



Welcome
to the new
electric France

2023



Together, we are building the new electric France

We operate and develop **Europe's largest electricity distribution grid**, serving the people of France and its regions.

We adopt a fair and responsible approach to the management of 1.4 million km of power lines in close collaboration with local stakeholders.

At this time of climate emergency, we are ready to play our part in the 2nd electrification of France. This initiative establishes **electricity as the energy of the ecological transition and the distribution grid as its backbone**.

We combine public service, human and industrial values to address the **technical, technological and environmental challenges of the 21st century**.

We are there for our customers, wherever they are, at all times and in all weathers.

39,208

employees

of which 2,736 are
work-study trainees



€1.9 billion

net income

€15.2 billion

turnover

of which 90% generated by the
TURPE rate²

² With the opening of the electricity market to competition, the public authorities have introduced a public transmission system access rate (TURPE).

This rate enables Enedis to cover the costs of the tasks for which it is responsible, and in particular to fund the operation, development and maintenance of the electricity distribution grid. It also enables it to take action to promote the ecological transition.

1.4 million km

of power lines

340

concession contracts¹

renewed since 2018,
i.e. 94% of the total number

¹ With the power distribution authorities, which own the distribution grids, we enter into and manage concession contracts for 20 to 30 years.

800

sites throughout France





Supporting a changing world

The 21st century will be the century of the ecological transition.

This transition involves major changes for electricity, along with a number of targets for Enedis: connecting renewable energies and clean forms of mobility to the electricity distribution grid, and bringing electricity consumption under control. In this context, we continue to provide a reliable, efficient and modern electrical grid, available to all.

We successfully implement the ecological transition throughout France, we are paving the way for new consumption patterns, new energy uses and new ways of living together. Every day, we make **the electrical grid smarter and better connected**. Attentive to our customers and partners, we are innovating to create the new electric France.

This determination to go further is at the heart of our **2020-2025 Industrial and Human Project**. Our aim is to make Enedis the number one public service in France, serving the ecological transition in the regions.

Our Industrial and Human Project

2020-2025

We firmly believe certain that a successful ecological transition will only be possible by setting a **social and environmental example**.

For this reason, our Industrial and Human Project and its 8 commitments set out to **strengthen our expertise and make life simpler for our customers**, to be prepared for this transition.



Aiming for zero serious or fatal accidents for our teams and service providers



Halving the time it takes to get customers connected between now and 2022



Enabling all customers to track their consumption using a smart meter and take advantage of innovative offers from their suppliers



Creating 20 new businesses (energy communities, electric mobility solutions, data services, etc.) within the framework of projects and / or partnerships



Restoring power to 90% of customers within 48 hours in the event of major weather incidents affecting the grid



Reducing our carbon footprint by 20% by 2025 and **achieving carbon neutrality** by 2050



Achieving a 70% engagement rate among our employees in 2024 (63% in 2021)



Providing among the best value for money in Europe

We **connect** you to the electricity distribution grid

We deliver electricity to households nearly everywhere in mainland France (95%).

On the ground 24/7, we guarantee a high-quality power supply by providing a **robust and efficient grid and a locally based repair service**. And we do so under the best conditions of health, safety and performance.

Since we operate independently of electricity suppliers, we can guarantee the same rate for electricity transmission throughout France, **thus ensuring solidarity between the regions**.



37.5
million customers

331,000
new customers
connected in 2022

1.5 million
remote operations
per month using the
Linky smart meter

8 million
customer
contacts
on our platforms



We **restore** your power

Incidents, weather events, etc., we are true experts in handling grid emergencies and **are standing by throughout France to repair damage and restore power to households and companies as quickly as possible.** Commitment and responsiveness are our watchwords.

In the event of major weather events (storms, floods, heatwaves, etc.), we are able to deploy our emergency unit to any region in France to ensure quick repairs: the **Electricity Rapid Intervention Force.**

5.6 million customer support operations

99.99%
grid uptime
(an average of 59.5 minutes downtime per year).

