipt (in case of granting of all necessary data) or after receipt of missing data under the application
Direction to the applicant of reasoned refusal of contract formation in writing with indication of the reasons and with the attachment of proving documents	30 days from the date of the application receipt (in case of granting of all necessary data) or after receipt of missing data under the application
Preparation and direction to the applicant of the contract draft signed by the grid organisation or the report of disagreements	30 days from the date of the application receipt (in case of

(in case the applicant introduced the agreement draft)	granting of all necessary data) or after receipt of missing data under the application
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Table 11. Terms of installation of metering devices at electric grid facilities of the Company

Procedure	Term
Preprocessing of the application for necessity of the equipment of a point of delivery with metering devices	1 working day from the date of the application receipt
Preparation and direction to the applicant of the document containing specifications to perform work on the equipment of a point of delivery with metering devices (with indication of terms and costs of accomplishment of corresponding works)	15 working days from the date of the application receipt
Direction to the applicant of reasonable refusal in connection with technical impossibility of installation of necessary metering devices	15 working days from the date of the application receipt
Coordination by the applicant with the grid organisation of terms and costs of works	10 working days from the date of receipt of the document containing specifications to perform work on the equipment of a point of delivery with metering devices
Accomplishment of works on the equipment of a point of delivery with metering devices	3 months from the date of the coordination of specifications ³

Table 12. Terms of installation, replacement and (or) operation of metering devices at facilities of the applicant⁴

Procedure	Term
Preprocessing of the request and check of completeness of data in the request and completeness of documents to the request	1 working day from the date of a request receipt
Preparation and direction of the notification to the applicant about missing documents or absence in the presented documents of necessary data	3 working days from the date of a request receipt
Inspection of a facility of the applicant for the purpose of checking technical possibility of installation, replacement and (or) operation of the metering device	within 10 working days from the date of a request receipt (in case of granting of all necessary data) or after receipt of missing data under the request
Preparation and direction to the applicant of the contract draft signed by the organisation, and specifications, in case of installation (replacement) of metering devices	15 working days from the date of inspection of a facility of the applicant
Direction to the applicant of reasonable refusal in the absence	15 working days from the date

³ if for installation of metering devices it is not required to create new electric grid facilities and introduce restriction of a mode of consumption concerning other consumers

⁴ the person responsible for the maintenance of common property of proprietors of premises in an apartment house, or the person representing interests of proprietors of inhabited (country, garden) houses united by general networks of technical provision can act as the applicant (the customer under the agreement on installation, replacement and (or) operation of collective metering devices of consumed power resources)

of technical possibility of installation (replacement) of the metering device	of inspection of a facility of the applicant
Signing of the agreement by the applicant and direction of one signed copy to the grid organisation	15 working days from the date of the contract draft receipt
Accomplishment of works on the equipment of a point of delivery with metering devices	Term of installation (replacement) of metering devices is determined by the agreement

Table 13. Terms of taking control readings of metering devices of consumers - physical persons

Procedure	Term
The employee of the grid organisation introduces himself to the consumer of services and shows his ID	at least 1 time half a year unless the agreement of rendering of services in transmission of electric energy establishes otherwise
Produces visual inspection of the metering device and checks its integrity	
Takes readings:	
Enters the information in the act of control taking readings of a metering device/PDA: <ul style="list-style-type: none"> – Full print name, address of the consumer; – number, type, class, installation site of the metering device; – date, time; – control readings; – revealed infringements; – note. <p>The act is signed by the grid organisation, and the supplier of last resort (retailer, power supplying organisation) and the consumer - in case of their presence. At refusal of the consumer of signing the reason of such refusal is underlined in the Act. The act is constituted in number of copies by the number of persons participating in carrying out of control taking readings.</p> <p>If for carrying out of control taking readings the admission to power installations is not required and such control taking readings was conducted in the absence of the consumer, the act is signed by the grid organisation, the supplier of last resort (retailer, power supplying organisation) in case of his presence.</p>	
At revealing of violations in the service of the metering device the Employee of the grid organisation draws up the act about non-metered consumption of electric energy. The act should contain the following data: about the person performing non-metered or non-contracted consumption of electric energy; about a method and site of non-metered or non-contracted consumption of electric energy; about metering devices at the moment of the act drawing up; about date of the previous check of metering devices - in case of revealing non-metered consumption, date of the previous check of technical condition of electric grid facilities in a	

<p>place where non-contracted consumption of electric energy is revealed, - in case of revealing non-contracted consumption; explanations of the person performing non-metered or non-contracted consumption of electric energy, concerning the revealed fact; remarks to the constituted act (at their availability). At the act drawing up about non-metered consumption of electric energy there should be a consumer performing non-metered consumption (the supplier of last resort serving it), or the person performing non-contracted consumption of electric energy. Refusal of the person, performing non-metered or non-contracted consumption of electric energy, to sign the constituted act about non-metered consumption of electric energy, and also his refusal to be present at the act drawing up should be fixed with indication of reasons of such refusal in the act about non-metered consumption of electric energy constituted in the presence of 2 persons not otherwise involved.</p>	
<p>Automated information-measuring system of commercial metering of electric power</p>	<p>at least 1 time a month</p>

Table 14. Terms of taking control readings of metering devices of consumers - legal entities and individual businessmen

Procedure	Term
<p>The employee of the grid organisation introduces himself to the consumer of services and shows his business ID</p>	<p>at least 1 time half a year unless the agreement of rendering of services in transmission of electric energy establishes otherwise</p>
<p>The employee of the grid organisation gives the covering letter for acquaintance (Full print name, post, group on electrical safety), gets the admission to the metering device (it is arranged in the covering letter)</p>	
<p>The employee of the grid organisation produces visual inspection of the metering device and checks its integrity</p>	
<p>Takes readings of metering devices</p>	
<p>Enters the information in the act of control taking readings of a metering device/PDA:</p> <ul style="list-style-type: none"> - name, address of the legal entity; - number, type, class, installation site of the metering device; - date, time; - control readings; - revealed infringements; - note; - signatures of the representative of the legal entity and the inspector. 	
<p>At revealing of violations in the service of the metering device the Employee of the grid organisation draws up the act about non-metered consumption of electric energy. The act should contain the following data: about the person performing non-metered or non-contracted</p>	

<p>consumption of electric energy; about a method and site of non-metered or non-contracted consumption of electric energy; about metering devices at the moment of the act drawing up; about date of the previous check of metering devices - in case of revealing non-metered consumption, date of the previous check of technical condition of electric grid facilities in a place where non-contracted consumption of electric energy is revealed, - in case of revealing non-contracted consumption; explanations of the person performing non-metered or non-contracted consumption of electric energy, concerning the revealed fact; remarks to the constituted act (at their availability). At the act drawing up about non-metered consumption of electric energy there should be a consumer performing non-metered consumption (the supplier of last resort serving it), or the person performing non-contracted consumption of electric energy. Refusal of the person, performing non-metered or non-contracted consumption of electric energy, to sign the constituted act about non-metered consumption of electric energy, and also his refusal to be present at the act drawing up should be fixed with indication of reasons of such refusal in the act about non-metered consumption of electric energy constituted in the presence of 2 persons not otherwise involved.</p>	
<p>Automated information-measuring system of commercial metering of electric power</p>	<p>at least 1 time a month</p>

Table 15. Terms of carrying out of instrument checks of connection circuits of devices of metering of electric energy of consumers

<p>Procedure</p>	<p>Term</p>
<p>The employee of the grid organisation introduces himself to the consumer of services and shows his business ID</p>	<p>at least 1 time half a year</p>
<p>Gives for acquaintance the the covering letter for acquaintance (Full print name, post, group on electrical safety), gets the admission to the metering device (it is arranged in the covering letter)</p>	
<p>Produces instrument check of devices of metering</p>	
<p>Enters the information on devices of metering in the act of inspection of devices of metering based on the results of testing the connection circuit of devices of metering with control indications: date, time and address of carrying out of check, the form of check and reason for check carrying out; persons who have taken part in the check; persons invited for participation in the check, but not taken part in it; characteristics and installation site of the checked billing</p>	

<p>metering device (measuring transformer, in a case if the metering device is a part of a measuring complex or metering system), meter readings at the moment of check and date of the expiration of an interesting interval of the metering device (measuring transformer);</p> <p>characteristics and installation site of control seals and signs on the visual control installed at the moment of the beginning of check, and also again installed (if they were changed during the check);</p> <p>result of check;</p> <p>characteristics of used equipment at carrying out of check, in a case if instrument check is conducted;</p> <p>persons who have refused signing of the act of inspection or do not have consent with results specified in the act of check, and the reason of such refusal or disagreement.</p>	
<p>At revealing of violations in the service of the metering device the Employee of the grid organisation (inspector) gives out the prescription on elimination of infringements in the metering set and draws up the act about non-metered consumption of electric energy (it is assured by signatures of the authorised Employee of the grid organisation and the consumer).</p>	

Table 16. Terms of acceptance of readings of metering devices from consumers of services

Acceptance channel	Document	Time
Personal Account of the client	a scanned document with the signature of the consumer with the subsequent provision of the authentic document	round the clock
Contact-Centre	a fax of the document with the signature of the consumer with the subsequent provision of the authentic document	
E-mail	a scanned document with the signature of the consumer with the subsequent provision of the authentic document	
CSC, point for work with consumers	a paper carrier with the consumer's signature with his own hand	working hours

1.2. Requirements regarding operating-technological management

1.2.1. Principles of the customer centric approach regarding process of operating-technological management should be considered at execution of the following functions:

- timely coordination of requests of consumers for switching off equipment for repair;
- timely notification of consumers about outage of electric grid facilities at switching off for repair;
- timely informing of consumers on origin, reasons of emergency outage and rough time of restoration of electricity supply and the normal scheme of an electric network.

1.2.2. Interaction of the personnel of the structural divisions responsible for operating-technological management with operators of the Contact-Centre, employees of the CSC and points for work with consumers should provide:

- exclusion of necessity of direct dialogue of consumers of services with the operating-technological personnel;
- automated (ERP SW SAP and the Contact-Centre Portal) receipt by operators of the Contact-Centre, employees of the CSC from the personnel of the structural divisions responsible for operating-technological management, the information in the established format:
 - about planned power outages;
 - about introduction of schedules of emergency restriction of electric energy (power);
 - about emergency power outages, reasons of origin (at availability) and rough time of restoration of electricity supply and the normal scheme of an electric network;
- automated (ERP SW SAP) receipt by the personnel of the structural divisions responsible for operating-technological management, from operators of the Contact-Centre, employees of the CSC of the consolidated information on requests of consumers of services in questions of emergency outage of electric energy for the purpose of acceleration of process of location and liquidation of consequences of technological infringements.

Thus requests of consumers of services to the Contact-Centre, CSC and point for work with consumers concerning emergency outage of electric energy should be recorded and are automatically identified with binding to a grid section.

1.2.3. Established contacts of the CSC should be given, in case of need, by the personnel of the structural divisions responsible for operating-technological management, for operative communication with consumers in the absence of direct channels. Thus in the course of dialogue of the personnel of the structural divisions responsible for operating-technological management with consumers of services the rules of business dialogue should be observed in case of infringement of which disciplinary penalties are imposed.

1.3. Requirements at operational and repair work

1.3.1. Principles of the customer centric approach of the process of operation and organisation of repair work should be considered at execution of the following functions:

- accurate observance of planned terms of the repair work connected with outage of the electric grid equipment;
- timely coordination with the consumer of unforeseen excess of terms of the repair work connected with outage of the electric grid equipment;
- at production of repair work on the power installations located in the territory of the consumer to observe the standard rules of etiquette to provide safety of property of the consumer, to produce workplace cleaning (to provide replaceable footwear or boot covers) and territories of production of work after completion.

1.3.2. At planning of repair work, investment programs it is necessary to consider the events directed on elimination of dissatisfaction of consumers of services, including events for elimination of reasons of origin of lawful complaints from consumers of

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services. The register of lawful complaints, events which demand inclusion in the branch programs, is given by Office of interaction with customers to divisions of the technical unit for forming of repair programs and the investment program of a branch of the Company.

