

Performance indicators

Getting to know Enel - ID

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4- EU1	GENERATION							
	Installed capacity							
	Net efficient generation capacity by primary energy source							
	Net thermal capacity:	(MW)	43,454	47,577	54,178	-4,122	-8.7	Enel
	Coal	(MW)	16,103	16,841	17,048	-738	-4.4	Enel
	CCGT	(MW)	15,100	16,099	16,112	-999	-6.2	Enel
	Oil/gas	(MW)	12,251	14,637	21,018	-2,386	-16.3	Enel
	Net nuclear capacity	(MW)	3,318	5,132	5,132	-1,814	-35.3	Enel
	Net renewable capacity:	(MW)	35,907	37,033	36,802	-1,126	-3.0	Enel
	Hydroelectric	(MW)	27,425	29,046	29,653	-1,620	-5.6	Enel
	Wind	(MW)	6,532	6,653	5,774	-121	-1.8	Enel
	Geothermal	(MW)	761	833	833	-72	-8.6	Enel
	Biomass and cogeneration	(MW)	57	99	100	-43	-42.8	Enel
	Photovoltaic	(MW)	1,132	402	442	730	-	Enel
	Total net electrical capacity	(MW)	82,679	89,742	96,112	-7,062	-7.9	Enel
	Net efficient generation capacity by geographic area							
	Italy	(MW)	27,760	30,715	36,823	-2,955	-9.6	Italy
	Iberia	(MW)	22,744	22,912	23,549	-168	-0.7	Iberia
	Latin America	(MW)	20,212	19,179	18,300	1,033	5.4	Latin America
	Russia	(MW)	8,944	8,944	9,107	-	-	Russia
	Slovakia ⁽¹⁾	(MW)	-	4,032	4,968	-4,032	-100.0	Slovakia
	North America	(MW)	1,495	2,506	2,083	-1,012	-40.4	North America
	Romania	(MW)	534	534	534	-	-	Romania
	Belgium ⁽¹⁾	(MW)	-	406	406	-406	-100.0	Belgium
	Greece	(MW)	290	290	290	-	-	Greece
	South Africa	(MW)	486	10	10	477	-	South Africa
	India	(MW)	172	172	-	-	-	India
	Bulgaria	(MW)	42	42	42	-	-	Bulgaria
	Total net electrical capacity	(MW)	82,679	89,742	96,112	-7,062	-7.9	Enel
	No. of power generation plants							
	Total thermoelectric units	(no.)	366	404	407	-38	-9.4	Enel
	Steam units (condensation and back pressure)	(no.)	112	139	146	-27	-19.4	Enel
	CCGT units	(no.)	45	48	44	-3	-6.3	Enel
	GT units	(no.)	70	70	70	-	-	Enel
	Units with alternative engines	(no.)	139	147	147	-8	-5.4	Enel
	No. of renewable energy plants ⁽²⁾	(no.)	1,032	1,148	1,142	-116	-10.1	Enel
	Hydroelectric plant	(no.)	722	803	793	-81	-10.1	Enel
	- of which mini-hydro plants (<10 MW)	(no.)	452	466	466	-14	-3.0	Enel
	Wind plants	(no.)	185	207	199	-22	-10.6	Enel
	Photovoltaic plants	(no.)	83	96	98	-13	-13.5	Enel
	Geothermal plants	(no.)	34	37	39	-3	-8.1	Enel
	Biomass plants	(no.)	8	5	13	3	60.0	Enel

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
	OPERATING RESULTS							
G4- EU2	GENERATION							
	Net production by primary energy source							
	Net thermal production:	(GWh)	142,394	154,901	149,040	-12,506	-8.1	Enel
	Coal	(GWh)	72,342	85,677	81,991	-13,335	-15.6	Enel
	CCGT	(GWh)	40,303	40,542	37,395	-239	-0.6	Enel
	Oil/natural gas	(GWh)	29,749	28,682	29,654	1,067	3.7	Enel
	Net nuclear production	(GWh)	33,444	39,837	39,182	-6,393	-16.0	Enel
	Net renewable production:	(GWh)	85,974	89,274	94,879	-3,300	-3.7	Enel
	Hydroelectric	(GWh)	60,031	65,939	74,315	-5,908	-9.0	Enel
	Wind	(GWh)	18,294	16,204	14,054	2,090	12.9	Enel
	Geothermal	(GWh)	6,194	6,205	5,954	-11	-0.2	Enel
	Biomass and cogeneration	(GWh)	226	241	166	-15	-6.4	Enel
	Photovoltaic	(GWh)	1,229	685	390	544	79.5	Enel
	Total net production	(GWh)	261,812	284,012	283,101	-22,200	-7.8	Enel
	Net production by geographic area							
	Italy	(GWh)	60,912	68,519	71,824	-7,607	-11.1	Italy
	Iberia	(GWh)	72,323	77,444	74,040	-5,121	-6.6	Iberia
	Latin America	(GWh)	65,805	67,114	64,753	-1,309	-2.0	Latin America
	Russia	(GWh)	41,062	42,090	42,376	-1,028	-2.4	Russia
	Slovakia ⁽¹⁾	(GWh)	9,684	18,292	20,550	-8,609	-47.1	Slovakia
	North America	(GWh)	8,628	7,368	6,674	1,260	17.1	North America
	Romania	(GWh)	1,235	1,330	1,268	-95	-7.2	Romania
	Belgium ⁽¹⁾	(GWh)	977	1,150	690	-174	-15.1	Belgium
	Greece	(GWh)	559	549	488	11	1.9	Greece
	France ⁽¹⁾	(GWh)	-	-	347	-	-	France
	South Africa	(GWh)	203	18	8	185	-	South Africa
	India	(GWh)	328	48	-	279	-	India
	Bulgaria	(GWh)	96	90	83	6	7.1	Bulgaria
	Total net production	(GWh)	261,812	284,012	283,101	-22,200	-7.8	Enel
	Development of renewables							
	New renewable power: ⁽³⁾	(MW)	1,999	1,948	1,174	51	2.6	Enel
	Hydroelectric	(MW)	250	402	175	-152	-37.8	Enel
	Wind	(MW)	970	1,472	815	-502	-34.1	Enel
	Geothermal	(MW)	-	-	38	-	-	Enel
	Biomass and generation	(MW)	16	5	-	11	-	Enel
	Photovoltaic	(MW)	763	69	146	694	-	Enel
	NETWORKS							
G4- EU4	Total electricity distribution networks	(km)	1,875,107	1,865,671	1,854,079	9,436	0.5	Enel
	Total high-voltage lines	(km)	38,396	38,249	38,278	147	0.4	Enel
	- of which underground cable	(km)	1,716	1,616	1,681	100	6.2	Enel
	Total medium-voltage lines	(km)	665,215	662,049	658,000	3,166	0.5	Enel
	- of which underground cable	(km)	211,312	210,933	208,289	379	0.2	Enel
	Total low-voltage lines	(km)	1,171,496	1,165,373	1,157,801	6,123	0.5	Enel
	- of which underground cable	(km)	398,334	397,553	393,286	782	0.2	Enel

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4- EU4	Electricity distribution networks by geographic area							
	Total electricity distribution networks Italy	(km)	1,144,987	1,140,215	1,136,667	4,772	0.4	Italy
	High-voltage lines	(km)	13	13	20	-	-	Italy
	- of which underground cable	(km)	-	-	-	-	-	Italy
	Medium-voltage lines	(km)	352,607	351,493	350,358	1,114	0.3	Italy
	- of which underground cable	(km)	145,880	145,699	144,468	180	0.1	Italy
	Low-voltage lines	(km)	792,367	788,709	786,289	3,658	0.5	Italy
	- of which underground cable	(km)	270,678	270,241	268,366	437	0.2	Italy
	Total electricity distribution networks Romania	(km)	91,412	91,285	91,132	127	0.1	Romania
	High-voltage lines	(km)	6,505	6,584	6,572	-79	-1.2	Romania
	- of which underground cable	(km)	288	283	268	5	1.8	Romania
	Medium-voltage lines	(km)	35,015	35,043	34,998	-28	-0.1	Romania
	- of which underground cable	(km)	12,844	12,825	12,664	19	0.1	Romania
	Low-voltage lines	(km)	49,892	49,658	49,562	234	0.5	Romania
	- of which underground cable	(km)	20,353	20,329	20,253	24	0.1	Romania
	Total electricity distribution networks Iberia	(km)	316,562	317,675	314,528	-1,113	-0.4	Iberia
	High-voltage lines	(km)	19,539	19,479	19,597	60	0.3	Iberia
	- of which underground cable	(km)	779	751	746	28	3.7	Iberia
	Medium-voltage lines	(km)	117,632	118,436	117,877	-804	-0.7	Iberia
	- of which underground cable	(km)	40,979	40,869	40,321	110	0.3	Iberia
	Low-voltage lines	(km)	179,391	179,760	177,054	-369	-0.2	Iberia
	- of which underground cable	(km)	84,128	83,997	81,811	131	0.2	Iberia
	Total electricity distribution networks Latin America	(km)	322,146	316,496	311,752	5,650	1.8	Latin America
	High-voltage lines	(km)	12,339	12,173	12,089	166	1.4	Latin America
	- of which underground cable	(km)	674	582	667	92	15.7	Latin America
	Medium-voltage lines	(km)	159,961	157,077	154,767	2,884	1.8	Latin America
	- of which underground cable	(km)	11,610	11,540	10,836	70	0.6	Latin America
	Low-voltage lines	(km)	149,846	147,246	144,896	2,600	1.8	Latin America
	- of which underground cable	(km)	23,176	22,986	22,856	190	0.8	Latin America
	Energy transported and local coverage							
	Energy transported ⁽⁴⁾	(TWh)	426.0	427.4	411.1	-1.4	-0.3	Enel
	Municipalities served by electric grid	(no.)	13,368	12,785	12,600	583	4.6	Enel
	SALES							
	Electricity volumes sold by market							
	Volumes sold free market:	(GWh)	155,387	148,024	148,067	7,363	5.0	Enel
	Italy	(GWh)	48,302	38,656	37,839	9,646	25.0	Italy
	Iberia	(GWh)	93,490	92,899	93,928	591	0.6	Iberia
	Romania	(GWh)	2,855	2,338	2,230	517	22.1	Romania
	France	(GWh)	2,218	3,966	3,442	-1,748	-44.1	France
	Slovakia	(GWh)	2,398	4,103	4,737	-1,705	-41.6	Slovakia
	Latin America	(GWh)	6,124	6,062	5,891	62	1.0	Latin America