190,000
diagnostic operations
conducted remotely every month
to restore power to customers

500
specialists
monitoring the state of
the grid in real time

Modernising the electricity distribution grid

Today, the electrical grid supports changes in energy generation methods and consumption patterns. **We are constantly expanding and modernising the grid to ensure that it meets the new energy needs of the French population and the regions:** electric vehicles, growth of renewable energies, self-supply, connected objects, etc.

Making the grid **smarter, more efficient and better connected**, notably through use of the Linky smart meter, better equips it to tackle the ecological transition. It also means making the grid infrastructure more robust, and better able to withstand the hazards of climate change.



€4.4
billion in investment
including €1.1 billion
invested in grid resilience

11,300
km of
low- and medium-voltage
power lines renewed in 2022

2,246
source substations

35.7
million Linky meters
installed in France
(+ 1.5 million in 2022)

A public service with a positive impact for **the planet**

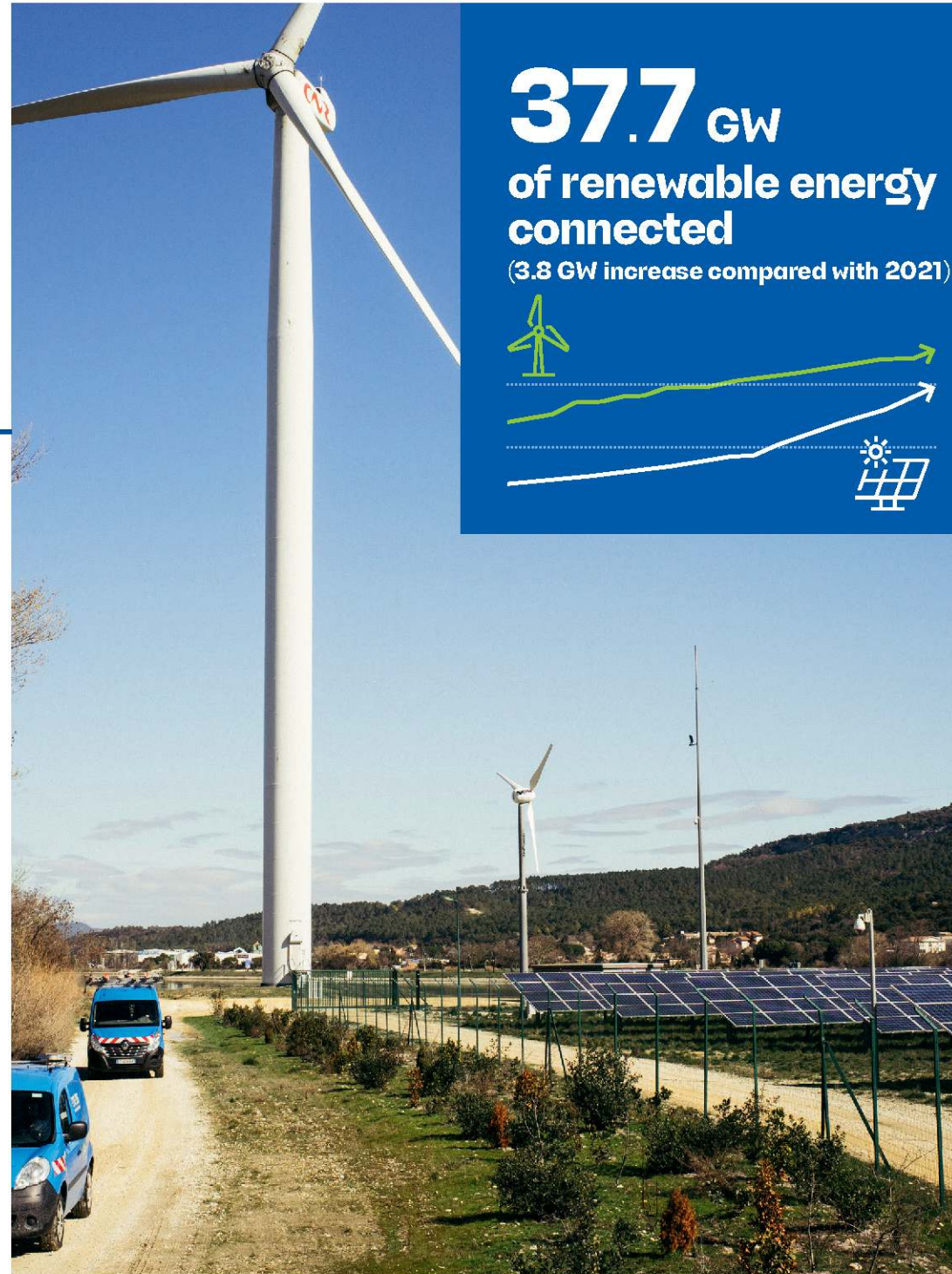
Reducing our greenhouse gas emissions, improving the resilience of the electrical grid, combating waste production and encouraging recycling, protecting biodiversity, etc.