1.3.3. Established contacts of the Contact-Centre, CSC and points for work with consumers should be given, in case of need, to employees of repair services for operative communication with consumers at production of repair work in the absence of direct channels.

1.4. Requirements to informing and notification of consumers

For provision of the principle of sufficient knowledge of consumers about the company and services the following requirements to the notification of consumers in course of execution of events for rendering of services and to informing of consumers are established.

Table 17. Requirements to the procedure of notification of the consumer at realisation of grid connection

Notification subjects	Informing channel	Given information	Provision term
Missing data and-or documents to the request for grid connection	Postal message; autoinforming by means of e-mail, the Contact-Centre, sms; by the operator by means of the Contact-Centre	Notification of necessity to present missing data and-or documents to the request	6 working days from the date of a request receipt
Increase in term of preparation of the agreement on realisation of grid connection	Mail	Notification of increase in the term of preparation of the agreement for the term of coordination of specifications with the system operator at complicated grid connection	not later than 2 working days after direction of specifications on the coordination to the system operator
Direction of the application for payment establishment with the authorised body of executive power in the field of state regulation of tariffs	Mail	Notification of the applicant of direction of the application of payment establishment with the authorised body of executive power in the field of state regulation of	3 working days from the date of direction of the application for payment establishment with the authorised body of executive power in the field of state regulation of tariffs

		tariffs	
Signing of the agreement on realisation of grid connection	autoinforming by means of e-mail, by means of the Contact-Centre phone; by means of sms; by the operator by means of the Contact-Centre phone	Notification of the date of registration of the agreement of realisation of grid connection	2 working days from the date of signing of the contract draft by the organisation
Execution of specifications on the part of the grid organisation	notification the operator by means of the Contact-Centre phone, autoinforming by means of the Contact-Centre phone	Notification of accomplishment of specifications on the part of the grid organisation	2 working days from the date of performance of a part of specifications
Necessity of payment for grid connection	notification by the operator by means of the Contact-Centre phone, autoinforming by means of the Contact-Centre phone	Notification of necessity of payment (payment amount, payment date)	5 working days till due (monthly in case of making deferred payment)
Expiry of the agreement about realisation of grid connection for temporary use of capacity	notification by the operator by means of the Contact-Centre phone, autoinforming by means of the Contact-Centre phone	Notifications of the applicant of expiry of the agreement of realisation of grid connection for temporary use of capacity with a possible date of outage	30 working days prior to an agreement expiry date

Table 18. Requirements to informing of end users of electric power – residential customers about planned outage of electric energy

Informing channel	Document	Provision term
Operating-dispatching service through an available housing management company, a sales organisation	Direction of the information letter, under the form agreed by both parties	within 3 days from the date of decision-making on interruption, termination or restriction of transmission of electric energy, but not later than 24 hours prior to taking the specified measures; notification by means of the written warning of introducing restriction to the consumer on receipt or with registered mail.
Mass media Autoinforming	Information on planned outages with indication of settlements	within 7 days from the date of decision-making on interruption, termination or restriction of transmission of electric energy

Table 19. Requirements to informing of end users of electric power – legal entities about planned outages of electric energy

Informing means	Time
Telephone messages; fax communication; autoinforming	within 3 days from the date of decision-making on interruption, termination or restriction of transmission of electric energy, but not later than 24 hours prior to taking the specified measures

Table 20. Requirements to informing of consumers at rendering of services of the grid organisation

Informing purpose	Informing means	Information	Term
Informing of the consumer on payment for transmission of electric energy	autoinforming by means of E-mail	Reminder on necessity to pay (payment amount, payment date - the statement from the existing agreement)	3 working days prior to payment due date
	autoinforming by means of SMS	Reminder on necessity of payment (payment amount, payment date)	on the day of payment
	autoinforming by means of the Contact-Centre	Reminder on indebtedness of payment and necessity of payment (payment amount, payment date)	3 working days after payment due date

2. Requirements to etiquette at servicing of consumers of services

2.1. General requirements of the business etiquette

The Rules of business etiquette are made taking into account that they are applied in each specific case proceeding from a situation. Invariable in any situation is respect for the consumer, common sense and rationality of behaviour of the employee of the division on interaction with consumers. The employee of the division on interaction with consumers and other structural divisions which competence includes interaction with consumers, in the person represents the company and the relation of the company to the consumer.

1. Elementary rules which the employee should adhere to:

- the employee should operatively and qualitatively serve the consumer;
- the employee should aspire to provide the maximum emotional comfort for the consumer;
- components of high communicative culture of dialogue of the employee with the consumer of services are: courtesy, tactfulness, politeness, goodwill and calmness;
- the employee should use words "thanks" and "please";
- the employee is always the first to welcome the consumer;
- address to the consumer on grounds of gender identity – "man" / "woman" is excluded;

– the employee in the course of dialogue addresses to the consumer by his or her name and patronymic and "You" without dependence on his or her age and social status.

2. The employee treats all consumers of services equally and consistently without dependence on personal sympathies and antipathies.

3. The employee should respect the point of view of the consumer without dependence on whether he shares it or not. It is not allowed to impose obviously the point of view, to ignore statements of the consumer or to interrupt.

4. It is necessary to give special attention to work with complaints of consumers: it is necessary to listen attentively to the consumer and to express readiness to understand the arisen situation.

5. At dialogue with the consumer the employee should use professional terms moderately and only when he is assured that the consumer completely understands it.

6. At interaction with consumers the employee should not give obviously false information or disorient it in different ways.

7. If the employee does not have complete confidence of accuracy of the information transferred to the consumer, it is necessary for him to recheck it. If it requires considerable time for finding-out of details the employee should suggest to the consumer to communicate for information receipt repeatedly (thus it is required to specify exact time) or to offer the alternative channel of the information receipt.

8. The employee, in order to avoid casual granting of false information, has no right to advise the consumer on the questions demanding special knowledge, falling outside the limits of his competence.

9. In a case if the employee does not possess the necessary competence to solve a problem of the consumer who has addressed to him, he should:

- invite a competent employee to the consumer to satisfy inquiry;
- set search directions (give phone of help service, an organisation name, etc.).

2.2. Requirements to the business etiquette at internal servicing

Personal contact with the consumer is an important element of corporate culture of the company. At internal servicing the employee should aspire to the maximum efficiency of servicing expressed in the minimum quantity of active contacts.

1. The employee should clear up a question on which the consumer has addressed, and offer an optimum variant of the decision of his problem so that the consumer will have not to address repeatedly.

2. At discussion of essentially important or points at issue it is necessary for the employee to receive confirmation, whether the consumer has understood him. Repeating key phrases of conversation, it is necessary to be convinced that the parties have come to the consent concerning further actions of the consumer. In case of doubt, paraphrasing key phrases of conversation, to specify understanding.

3. It is recommended to give to the consumer of services the important or difficult information for remembering in written form. Lists of documents, date of next visit, the Contact-Centre phone are specified in written form.

4. The employee should show the benevolent relation to the consumer of services by a manner of dialogue, a greeting, a smile, etc.

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5. In the end of dialogue it is necessary for the employee to thank the consumer of services for visit.

6. Rates and rules of office etiquette order the employee to abstain from a phone conversation, ignoring presence of the visitor.

7. The employee at provoking a conflict situation by the visitor of the CSC, point for work with consumers should show emotional and psychological stability, without allowing to involve himself in the conflict, undertake all feasible measures to solve it and suppress the conflict.

8. Requirements to the appearance and uniform of employees, performing internal servicing of consumers, are regulated by organizational-administrative documents.

2.3. Requirements to the business etiquette at telephone talks

Telephone talks are an important element of corporate culture of the company. The employee answering a telephone call, forms a corresponding image of the company with consumers.

1. It is necessary for the operator of the Contact-Centre to answer an incoming telephone call in due time, not later than the third signal from the moment of approach of turn of a call.

2. At realisation of an outgoing call it is necessary for the operator to stop attempts to contact after the fourth signal of the telephone set.

3. The operator should have telephone conversation so that the problem of each consumer has been solved, and he or she has pleasant impression about the company.

4. Speech of the operator should be accurate to make the consumer well hear and understand.

5. The operator of the Contact-Centre should watch speed of the speech since too fast or too slow speech complicates dialogue.

6. The operator is recommended to use methods of an active listener, supporting continuous communication with the interlocutor by means of words and interjections.

7. If the operator is not assured that he has correctly caught something in the telephone message, it is necessary for him to ask the consumer again, to avoid misunderstanding.

8. The operator should be laconic, clear in stating information, not use superfluous words, not suppose long pauses. Telephone conversation should be meaningful, but short.

9. If the operator cannot answer at once a consumer question, it is necessary to register contact information of the consumer and to give the answer later.

10. It is forbidden to involve the consumer at telephone talks into affairs and problems of colleagues, to make comments on their actions.

11. It is not recommended to carry on telephone talks with loud speaker communication.

12. If the consumer waits on a line, the operator should not talk to other employees, or with consumers at office. In the presence of technical possibility it is necessary to transfer a call on hold with music playing.

13. In the end of dialogue it is necessary for the operator/employee to thank the consumer for the call.

2.4. Requirements to the etiquette of business correspondence

Business correspondence is performed by means of mail service, the Automated system of administrative document workflow and e-mail.

1. At sending a letter by mail of the Russian Federation the letter is arranged and goes according to internal standards of document workflow.

2. At sending a letter by e-mail the employee always specifies its theme in short. The length of the letter should correspond to character of dialogue: if the employee simply answers a question he should do it short and in essence.

3. It is necessary to begin the letter with respectful address to the addressee by his or her name and patronymic.

4. The answer is recommended to be constituted from two parts:

– the narrative recitals – the summary of the received request and facts, reasons, bases and purposes of drawing up of the document are mentioned. In need the given part establishes the interrelation with the standard documentation on this point in question;

– the resultant part – states directly the answer to the consumer, decisions on request.

5. The answer should not contain references reflecting problems of the company (absence of financial assets, human resources, etc.), causing the consumer's dissatisfaction, inconcrete and uncertain terms, or terms to solve problems of the consumer, exceeding standard duration of execution of events.

6. The answer is signed by an official, who has the corresponding powers provided by internal organizational-administrative documents. The signature should identify the employee (Full print name, post, division, company name) and contain data about alternative communication channels (for example, a phone or a fax of the Contact-Centre).

3. Estimation and control of functioning of the system of servicing

The system of analysis and control of the system of centralised servicing of consumers of the Company:

– provides monitoring of process of introduction of the customer centric approach in all end to end processes;

– estimates the final result of activity of the company from the point of view of the consumer of services.

The final result, or quality of work with consumers is estimated in two directions: quality of rendered by the company services and quality of customer service.

The system's tasks are:

– analysis of efficiency of events for introduction of the customer centric approach;

– determination of conformity of processes of interaction with consumers and organisation of servicing to requirements and recommendations stated in this Standard, as well as to requirements of documents regulating the given line of activity, and to requirements established by standard and legal acts;

– accepting measures on improvement of quality of services and quality of client servicing.

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Estimation and quality assurance of work with consumers is performed by tools of:

- the system of monitoring of complaints and requests of consumers;
- the system of estimation of productivity of business processes on interaction with consumers of services;
- information audit;
- internal quality assurance of servicing of consumers;
- carrying out of marketing researches on studying of degree of satisfaction of consumers with quality of rendered services;
- parametres, indicators and the indicator of quality of rendered services.

3.1. System of monitoring of requests of consumers

The system of monitoring of arrived requests and complaints acts at the level of a branch of the Company and includes:

1. Dynamic system of reporting on interaction with consumers of services in various breakdowns on classification signs of requests, consumers and results of consideration of requests. Reporting forms on interaction with consumers for the analysis should contain analytical tables with dynamic and structural distributions of quantity indicators, and cross-tables for the analysis of interrelations between parametres.

2. Control of terms and execution of events for arriving complaints.

The control of dates of performance of handling of requests (complaints) is made by the division on interaction with consumers in which the request has arrived and the Office of interaction with customers of a corresponding branch of the Company. The head of the given division is responsible for the organisation of the control of dates of performance of handling of requests (complaints) of consumers and bears responsibility for timely granting of answers to consumers of services.