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
	Volumes sold regulated market:	(GWh)	107,667	112,092	112,878	-4,425	-3.9	Enel
	Italy	(GWh)	45,837	49,369	49,734	-3,532	-7.2	Italy
	Romania	(GWh)	4,864	5,353	5,926	-489	-9.1	Romania
	Latin America	(GWh)	56,966	57,370	57,217	-404	-0.7	Latin America
	Total volumes sold	(GWh)	263,054	260,116	260,945	2,938	1.1	Enel
	Electricity volumes sold by geographic area							
	Italy	(GWh)	94,139	88,025	87,573	6,114	6.9	Italy
	Iberia	(GWh)	93,490	92,899	93,928	591	0.6	Iberia
	Romania	(GWh)	7,719	7,691	8,156	28	0.4	Romania
	France	(GWh)	2,218	3,966	3,442	-1,748	-44.1	France
	Slovakia	(GWh)	2,398	4,103	4,737	-1,705	-41.6	Slovakia
	Latin America	(GWh)	63,090	63,432	63,108	-342	-0.5	Latin America
	Volumes sold gas	(Billions of m ³)	10.6	9.4	7.8	1.2	12.3	Enel
	Italy	(Billions of m ³)	4.6	4.1	3.5	0.5	12.2	Italy
	Iberia ⁽⁵⁾	(Billions of m ³)	6.0	5.3	4.3	0.7	12.3	Iberia
G4- EC1, G4-9	ECONOMIC RESULTS							
	Revenues⁽⁶⁾	(m. euro)	70,592	75,658	75,791	-5,066	-6.7	Enel
	Italy	(m. euro)	36,957	40,727	n.a.	-3,770	-9.3	Italy
	Iberia	(m. euro)	18,953	20,484	n.a.	-1,531	-7.5	Iberia
	Latin America	(m. euro)	10,768	10,828	n.a.	-60	-0.6	Latin America
	Europe and North Africa	(m. euro)	3,798	4,990	n.a.	-1,192	-23.9	Europe and North Africa
	North and Central America	(m. euro)	1,125	882	n.a.	243	27.6	North and Central America
	Sub-Saharan Africa and Asia	(m. euro)	29	18	n.a.	11	61.1	Sub-Saharan Africa and Asia
	Other, eliminations and adjustments	(m. euro)	-1,038	-2,271	n.a.	1,233	54.3	Enel
	EBITDA⁽⁶⁾	(m. euro)	15,276	15,297	15,757	-21	-0.1	Enel
	Italy	(m. euro)	6,679	6,916	n.a.	-237	-3.4	Italy
	Iberia	(m. euro)	3,562	3,353	n.a.	209	6.2	Iberia
	Latin America	(m. euro)	3,556	3,306	n.a.	250	7.6	Latin America
	Europe and North Africa	(m. euro)	762	1,451	n.a.	-689	-47.5	Europe and North Africa
	North and Central America	(m. euro)	833	575	n.a.	258	44.9	North and Central America
	Sub-Saharan Africa and Asia	(m. euro)	14	7	n.a.	7	100.0	Sub-Saharan Africa and Asia
	Other, eliminations and adjustments	(m. euro)	-130	-311	n.a.	181	58.2	Enel

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4- EC1, G4-9	Italy	(%)	43.7	45.2	n.a.	-1.5	-	Italy
	Iberia	(%)	23.3	21.9	n.a.	1.4	-	Iberia
	Latin America	(%)	23.3	21.6	n.a.	1.7	-	Latin America
	Europe and North Africa	(%)	5.0	9.5	n.a.	-4.5	-	Europe and North Africa
	North and Central America	(%)	5.5	3.8	n.a.	1.7	-	North and Central America
	Sub-Saharan Africa and Asia	(%)	0.1	-	n.a.	-	-	Sub-Saharan Africa and Asia
	Other, eliminations and adjustments	(%)	-0.9	-2.0	n.a.	1.2	-	Enel
	EBIT	(m. euro)	8,921	7,685	3,087	1,236	16.1	Enel
	EBT	(m. euro)	5,780	5,281	-78	499	9.4	Enel
	Group net income	(m. euro)	2,570	2,196	517	374	17.0	Enel
	Creating value for stakeholders							
	Revenues	(m. euro)	70,592	75,658	75,791	-5,066	-6.7	Enel
	External costs	(m. euro)	49,257	53,323	53,390	-4,066	-7.6	Enel
	Net income/(expenses) from commodity risk	(m. euro)	-133	168	-225	-301	-	Enel
	Gross global added value continuing operations	(m. euro)	21,202	22,503	22,176	-1,301	-5.8	Enel
	Gross global added value	(m. euro)	21,202	22,503	22,176	-1,301	-5.8	Enel
	Shareholders	(m. euro)	2,542	1,316	1,222	1,226	93.2	Enel
	Lenders	(m. euro)	2,698	2,848	3,007	-150	-5.3	Enel
	Employees	(m. euro)	4,637	5,314	4,864	-677	-12.7	Enel
	State	(m. euro)	3,244	3,369	654	-125	-3.7	Enel
	Business system	(m. euro)	8,081	9,656	12,429	-1,575	-16.3	Enel
	Economic value generated							
	Economic value generated directly:							
	Revenues	(m. euro)	70,592	75,658	75,791	-5,066	-6.7	Enel
	Economic value distributed:	(m. euro)	59,969	64,686	62,140	-4,717	-7.3	Enel
	Operating costs	(m. euro)	49,390	53,155	53,615	-3,765	-7.1	Enel
	Personnel and benefit cost	(m. euro)	4,637	5,314	4,864	-677	-12.7	Enel
	Payment to lenders of capital	(m. euro)	2,698	2,848	3,007	-150	-5.3	Enel
	Payments to governments	(m. euro)	3,244	3,369	654	-125	-3.7	Enel
	Economic value retained	(m. euro)	10,623	10,972	13,651	-349	-3.2	Enel
	Investments							
	Investments⁽⁷⁾	(m. euro)	8,552.3	7,113.5	6,701.5	1,438.9	20.2	Enel
	Piedmont	(m. euro)	103.0	101.0	88.1	2.0	2.0	Italy
	Lombardy	(m. euro)	165.2	174.2	159.8	-9.0	-5.2	Italy
	Trentino Alto Adige	(m. euro)	-	0.2	6.7	-0.2	-93.7	Italy
	Veneto	(m. euro)	124.1	121.5	116.4	2.6	2.1	Italy
	Friuli Venezia Giulia	(m. euro)	14.6	14.1	12.6	0.5	3.5	Italy
	Liguria	(m. euro)	38.0	49.6	41.5	-11.6	-23.4	Italy
	Emilia Romagna	(m. euro)	98.1	100.3	95.0	-2.1	-2.1	Italy
	Tuscany	(m. euro)	187.0	213.5	227.3	-26.5	-12.4	Italy