As a 21st-century public service, we are taking concrete action to protect the environment and preserve our planet, with the aim of:

- **becoming** carbon neutral by 2050
- **reducing** energy and digital consumption
- **adapting** our structures and businesses to climate change
- **taking action** in favour of biodiversity
- **reducing** our waste and developing the circular economy

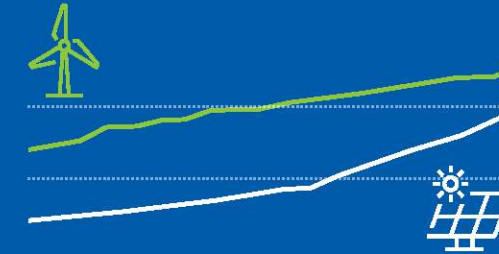


In the context of the energy crisis that the country is currently experiencing, our mobile application “Enedis à mes côtés” enables all our customers to monitor their electricity consumption and identify ways of saving energy.



37.7 GW
of renewable energy
connected

(3.8 GW increase compared with 2021)



-9%
electricity
consumed
in France

in winter 2022-2023 through
energy conservation

1.3 million
charging
stations

for electric vehicles

95.1%
of waste
recovered

A public service with a positive impact for **women and men**

As an employer, we are committed to ensuring the well-being of our employees and their health and safety at work. In line with our public service values, we are committed to an inclusive and inspiring social model, and we support citizen initiatives, as well as social and professional equality. We take action to:

- **promote** health, safety and quality of working life
- **encourage wider** societal commitment by our employees
- **impose** ethics and integrity
- **combat** social divides
- **promote** diversity and inclusion



In 2022, Enedis launched “Tension, Attention” (Beware, electricity), a major awareness-raising campaign to prevent accidents involving electrical installations.

1,451

new hires on permanent contracts in 2022

2,736

work-study trainees

25.2%

women in the company

31.7%

women on management committees

2.36%

accidents with time off work

(0.05% increase compared with 2021)



€4.6

billion in
procurement

from French companies, i.e. 97%
of Enedis procurement

50%

of works procured

from very small, small or medium-
sized companies

54,000

indirect jobs

created in the regions

€15.5 million

in procurement

from the sheltered and adapted
employment sector

A public service with a positive impact for **the regions**

Present throughout France, we make **our technical expertise available to local authorities** to support public policies in favour of the ecological transition and meet the new expectations of consumer-stakeholders. Taking action alongside the regions thus involves:

- **actively contributing** to the sustainable development policies of local authorities
- **encouraging** dialogue and consultation
- **supporting** the local economy to maintain the solidarity and cohesion of positive-energy regions
- **linking** data to the management of energy and its new applications
- **ensuring the commitment of** all electricity system stakeholders to a responsible approach



To help local authorities reduce their electricity consumption, Enedis offers a solution that uses the Linky meter to automatically switch off public lighting between midnight and 6 a.m.

Enedis is a public service company that manages the electricity distribution grid and employs 39,000 people. Serving 37 million customers, it develops, operates and upgrades 1.4 million kilometres of low- and medium-voltage (230 V and 20 kV) power lines, and manages the associated data. Enedis connects customers to the grid, provides a 24/7 repair service, reads meters, and carries out all necessary technical maintenance. Acting on behalf of local authorities and grid owners, it is independent of energy suppliers, who are responsible for electricity sales and supply contract management.

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ENEDIS

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French PLC with a Management Board and Supervisory Board
Capital of €270,037,000
Trade and companies register of Nanterre 444 608 442
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