Responsibility for execution of events for requests (complaints) is born by heads of specialized divisions whose area of the competence includes the incident resolution on the essence of a request (complaint).

Responsibility for the organisation of the control of execution of events is assigned to deputies to directors of a branch of the Company on lines of activity.

3. Carrying out on a constant basis of the analysis of the most problem questions with consumers (for frequently occurred reasons of complaints), development and realisation of correcting events together with corresponding divisions.

3.2. Information audit

Information audit is performed by employees of the Department of interaction with customers, Department on public relations and Office of interaction with customers of a branch of the Company.

Department of interaction with customers:

1. monthly analysis of completeness and urgency of the information presented on a corporate web site of the Company on the following positions:

- general information;
- services and tariffs (availability of the detailed information stated in the form convenient for the consumer, with provision of typified forms of requests, contracts, acts, references to regulatory legal acts of the subject of Federation, etc.);

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- operative information on power outages;
- feedback (possibility to receive answers to asked questions, to get acquainted with the decision under the complaint, etc.);
- questions-answers (availability of the information on frequently asked and most difficult questions for the consumer).

2. analysis of completeness and urgency of the information presented at information stands in the CSC and points for work with consumers at carrying out of internal audits.

Department on public relations:

Monthly analysis of availability of the information according to standards of disclosing of the information by subjects of the wholesale and retail markets of electric energy, confirmed by the governmental order of the Russian Federation from January, 21st, 2004 # 24

Office of interaction with customers of a branch:

1. monthly analysis of completeness and urgency of the information presented on a corporate web site of the Company on a corresponding branch on the following positions:

- services and tariffs (availability of the detailed information stated in the form convenient for the consumer, with provision of typified forms of requests, contracts, acts, references to regulatory legal acts of the subject of Federation, etc.);
- operative information on power outages;
- contact information and addresses of offices of servicing of consumers;
- questions-answers (availability of the information on frequently asked and most difficult questions for the consumer).

2. analysis of completeness and urgency of the information presented at information stands in the CSC and points for work with consumers at carrying out of internal audits.

3.3. Internal quality assurance of servicing of consumers

Internal quality assurance of servicing of consumers is performed at the level of the executive office of the Company and the executive office of a branch of the Company by employees of the division on interaction with consumers.

At the level of the Department of interaction with customers:

1. Quality assurance of work with requests, maintaining the database of counterparts, the register of requests of consumers:

- registration of requests, counterparts in conformity with requirements to maintaining the database of consumers of services and keeping account of requests of consumers;
- quality of handling of requests and execution of events for requests;
- address poll of 1% of consumers who have addressed with the complaint to the company, events for their complaint are performed and results are registered in the CRM-system.

2. Quality of handling of phone calls by operators of the Contact-Centre of the Company.

At the level of the Office of interaction with customers:

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1. Quality assurance of work with requests of persons responsible for acceptance of requests in points for work with consumers:

– registration of requests, counterparts in conformity to requirements to maintaining the database of consumers of services and keeping account of requests of consumers;

– quality of handling of requests and execution of events for requests;

– address poll of 1% of consumers who have addressed with the complaint to the company, events for their complaint are performed and results are registered in the CRM-system.

2. Quality of handling of phone calls by operators of the Contact-Centre of the Company.

Requirements to premises of offices of servicing of consumers of services

General requirements to premises

1. Premises of the CSC should be located not further 500 metres from a public transport stop in a socially safe district in a place as much as possible accessible to the population, in uninhabited premises in places with the developed infrastructure, on the first line of houses in relation to a road, on the ground floor of a building.

2. At the forced location of premises of the CSC in one building with other organisations, their mutual layout isolation and autonomous functioning should be provided.

3. Premises should provide availability of independent external entrances, or an independent operating mode, at placing separate premises in a building.

4. At choosing premises of the CSC it is necessary to consider requirements of Federal law from 30.12.2009 N 384-FZ «Technical regulation about safety of buildings and constructions».

5. It is necessary to provide for technical and engineering measures of civil defence and an event for the prevention of emergency situations.

6. At choosing premises for placing the CSC it is necessary to provide measures facilitating access and stay in premises and a building to employees and consumers of groups of the population with limited mobility.

Requirements to territory for parking of motor transport of consumers of services

1. Quantity of parking spaces for cars of consumers of services of the CSC: not fewer than 5 places.

2. Quantity of parking spaces for cars of personnel of the CSC: not fewer than 3 places for 10 employees.

Requirements to the layout and constructive solutions of premises

1. The width of corridors is determined by requirements to ways of evacuation and conditions of transportation of values, materials, furniture and equipment. Thus it should be not less than 1,4 m for new building and not less than 1,2 m – at reconstruction.

2. The height of premises from a floor to a ceiling should be not less than 3 m, the height of corridors and halls should not be less than 2,4 m. If an office is located in a residential building or in an is administrative-household building, then the height is not less than 2,2 m.

3. The separate entrance for consumers is organised.

4. If premises of the CSC are located out of buildings belonging to a branch of the Company the premises should be equipped with a panel of centralised security at night, an alarm system button, and also a video surveillance system.

5. Functional and layout zoning of premises of the CSC should provide for:

- optimum distribution of a flow of consumers of services at servicing;
- zoning by levels of restriction of access of consumers;
- minimum length of technological routes of movement of documents;

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– convenient arrangement of employees by working zones for operative interaction with each other within the limits of business processes on servicing of consumers of services and handling of requests.

6. Premises of the CSC central office should contain the following functional groups.

Entrance group (a lobby, a hall) – a zone of the premises before an entrance in an office zone of the servicing, intended for primary acceptance and distribution of flows of visitors. The entrance group should be equipped by a counter of the manager which should be located in direct visibility from the central entrance into the premises of the CSC. The bottom restriction of the area of the entrance group is determined proceeding from the calculated number of employees at 0,06 м² for each employee plus 10 м².

Registration-operational group – a zone in which servicing of consumers of services is directly performed. The registration-operational group consists of an operational hall and a waiting room (a client zone), office premises, technical and engineering premises and auxiliary premises. If premises under the CSC occupy more than one floor the operational hall and waiting room should be located on the ground floor and have a separate entrance for visitors.

In the operational hall there are employees of the company performing internal servicing of consumers of services. It is recommended to separate from workplaces of employees of front-office of the CSC a zone of visitors with a barrier. It is recommended to make the barrier with the horizontal panel in width of 0,4-0,5 m at the height of 1,15 m from the floor. Over the barrier the protection from glass with windows can be installed. With a view of greater protection of the information of consumers of services, it is recommended to separate places along the barrier for servicing visitors from each other with screens in height of 1,8 m with sound-proof finish. The area of the office zone in the operational hall should be taken based on not less than 6 м² for each employee located in this zone.

The waiting room of visitors should be equipped with places for waiting reception, information stands, including the stand with indication of the Layout of placing of workplaces of the employees performing reception of consumers of services, as well as tables (counters) for filling in documents. It is recommended to take the waiting room area, and also zones for visitors in the operational hall, based on 6 м² for each employee doing direct servicing of consumers of services.

Office premises - premises for work of employees of the CSC include offices and general working premises of employees of structural divisions of the Company and companies-participants.

Auxiliary premises. Auxiliary premises concern: lavatories, premises for meetings and negotiations, premises for archives of documents and a room for food intake (canteen).

Lavatories for employees and visitors should be separate. The quantity of lavatories for employees is determined depending on quantity of employees and a percentage ratio of men and women. The area of one lavatory for employees is not less than 6 м². Lavatories for visitors should have indicators, their area is not less than 8 м². In case of absence of possibility of organisation of a separate lavatory for visitors in the CSC the easy access to lavatories for employees of the CSC should be given.

In buildings of the CSC with quantity of employees up to 12 persons a food intake room should be provided. The area of rooms for food intake is recommended to be based on not less than 0,8 м2 for each employee. At number of employees more than 12 persons a canteen should be organised. In this case the area premises under the canteen should be not less than 12 м2 for the key staff and 8 м2 - for attendants of the canteen. The quantity of places in the canteen should be determined at the rate of one place for four employees of the CSC. The set-up and area of the premises should be taken according to standard-methodical documents on designing of public catering establishments.

In need the following auxiliary premises are organised in the premises of the CSC:

Premises for meetings and negotiations. The quantity of places in premises for meetings and negotiations is taken under the design assignment and should not exceed, as a rule, 10 % from the calculation number of employees plus 15 places. The area of such premises is determined from calculation of not less than 2,7 м2 for 1 place with use of audiovisual media and not less than 2 м2 at their absence. It is necessary to provide not less than 1 м2 for each additional seat without a table.

Premises for archives of documents. Archives of documents should be stored in separate premises provided with convenient ways for evacuation of documents in emergency situations. Calculation of the required area for the archives is produced taking into account the set calculation period of complete filling the archives storage, the normalised volumes of available stocks (without the documents which are subject to write-off), predicted rates of their gain at the expense of a difference of receipts and standard write-offs, the specific composition, the accepted method of storage and the applied equipment.

The set-up and area of storage rooms of materials of production use (office equipment, spare parts, consumable and packing materials, etc.), requirements to their equipment are established by the technological task depending on calculated volumes of stocks. Thus the area of storage room for stationery should be provided as calculated not less than 0,1 м2 for one employee of the calculation number plus 4,5-6 м2 for a zone of receipt, handling and issue of materials.

Premises of technical use. The area of general working premises for operators of the Contact-Centre is determined as calculated not less than 6 м2 for one workplace taking into account equipment of individual workplaces with personal computers. The set-up and area of premises for central devices of local computer networks, communication facilities is determined by the technical project. At calculation of the required area of premises it should be based on technical requirements to installation and operation of the equipment and the following calculation indicators of the area for one individual workplace in the premises - 6 м2.

Requirements to protection of premises of the CSC

Distribution of premises by zones of restriction of access is a determining criterion while choosing technical means of security applied to their protection. Thus it is necessary to consider additional factors: quantity and categories of material assets being in premises, scale of negative consequences of possible harm, the most probable directions and penetration methods.

1. The quantity of entrances in a building should be minimum and meeting functional and evacuation requirements.

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2. Fireproof events are provided according to requirements of Federal law from July, 22nd, 2008 # 123-FZ «Technical regulation about requirements of fire safety», SNIIP 21-01-97* «Fire safety of buildings and constructions», SNIIP 31-06-2009 «Public buildings and constructions», Fire Code 110-03 «List of buildings, constructions, premises and equipment, subject to protection by automatic fire suppression installations and automatic fire alarm system», Fire Code 88-2001 «Fire suppression installations and alarm systems. Rates and designing rules», and also, regarding requirements not covered by them, other acting normative documents. Degree of fire resistance of buildings should be not lower than II under SNIIP 21-01-97*.

3. All premises (including corridors and halls) should be equipped with an automatic fire alarm system. Necessity of protection by automatic fire suppression installations of buildings, constructions, premises and equipment should be determined according to requirements of Fire Code 110-03 «List of buildings, constructions, premises and equipment, subject to protection by automatic fire suppression installations and automatic fire alarm system», Fire Code 88-01 «Fire suppression installations and alarm systems. Rates and designing rules».

4. In buildings of the CSC it is necessary to provide a centralised system of notification about a fire and other crisis situations. At designing of the given systems it is necessary to be guided by requirements of GOST 12.1.004-91«Occupational safety standards system. Fire safety. General requirements».

5. Evacuation ways, and also arrangement of emergency exits should be designed according to SNIIP 21-01-97* «Fire safety of buildings and constructions» and SNIIP 31-06-2009 «Public buildings and constructions».

6. Fireproof requirements to the built in parking of cars should be accepted according to SNIIP 21-02-99* «Parking of cars».

Requirements to design of the CSC

1. The way from stops of public transport to the CSC should be equipped with the corresponding information indicators executed in corporate style of the Company.

2. The central entrance into the building of the CSC should be equipped with a signboard «Customer Service Centre of a branch of IDGC of Centre - branch name», executed according to the design of an element of outdoor advertising of corporate style with a logo of JSC "Rosseti" with indication of the mailing address, operating hours, e-mail address, phone of the Company's CSC and Contact-Centre.