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4- EC1, G4-9	Marche	(m. euro)	33.5	29.2	32.2	4.3	14.6	Italy
	Umbria	(m. euro)	25.9	16.3	14.7	9.6	58.9	Italy
	Lazio	(m. euro)	402.1	355.3	355.5	46.9	13.2	Italy
	Abruzzo	(m. euro)	56.5	44.4	36.1	12.1	27.3	Italy
	Molise	(m. euro)	8.7	9.7	10.0	-1.0	-10.2	Italy
	Campania	(m. euro)	129.2	124.6	110.2	4.5	3.6	Italy
	Puglia	(m. euro)	178.2	167.1	173.0	11.1	6.7	Italy
	Basilicata	(m. euro)	25.0	24.1	15.3	0.9	3.7	Italy
	Calabria	(m. euro)	81.0	70.0	68.7	11.0	15.7	Italy
	Sicily	(m. euro)	169.8	186.4	177.5	-16.6	-8.9	Italy
Sardinia	(m. euro)	67.9	57.8	53.6	10.1	17.5	Italy	
Total Italy⁽⁸⁾	(m. euro)	1,907.7	1,859.2	1,794.2	48.4	2.6	Italy	
Slovakia	(m. euro)	-	-	664.4	-	-	Slovakia	
Romania	(m. euro)	136.3	121.2	93.2	15.2	12.5	Romania	
Bulgaria	(m. euro)	0.2	0.3	0.3	-0.1	-29.3	Bulgaria	
Greece	(m. euro)	3.6	11.6	8.2	-8.0	-68.7	Greece	
France and Belgium ⁽¹⁰⁾	(m. euro)	6.2	0.8	27.2	5.4	-	France and Belgium	
EGP Germany	(m. euro)	12.0	-	-	12.0	-	EGP Germany	
Russia	(m. euro)	105.1	111.8	187.8	-6.7	-6.0	Russia	
EGP North America ⁽¹¹⁾	(m. euro)	1,466.2	289.3	331.9	1,176.9	-	EGP North America	
EGP Latin America	(m. euro)	2,151.1	1,548.1	927.2	602.9	38.9	EGP Latin America	
Algeria	(m. euro)	10.0	19.5	-	-9.5	-48.8	Algeria	
South Africa	(m. euro)	301.4	311.2	26.0	-9.8	-3.2	South Africa	
Turkey	(m. euro)	0.8	1.6	-	-0.8	-48.3	Turkey	
Egypt	(m. euro)	0.9	1.2	-	-0.2	-17.9	Egypt	
India	(m. euro)	2.6	0.5	-	2.0	-	India	
EGP Iberia ⁽⁹⁾	(m. euro)	78.0	16.7	18.7	61.3	-	EGP Iberia	
Spain (Enel Iberoamerica formerly Enel Energy Europe)	(m. euro)	17.2	16.9	20.7	0.3	1.8	Spain	
Endesa Iberia⁽⁹⁾	(m. euro)	1,068.6	984.7	992.8	83.9	8.5	Endesa Iberia	
Endesa Latam	(m. euro)	1,284.4	1,819.1	1,609.0	-534.7	-29.4	Endesa Latam	
Total Abroad	(m. euro)	6,644.7	5,254.5	4,907.3	1,390.2	26.5	Total Abroad	
Adjustments	(m. euro)	-	-0.2	-	0.2	-100.0	Enel	
Weight of foreign investments	(%)	77.7	73.9	73.2	3.8	-	Enel	
CASH COST⁽¹²⁾								
net of non-recurring items	(m. euro)	11,428	12,397	-	-969	-7.8	Enel	
of which fixed costs	(m. euro)	8,494	9,081	-	-587	-6.5	Enel	
Investments in maintenance	(m. euro)	2,934	3,316	-	-382	-11.5	Enel	
CORPORATE IMAGE								
Presence index	(no.)	n.a.	16,702	15,522	-	-	Italy	
Global visibility index	(,000)	n.a.	22,225	22,200	-	-	Italy	
Qualitative visibility index (from -1 to +1)	(i)	n.a.	0.70	0.71	-	-	Italy	
Customer relationship ^(13.1)	(%)	40.3	n.a.	n.a.	-	-	Italy	
Price transparency ^(13.2)	(%)	38.5	n.a.	n.a.	-	-	Italy	
Institutional Dimension ^(13.3)	(%)	62.5	n.a.	n.a.	-	-	Italy	

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	Ethics ^(13.4)	(%)	41.3	n.a.	n.a.	-	-	Italy
	Brand Equity Index ⁽¹³⁾	(i)	70.5	n.a.	n.a.	-	-	Italy
	Presence index	(no.)	8,102	8,223	9,905	-121	-1.5	Iberia
	Global visibility index	(,000)	2.8	3.4	3.1	-0.6	-17.2	Iberia
	Qualitative visibility index (from -1 to +1)	(i)	0.52	0.62	0.58	-0.1	-16.1	Iberia

- (1) Slovakia was removed from the consolidation on July 28, 2016, Belgium was removed on December 30, 2016 and France on November 30, 2016.
- (2) The data for 2016 referring to plants reflect the removal from the scope of the Slovak company SE and the impact of the BSO (Build, Sell and Operate) strategy.
- (3) New renewable power, excluding disposals and changes in the scope.
- (4) The figure for 2015 was restated to take account of a more precise determination of the quantities transported.
- (5) The figure for 2015 relating to gas sold was restated following the change in the calculation methodology.
- (6) Following the company reorganization the geographic breakdown in 2015 was restated, while it was not possible to recalculate the geographic breakdown of the values for 2014 on the basis of the new arrangements.
- (7) The data refer only to continuing operations, and so do not include the values of assets classified as "held for sale". In 2016 the investments for discontinued operations referring to companies classified as "held for sale" totaled 290 million euro, of which Country ENA (Slovakia) for 283 million euro and Global Central for 7 million euro, divided into Italian regions and other countries. Compared to 2015 the new country Germany was included for the investments of Enel Green Power.
- (8) The scope includes Enel Green Power Italy.
- (9) In 2016 Endesa Iberia had greater environmental interventions and maintenance work in Thermal generation and for EGP Iberia the tech Large Hydro moved under the Global Line EGP.
- (10) France and Belgium: in 2016, 6 million euro was invested in maintenance relating to the CCGT plant at Marcinelle (Belgium) vs 1 million euro in 2015. In France no investments were made in 2015 or 2016.
- (11) US (+1,177 million euro) for the construction of new wind and solar plants - new capacity which in part came into operation in 2016 and in part in future years.
- (12) The cash cost for 2016 was 11,428 million euro, net of the significant changes in the scope which took place in 2016. There were efficiency gains recorded of around 827 million euro and a 7% reduction compared to the previous year. The cash cost consists of the sum total of investments in maintenance (so-called "Maintenance Capex") and operating costs (so-called "Opex"), net of non-recurring items. The figure for 2015 was restated and the non-recurring items updated mainly for Capex.
- (13) The figure is not comparable with the prior years and it was considered opportune to define a new methodological approach. The index includes: reputational asset, value of the image and propensity to the brand.
- (13.1) % of attribution to Enel+Enel Energia of the "commercial relationship" and "empathy" areas of the image profile tracking 2016.
- (13.2) % of attribution to Enel+Enel Energia items: "proposes clear and transparent offers" and "communicates clearly and transparently" of the image profile tracking 2016.
- (13.3) % of attribution to Enel+Enel Energia "institutional factor area" of the image profile tracking 2016.
- (13.4) % of attribution to Enel+Enel Energia "sustainability" of the image profile tracking 2016.

Getting to know Enel - Governance

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4-7	SHAREHOLDERS							
	Composition of shareholdings							
	Investors ⁽¹⁾							
	Ministry of Economy and Finance	(%)	23.6	25.5	31.2	-1.9	-	Enel SpA
	Institutional investors	(%)	54.0	51.5	44.7	2.5	-	Enel SpA
	Retail shareholders	(%)	22.4	23.0	24.1	-0.6	-	Enel SpA
	Location institutional investors							
	Italy	(%)	10.2	10.0	12.4	0.2	-	Enel SpA
	UK	(%)	17.9	15.3	12.9	2.6	-	Enel SpA
	Rest of Europe	(%)	26.9	28.4	29.9	-1.5	-	Enel SpA
	North America	(%)	36.3	37.3	34.7	-1	-	Enel SpA
	Rest of the World	(%)	8.7	9.0	10.1	-0.3	-	Enel SpA
	Concentration index (Top 50)	(%)	34.2	32.3	28.8	1.9	-	Enel SpA
	Investment style of institutional investors							
	Long Only	(%)	67.9	67.3	62.1	0.6	-	Enel SpA
	Index	(%)	13.2	14.0	15.2	-0.8	-	Enel SpA
	Hedge	(%)	1.3	1.2	1.7	0.1	-	Enel SpA
	Other	(%)	17.6	17.5	21.0	0.1	-	Enel SpA
	Socially responsible investors							
	Presence of SRI funds	(no.)	150	132	134	18	13.6	Enel SpA
	Enel shares held by SRI funds	(million)	813.6	720.0	553.8	93.6	13.0	Enel SpA
	Weight of SRI funds in institutional shareholdings ⁽²⁾	(%)	17.0	17.0	14.6	0.1	-	Enel SpA
	Location of SRI investors ⁽³⁾							
	Italy	(%)	1.6	4.6	3.1	-3.0	-	Enel SpA
	UK	(%)	11.9	11.8	7.9	0.1	-	Enel SpA
	Rest of Europe	(%)	50.3	51.2	60.1	-0.9	-	Enel SpA
	North America	(%)	34.3	31.5	28.0	2.8	-	Enel SpA
	Rest of the world	(%)	1.9	0.9	0.9	1.0	-	Enel SpA
	Share price performance							
	Financial performance of the share ⁽⁴⁾							
	Enel	(%)	7.6	5.3	17.9	2.3	-	Enel SpA
	FTSEMib	(%)	-10.2	12.7	0.4	-22.9	-	Enel SpA
	Acea	(%)	-18.7	58.8	7.8	-77.5	-	Enel SpA
	A2A	(%)	-1.9	49.7	0.2	-51.6	-	Enel SpA
	Centrica	(%)	7.3	-21.8	-18.8	29.1	-	Enel SpA
	Endesa	(%)	8.6	11.9	-21.8	-3.3	-	Enel SpA
	Iberdrola	(%)	-4.8	17.0	21.9	-21.8	-	Enel SpA
	RWE	(%)	0.9	-54.3	-0.3	55.2	-	Enel SpA
	E.ON	(%)	-14.8	-37.1	8.4	22.3	-	Enel SpA
	Cez	(%)	-3.2	-24.8	12.6	21.6	-	Enel SpA
	GDF-Suez	(%)	-25.8	-16.0	16.2	-9.8	-	Enel SpA
	EdF	(%)	-28.7	-40.5	-10.0	11.8	-	Enel SpA
	EdP	(%)	-12.9	3.2	21.8	-16.1	-	Enel SpA
	Dividend Yield ⁽⁵⁾							
	Enel	(%)	4.3	4.1	3.8	0.2	-	Enel SpA
	A2A	(%)	3.3	3.3	4.3	0.1	-	Enel SpA
	Centrica	(%)	5.1	5.5	4.8	-0.4	-	Enel SpA
	Iberdrola	(%)	4.6	4.2	4.8	0.4	-	Enel SpA
	RWE	(%)	1.1	-	3.9	1.1	-	Enel SpA
	E.ON	(%)	3.1	5.6	3.5	-2.5	-	Enel SpA

