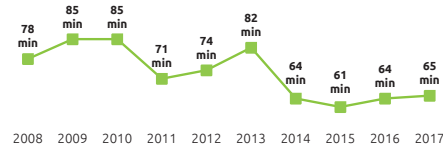


## Supply quality

### System Average Interruption Duration Index (SAIDI) (excluding one-off events and transmission grid incidents)



Despite a number of significant weather events, average SAIDI was maintained at a low level for the third consecutive year in 2017. This performance reflects our investment efforts over the last few years that are set to continue in 2018.

### Core service commitments



**98.2%**  
of new MV lines  
underground

**7,912 km**  
of open wire MV and LV  
overhead lines dismantled

**17,598 km**  
of new MV and LV  
lines underground  
and twisted

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Conception : - Crédits photo : © Enedis / L. Allavoine, L. Fauquembergue, P. Robin, S. Salom-Gomis, G. Uféras - DCC677 - ISSN 2556-3866 Juin 2018

## Human resources

**38,703** employees



**1,243** new hires

**26** disabled employees hired

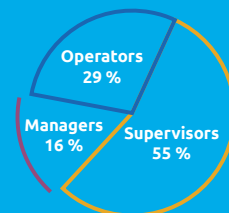
**1,729** trainees under  
work-study contracts

**39%** of work-study trainees  
were hired in 2017

**Enedis** hires people  
with qualifications ranging from  
vocational to postgraduate degrees

### Breakdown of employees by category

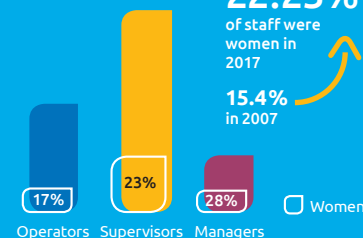
Based on 36,573 regulatory  
staff (electricity division).



### Breakdown of female employees by category

**22.25%**  
of staff were  
women in  
2017

**15.4%**  
in 2007



☐ Women

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## Getting closer to the customer

**1,357,779** km de longueur  
de réseau (HTA et BT)

### Our grid

**71%** lines twisted  
and underground (MV and LV)

**2,262** HV/MV power substations

**783,262**  
MV/LV transformers

### Enedis' procurement strategy

**More than 98%**  
of inputs are sourced in France

**58%** of inputs are purchased  
from small businesses

**46,000** indirect jobs related  
to our operations in France

Close to **1,000** agencies  
across France

**25**  
regional offices  
to strengthen  
our proximity  
with customers



**Enedis**  
L'ELECTRICITE EN RESEAU



2017  
Key figures

## Enedis, an essential link in the French power system

The CRE (French Energy  
Regulatory Commission) regulates  
the French electricity sector.

### 56 scheduling coordinators

Operators are contractually bound  
to finance the cost of any discrepancies  
between the electricity fed into the  
grid and the energy actually  
used by the grid.

### 56 suppliers

Suppliers buy and  
deliver electricity to  
the end customer.



**24/7**  
Enedis services  
customers across  
95% of mainland  
France

**1** mobile app  
« Enedis à mes  
côtés » (Enedis  
by my side)

# 36 million customers

### GENERATION

**Activity open to competition**  
Various energy sources, including  
nuclear, fossil fuels, and  
renewables such as water, wind  
and solar power.

### TRANSMISSION

**RTE**  
Nationally on lines rated  
400,000 V and regionally  
on lines rated 225,000, 90,000  
and 63,000 V.

### DISTRIBUTION

**Enedis**  
Electricity is distributed  
at two different voltages,  
medium (20,000 V) and low  
(230 to 400 V). Enedis operates,  
installs and maintains  
power lines.

### ELECTRICITY SUPPLY

**Activity open to competition**  
Fully open to competition  
since July 1, 2007

**376.2 TWh**  
of electricity  
carried over the  
distribution grid

**16,087**  
new connections  
to renewable  
energy  
installations

**364,000**  
new customers  
connected to the grid

Regardless of the supplier you  
choose, Enedis distributes  
electricity to your home

## Key market indicators



# 376,941

generation facilities are connected  
to the distribution grid, including

**371,672**  
LV connections

**5,269**  
MV connections

**Commercial market**  
(including local distribution  
companies <sup>(1)</sup>)

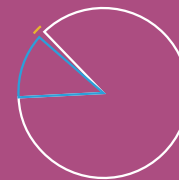
## 478,824

sites supplied with MV and LV electricity  
with contract demand of > 36 kVA  
(1) Local distribution companies.

**Mass market:**

## 35,779,934

sites supplied with LV  
electricity with contract demand  
of ≤ 36 kVA



**Number of sites**

■ 31,400,386 residential customers  
■ 4,379,548 small business customers  
■ 487,824 business customers



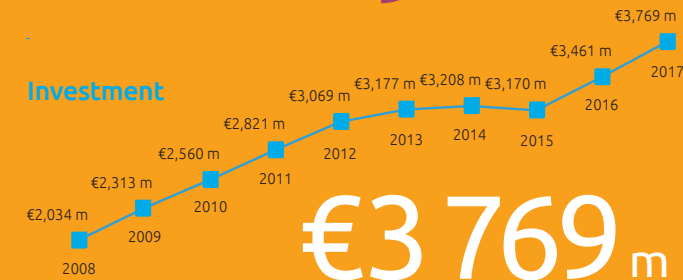
**TWh**

■ 149 for residential customers  
■ 41 for small business customers  
■ 161 for business customers

## Financial indicators

French standard NF

### Investment



# €3 769 m

# €14,083 m

Revenue



**Net profit**

## €609 m

**Operating profit**

# €1,288 m