3. The signboard of the CSC can be placed with two variants, depending on architecture of a building: directly over an entrance door or on a face-to-face part of a canopy over a porch.

4. If on the site of the CSC a company-participant renders services, then on the central facade of a building or in a zone of the "entrance group» the information tablet containing the name of the organisation-participant of the CSC with indication of pattern of ownership should be placed.

5. The information tablet of operating hours of the CSC is arranged according to the design of an element of outdoor advertising of corporate style of the Company and is placed on the central facade of a building or on an entrance door in premises of the CSC.

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6. On the way to premises for reception of visitors indicators of passage are arranged according to an element of outdoor advertising of corporate style should be placed.

7. The entrance in offices of employees and companies-participants should be equipped with the information tablet with the list of services and questions on which reception is performed. The tablet is arranged according to corporate style.

8. In the operational hall of the CSC signboards with a designation of places of internal reception of consumers, office accommodations which are not intended for internal reception of consumers, as well as signboards at counters of servicing of consumers about workplaces of employees should be placed. The signboards are arranged according to corporate style.

Requirements to provision of offices of internal servicing with equipment

Requirements to provision of the CSC of a branch of the Company with the typified equipment and furniture are specified in the following table.

Table 5. Requirements to provision of the CSC with the equipment and furniture

Equipment / furniture	Quantity	Category of the CSC	Note
Equipment			
Information touchscreen booth	1 piece (in case of provision of value-added services or presence of the companies-participants on the site of the CSC)	CSC	Information touchscreen booth should provide granting of the typified information to clients of the company, the information should be updated weekly and display the most demanded reference information on the company's services. The information booth can be placed in a waiting room of clients.
System of electronic turn	1 piece (in case of presence of more than 4 counters of servicing on the site of the CSC)	CSC	System of electronic turn – hardware and software, allowing to optimise management of flows and turns of consumers in the CSC. The system of electronic turn can be integrated with an information touchscreen booth.
Personal computer	1 piece per employee	CSC, point for work with consumers	The computer should have standard applications installed and access provided to all corporate information systems which are necessary for qualitative execution of functions.

Telephone set	1 piece per employee of the CSC	CSC, point for work with consumers	Telephone sets should support capabilities of an installed PABX: call readdressing, hold on of a line and a multiport conference, and also number ID
Multipurpose copy-printing device	Not fewer than 1 piece per structural division	CSC, point for work with consumers	The device should provide speed of printing (copying) not fewer than 25 pages a minute in black-and-white.
High-speed scanner	Quantity of units of equipment is determined depending on quantity of employees of the CSC and requests for rendering of services arriving in the CSC, but not fewer than 1 piece per CSC	CSC	For scanning of a packet of documents under requests for rendering of services. Speed of scanning in colour – not fewer than 17 pages a minute, speed of scanning in black-and-white not fewer than 34 pages a minute.
Colour printer	1 piece	CSC	For printing of handouts for consumers
Devices for display of visual information (a plasma panel, a monitor, etc.)	1 piece	CSC	For demonstration of videos of consumers with the necessary information on the company, the basic services, procedure of grid connection, tariffs, as well as image videos.
Payment terminal	1 piece per CSC	CSC	For payment receipt for services, including under contracts on realisation of grid connection, on rendering of value-added services
Furniture			
Table the employee with a mobile drawer unit	Not fewer than 1 on each employee	CSC, point for work with consumers	The table should meet general requirements of ergonomics, have a mobile drawer unit
Office armchair	1 piece per each employee	CSC, point for work with consumers	
Clothes cabinet	Not fewer than 1 per 4 employees	CSC, point for work with consumers	The cabinet should provide placing of outer clothing and headdresses for not fewer than 4 employees
Case for documents	Not fewer than 1 per 4 employees	CSC, point for work with consumers	The case should contain drawer units for storage of
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			documents
Chair for a visitor	Not fewer than 1 per each workplace intended for reception of visitors. Not fewer than 1 per 2 persons of average turn	CSC, point for work with consumers, point for work with consumers	Semisoft chair for visitors for processing papers while waiting, for office supplies
Table for a visitor	Not fewer than 2 per CSC	CSC	Table for filling of forms of documents
	Not fewer than 1 per CSC	point for work with consumers	
A safe	As required		
Drawer unit under office equipment	1 piece per each unit of office equipment	CSC, point for work with consumers	
Information wall stand	Not less than 2 pieces	CSC	The information stand is intended for placing of information materials, explanations, typifieds of filling of documents, business cards etc.
	Not fewer than 1 piece	Customer Service Point	

In addition availability of potable water and the first-aid set is provided for consumers of services in premises of the CSC and points for work with consumers.

Requirements to equipment of a workplace of the operator of the Contact-Centre

Table 2.1. Requirements to equipment of a workplace of the operator of the Contact-Centre

Equipment of a workplace of the operator	Quantity	Note
Equipment		
Personal computer	1 piece per operator of the Contact-Centre	The computer should have all necessary standard applications installed. Requirements to the Automated workplace of the operator of the Contact-Centre is presented in table 2.2.
Telephone set	1 piece per operator of the Contact-Centre	Telephone sets should support capabilities of an installed PABX: call readdressing, hold on of a line and a multiport conference, and also number ID
Head set	1 piece per operator of the Contact-Centre	Head set represents a combination of ear-phones and a microphone. Set should provide protection against extraneous noise at handling of calls
Furniture		
Office table with a mobile drawer unit	1 piece per operator of the Contact-Centre	The table should meet general requirements of ergonomics, have a drawer unit
Office armchair	1 piece per operator of the Contact-Centre	

Table 2.2. Functional requirements to the Automated workplace of the operator of the Contact-Centre

Automated workplace function			
1	Setting outgoing calls to subscribers and employees of the company in a manual mode		
2	Acceptance of incoming calls from subscribers and employees of the company		
3	Redirection of the established connection to another operator, employee of the company or IVR-system in a manual mode		
4	Holding on of the established connection for the period of negotiation of the operator with employees of the company (it is accompanied with music)		
5	Creation of conference calls with participation of three and more persons. Operators, other employees of the company and subscribers can be participants of a conference call		
6	Redirection of the established connection to external and internal numbers, including other operators		
7	Possibility of servicing of several calls simultaneously		
8	Realisation of function of a call-back		
9	Listening of vocal mail		
10	Listening of record of negotiations with the subscriber		
11	Display of history of calls (incoming, outgoing, dropped and not answered calls) of the operator		
12	Display of last dropped calls of the operator with possibility of fast dialling of the number of the dropped call and its entering into the directory		
13	Display of the list of contacts of the corporate directory		
14	Maintaining a personal directory with unlimited quantity of records		
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15	Monitoring of condition of other operators (for 1 line of support monitoring of operators of 1 and 2 lines of support, for 2 line of support – monitoring of operators of 2 line)
16	Display of scripts (scenarios) of negotiations of the operator with the subscriber with possibility of autosaving of parametres of a call in the CRM-system as the call parametres (the AS on handling of requests)
17	Display of the list of turns of calls
18	Identification of the subscriber with access to interaction history
19	Registration of a call of the subscriber with saving the data on calls in the CRM-system with binding to the counterpart
20	Automatic issue of reminders on approach of terms of accomplishment on separate stages of handling of requests. Possibility of forming of reminders manually
21	Forming of the statistical reporting on the arrived calls
22	Possibility of maintaining the knowledge database on the basic areas in which framework consultation and informing of consumers of services is performed. Operative search in the knowledge database for granting of answers on questions asked by consumers in the course of registration of requests
23	Forming of questionnaires for poll of consumers
24	Carrying out of group telephone surveys and telemarketing

The structure and scope of the section "Consumers" on a site

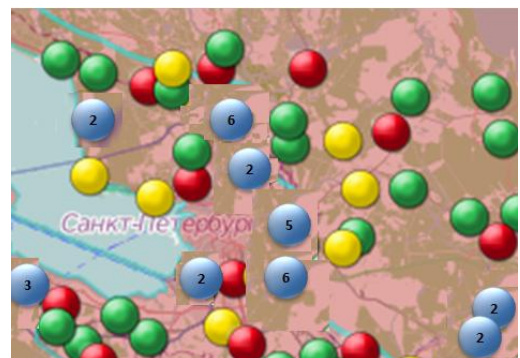
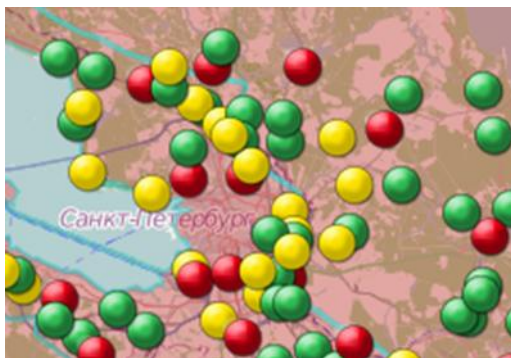
Section name	Section content	Information contained in the section	
Territory of servicing of a branch	General information	General information on a branch, the basic characteristics of electric grid facilities	
	Technical condition of grids	Data on a technical condition of grids	
	Feeding centres	List of substations	
Transmission of electric energy	General information on transmission of electric energy	Information on transmission of electric energy, the scheme of interaction of participants on electric power transmission	
	Sample forms of documents	Forms of standard contracts on rendering of services in transmission of electric energy	
	Tariffs for services in electric power transmission	Tariffs for services in transmission of electric energy for the current period of regulation, with indication of a source of official publication of the decision of regulation authority on establishment of tariffs	
	Normative documents	List of actual normative documents	
	Information subject to disclosing on transmission of electric energy	1. General information on losses of electric energy; 2. Types of sources of losses of electric energy; 3. Information on the size of losses in electric grids; 4. Events for decrease in losses of electric energy. The information in the given section is represented according to Order of the Government of the Russian Federation from January, 21st, 2004 # 24 «About the approval of standards of disclosing of information by subjects of the wholesale and retail markets of electric energy»	
Grid connection	General information on grid connection	Information on the procedure of grid connection, stages of the connection, necessary documents and dates of performance of each of the stages. The scheme of interaction of participants of the process	
	Sample forms of documents	Sample forms of documents on grid connection on each group of applicants	
	Tariffs for grid connection	Tariffs for grid connection for the current period of regulation, with indication of a source of official publication of the decision of regulation authority on establishment of tariffs	
	Normative documents	List of actual normative documents on grid connection	
	Information subject to disclosing on grid connection	1. Quantity of submitted requests and the volume of capacity necessary for their satisfaction; 2. Quantity of concluded contracts on grid	
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		<p>connection, connected volume of capacity, terms and cost under each agreement separately;</p> <p>3. Information on cancelled requests for grid connection.</p> <p>4. Quantity of executed connections and connected capacity.</p> <p>The information in the given section is represented according to standards of disclosing of the information by subjects of the wholesale and retail markets of the electric energy, confirmed by Order of the Government of the Russian Federation from January, 21st, 2004 # 24 «About the approval»</p>	
Commercial metering of electric energy	General information on commercial metering of electric energy	General information on the procedure of commercial metering	
	Requirements to metering devices and their installation	Requirements to metering devices and their installation	
	Sample forms of documents	Sample forms of documents	
	Normative documents	List of actual normative documents on metering of electric energy	
Value-added services	List of value-added services of a branch	List of additionally paid services of a branch and the description, the price list, order and places of application for value-added services	
Servicing system	Servicing centres	<p>1. CSC mailing addresses, the map with designation of sites of the CSC, public transport numbers and stops;</p> <p>2. Phone number of the single Contact-Centre and the electronic address of the Centre of servicing;</p> <p>3. Full print name, contact phone of the CSC head.</p>	
	Internet reception	<p>1. To ask a question to a specialist;</p> <p>2. To direct request/complaint;</p> <p>3. To direct a request for rendering of services, including for grid connection to networks of a branch (a company under management) of the Company;</p> <p>4. Question-answer.</p>	
	Personal Account of the Client		
	Company contact-centre	The Contact-Centre description, the characteristic of work of the Contact-Centre, services	
	Normative documents	The Standard of servicing of consumers of services	
	Report on work with consumers for a reporting period	Statistical reporting about results of work with the consumers, including structural distribution on the basic classification parameters of requests, dynamics of requests on categories of requests. The information is renewed at least 1 time a quarter	
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	Poll of clients (Questionnaire of the client)	The questionnaire of the client on various subjects for carrying out of interactive poll. Subjects of poll and, accordingly, the questionnaire should be renewed at least 1 time a quarter
Helpful information: power savings, safety		The information under power savings and safety, threat of life and to health at theft of electric power and power equipment plunders.