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
	ENGIE (formerly GDF-Suez)	(%)	8.3	6.1	5.1	2.2	-	Enel SpA
	EdF	(%)	5.6	8.1	5.5	-2.5	-	Enel SpA
	EdP	(%)	6.6	5.6	5.7	1.0	-	Enel SpA
	Enel on the main stock markets worldwide							
	FTSE Italy All Share	(%)	10.0	7.8	8.3	2.1	-	Enel SpA
	BEELECT	(%)	13.4	12.0	10.2	1.4	-	Enel SpA
	Enel in the FTSE4GOOD sustainability index	(i)	Yes	Yes	Yes	-	-	Enel SpA
	Presence of Enel in the DJSI	(i)	Yes	Yes	Yes	-	-	Enel SpA
	Return for the shareholder							
	EPS	(cent euro)	26	23	6	2.4	10.3	Enel SpA
	TSR from IPO (accumulated)	(%)	61.6	44.4	32.7	17.3	-	Enel SpA
	TSR from IPO (annualized)	(%)	2.8	2.3	1.9	0.5	-	Enel SpA
	TSR last 2 years (accumulated)	(%)	21.8	30.5	29.0	-8.7	-	Enel SpA
	TSR last 2 years (annualized)	(%)	10.3	14.3	13.6	-3.9	-	Enel SpA
	Communication to shareholders							
	Meetings with investors ⁽⁶⁾	(no.)	615	479	336	136	28.4	Enel SpA
	Meetings with ESG investors	(no.)	30	-	-	30	-	Enel SpA
G4-26	Information requests from retail shareholders ⁽⁷⁾	(no.)	148	153	378	-5	-3.3	Enel SpA
	LENDERS							
	Debt							
	Total debt	(m. euro)	37,553	37,545	37,383	8	-	Enel
	Debt to Equity	(i)	0.7	0.7	0.7	-	-1.5	Enel
	Rating							
	S&P	(i)	BBB	BBB	BBB	-	-	Enel
	Outlook ⁽⁸⁾	(i)	Stable Outlook	Positive Outlook	Stable Outlook	-	-	Enel
	Moody's	(i)	Baa2	Baa2	Baa2	-	-	Enel
	Outlook ⁽⁹⁾	(i)	Stable Outlook	Stable Outlook**	Negative Outlook	-	-	Enel
	Fitch	(i)	BBB+	BBB+	BBB+	-	-	Enel
	Outlook	(i)	Stable Outlook	Stable Outlook	Stable Outlook	-	-	Enel
G4-LA12	CORPORATE GOVERNANCE							
	Board of Directors							
	Members of BoD by type	(no.)	9	9	8	-	-	Enel SpA
	Executive members	(no.)	1	1	1	-	-	Enel SpA
	Non-executive members	(no.)	8	8	7	-	-	Enel SpA
	- of whom independent ⁽¹⁰⁾	(no.)	7	7	6	-	-	Enel SpA
	Directors nominated by minority shareholders	(no.)	3	3	3	-	-	Enel SpA
	Women on BoDs of the Group:							
	Women on the BoD of Enel SpA	(no.)	3	3	3	-	-	Enel SpA
	Women on the BoD of Group companies	(no.)	157	176	175	-19	-10.8	Enel
	Members of the BoD by age range:							
	Under 30	(%)	-	-	-	-	-	Enel SpA
	From 30 to 50	(%)	11	11	11	-	-	Enel SpA
	Over 50	(%)	89	89	89	-	-	Enel SpA
	BoD meetings	(no.)	13	15	18	-2	-13.3	Enel SpA

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
ETHICAL AUDITING								
G4- DMA HR, G4- SO11	Implementation of the Code of Ethics							
	Notifications received by type of stakeholder:	(no.)	85	124	151	-39	-31.5	Enel
	Internal stakeholders	(no.)	15	36	53	-21	-58.3	Enel
	External stakeholders	(no.)	19	33	24	-14	-42.4	Enel
	Anonymous	(no.)	51	55	74	-4	-7.3	Enel
	Notifications received for stakeholders harmed or potentially harmed:	(no.)	85	124	151	-39	-31.5	Enel
	Shareholder	(no.)	44	43	63	1	2.3	Enel
	Customer	(no.)	11	16	12	-5	-31.3	Enel
	Employee	(no.)	18	34	48	-16	-47.1	Enel
	General public	(no.)	3	6	14	-3	-50	Enel
	Suppliers	(no.)	9	25	14	-16	-64	Enel
	Notifications received by status:	(no.)	85	124	151	-39	-31.5	Enel
	Notifications being assessed ⁽¹¹⁾	(no.)	10	-	-	10	-	Enel
	Notifications for which a violation has not been confirmed	(no.)	57	90	120	-33	-36.7	Enel
	Notifications for which a violation has been confirmed	(no.)	18	34	31	-16	-47.1	Enel
	Violations confirmed, classified by harmed stakeholder:	(no.)	18	34	31	-16	-47.1	Enel
	Shareholder	(no.)	11	16	18	-5	-31.3	Enel
	Customer	(no.)	1	3	1	-2	-66.7	Enel
	Employee	(no.)	4	8	10	-4	-50	Enel
	General public	(no.)	1	-	-	1	-	Enel
	Suppliers	(no.)	1	7	2	-6	-85.7	Enel
G4- HR3, G4- HR12	Violations relating to episodes of: ⁽¹²⁾	(no.)	18	34	31	-16.0	-47.1	Enel
G4- SO5	Conflict of interest/Corruption ⁽¹³⁾	(no.)	5	10	9	-5	-50	Enel
	Undue appropriation	(no.)	7	10	9	-3	-30	Enel
	Work practices	(no.)	4	7	9	-3	-42	Enel
	Community and society	(no.)	-	-	-	-	-	Enel
	Human rights	(no.)	-	-	-	-	-	Enel
	Other reasons	(no.)	2	7	4	-5	-71	Enel
	Violations confirmed for conflict of interest/ corruption, by country:	(no.)	5	10	9	-5	-50	Enel
	Argentina	(no.)	-	1	1	-1	-100	Argentina
	Brazil	(no.)	1	-	1	1	-	Brazil
	Chile	(no.)	1	1	2	-	-	Chile
	Colombia	(no.)	-	2	1	-2	-100	Colombia
	Enel Green Power ⁽¹⁴⁾	(no.)	2	2	-	-	-	EGP
	Italy	(no.)	-	-	-	-	-	Italy
	Peru	(no.)	-	-	-	-	-	Peru
	Portugal	(no.)	-	-	-	-	-	Portugal
	Romania	(no.)	-	3	-	-3	-100	Romania
	Russia	(no.)	-	-	3	-	-	Russia
	Slovakia	(no.)	-	1	-	-1	-100	Slovakia

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4- SO5	Spain	(no.)	1	-	1	1	-	Spain
	Actions taken in response to episodes of conflict of interest/ corruption	(no.)	5	10	9	-5	-50.0	Enel
G4- HR1	Significant investment agreements which include clauses on human rights	(no.)	10	6	1	4	66.7	Enel
G4- HR1	Percentage of significant investment agreements which include clauses on human rights	(%)	100	100	100	-	-	Enel
INSTITUTIONAL RELATIONS								
G4- EC4	Grants							
	Grants supplied in the period by geographic area ⁽¹⁵⁾	(m. euro)	41.0	8.7	82.9	32.3	-	Enel
	Italy	(m. euro)	38.3	4.6	56.9	33.7	-	Italy
	Spain	(m. euro)	1.5	4.0	25.7	-2.5	-62.3	Spain
	Slovakia	(m. euro)	-	0.1	0.3	-0.1	-100	Slovakia
	Brazil	(m. euro)	0.4	-	-	0.4	-	Brazil
	Chile	(m. euro)	0.8	-	-	0.8	-	Chile
	Grants received by destination							
	Energy networks ⁽¹⁶⁾	(%)	73.6	15.5	71.6	58.1	-	Enel
	R&D ⁽¹⁷⁾	(%)	12.0	28.1	23.6	-16.1	-	Enel
	Renewable	(%)	11.2	39.8	2.2	-28.6	-	Enel
	Training	(%)	-	11.8	-	-11.8	-	Enel
	Other	(%)	3.2	4.8	2.6	-1.6	-	Enel
	Number of projects which received grants	(no.)	41	34	80	7	20.6	Enel
	Loans granted by the EIB and others							
	Remaining debt on loans from EIB and others by geographic area	(m. euro)	5,130.0	5,504.9	5,762.9	-374.9	-6.8	Enel
	- Italy	(m. euro)	3,755.0	3,909.9	4,281.4	-154.9	-4	Italy
	- Abroad (Latin America, Spain, Slovakia, Russia, Romania) ⁽¹⁸⁾	(m. euro)	1,375.0	1,595.0	1,481.6	-220	-13.8	Enel
	Remaining debt on loans from EIB and others by destination							
	Energy networks	(%)	64.7	62.8	61.8	1.9	-	Enel
	R&D	(%)	-	0.01	0.01	-	-	Enel
	Renewable	(%)	25.8	26.9	26.9	-1.1	-	Enel
	Training	(%)	-	-	-	-	-	Enel
	Other	(%)	9.5	10.3	11.3	-0.8	-	Enel
	Number of projects in progress approved with loans from EIB and others	(no.)	99	91	78	8	8.8	Enel
	Taxes	(m. euro)	3,244	3,369	654	-125	-3.7	Enel
	IRES, IRAP and other taxes	(m. euro)	1,052	1,157	1,157	-105	-9.1	Enel
	Taxes abroad	(m. euro)	941	751	-1,992	190	25.3	Enel
	Other taxes and duties	(m. euro)	1,085	1,292	1,294	-207	-16	Enel
	Fees net of contributions received	(m. euro)	166	169	195	-3	-1.8	Enel