Requirements to the service visualisation «Map of feeding centres»

- a) For the feeding centres and their service areas multi-coloured visualisation depending on degree of their loading in a mode n-1 should be executed:
- b) Green colour - feeding centres "available" for grid connection with loading up to 75%.
- c) Yellow colour – "available" for grid connection with loading from 75% to 105%).
- d) Red colour – feeding centres "unavailable" for grid connection at loading above 105%) or there are restrictions on transmission capacity of a network (requirements of the Transmission Control Centre).
- e) Loading of a feeding centre in points b)-d) is determined as current loading on the basis of the data of characteristic control measurement (winter or summer) of own maximum of a power supply system with the greatest loading over the last 5 years according to the confirmed Methodical Instructions on determination of reserve of capacity on feeding centres in the order established in the Company.
- f) In the presence of a limiting factor on the communication line (feeding centres of adjacent grid organisations) concerning the considered feeding centres available restrictions should be specified in short, and also terms of removal of restrictions and transfer of a feeding centre to the category "available".
- g) Feeding centres with a letter «R» - reconstruction with increase in the installed capacity of transformers is performed.
- h) Feeding centres with a letter «P» - there are applications for capacity redistribution.
- i) Dark blue - a feeding centre is under construction.
- j) The form of markers on feeding centres of 35 kV and above should be designated by voltage in the form of a circle with corresponding colour filling of a relative index of loading of the given feeding centre.
- k) The maximum scale of the interactive map should be 1:100 000
- l) If at the scale of display set by the user symbols of feeding centres are overlapped on the map with the size of more than 30% of the area it is necessary to produce grouping of the given feeding centres in one symbol with indication of quantity of feeding centres, which are in the given group.



m) At prompting of the cursor of the mouse on a symbol of a feeding centre the service area of the given feeding centre in the form of a polygon should be displayed. The colour designation of a service area should correspond to a colour designation of a feeding centre taking into account 50% of transparency.

n) By pressing an icon of group of facilities there should be a transition to higher scale of the map opening all feeding centres of the given group without overlapping more than 30%.

o) The information on the feeding centre, displayed for external using:

- operator's name;
- balance participation (Company/TGO; branch/subsidiary/Company under management; serving Distribution Zone);
- load index;
- voltage classes, kV;
- electrical supply zone;
- year of commissioning (after reconstruction with increase in the installed capacity of transformers);
- quantity and installed capacity of transformers, MVA (by transformers);
- existing loading on measurements of winter full operation day (winter, summer), MW;
- profit/deficit of capacity by results of measurements of winter/summer full operation day with indication of dates of measurements, MW; (if the feeding centre concerns the category "unavailable" - the limiting factor and terms of removal of restrictions and transfer of the facility to the category "available") is indicated;
- maximum capacity permitted for grid connection for "available" feeding centres, MW;
- capacity volume under concluded contracts on grid connection, being executed, MW;
- capacity volume under requests for grid connection ("reserved"), MW;
- capacity volume for redistribution referring to a place on a site where the information on contact information of applicants is presented, intending to redistribute the capacity;
- contact information for inquiries (address and phone of the CSC and points for work with consumers; for TGO: mailing address, phone, e-mail address).

p) Information on the feeding centre, in addition displayed for internal use, not displayed for general access:

- geographical co-ordinates of a facility;
- quantity of consumers with the maximum connected capacity more than 670 kW;
- quantity of consumers with the maximum connected capacity less than 670 kW with classification by groups (legal entities and residential customers).

q) Information on feeding centres under construction:

- facility name;
- voltage classes, kV;
- quantity and installed capacity of power transformers, MVA;
- dates of start and completion of construction;

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– contact information for inquiries (address and phone of the CSC and points for work with consumers; for TGO: mailing address, phone, e-mail address).

r) In the section with the service «Map of feeding centres» the choice of area and search field is placed over the map, the legend - under the map.

Disclosing of the information by the grid organisation (subsection map)

item # of the Standard	Subsection name	Periodicity	Name of the hyper-link to a file with the published data	Period of placing of information and archive	Name of a file with the published data	Requirement to a document, a file and the subsection
1.	9 "a" Annual financial (accounting) statements, auditor's report	annual	Balance sheet as at ()	year n (the period of the actual information for current date) For example: 2015	(abbreviated name of the Company with no space with underscore) _buh_otchetnost_na_ (date in the format ddmmyy)	document form according to Order of the Ministry of Finance of Russia from 02.07.2010 №66n; certified by stamp of the organisation and the signature of the head; file format - pdf
			Auditor's report under the financial (accounting) statements		(abbreviated name of the Company with no space with underscore) _audit_as at __ (date in the format ddmmyy)	document form according to Order of the Ministry of Finance of Russia from 20.05.2010 №46n; certified by stamp and the signature of the auditor; file format - pdf
			Archive	year n-1, n-2, n-3	The subsection content is to be updated	
2.	9 "b", "c" Structure and volume of costs for production and realisation of goods (works, services)	annual	Structure and volume of costs for rendering of services in transmission of electric energy – method of return on invested capital – method of long-term indexation of required gross revenue – method of economically reasonable expenses (costs)	year n (the period of the actual information for current date) For example: 2015	(abbreviated name of the Company with no space with underscore) _str_zatrat_ (the period in the format yyyy)	document form according to Order of the FTS of Russia from 24.10.2014 №1831-e depending on a regulation method: – appendix 1 to the order, – appendix 2 to the order, – appendix 3 to the order; – file format - xlsx
			Report on movement of assets, information on retirement of assets within a year, about		(abbreviated name of the Company with no space with underscore) _dvig_activ_ (the period in the	document form according to Order of the FTS of Russia from 24.10.2014 №1831-e (appendix

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				commissioning of assets within a year		format yyyy)	4); file format - xlsx
				Archive	year n-1, n-2, n-3	The subsection content is to be updated	
3.	9 "d"	Offer of the size of prices (tariffs), long-term parameters of regulation	annual	Offer on the size of prices for services in transmission of electric energy and long-term parameters of regulation	year n (the period of the actual information for current date) For example: 2015	(abbreviated name of the Company with no space with underscore) _pred_tarif_ (the period in the format yyyy)	document form according to the appendix to the Standards of disclosing of the information by subjects of the wholesale and retail markets
				Archive	year n-1, n-2, n-3	The subsection content is to be updated	
4.	11 "a"	Information on tariffs for services in transmission of electric energy and sizes of payment for grid connection to electric networks	annual	The information on tariffs for services in transmission of electric energy for the current period of regulation:	year n (the period of the actual information for current date) For example: 2015		
				Uniform (joint operation) tariffs on electric power transmission		(abbreviated name of the Company with no space with underscore) _kotel_tarif_ (the period in the format yyyy)	file format - pdf
				Individual tariffs on transmission of electric power for settlements with adjacent grid organisations		(abbreviated name of the Company with no space with underscore) _ind_tarif_ (the period in the format yyyy)	file format - pdf
				Tariff decisions on payment for grid connection		(abbreviated name of the Company with no space with underscore) _plat_TP_ (the period in the format yyyy)	file format - pdf
				sources of official publication of regulatory legal acts of bodies of regulation		Reference to the publication of the decision of regulation authority	
				Archive	year n-1, n-2, n-3	The subsection content is to be updated	
5.	11 "a (1)"	Information on expenses connected with realisation of grid connection, not included in payment for grid connection	annual	expenses connected with realisation of grid connection, not included in payment for grid connection	year n (the period of the actual information for current date) For example: 2015	(abbreviated name of the Company with no space with underscore) _rashod_TP_ (the period in the format yyyy)	file format - xlsx
				source of official publication of the decision of body of		Reference to the publication of the decision of regulation authority	

				regulation								
				Archive	year n-1, n-2, n-3	The subsection content is to be updated						
11 "b"	Information on the basic consumer characteristics of regulated goods (works, services)	annual	About balance of electric energy and power: supply of electric energy to the grid and supply of electric energy from the grid by voltage levels volume of transmitted electric power under agreements on rendering of services in electric power transmission electric power losses in electric networks	year n (the period of the actual information for current date) For example: 2015	(abbreviated name of the Company with no space with underscore) _balans_ (the period in the format yyyy)	document form in conformity with form 1 (for TGO) or form 2 (for JSC «FGC UES») of appendix №5.1 of this Standard; file format - xlsx						
								Archive				
								annual	About costs for payment of losses: costs for purchasing of losses in own networks; level of standard losses of electric power for the current period decisions on establishment of level of standard losses list of events for decrease in the size of losses in networks, terms of their execution and financing sources; purchase of electric energy for compensation of losses in	year n (the period of the actual information for current date) For example: 2015	(abbreviated name of the Company with no space with underscore) _Poteri (the period in the format yyyy)	file format - xlsx
												document form in conformity with form 3 of appendix №5.1 of this Standard, file format - xlsx
												document form in conformity with form 4 (for TGO) or form 5 (for JSC «FGC UES») of appendix №5.1 of this Standard, file format - xlsx
												file format - pdf
		document form in conformity with form 6 of appendix №5.1 of this Standard, file format - xlsx										
		document form in conformity with form 7 of appendix №5.1 of										

			networks and its cost;			this Standard, file format - xlsx
			size of actual losses by voltage levels;			document form in conformity with form 8 of appendix №5.1 of this Standard, file format - xlsx
			Archive	year n-1, n-2, n-3	The subsection content is to be updated	
	annual	About the list of service areas	year n (the period of the actual information for current date) For example: 2015	(abbreviated name of the Company with no space with underscore) _zone (the period in the format yyyy)	document form in conformity with form 9 of appendix №5.1 of this Standard, file format - xlsx	
	quarterly	About technical condition of grids: summary data about interruptions	quarter n year n (the period of the actual information for current date) For example: I quarter 2015	(abbreviated name of the Company with no space with underscore) _tex_setti_ (the period in the format yyyy)	file format - xlsx	
		volume of electric energy not supplied as a result of interruptions				
		Archive	quarters n – 1, n-2, n-3 of years	Subsections (years) include subsections (quarters)		
		About availability of volume of free capacity for grid connection				
		Availability of volume free for grid connection of transformer capacity with feeding centres of 35 kV and above	quarter n year n (the period of the actual information for current date) For example: I quarter 2015	(abbreviated name of the Company with no space with underscore) _Pot35_ (the period in the format #_kv_yyyy)	document form in conformity with form 10 of appendix №5.1 of this Standard, file format - xlsx	
		Availability of volume free for grid connection of transformer capacity with feeding centres of below 35 kV with differentiation by all levels of voltage	quarter n year n (the period of the actual information for current date) For example: I quarter 2015	(abbreviated name of the Company with no space with underscore) _Pdo35_ (the period in the format #_kv_yyyy) For example: mrsksib_Pdo35_1kv_2015	document form in conformity with form 11 of appendix №5.1 of this Standard, file format - xlsx	
		Archive	quarters n – 1, n-2,	Subsections (years) include subsections (quarters)		

					n-3 of years		
			monthl y	summary information on outage for repair and back into operation after repair of electric grid facilities with indication of terms	month n year n (the period of the actual information for current date) For example: January, 2015	(abbreviated name of the Company with no space with underscore) _Remont_ (the period in the format mmyyyy)	file format - xlsx
				Archive	months n – 1, n-2, n-3 of years	Subsections (years) include subsections (months)	
7.	11 «c»	Information on availability (about absence) of technical possibility of access to regulated goods (works, services)	monthl y	summary information on submitted requests for grid connection to electric networks	month n year n (the period of the actual information for current date) For example: January, 2015	(abbreviated name of the Company with no space with underscore) _TP_ (the period in the format mmyyyy)	document form in conformity with form 12 of appendix №5.1 of this Standard, file format - xlsx
				summary information on realisation of grid connection to electric networks			
				summary information on cancelled requests for grid connection			
				summary information on executed connections and connected capacity			
				Archive	months n – 1, n-2, n-3 of years	Subsections (years) include subsections (months)	
8.	11 «c (1)»	Information on size of reserved maximum capacity by consumers	quarterl y	data on size of reserved maximum capacity	quarter n year n (the period of the actual information for current date) For example: I quarter 2015	(abbreviated name of the Company with no space with underscore) _rezerv_ (the period in the format _kv_yyyy)	document form in conformity with form 13 (for JSC «FGC UES») or the form 14 (for TGO) of appendix №5.1 of this Standard, file format - xlsx
				Archive	quarters n – 1, n-2, n-3 of years	Subsections (years) include subsections (quarters)	
9	11 «d»	Information on results of control measurements of electric parametres of operating modes of equipment of electric grid	quarterl y	Results of control measurements of electric parametres of operating modes of equipment of electric grid	-		Information on results of control measurements of electric parametres of operating modes of equipment of electric grid

		facilities		facilities are sent to the subject of operating-dispatching management			facilities is sent to the subject of operating-dispatching management
				Archive	quarters n – 1, n-2, n-3 of years	Subsections (years) include subsections (quarters)	
10.	11 «e»	Information on conditions on which delivery of regulated goods (works, services is performed)	annual	Information on conditions of contracts on rendering of services in transmission of electric energy	year n (the period of the actual information for current date) For example: 2015		Text description
				Sample forms of agreements on rendering of services in transmission of electric energy			file format - doc
				Standard contracts about realisation of grid connection to electric networks			file format - doc
				Source of official publication of the standard legal act regulating conditions of these contracts			file format - pdf
					year n-1, n-2, n-3	The subsection content is to be updated	
11.	11 «f», «f (1)», «f (2)»	Information on the procedure of accomplishment of events connected with grid connection to electric networks	Annual	list and procedure of accomplishment of events necessary for realisation of grid connection to electric networks for physical persons			Text description
				list and procedure of accomplishment of events necessary for realisation of grid connection to electric networks for legal entities			Text description
				possibility of application for realisation of grid connection of power installations of consumers of electric energy			Text description with the reference to the Personal Account for application in the electronic form

				information on the basic stages of handling of requests of legal and physical persons and individual businessmen on grid connection			Text description
				standard legal acts			References to file representations of standard legal acts in a current edition
12.	11 «j»	Information on investment programs and reports on their realisation	annual	reports on accomplishment of annual plans of capital investments and repair	year n (the period of the actual information for current date) For example: 2015	(abbreviated name of the Company with no space with underscore) _Otchet_kapztrat_ (the period in the format yyyy)	forms of documents according to Order of the Ministry of Energy of Russia from 24.03.2010 №114 (appendix 7-13)
				plans of capital investments and major repair plans	year n (the period of the actual information for current date) For example: 2015	(abbreviated name of the Company with no space with underscore) _Plan_kapztrat_ (the period in the format yyyy)	Order of the Ministry of Energy of Russia on approval of the investment program; file format – pdf
				Archive	year n-1, n-2, n-3	The subsection content is to be updated	
13.	11 «i»	Information on methods of acquisition, cost and volume of goods necessary for rendering of services in transmission of electric power	annual	rules of realisation of purchases	year n (the period of the actual information for current date) For example: 2015		file format – pdf
				annual comprehensive program of purchases;	year n (the period of the actual information for current date) For example: 2015		file format – pdf
				notices on tenders and purchases;	year n (the period of the actual information for current date) For example: 2015		file format – pdf
				results of purchases;	year n (the period of the actual		file format - pdf

					information for current date) For example: 2015		
				Archive	year n-1, n-2, n-3	The subsection content is to be updated	
14.	11 "k"	Information on certificates of services (processes) according to the uniform quality standards of servicing by grid organisations of consumers of services of grid organisations	-	list of services (processes) for grid connection		References to the corresponding section "Consumers"	According to the Uniform quality standards of servicing by grid organisations of consumers of services of grid organisations, Sample certificates of services (processes)
				list of all services (processes) for transmission of electric energy		References to the corresponding section "Consumers"	
				list of all services (processes) on commercial metering		References to the corresponding section "Consumers"	
15.	11 "l"	Information on persons, intending to redistribute the maximum capacity of power installations belonging to them to other persons	-	information on persons, intending to redistribute the maximum capacity			Document form in conformity with form 15 of appendix №5.1 of this Standard. The information is subject to publication within 5 working days from the date of the application receipt from the person; file format - xlsx
16.	11 "m"	Information on quality of servicing of consumers of services		information on quality of servicing of consumers of services			Information is placed in the section to consumers according to the uniform quality standard of servicing by grid organisations of consumers of services of grid organisations.
17.	11 "n"	Information on volume and cost of electric energy (power) for the settlement period, (delivery) of electric energy (power) acquired under the purchase and sale contract with a view of compensation of losses of electric energy	monthl y	information on volume and cost of electric energy for compensation of losses	month n year n (the period of the actual information for current date) For example: January, 2015	(abbreviated name of the Company with no space with underscore) _Komp_Poter _ (the period in the format mmyyyy)	Document form in conformity with form 16 of appendix №5.1 of this Standard, file format - xlsx
					year n-1, n-2, n-3	Subsections (years) include subsections (months)	
				Archive	months n – 1, n-2, n-3 of years	The subsection content is to be updated	

Disclosing of the information by the grid organisation which performs functions of a supplier of last resort

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	item # of the Standard	Subsection name	Periodicity	Period of placing of the information and archive	Subsection content (name of documents)	Requirement to a document, a file and the subsection
1.	9 "a"	Annual financial (accounting) statements, auditor's report	annual	year n (the period of the actual information for current date) For example: 2015	annual accounting statements	document form according to Order of the Ministry of Finance of Russia from 02.07.2010 №66n; certified by stamp of the organisation and the signature of the head; file format - pdf
					auditor's report on financial (accounting statements)	document form according to Order of the Ministry of Finance of Russia from 20.05.2010 №46n; certified by stamp and the signature of the auditor; file format – pdf
				year n-1, n-2, n-3	The subsection content is to be updated	
3.	9 «d»	Information on offer of the size of prices (tariffs), long-term parametres of regulation	annual	year n (the period of the actual information for current date) For example: 2015	offer on the size of prices (tariffs)	– document form according to Resolution of the Government of the Russian Federation from 21.01.2004 №24 (the appendix to the Standards of disclosing of the information by subjects of the wholesale and retail markets)
				year n-1, n-2, n-3	The subsection content is to be updated	
4.	20 "a"	Information on price for electric energy, differentiated depending on the conditions specified by the legislation of the Russian Federation.	annual	year n (the period of the actual information for current date) For example: 2015	disclosing of the information by subjects of natural monopolies which have the status of the supplier of last resort assigned	– document form according to Order of the FTS of Russia from 24.10.2014 №1831-e (appendix 5); – certified by stamp of the organisation and the signature of the head; – file format - pdf
				year n-1, n-2, n-3	The subsection content is to be updated	
7.	20 «d»	Information on volume of actual net supply of electric energy and power by tariff groups broken down by territorial grid organisations by voltage levels.	monthly	month n year n (the period of the actual information for current date) For example: January, 2015	information on volume of actual net supply of electric energy and power	file format - pdf
				year n-1, n-2, n-3	Subsections (years) include subsections (months)	
				months n – 1, n-2, n-3	The subsection content is to be updated	

				of years		
8.	20 «e»	Information on calculation of noncontrollable component in the rate of purchasing of losses of electric energy and beta coefficient (shares of purchasing of losses at controlled price).	Monthly	month n year n (the period of the actual information for current date) For example: January, 2015	calculation of noncontrollable component in the rate of purchasing of losses of electric energy and beta coefficient (shares of purchasing of losses at controlled price)	file format - pdf
				year n-1, n-2, n-3	Subsections (years) include subsections (months)	
				months n – 1, n-2, n-3 of years	The subsection content is to be updated	
9.	20 "1"	Information on size of established social rate of consumption of electric energy (power) for groups of households and types of premises	actual information for current date Within 30 days from the date of decision-making		information on size of established social rate of consumption of electric energy (power)	Information is subject to publication within 30 days from the date of decision-making on establishment of social rate of consumption of electric energy (power) in the subject of the Russian Federation
					provision about establishment and application of social rate for separate categories of consumers	file format – pdf
					conditions of application of social rate for groups of households and types of premises	
					cases of non-use of social rate and prices (tariffs) for electric energy (power)	
10/	22 "a"	Information on size of the adjustable sales surplus with indication of the decision of the authorised body on the tariff establishment, calculated by the supplier of last resort according to the Bases of pricing in the field of controlled prices (tariffs) in the electric power industry	Monthly	month n year n (the period of the actual information for current date) For example: January, 2015	Size of regulated sales surplus	Starting from the settlement period from which sales surplus of suppliers of last resort are determined in the form of a formula
				year n-1, n-2, n-3	Subsections (years) include subsections (months)	
				months n – 1, n-2, n-3 of years	The subsection content is to be updated	
11.	22 "b"	Information on marginal levels of noncontrollable prices for electric energy (power) in the relevant settlement period, differentiated by price categories	Monthly	month n year n (the period of the actual information for current date) For example: January,	data about marginal levels of noncontrollable prices for electric energy (power) and their components	– document form according to the form confirmed by Order of the Government of the Russian Federation from 29.12.2011 №1179; –

				2015		
				year n-1, n-2, n-3	Subsections (years) include subsections (months)	
				months n – 1, n-2, n-3 of years	The subsection content is to be updated	
12.	22 «d»	Information on prices and volume of electric energy of each non-regulated contract for purchase and sale of electric energy	Monthly	month n year n (the period of the actual information for current date) For example: January, 2015	prices and volume of each non-regulated contract for purchase and sale	
				year n-1, n-2, n-3	Subsections (years) include subsections (months)	
				months n – 1, n-2, n-3 of years	The subsection content is to be updated	
13.	22 «e»	Information on bases for entering complete and (or) partial restriction of a mode of consumption of electric energy	actual information for current date		bases for entering of complete and partial restriction	file format - pdf
14	22 «g»	Information on hourly volume of sale of electric energy (power) generated at each qualified generating facility which points of delivery are located in the service area of the supplier of last resort	Monthly	month n year n (the period of the actual information for current date) For example: January, 2015	actual net supply of electric energy (power) to consumers	
				year n-1, n-2, n-3	Subsections (years) include subsections (months)	
				months n – 1, n-2, n-3 of years	The subsection content is to be updated	
15.	23 "a"	Information on volume of purchasing of electric energy (power) in the retail market of electric energy	Monthly	month n year n (the period of the actual information for current date) For example: January, 2015	volume of purchasing of electric energy (power), suppliers, volume of supply, prices	
				year n-1, n-2, n-3	Subsections (years) include subsections (months)	

				months n – 1, n-2, n-3 of years	The subsection content is to be updated	
16.	23	Information on actual net supply of electric energy (power) to consumers	monthly	month n year n (the period of the actual information for current date) For example: January, 2015	actual net supply of electric energy (power) to consumers	
				year n-1, n-2, n-3	Subsections (years) include subsections (months)	
				months n – 1, n-2, n-3 of years	The subsection content is to be updated	