- (1) The institutional investor is a subject who, under a specific mandate or on their own account, undertakes equity and/or property investment on a continuous and professional basis. The category includes: mutual funds, pension funds, hedge funds, investment and merchant banks, insurance companies.
- (2) Calculated as the ratio between the number of shares held by identified Socially Responsible Investors and the number of shares held by identified institutional investors.
- (3) SRIs are investors who state that they include environmental, social and governance (ESG) factors in traditional financial analysis in order to direct their investment decisions (the inclusion of at least one ESG criterion and adherence to the main international principles approved by organizations such as UNPRI, UKSIF, EUROSIF are among the key factors in order to be able to classify an investor as an SRI).
- (4) Calculated as the difference between the valuation on the last open market day of the year and the valuation of the previous year.
- (5) Source: Bloomberg and Company filings.
- (6) As from 2015 only certified meetings are considered (meetings held during the different road shows). The historic data has been reformulated in accordance with this methodology.
- (7) Only requests received have been considered and not the responses provided also.
- (8) Outlook updated 26/02/2016.
The revision of the outlook is mainly due to the reduction in electricity prices in Europe which has been ongoing since the start of 2016. On the basis of current market conditions we believe that Enel will find it difficult to achieve and maintain the targets of the main indicators of the rating, including the value of the index "adjusted funds from operations to debt" at a level above 20% in 2016-2018.
Outlook updated 05/05/2015: Standard & Poor's Rating Services has today updated its outlook from stable to positive on Enel SpA and Endesa (vertically integrated Spanish subsidiary of Enel SpA).
- (9) 2015 figure updated.
Outlook updated 27/03/2015: Moody's changes its outlook on Enel from negative to stable; confirms rating.
- (10) The number of independent directors pursuant to the Consolidated Law on Finance (TUF) is 8 (including the Chairman). The number of independent directors pursuant to the Code of Self Discipline is 7 because the Code does not allow the Chairman to be considered independent since she is a "senior representative" of the company.
- (11) During 2016 the analysis was completed of the notifications received in 2015, for this reason the number of confirmed violations for 2015 was restated from 32 to 34. The violations for 2016 concern the notifications received in 2016 and confirmed in 2016.
- (12) During 2016 the analysis of the notifications received in 2015 was completed, of the 16 notifications 2 concluded with violations (misappropriation and other reasons) and the remaining 14 concluded without violation.
- (13) Corruption consists of the abuse of power conferred with the goal of private gain and can be instigated by individuals in the public or private sector. It is interpreted here as including corrupt practices such as bribes, fraud, extortion, collusion, conflict of interest and money laundering.
- (14) The two cases for EGP in 2016 happened in Italy.
- (15) Italy 2016 - delta 2016 vs 2015 for 28 million euro income for e-distribuzione NER 300 smart grid Puglia, for 2 million euro income Enel SpA INCENSE R&D 7th Framework programme EC 2015 - delta 2015 vs 2014 Difference due to Networks (Primary cabin) projects which received income in 2014 and then completed, then they were eliminated. Spain 2015 - delta 2015 vs 2014 Difference due for 15 million euro to completed Oxycombustion project and 7 million euro to completed smart city Malaga.
- (16) In 2016 28 million euro income e-distribuzione NER 300 smart grid Puglia.
- (17) In 2016 for 2 million euro income Enel SpA INCENSE R&D 7th Framework programme EC.
- (18) In 2016 in Italy we had a loan repayment as per the repayment plan. Slovakia left the scope and we had an early loan repayment in Iberia.

Responsible relationship with communities

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4- EC7	INITIATIVES IN FAVOR OF THE COMMUNITY							
	Contributions to communities - LBG method							
	Charitable donations ⁽¹⁾	(m. euro)	9.2	8.6	4.5	0.6	7.4	Enel
	Investments in communities	(m. euro)	23.5	23.4	35.0	0.1	0.6	Enel
	Commercial initiatives with a social impact	(m. euro)	27.1	35.8	31.1	-8.7	-24.3	Enel
	Socially sustainable business initiatives	(m. euro)	-	-	-	-	-	Enel
	Total (expense + investments)	(m. euro)	59.9	67.8	70.7	-7.9	-11.7	Enel
	Enel Cuore Onlus							
	Solidarity projects supported by Enel Cuore	(no.)	32	50	54	-18	-36.0	Italy
	Sums provided to Enel Cuore Onlus by Enel Group companies	(m. euro)	5.7	5.3	0.5	0.4	6.6	Italy
	Subscription fees	(m. euro)	0.3	0.3	0.3	-	-	Italy
	Extraordinary contribution from associates ⁽²⁾	(m. euro)	5.0	5.0	-	-	-	Italy
	Tied donations ⁽³⁾	(m. euro)	0.3	-	0.2	0.3	-	Italy
G4- EU25	SAFETY FOR COMMUNITIES							
	Third-party injuries							
	Severe and fatal third-party injuries	(no.)	109	107	142	2	1.9	Enel
	- fatal	(no.)	58	60	81	-2	-3.3	Enel
	- severe	(no.)	51	47	61	4	8.5	Enel
	Third-party injuries by type							
	Electricity injuries	(%)	89.0	71.0	83.8	18.0	-	Enel
	Road accidents against Group infrastructure	(%)	8.0	19.6	12.0	-11.6	-	Enel
	Accidents for other reasons (slipping, falling from height, crash-crush-cut)	(%)	3.0	9.3	4.2	-6.3	-	Enel
	Causes of electricity accident							
	Construction activities near power lines	(%)	26.0	20.0	20.1	6.0	-	Enel
	Attempted theft	(%)	17.0	20.0	29.4	-3.0	-	Enel
	Other ⁽⁴⁾	(%)	57.0	60.0	50.5	-3.0	-	Enel

(1) The item includes grants made to Enel Cuore over the years.

(2) As happened for 2015, the amount indicated in 2016 refers for 5 million euro to the total amount destined to Enel Cuore Onlus, by way of "Extraordinary contribution 2016", by some associate companies of the latter (e-distribuzione SpA, Enel Energia SpA, Enel Green Power SpA, Enel Trade SpA, Enel Sole Srl, Enel Italy Srl). At December 31, 2016, these companies had paid 40% of this contribution.

(3) Tied donations refer to the sum received from the associate Enel Energia SpA to support specific initiatives. In particular: (i) 200,000 euro to support the projects identified as part of the initiative "Nel Cuore del Punto Enel" edition 2015; (ii) 142,558 euro to support the project "Fare Scuola - Didattica digitale"; (iii) 6,000 euro to support the project "Il Brugo" which is being realized in the Municipality of San Felice sul Panaro (Modena).

(4) Mainly accidental contact with metal wires, agricultural work, plant-cutting, etc.

Open Innovability

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4- DMA EC	RESEARCH AND INNOVATION							
	Technological innovation ⁽¹⁾	(m. euro)	59	76	74	-17	-22.4	Enel
	Research personnel	(no.)	317	236	243	81	34.3	Enel
G4- EN7	PROMOTION OF ENERGY EFFICIENCY							
	Energy efficiency certificates	(no.)	3,030,126	3,000,000	3,383,818	30,126	1.0	Italy
	Customers with smart meters ⁽²⁾	(million)	41.4	38.5	36.5	2.9	7.4	Enel
	Smart meters installed	(,000)	45,816	42,966	41,011	2,851	6.6	Enel
	Smart meters installed Italy ⁽³⁾	(,000)	35,612	35,372	35,325	240	0.7	Italy
	Smart meters installed abroad	(,000)	10,204	7,593	5,686	2,611	34.4	Abroad
	Dissemination of smart meters abroad	(,000)	2,679	2,437	932	242	9.9	Abroad

(1) Investments in Research and Development were about 36% in the Infrastructure and Networks Division and for around 25% the Renewables Division. The fall compared to 2015 was due to a process of refocusing the portfolio which led to a reduction in both the budget for and the overall number of projects (12 projects completed or cancelled) so as to focus activity on the scope of GTGx Innovation, for example transferring some less innovative activities to Technical Support; the hydro carve out with the consequent transfer not only of the activities previously undertaken on the hydro plants but also of the people directly or indirectly involved.

In Spain the reduction is essentially due to the end of digitalization projects.

(2) Customers with whom a currently active meter was installed.

(3) Following a methodological change, the figure for 2015 was recalculated in line with the request made by the AEEGSI; the number relates to the meters whether activated or not (it does not include connections which are not active and connections which are not active without a meter since it has been destroyed).