Classification groups on subjects of requests

	Theme	Sub-theme (questions)	Description
1.	Grid connection	Grid connection of a new facility	Request of a legal entity /a physical person /an individual businessman concerning grid connection of a facility (s) which have been not connected earlier to networks of the Company
		Capacity increase	Request of a legal entity /a physical person /an individual businessman concerning increase in capacity of a facility (s) previously connected to networks of the Company.
		Change of the circuit of external electrical supply	Request of a legal entity /a physical person /an individual businessman concerning change of a category of reliability of electricity supply, a connection point, kinds of the production activity which do not require revision of connected capacity, but changing the circuit of external electrical supply of such power installations.
		Capacity redistribution	Request of a legal entity /an individual businessman concerning grid connection of power installations by means of redistribution of connected capacity between legal entities and individual businessmen
		Issue of duplicates	Request of a legal entity /a physical person /an individual businessman concerning issue of duplicates of previously given out documents on grid connection (Specifications, acts) in cases of loss of previously issued
		Specifications	Request of a legal entity /a physical person /an individual businessman concerning prolongation of period of validity of Specifications if the applicant does not execute events and on an expiry date of their period of validity there is available technical possibility of grid connection, or change of Specifications
		Check of accomplishment of Specifications	Request of a legal entity /a physical person /an individual businessman concerning execution of the agreement on realisation of grid connection, including execution of Specifications, inspection carrying out
		Payment for grid connection	Request of a legal entity /a physical person /an individual businessman concerning payment for grid connection
		Acts accompanying grid connection	Request of a legal entity /a physical person /an individual businessman concerning receipt of documents on grid connection
		Return of monetary funds	Request of a legal entity /an individual businessman on return of monetary funds, previously paid under the agreement on realisation of grid connection, for volume of the unclaimed connected capacity of the applicant.
		Change of the proprietor	Request of a legal entity /a physical person /an individual businessman concerning receipt of documents at change of the proprietor, except

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			for restoration of previously given out documents on grid connection in cases of loss of previously issued
		Grid connection of a facility under construction	Inquiry of local governments or the legal owner of the land plots about information issue on connection under construction, reconstructed or constructed, but not connected facilities of capital construction to the Company's networks
		Grid connection agreement (Creation)	Request of a legal entity /a physical person /an individual businessman concerning preparation (creation) of the offer of the agreement on realisation of grid connection
		Switching on (supplying) electric power at grid connection	Request of a legal entity /a physical person /an individual businessman concerning switching on (supplying) electric power after execution of events for the agreement on realisation of grid connection
		Cancellation of a request for grid connection	Request of a legal entity /a physical person /an individual businessman concerning cancellation of a request for grid connection
		Reasoned refusal	Incoming request of a legal entity /a physical person /an individual businessman with reasoned refusal of signing of the agreement on realisation of grid connection Outgoing request of the grid company on the question of reasoned refusal of consideration of the request for grid connection
		Coordination of design and estimate documentation	Request of a legal entity /a physical person /an individual businessman with reasoned refusal of signing of the agreement on realisation of grid connection
		Capacity reduction	Request of a legal entity /a physical person /an individual businessman concerning reduction of capacity of a facility (s), connected to the Company's networks
		Temporary grid connection	Request of a legal entity /a physical person /an individual businessman concerning temporary grid connection of a facility (s), not previously connected to the Company's networks
2.	Transmission of electric energy	Quality of electric energy	Request of a legal entity /a physical person /an individual businessman concerning quality of electric power
		Conclusion of direct contracts	Request of a legal entity /a physical person /an individual businessman concerning conclusion of agreements on rendering of services in electric power transmission
		Electric energy plunder	Request of a legal entity /a physical person /an individual businessman concerning theft/unapproved consumption of electric energy (including messages on an expected fact of theft/unapproved consumption)
		Equipment plunder	Request of a legal entity /a physical person /an individual businessman concerning plunder of electric grid facilities (including messages on an expected fact of plunder)

		Act of non-contracted consumption	Request of a legal entity /a physical person /an individual businessman concerning issued acts of non-metered/non-contracted electric energy consumption
		Damage	Request of a legal entity /a physical person /an individual businessman - end users of electric power and power sales companies concerning compensation of a material damage of losses which have resulted from failure to perform (improper execution of) services in transmission of electric power.
		Fee on electric power transmission	Request of a legal entity /a physical person /an individual businessman concerning fee on electric power transmission
		Tariffs, privileges for electric power	Request of a legal entity /a physical person /an individual businessman concerning established tariffs and privileges for electric power transmission
		Decommissioning	Request of a legal entity /a physical person /an individual businessman concerning decommissioning of equipment
		Lead-in replacement	Request of a legal entity /a physical person /an individual businessman concerning replacement of leads-in of a power installation
		Act of non-metered consumption	Request of a legal entity /a physical person /an individual businessman concerning drawing up of Act of non-metered consumption
3.	Power outages	Emergency outages	Request of a legal entity /a physical person /an individual businessman concerning power outage upon which check outage is registered as emergency
		Emergency-urgent outages	Request of a legal entity /a physical person /an individual businessman with inquiry of emergency outage of electricity supply in case of emergencies
		Planned outages	Request of a legal entity /a physical person /an individual businessman concerning power outage upon which check outage is registered as planned
		Requests for outage / connection	Request of a legal entity /a physical person /an individual businessman (end user of electric power or sales organisation) concerning restriction (termination) and restoration of supply of electricity under the request of the power sales organisation (including the request of the power sales organisation)
		Frequent power outages	Request of a legal entity /a physical person /an individual businessman concerning frequent power outages
4.	Maintenance of electric grid facilities	Repair of electric grid facilities (including replacement/repair of poles, replacement of wire, insulators, etc.)	Request of a legal entity /a physical person /an individual businessman concerning repair of electric grid facilities (including replacement/repair of poles, replacement of wire, insulators, switches, replacement of leads-in, etc.)
		Maintenance of electric grid facilities (including equipment diagnostics);	Request of a legal entity /a physical person /an individual businessman concerning maintenance of electric grid facilities (including replacement/repair of poles, replacement of wire, insulators, switches, replacement of leads-

			in, etc.)
		Clearing/expansion of ROWs of overhead lines	Request of a legal entity /a physical person /an individual businessman concerning clearing of ROWs of overhead lines from tree and shrubbery vegetation
		Switching-off under a request	Request of a legal entity /a physical person /an individual businessman concerning coordination of schedules of switching-off equipment for repair
5.	Commercial metering of electric power	Inquiry about coordination of installation site of a metering device	Request of a legal entity /a physical person /an individual businessman concerning installation, replacement of metering devices of electric energy
		Electric energy metering	Request of a legal entity /a physical person /an individual businessman concerning metering of electric energy
		Requests about taking readings of a metering device	Request of a legal entity /a physical person /an individual businessman concerning taking readings from metering devices
		Servicing a metering device	Request of a legal entity /a physical person /an individual businessman concerning servicing of metering devices of electric energy
		Verification of indications of a metering device	Request of a legal entity /a physical person /an individual businessman concerning verification of readings of metering devices of electric energy
		Requests about taking readings of a metering device	Request of a legal entity /a physical person /an individual businessman concerning taking readings of a metering device
		Release of a metering device to service	Request of a legal entity /a physical person /an individual businessman concerning release of a metering device to service
		Payment for services	Request of a legal entity /a physical person /an individual businessman concerning payment for commercial metering of electric power
		Readings of a metering device	Request of a legal entity /a physical person /an individual businessman concerning metering device readings
6.	Value-added services	Offer (Value-added services)	Request of a legal entity /a physical person /an individual businessman concerning direction, creation of an offer of the agreement on rendering value-added services
		External lighting (contractual relations)	Request of a legal entity /a physical person /an individual businessman concerning entrance/street lighting (on contract conclusion for accomplishment of value-added services in carrying out of survey work, preparation of a project of external lighting, performance of installation work, servicing and operation of systems of external lighting, provision of automatic switchinh off and on of installations of external lighting).
		External lighting (accomplishment)	Request of a legal entity /a physical person /an individual businessman concerning entrance/street lighting (within the limits of the concluded agreement on rendering of value-

			added services)
		Grid connection support	Request of a legal entity /a physical person /an individual businessman concerning support of the request for grid connection - accomplishment of work concerning to the competence of the applicant at realisation of grid connection
		Payment of value-added services	Request of a legal entity /a physical person /an individual businessman concerning payment of value-added services of the Company
		Metering devices	Request of a legal entity /a physical person /an individual businessman on the questions connected with installation, servicing of metering devices (on installation and replacement of metering devices of clients inappropriate to the specifications and technical documentation)
		Maintenance and repair (contractual relations)	Request of a legal entity /a physical person /an individual businessman on realisation of a complex of organizational-technical events of scheduled preventive character on equipment maintenance in the serviceable and efficient condition, conforming to engineering documentation requirements, during all term of operation (at the contract formation stage on rendering of value-added service)
		Maintenance and repair (accomplishment)	Request of a legal entity /a physical person /an individual businessman on realisation of a complex of organizational-technical events of scheduled preventive character on equipment maintenance in the serviceable and efficient condition, conforming to engineering documentation requirements, during all term of operation (within the limits of the concluded agreement)
		Removal of networks	Request of a legal entity /a physical person /an individual businessman concerning removal of networks
		Testing and diagnostics	Request of a legal entity /a physical person /an individual businessman concerning carrying out of testing of protection means, carrying out of testing of high-voltage installations, thermovision diagnostics of power installations
		Energy audit, energy service	Request of a legal entity /a physical person /an individual businessman concerning carrying out of testing of protection means, carrying out of testing of high-voltage installations, thermovision diagnostics of power installations
		Advertising	Request of a legal entity /a physical person /an individual businessman concerning placing of advertising information
		Designing and construction	Request of a legal entity /a physical person /an individual businessman concerning carrying out of design and exploration work, construction, reconstruction and complex modernisation of power facilities

		Provision of resources (accomplishment)	Request of a legal entity /a physical person /an individual businessman concerning provision of facilities belonging to the Company for sharing with the equipment of the client (within the limits of the concluded agreement)
		Provision of resources (contractual relations)	Request of a legal entity /a physical person /an individual businessman concerning provision of facilities belonging to the Company for sharing with the equipment of the client (within the limits of the concluded agreement)
7.	Servicing	Employees	Request of a legal entity /a physical person /an individual businessman concerning quality of servicing by employees of the Company on sites of the CSC (all categories)
		Contact-Centre	Request of a legal entity /a physical person /an individual businessman concerning quality of servicing by operators of the Contact-Centre
		Personal Account of the client	Request of a legal entity /a physical person /an individual businessman concerning quality of servicing on the Internet reception and the Personal Account
		Technical staff	Request of a legal entity /a physical person /an individual businessman concerning quality of servicing by specialized divisions at rendering of services, including the divisions responsible for operating-technological management, both divisions on equipment operation and repair
		Visit coordination	Request of a legal entity /a physical person /an individual businessman on coordination of visits of employees
		Organisation of the system of servicing	Request of a legal entity /a physical person /an individual businessman concerning the organisation and functioning of elements of the system of Servicing, including work of the CSC, the Contact-Centre, the Internet reception, location of the CSC, the system of notification of consumers, etc.
		Information disclosing	Request of a legal entity /a physical person /an individual businessman concerning disclosing of information and informing consumers of services
		Confidentiality	Request of a legal entity /a physical person /an individual businessman concerning observance of confidentiality of personal data of consumers (observance of requirements of Federal law from July, 27th 2006 №152-FZ «About personal data»)
8.	Other	Switching	Request of a legal entity /a physical person /an individual businessman concerning switching
		Other questions of IDGC	Request of a legal entity /a physical person /an individual businessman on other questions which have not entered into the list
		Infringement of rights of land tenure	Request of a legal entity /a physical person /an individual businessman concerning infringement of rights of land tenure

		Execution of requirements of Technical Regulations	Request of a legal entity /a physical person /an individual businessman concerning requirements of technical regulations
9.	Sale activity	Payment under the power supply agreement	Request of a legal entity /a physical person /an individual businessman concerning payment under the power supply agreement
		Privileges and tariffs	Request of a legal entity /a physical person /an individual businessman concerning size of tariffs and granting of privileges
		Inquiries	Request of a legal entity /a physical person /an individual businessman concerning issue (preparation) of inquiries
		Contract conclusion	Request of a legal entity /a physical person /an individual businessman concerning contract formation with the sales company
		Personal account	Request of a legal entity /a physical person /an individual businessman concerning personal account opening/closing/change
		Other questions	Request of a legal entity /a physical person /an individual businessman on other questions connected with sales activity
		Damage compensation	Request of a legal entity /a physical person /an individual businessman concerning damage compensation
		Termination or change of agreement provisions of power supply (purchase and sale (delivery) of electric energy (power))	Request of a legal entity /a physical person /an individual businessman concerning termination or change of agreement provisions of power supply (purchase and sale (delivery) of electric energy (power))
		Execution of the agreement of power supply (purchase and sale (delivery) of electric energy (power))	Request of a legal entity /a physical person /an individual businessman concerning execution of the agreement of power supply (purchase and sale (delivery) of electric energy (power))
		Return of monetary funds	Request of a legal entity /a physical person /an individual businessman concerning return of monetary funds
10.	Adjacent organisations	Contact information	Inquiry of the legal entity /a physical person /an individual businessman of the contact information of organisations working in sphere of power industry
		Other	Request of a legal entity /a physical person /an individual businessman on other questions connected with activity of adjacent organisations