Quality for customers

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4- EU3	CUSTOMERS							
G4-8	Electricity market (average number of customers)							
	Customers Italy	(no.)	26,776,635	27,072,083	27,207,897	-295,448	-1.1	Italy
	Free market	(no.)	6,732,570	6,105,541	5,473,322	627,029	10.3	Italy
	- mass market customers	(no.)	6,608,388	6,012,183	5,387,579	596,205	9.9	Italy
	- business customers ⁽¹⁾	(no.)	78,487	52,625	51,215	25,862	49.1	Italy
	- customers in protected categories	(no.)	45,695	40,733	34,528	4,962	12.2	Italy
	Regulated market	(no.)	20,044,065	20,966,542	21,734,575	-922,477	-4.4	Italy
	Customers Iberia	(no.)	11,047,937	11,111,105	11,290,283	-63,168	-0.6	Iberia
	Free market ⁽²⁾	(no.)	11,047,937	11,111,105	11,290,283	-63,168	-0.6	Iberia
	Regulated market	(no.)	-	-	-	-	-	Iberia
	Customers Latin America	(no.)	15,478,255	15,074,266	14,633,393	403,989	2.7	Latin America
	Free market	(no.)	-	-	-	-	-	Latin America
	Regulated market	(no.)	15,478,255	15,074,266	14,633,393	403,989	2.7	Latin America
	Customers Latin America - Argentina	(no.)	2,490,810	2,479,069	2,464,117	11,742	0.5	Argentina
	Free market	(no.)	-	-	-	-	-	Argentina
	Regulated market	(no.)	2,490,810	2,479,069	2,464,117	11,742	0.5	Argentina
	Customers Latin America - Brazil	(no.)	6,843,998	6,634,293	6,408,163	209,705	3.2	Brazil
	Free market	(no.)	-	-	-	-	-	Brazil
	Regulated market	(no.)	6,843,998	6,634,293	6,408,163	209,705	3.2	Brazil
	Customers Latin America - Chile	(no.)	1,803,598	1,760,047	1,714,660	43,551	2.5	Chile
	Free market	(no.)	-	-	-	-	-	Chile
	Regulated market	(no.)	1,803,598	1,760,047	1,714,660	43,551	2.5	Chile
	Customers Latin America - Colombia	(no.)	2,986,719	2,865,135	2,772,352	121,584	4.2	Colombia
	Free market	(no.)	-	-	-	-	-	Colombia
	Regulated market	(no.)	2,986,719	2,865,135	2,772,352	121,584	4.2	Colombia
	Customers Latin America - Peru	(no.)	1,353,130	1,335,723	1,274,102	17,407	1.3	Peru
	Free market	(no.)	-	-	-	-	-	Peru
	Regulated market	(no.)	1,353,130	1,335,723	1,274,102	17,407	1.3	Peru
	Customers Romania	(no.)	2,736,908	2,691,849	2,670,892	45,059	1.7	Romania
	Free market	(no.)	285,969	61,233	39,073	224,736	-	Romania
	Regulated market	(no.)	2,450,939	2,630,616	2,631,819	-179,677	-6.8	Romania
	Customers France	(no.)	-	1,162	526	-	-	France
	Free market	(no.)	-	1,162	526	-	-	France
	Regulated market	(no.)	-	-	-	-	-	France

GRI/ EUS5	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4-8	Customers Slovakia	(no.)	-	6,113	5,459	-	-	Slovakia
	Free market	(no.)	-	6,113	5,459	-	-	Slovakia
	Regulated market	(no.)	-	-	-	-	-	Slovakia
	Total Customers Enel	(no.)	56,039,735	55,956,577	55,808,450	83,157	0.1	Enel
	Total Free market	(no.)	18,066,643	17,285,339	16,808,840	781,303	4.5	Enel
	Total Regulated market	(no.)	37,973,092	38,671,238	38,999,610	-698,146	-1.8	Enel
	Gas market (average number of customers)							
	Customers Italy	(no.)	3,876,191	3,711,422	3,470,692	164,769	4.4	Italy
	Customers Endesa Spain ⁽³⁾	(no.)	1,513,379	1,286,443	1,205,463	226,936	17.6	Endesa Spain
	Total customers gas market	(no.)	5,389,570	4,997,865	4,676,155	391,705	7.8	Enel
	Total customers Enel electricity and gas	(no.)	61,429,305	60,954,443	60,484,605	474,862	0.8	Enel
	PUBLIC LIGHTING							
	Customers public lighting	(no.)	3,490	3,592	3,690	-102	-2.8	Italy
	Light sources public lighting	(,000)	1,921	2,079	2,115	-158	-7.6	Italy
	VOLUMES SOLD							
	Electricity							
	Free market	(GWh)	155,387	148,024	148,067	7,363	5.0	Enel
	Regulated market	(GWh)	107,667	112,092	112,878	-4,425	-3.9	Enel
	Total volumes sold	(GWh)	263,054	260,116	260,945	2,938	1.1	Enel
	Sales "Green Energy" ⁽⁴⁾	(GWh)	-	13,350	11,522	-13,350	-100.0	Italy
	Revenues "Green Energy" invoiced to end users	(m. euro)	1,611	1,646	-	-35	-2.1	Italy
	Gas							
	Italy	(Billions of m ³)	4.6	4.1	3.5	0.5	13.0	Italy
	- mass market customers	(Billions of m ³)	2.8	3.4	2.9	-0.6	-17.5	Italy
	- business customers ⁽⁵⁾	(Billions of m ³)	1.8	0.7	0.6	1.1	-	Italy
	Endesa Spain	(Billions of m ³)	6.0	5.3	4.3	0.7	12.3	Spain
	Total volumes sold Enel	(Billions of m ³)	10.6	9.4	7.8	1.2	12.6	Enel
	ENERGY AVAILABILITY AND RELIABILITY							
G4-EU11	Efficiency Thermolectric generation							
	Incidence of CCGT generation out of total thermolectric power	(%)	34.7	33.8	29.7	0.9	-	Enel
	Average thermolectric generation yield without heat component ⁽⁶⁾	(%)	40.0	39.7	37.8	0.2	-	Enel
	Average thermolectric generation yield with heat ⁽⁶⁾	(%)	40.9	40.8	40.3	0.1	-	Enel
	Average yield by technology without heat component :							
	Yield coal plants	(%)	36.2	36.1	35.3	0.2	-	Enel
	Yield oil/gas plants	(%)	37.1	36.7	35.7	0.4	-	Enel
	Yield CCGT plants	(%)	53.0	53.8	47.8	-0.8	-	Enel

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4- EU11	Average yield by geographic area without heat component:							
	Average thermoelectric generation yield Italy	(%)	40.2	39.0	37.4	1.2	-	Italy
	Average thermoelectric generation yield Slovakia ^(B)	(%)	-	-	27.7	-	-	Slovakia
	Average thermoelectric generation yield Russia	(%)	38.3	38.9	37.9	-0.7	-	Russia
	Average thermoelectric generation yield Iberia	(%)	39.3	39.5	36.9	-0.2	-	Iberia
	Average thermoelectric generation yield Endesa Chile	(%)	45.6	42.8	43.6	2.8	-	Chile
	Average thermoelectric generation yield Endesa Argentina	(%)	43.3	44.3	40.1	-1.0	-	Argentina
	Average thermoelectric generation yield Endesa Brazil	(%)	49.8	47.8	43.2	2.0	-	Brazil
	Average thermoelectric generation yield Endesa Peru	(%)	45.1	46.5	43.4	-1.4	-	Peru
	Average thermoelectric generation yield Endesa Colombia	(%)	26.2	26.6	26.8	-0.4	-	Colombia
	Average yield with heat component by technology							
	Yield lignite plants	(%)	n.a.	n.a.	n.a.	-	-	Enel
	Yield coal plants	(%)	36.2	36.4	35.4	-0.2	-	Enel
	Yield oil/gas plants	(%)	40.6	42.0	40.2	-1.4	-	Enel
	Yield natural gas plants	(%)	n.a.	n.a.	n.a.		-	Enel
	Yield CCGT plants	(%)	54.0	53.2	48.0	0.8	-	Enel
	Average yield with heat component by geographic area							
	Average thermoelectric generation yield Slovakia ^(B)	(%)	-	-	29.4	-	-	Slovakia
	Average thermoelectric generation yield Russia	(%)	41.5	42.8	41.5	-1.3	-	Russia
G4- EU30	Availability of thermoelectric generation by geographic area							
	Average availability thermoelectric generation Italy	(%)	86.3	90.8	87.8	-4.5	-	Italy
	Average availability thermoelectric generation Slovakia ^(B)	(%)	-	-	93.7	-	-	Slovakia
	Average availability thermoelectric generation Russia	(%)	81.5	81.7	75.3	-0.2	-	Russia
	Average availability thermoelectric generation Endesa Iberia	(%)	94.7	94.1	95.6	0.6	-	Iberia
	Average availability thermoelectric generation Endesa Chile	(%)	88.7	86.0	79.2	2.7	-	Chile
	Average availability thermoelectric generation Endesa Argentina	(%)	66.0	65.1	66.0	0.9	-	Argentina
	Average availability thermoelectric generation Endesa Brazil	(%)	85.6	91.9	93.6	-6.3	-	Brazil
	Average availability thermoelectric generation Endesa Peru	(%)	94.2	94.4	93.8	-0.2	-	Peru
	Average availability thermoelectric generation Endesa Colombia	(%)	72.2	82.1	71.5	-10.0	-	Colombia
G4- EU28	Service interruptions - frequency (SAIFI)^(B)							
	Frequency of interruptions by customer (excluding external causes)	(no.)	1.4	1.7	3.3	-0.2	-14.5	Italy

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4-EU28	Frequency of interruptions by customer (including external causes)	(no.)	1.5	1.7	3.4	-0.3	-14.5	Italy
	Frequency of interruptions by customer Romania	(no.)	4.7	5.1	4.9	-0.4	-7.2	Romania
	Frequency of interruptions by customer Iberia	(no.)	1.4	1.6	1.2	-0.2	-9.6	Iberia
	Frequency of interruptions by customer Peru	(no.)	2.6	2.9	2.3	-0.3	-11.3	Peru
	Frequency of interruptions by customer Chile	(no.)	1.4	1.5	1.3	-0.1	-8.8	Chile
	Frequency of interruptions by customer Argentina	(no.)	6.9	6.6	5.0	0.3	4.7	Argentina
	Frequency of interruptions by customer Brazil (Ampla)	(no.)	12.0	12.2	6.8	-0.2	-1.8	Brazil
	Frequency of interruptions by customer Brazil (Coelce)	(no.)	4.6	4.5	3.7	0.1	2.2	Brazil
	Frequency of interruptions by customer Colombia	(no.)	8.8	10.9	12.9	-2.1	-19.0	Colombia
G4-EU29	Service interruptions - duration (SAIDI)							
	Service continuity index Italy (excluding external causes)	(min)	35	42	37	-7	-16.1	Italy
	Service continuity index Italy (including external causes)	(min)	37	44	39	-7	-16.0	Italy
	Service continuity index Romania	(min)	210	238	263	-28	-11.6	Romania
	Service continuity index Iberia ⁽⁹⁾	(min)	62	75	49	-14	-18.0	Iberia
	Service continuity index Peru	(min)	485	539	619	-54	-10.0	Peru
	Service continuity index Chile	(min)	207	225	242	-18	-8.2	Chile
	Service continuity index Argentina	(min)	2,046	1,928	2,112	118	6.1	Argentina
	Service continuity index Brazil (Ampla)	(min)	1,321	1,629	1,299	-308	-18.9	Brazil
	Service continuity index Brazil (Coelce)	(min)	499	596	532	-97	-16.3	Brazil
	Service continuity index Colombia	(min)	688	841	1,012	-154	-18.3	Colombia
G4-EU12	Grid losses							
	Grid losses Italy	(%)	4.8	5.0	4.9	-0.2	-	Italy
	Grid losses Romania	(%)	11.4	11.3	12.0	0.1	-	Romania
	Grid losses Iberia ⁽⁹⁾	(%)	8.4	9.3	10.1	-0.9	-	Iberia
	Grid losses Peru	(%)	7.8	8.1	7.8	-0.3	-	Peru
	Grid losses Chile	(%)	5.3	5.0	5.5	0.3	-	Chile
	Grid losses Argentina	(%)	12.0	12.3	10.8	-0.3	-	Argentina
	Grid losses Brazil (Ampla)	(%)	19.4	19.6	20.1	-0.2	-	Brazil
	Grid losses Brazil (Coelce)	(%)	12.6	12.5	12.7	0.1	-	Brazil
	Grid losses Colombia	(%)	7.1	7.2	7.2	-0.1	-	Colombia
	SERVICE QUALITY							
	ELECTRICITY MARKET ITALY							
	Commercial structure							
	Enel retail outlets (electricity + gas)	(no.)	130	130	131	-	-	Italy
	Indirect physical network	(no.)	700	600	631	100	16.7	Italy
	Call Center							
	Regulated market - 800 900 800							
	Call Center service level	(%)	96.2	98.0	98.3	-1.8	-	Italy
	Average waiting time	(sec)	140	76	62	64	84.2	Italy
	Training for Call Center operator (IN Enel)	(h/pro-cap)	31	13	12	18	-	Italy
	Free market (electricity and gas) - 800 900 860							
	Call Center service level	(%)	97.1	98.0	97.8	-0.9	-	Italy
	Average waiting time	(sec)	92	70	68	22	31.4	Italy

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
	Training for Call Center operator (IN Enel)	(h/pro-cap)	46	35	42	11	31.4	Italy
	Service speed							
	Execution of simple work	(d)	6.2	6.9	5.9	-0.7	-10.1	Italy
	Supply activation	(d)	0.8	0.8	0.6	-	-	Italy
G4- PR5	Customer satisfaction							
	Regulated market							
	Customer satisfaction index ⁽¹⁰⁾	(i)	91.2	92.6	96.5	-1.4	-1.5	Italy
	Frequency of surveys	(no.)	2	2	2	-	-	Italy
	Written complaints and information requests	(,000)	130.0	99.1	98.8	30.9	31.2	Italy
	Response time to written complaints	(d)	25.6	16.5	18.1	9.1	55.2	Italy
	Free market							
	Customer satisfaction index recorded ⁽¹⁰⁾	(i)	90.3	92.4	93.6	-2.1	-2.3	Italy
	Frequency of surveys	(no.)	2	2	2	-	-	Italy
	Written complaints and information requests	(,000)	77.3	74.1	80.3	3.2	4.3	Italy
	Response time to written complaints	(d)	13.2	12.6	15.7	0.6	4.8	Italy
	ELECTRICITY MARKET ROMANIA							
	Commercial structure							
	Agencies	(no.)	15	15	15	-	-	Romania
	Indirect channel	(no.)	44	39	34	5	12.8	Romania
	Call Center							
	Call Center service level Regulated market	(%)	75.2	93.7	90.4	-18.5	-	Romania
	Customer satisfaction							
	Regulated market							
	Customer satisfaction Index	(i)	79.1	77.4	76.3	1.7	2.2	Romania
	Written complaints and information requests	(,000)	23.6	21.1	27.9	2.5	11.9	Romania
	Response time to written complaints	(d)	6.0	7.0	7.0	-1.0	-14.3	Romania
	Free market							
	Customer satisfaction Index	(i)	84.9	84.8	84.3	-	0.1	Romania
	Written complaints and information requests	(,000)	7.1	2.0	1.0	5.1	-	Romania
	Response time to written complaints	(d)	8.0	8.0	14.0	-	-	Romania
	Free and regulated market							
	Written complaints and information requests commercial area	(,000)	30.6	23.1	28.9	7.6	32.9	Romania
	Response time to written complaints commercial area	(d)	6.0	7.0	7.0	-1.0	-7.7	Romania
	ELECTRICITY MARKET SPAIN							
	Commercial structure ⁽¹¹⁾							
	Agencies	(no.)	11	11	16	-	-	Spain
	Indirect channel	(no.)	288	299	296	-11	-3.7	Spain
	Call Center ⁽¹¹⁾							
	Call Center service level	(%)	96.5	96.1	94.0	0.4	-	Spain
	Service speed							
	Supply activation	(d)	6.8	6.9	5.9	-0.1	-1.6	Spain
	Customer satisfaction free mkt (former TUR market) ⁽¹²⁾							
	Customer satisfaction Index	(i)	6.9	6.3	6.4	0.7	10.7	Spain
	Written complaints and information requests	(,000)	10.0	12.3	11.8	-2.3	-18.7	Spain
	Response time to written complaints	(d)	12.2	6.8	13.3	5.4	79.4	Spain

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4- PR5	Customer satisfaction free mkt (former no TUR market)							
	Customer satisfaction Index	(i)	6.9	6.4	6.6	0.5	7.6	Spain
	Written complaints and information requests	(,000)	18.7	17.5	13.3	1.2	6.7	Spain
	Response time to written complaints	(d)	13.3	8.5	19.5	4.8	56.5	Spain
	GAS MARKET ITALY							
	Customer satisfaction Gas							
	Written complaints and information requests	(,000)	35.3	38.7	43.8	-3.4	-8.8	Italy
	Response time to written complaints	(d)	14.7	14.0	18.4	0.7	5.0	Italy
	GAS MARKET SPAIN							
	Customer satisfaction Gas							
	Written complaints and information requests	(,000)	6.5	5.1	4.3	1.4	27.3	Spain
	Response time to written complaints	(d)	20.7	8.5	18.8	12.2	-	Spain
	ACCESSIBILITY OF ENERGY							
G4- EU27	Customers disconnected for non-payment Italian market							
	by time from disconnection to payment - Italy (Regulated market):	(no.)	496,008	656,710	885,165	-160,702	-24.5	Italy
	< 48 h	(no.)	259,847	343,029	449,024	-83,182	-24.2	Italy
	48 h - 1 week	(no.)	137,365	178,776	248,067	-41,411	-23.2	Italy
	1 week - 1 month	(no.)	98,307	134,132	187,163	-35,825	-26.7	Italy
	1 month - 1 year	(no.)	489	773	911	-284	-36.7	Italy
	> 1 year	(no.)	-	-	-	-	-	Italy
	by time from payment to reconnection - Italy (Regulated market):	(no.)	496,008	656,710	885,165	-160,702	-24.5	Italy
	< 24 h	(no.)	438,312	591,562	792,339	-153,250	-25.9	Italy
	24 h - 1 week	(no.)	56,611	64,453	91,759	-7,842	-12.2	Italy
	> 1 week	(no.)	1,085	695	1,067	390	56.1	Italy
	by time from disconnection to payment - Italy (Free market):	(no.)	475,247	363,687	232,635	111,560	30.7	Italy
	< 48 h	(no.)	237,665	287,312	212,316	-49,647	-17.3	Italy
	48 h - 1 week	(no.)	106,029	47,279	15,412	58,750	124.3	Italy
	1 week - 1 month	(no.)	120,996	21,823	3,928	99,173	-	Italy
	1 month - 1 year	(no.)	10,557	7,273	973	3,284	45.2	Italy
	> 1 year	(no.)	-	-	6	-	-	Italy
	by time from payment to reconnection - Italy (Free market):	(no.)	442,078	338,228	232,635	103,850	30.7	Italy
	< 24 h	(no.)	428,072	284,112	196,495	143,960	50.7	Italy
	24 h - 1 week	(no.)	13,629	50,734	31,228	-37,105	-73.1	Italy
	> 1 week	(no.)	377	3,382	4,912	-3,005	-88.9	Italy
	by time from disconnection to payment - Italy (Gas market):	(no.)	87,510	87,240	39,534	270	0.3	Italy
	< 48 h	(no.)	14,723	58,453	7,604	-43,730	-74.8	Italy
	48 h - 1 week	(no.)	29,780	14,830	19,634	14,950	100.8	Italy
	1 week - 1 month	(no.)	37,670	12,213	9,067	25,457	-	Italy
	1 month - 1 year	(no.)	5,337	1,744	3,225	3,593	-	Italy
	> 1 year	(no.)	-	-	4	-	-	Italy