**Conformity of subjects of requests, accepted in the Company,
to the list of the subjects specified by the typified quality standards of servicing of
consumers of services of SDCs of JSC "Rosseti"**

	Subjects	Sub-themes (questions)	Subjects of requests, accepted in the Company
1.	Grid connection	Connection of the first time commissioned power installations	Grid connection of a new facility
		Connection of previously connected power installations with capacity increase	Capacity increase

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		Connection of previously connected power installations without capacity increase, involving change of the circuit of external electrical supply of devices	Change of the circuit of external electrical supply
		Capacity redistribution	Capacity redistribution
		Restoration of previously given out documents on grid connection (duplicates of Specifications, certificates)	Issue of duplicates
		Prolongation or change of specifications	Specifications
		Execution of the agreement on realisation of grid connection	Check of accomplishment of Specifications
		Payment for grid connection	Payment for grid connection
		Documents on grid connection (an agreement, Specifications, acts)	Acts accompanying Grid Connection
		Return of monetary funds	Return of monetary funds
		Issue of documents on grid connection (Specifications, acts, permissions) at change of the proprietor of a facility	Change of the proprietor
		Information issue on connection of a facility of capital construction	Grid connection of a facility of capital construction
		Other questions on grid connection	Grid connection agreement (Creation)
			Switching electric energy on at Grid Connection
			Cancellation of a request for Grid Connection
			Justified refusal
			Coordination of design and estimate documentation
			Capacity reduction
			Temporary Grid Connection
2.	Transmission of electric energy	Quality of electric energy	Quality of electric energy
		Conclusion of agreements on rendering of services in electric power transmission	Conclusion of direct contracts
		Plunder / unauthorized consumption of electric energy	Conclusion of direct contracts
		Plunder of electric grid facilities	Equipment plunder
		Acts of non-metered/non-contracted electric energy consumption	Act of non-contracted consumption.
			Act of non-metered consumption
		Material damage	Damage
		Fee on electric power transmission	Fee on electric power transmission
		Tariffs, privileges for electric power	Tariffs, privileges for electric power
		Other questions on electric power transmission	Decommissioning
Lead-in replacement			
3.	Switching-off of electric energy	Emergency outage	Switching-off emergency
		Urgent-emergency outage	Switching-off emergency-urgent

		Planned outage	Switching-off planned
		Restriction (termination /restoration of supply of electricity under a request of a power sales organisation	Requests for outage / connection
		Other questions on electric power outages	Frequent electric energy outages
4.	Maintenance service of electric grid facilities	Servicing power lines, Grid Connection (including replacement/repair of a pole, replacement of wire, insulators, etc.)	Repair of electric grid facilities (including replacement/repair of a pole, replacement of wire, insulators, etc.)
		Clearing of lines pf power lines	Clearing/expansion of ROWs of overhead lines
		Coordination of schedules of switching off of equipment	Switching-off under a request
		Other questions of maintenance service	Maintenance service of electric grid facilities (including equipment diagnostics);
5.	Commercial metering of electric power	Installation/replacement of electric energy metering devices/commissioning	Metering device commissioning
		Repair of metering devices of electric energy	Electric energy metering
		Taking readings before uninstallation of metering devices	Requests about taking readings from a metering device
		Coordination of an installation site of the metering device	Inquiry about coordination of an installation site of a metering device
		Servicing of metering devices	Servicing a metering device
		Control meter readings	Meter readings
		AMI system AIIS KUE	Electric energy metering
		Servicing of AMI	Electric energy metering
		Payment for services	Payment for services
		Other questions on commercial metering	Verification of meter readings
\\ 6.	Value-added services	Change of topology of grids (restriction removal on land tenure)	Removal of grids
		Development and maintenance service of external lighting networks	External lighting (contractual relations)
			External lighting (accomplishment)
		Accomplishment of work referred to the competence of the applicant, at realisation of grid connection (including service "Grid Connection on a turn-key basis)	Grid Connection support
		Operation, technical and operative servicing, repair of electric networks of the consumer, operating-dispatching management	Maintenance and repair (contractual relations)
			Maintenance and repair (accomplishment)
		Power audit and power service	Energy audit, energy service
		Design and exploration work on costruction, reconstruction and reequipment of power facilities of the applicant	Designing and construction
Granting in rent of facilities of a SDC to the	Advertising		

		applicant (placing of advertising structures, a fiber-optical cable of communication on an overhead power line, granting of autonomous sources of electricity supply and so forth)	Provision of resources (accomplishment)
			Provision of resources (contractual relations)
		Testing and diagnostics of electric equipment, protective means and devices	Testing and diagnostics
		Other questions on value-added services	Offer (value-added services)
			Metering devices
	Payment for value-added services		
7.	Quality of servicing	Servicing on sites of the CSC	Employees
		Servicing by the Contact-Centre	Contact-Centre
		Servicing on the Internet reception (Personal Account)	Personal Account of the client
		Servicing by specialized divisions	Technical personnel
		Wrongful acts or failure to act by an employee at rendering of services	Wrongful acts or failure to act
		Organisation of a system of servicing	Organisation of a system of servicing
		Information disclosing (informing of consumers)	Information disclosing
		Observance of confidentiality of personal data of consumers	Confidentiality
		Other questions on quality of servicing	Visit coordination
8.	Contact information	Contact information of structural divisions	Contact information
		Contact information of organisations working in the sphere of power industry	Other
9.	Other		Switching
			Other questions of IDGC
			Infringement of rights of land use
			Execution of requirements of Regulations
			Additional sales activity:
			Payment under the power supply agreement
			Privileges and tariffs
			Inquiries
			Contract formation
			Personal account
			Other questions
			Damage compensation
	Termination or change of agreement provisions of power supply (purchase and sale (delivery) of electric energy		

			(power))
			Execution of the agreement of power supply (purchase and sale (delivery) of electric energy (power))
			Return of monetary funds

Process of handling of requests by categories

Category	Stage	Process	Responsible division
1. Complaint	Request preprocessing	Request acceptance	Division on interaction with consumers ⁵ /administrative office ⁶
		Registration of a counterpart in the database of counterparts (in case of absence of a registration record of the counterpart in the database)	Division on interaction with consumers
		Request registration in the CRM-system (with indication of all classification parameters of the request)	Division on interaction with consumers
	Basic handling of a request	Complaint analysis	Division on interaction with consumers
		Determination of a specialized division which area of competence includes the incident permission in essence of the request (complaint)	Division on interaction with consumers
		Preparation and direction of inquiry to a specialized division on information granting in essence of the incident and preparation of a draft of the answer to the consumer	Division on interaction with consumers
		Incident consideration, development of events for incident elimination	Specialized division
		Information preparation in essence of the incident (including a list of events and realisation terms), a draft of the answer to the consumer and direction to the division on interaction with consumers	Specialized division
		Coordination of the draft of the answer with the division of legal provision	Division on interaction with consumers, office of legal provision (if necessary)
		Granting of the answer to the consumer of services	Division on interaction with consumers/administrative office ⁷
		Execution of events for a request	Processes on the given stage are determined by organizational-administrative documents of the Company
	Notification on time points of the control ⁸ of the division on interaction with consumers about course of execution of events and upon completion		Specialized division
	Control of execution of events for a request	Inquiry direction to a specialized division about results of execution of events for the request (complaint) in case of absence of the notification from the specialized	Division on interaction with consumers

⁵ The division on interaction with consumers is understood as the Customer Relationship Office, CSC and points on work with consumers, Contact-Centre

⁶ In case of receipt of a correspondence request from the consumer of services by mail

⁷ In case of sending the answer to a request of the consumer of services by mail

⁸ Time checkpoints of execution of events are established by activity-specific organizational-administrative documents

		division in time	
	End of handling of a request	Registration in the CRM-system of results of consideration of a request (complaint), classification of result of consideration, end of handling of the request.	Division on interaction with consumers
Inquiry of reference information/consultation	Request preprocessing	Request acceptance	Division on interaction with consumers/divisions on document management ⁹
		Registration of the counterpart in the database of counterparts (in case of absence of a registration record of the counterpart in the database)	Division on interaction with consumers
		Request registration in the CRM-system (with indication of all classification parameters of a request)	Division on interaction with consumers
	Basic handling of a request	Granting of the information on demand of the consumer	Division on interaction with consumers
		In case of absence of the information at the contractor (the employee of the division on interaction with consumers) inquiry in specialized division into which zone of the competence the question of the consumer, information for preparation of the answer to the consumer, enters	Division on interaction with consumers
		Granting of the information for preparation of the answer to the consumer on demand in the division on interaction with consumers	Specialized division
		Preparation of the answer to the consumer	Division on interaction with consumers
		Coordination of the draft of the answer with the division of legal provision under the decision of the head of the division on interaction with consumers	Division on interaction with consumers
		Granting of the answer to the consumer of services	Division on interaction with consumers/divisions on document management ¹⁰
	End of handling of a request	Registration in the CRM-system of results of consideration of a request (complaint), classification of result of consideration, end of handling of the request.	Division on interaction with consumers
Request for rendering of the core and value-added services	Request preprocessing	Request acceptance	Division on interaction with consumers/divisions on document management ¹¹
		Registration of the counterpart in the database of counterparts (in case of absence of a registration record of the counterpart in the database)	Division on interaction with consumers
		Request registration in the CRM-system (with indication of all classification parameters of a request)	Division on interaction with consumers
	Basic handling of a request	Check of observance of requirements to the form, completeness of data in the request and availability of documents enclosed to the request, according to standard legal acts and organizational-	Division on interaction with consumers

⁹ In case of receipt of a correspondence request from the consumer of services by mail

¹⁰ In case of sending the answer to a request of the consumer of services by mail

¹¹ In case of receipt of a correspondence request from the consumer of services by mail

		administrative documents	
		Request registration in the CRM	Division on interaction with consumers
		Preparation and direction of the notification to the consumer of services (applicant) about missing data in the request and-or documents	Division on interaction with consumers
		Direction of the request and a package of the documents, presented by the consumer of services (applicant), to the specialized division with the covering letter	Division on interaction with consumers
	Execution of events for a request	Processes on the given stage are determined by standard legal acts and organizational-administrative documents of the Company. Processes on electricity grid connection, services in transmission of electric energy and operating-dispatching servicing are presented in section 6 of this Standard	Specialized divisions
	Control of execution of events for a request	Notification on time checkpoints of the control of the division on interaction with consumers about course of execution of events and upon completion	Specialized divisions
Information support of the consumer of services at rendering of services ¹²		Division on interaction with consumers	
End of handling of a request	Registration in the CRM-system of results of consideration of a request, classification of result of consideration, end of handling of the request.	Division on interaction with consumers	
Feedback and Offer from the consumer on improvement of quality of servicing	Request preprocessing	Request acceptance	Division on interaction with consumers
		Registration of the counterpart in the database of counterparts (in case of absence of a registration record of the counterpart in the database)	Division on interaction with consumers
		Request registration in the CRM-system (with indication of all classification parameters of a request)	Division on interaction with consumers
	Basic handling of a request	Feedback/offer analysis on necessity of carrying out of correcting events	Division on interaction with consumers
		Determination of a specialized division into which zone of the competence the question on feedback/offer (in case of need carrying out of correcting events) enters	Division on interaction with consumers
		Development of correcting events for a feedback/offer of the consumer of services	Specialized division and Division on interaction with consumers
	Execution of events	Execution of correcting events	Specialized division
	End of handling of a request	Registration in the CRM-system of results of consideration of a request, classification of result of consideration, end of handling of the request.	Division on interaction with consumers

¹² Requirements to processes of informing and notifying consumers of services are stated in section VII.VI of this Standard