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4- EU27	by time from payment to reconnection - Italy (Gas market):	(no.)	81,384	81,133	39,534	251	0.3	Italy
	< 24 h	(no.)	67,716	13,794	2,758	53,922	-	Italy
	24 h - 1 week	(no.)	13,417	52,736	24,478	-39,319	-74.6	Italy
	> 1 week	(no.)	251	14,603	12,298	-14,352	-98.3	Italy
Market Romania								
	by time from disconnection to payment - Romania:	(no.)	21,500	21,107	18,063	393	1.9	Romania
	< 48 h	(no.)	13,508	13,906	12,913	-398	-2.9	Romania
	48 h - 1 week	(no.)	3,540	2,076	1,670	1,464	70.5	Romania
	1 week - 1 month	(no.)	2,712	3,764	2,334	-1,052	-27.9	Romania
	1 month - 1 year	(no.)	1,740	1,361	1,146	379	27.8	Romania
	by time from payment to reconnection - Romania:	(no.)	16,152	14,802	13,392	1,350	9.1	Romania
	< 24 h	(no.)	3,293	11,944	10,165	-8,651	-72.4	Romania
	24 h - 1 week	(no.)	12,544	2,438	2,881	10,106		Romania
	> 1 week	(no.)	315	420	346	-105	-25.0	Romania
Market Endesa								
	by time from disconnection to payment - Endesa Spain:	(no.)	152,701	234,263	140,099	-81,562	-34.8	Spain
	< 48 h	(no.)	115,455	135,722	76,789	-20,267	-14.9	Spain
	48 h - 1 week	(no.)	17,136	19,246	13,900	-2,110	-11.0	Spain
	1 week - 1 month	(no.)	13,045	31,634	18,442	-18,589	-58.8	Spain
	1 month - >1 year	(no.)	7,065	47,661	30,968	-40,596	-85.2	Spain
	by time from payment to reconnection - Endesa Spain:	(no.)	152,509	207,145	119,553	-54,636	-26.4	Spain
	< 24 h	(no.)	141,947	193,097	106,798	-51,150	-26.5	Spain
	24 h - 1 week	(no.)	9,831	12,816	12,358	-2,985	-23.3	Spain
	> 1 week	(no.)	731	1,232	397	-501	-40.7	Spain
	by time from disconnection to payment - Endesa Latin America:	(no.)	2,281,638	1,924,830	2,002,612	356,808	18.5	Latin America
	< 48 h	(no.)	1,372,215	1,158,458	1,281,136	213,757	18.5	Latin America
	48 h - 1 week	(no.)	362,244	292,724	280,818	69,520	23.7	Latin America
	1 week - 1 month	(no.)	315,329	281,338	254,334	33,991	12.1	Latin America
	1 month - >1 year	(no.)	231,794	192,269	186,303	39,525	20.6	Latin America
	>1 year	(no.)	56	41	21	15	36.6	Latin America
	by time from payment to reconnection - Endesa Latin America: ⁽¹³⁾	(no.)	2,511,632	2,110,181	2,237,559	401,451	19.0	Latin America
	< 24 h	(no.)	2,400,998	1,997,340	2,180,885	403,658	20.2	Latin America
	24 h - 1 week	(no.)	107,872	109,360	49,145	-1,488	-1.4	Latin America
	> 1 week	(no.)	2,762	3,481	7,529	-719	-20.7	Latin America
Disputes with customers								
ELECTRICITY MARKET								
	Total proceedings ⁽⁷⁾	(no.)	97,166	120,337	138,096	-23,171	-19.3	Enel
	Incidence of proceedings as defendant	(%)	74.1	79.6	80.8	-5.4	-	Enel

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
Gas market								
	Total proceedings	(no.)	2,456	2,380	1,360	76	3.2	Enel
	Incidence of proceedings as defendant	(%)	87.3	79.3	78.7	8.0	-	Enel
Regulatory disputes								
	Total proceedings	(no.)	1,264	1,376	1,301	-118	-8.6	Enel
	Incidence of proceedings as defendant	(%)	73.4	63.0	55.0	10.4	-	Enel

(1) Supplies to major customers and heavy consumers (annual consumption over 1 GWh).

(2) Customers 2015 figure updated.

(3) Customers 2015 figure updated.

(4) The green energy declared in the Sustainability Report corresponds to the energy consumed in 2016 by the end users of Enel Energia who signed up for a green offer. Enel Energia is then required to acquire and subsequently cancel the "GOs" – certificates issued by GSE to producers which certify to the renewable origin of the energy sources used by their generation plants – to an extent that corresponds to the energy underpinning this particular family of offers.

As from January 1, 2016, as envisaged by the Ministerial Decree of July 6, 2012, the mechanism of Green Certificates (GC) is replaced by a new form of incentive. The subjects who have accrued the right to the GCs keep the benefit for the remaining subsidized period, but in a different form. The new incentive is obtained by accessing GRIN, GSE's IT system which manages the recognition of tariffs.

(5) Includes residential customers and microbusiness.

(6) The figure 2015 was recalculated due to the change in methodology

> efficiency of the power plants was calculated on the basis of the operation of the plants at the load level where there is the maximum efficiency for those plants for which the load curve is available. This approach was not applied to the heat component since it already has a high yield;

> availability was calculated by removing the internal causes of non-availability.

(7) In migrating to the Suite system 40,000 disputes were archived just for the scope of Italy. As part of the electricity market, 11,532 cases were archived relating to the mass dispute about the Free Payment of bills.

(8) The figure for 2015 was restated: the values for 2015 and 2016 do not take into consideration the contribution from Slovakia for either availability or efficiency; Slovakia was removed from the scope as from July 31, 2016.

(9) The figure for 2015 was restated.

(10) The index given is the CSI (Customer Satisfaction Index).

(11) The figure for 2014 was restated.

(12) As from July 1, 2009 all end users are formally on the free market. Nonetheless, for consumers with capacity under or equal to 10 kW, there is a tariff of last resort (initially called *Tarifa de Ultimo Recurso* or TUR, which has been replaced as from April 2014 by the *Precio Voluntario al Pequeño Consumidor* or PVPC), which is regulated and set by the Government, the energy component of which is determined on the basis of the hourly prices recorded on the day and intraday markets during the invoicing period.

(13) The data for 2015 and 2014 for Chile have been restated.

Our people

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
SIZE AND COMPOSITION OF WORKFORCE								
Size of workforce								
	Total workforce	(no.)	62,080	67,914	68,961	-5,834	-8.6	Enel
	Hours worked	(m.h)	117.6	122.5	122.7	-4.8	-4.0	Enel
G4- LA1	CHANGES TO SIZE ⁽¹⁾							
	New recruits	(no.)	3,360	2,695	4,821	665	24.7	Enel
	Changes in scope	(no.)	-4,280	269	23	-4,549	-	Enel
	Terminations	(no.)	4,914	4,011	6,225	903	22.5	Enel
	Balance	(no.)	-5,834	-1,047	-1,381	-4,787	-	Enel
G4-10	WORKFORCE BY GEOGRAPHIC AREA AND GENDER ⁽²⁾							
	Italy	(no.)	31,956	33,040	33,405	-1,084	-3.3	Italy
	- of whom men	(no.)	26,252	27,202	27,544	-950	-3.5	Italy
	- of whom women	(no.)	5,704	5,838	5,861	-134	-2.3	Italy
	Abroad	(no.)	30,124	34,874	35,556	-4,750	-13.6	Abroad
	- of whom men	(no.)	23,295	27,330	27,819	-4,035	-14.8	Abroad
	- of whom women	(no.)	6,829	7,544	7,737	-715	-9.5	Abroad
	Iberia	(no.)	10,184	10,715	11,239	-531	-5.0	Iberia
	- of whom men	(no.)	7,869	8,353	8,758	-484	-5.8	Iberia
	- of whom women	(no.)	2,315	2,362	2,481	-47	-2.0	Iberia
	Europe and North Africa	(no.)	5,857	10,423	10,774	-4,566	-43.8	Europe and North Africa
	- of whom men	(no.)	4,236	8,030	8,314	-3,794	-47.2	Europe and North Africa
	- of whom women	(no.)	1,621	2,393	2,460	-772	-32.3	Europe and North Africa
	Romania	(no.)	3,113	3,133	3,144	-20	-0.6	Romania
	- of whom men	(no.)	2,237	2,294	2,308	-57	-2.5	Romania
	- of whom women	(no.)	876	839	836	37	4.4	Romania
	Russia	(no.)	2,639	2,781	2,932	-142	-5.1	Russia
	- of whom men	(no.)	1,924	2,005	2,097	-81	-4.0	Russia
	- of whom women	(no.)	715	776	835	-61	-7.9	Russia
	Other (Europe and North Africa)	(no.)	105	4,509	4,698	-4,404	-97.7	Other (Europe and North Africa)
	- of whom men	(no.)	75	3,731	3,909	-3,656	-98.0	Other (Europe and North Africa)
	- of whom women	(no.)	30	778	789	-748	-96.1	Other (Europe and North Africa)
	North and Central America	(no.)	900	820	760	80	9.8	North and Central America
	- of whom men	(no.)	705	648	603	57	8.8	North and Central America
	- of whom women	(no.)	195	172	157	23	13.4	North and Central America

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4-10	Latin America	(no.)	12,970	12,792	12,743	178	1.4	Latin America
	- of whom men	(no.)	10,352	10,230	10,120	122	1.2	Latin America
	- of whom women	(no.)	2,618	2,562	2,623	56	2.2	Latin America
	Sub Sah. Africa and Asia	(no.)	185	120	30	65	54.2	Sub Sah. Africa and Asia
	- of whom men	(no.)	119	67	20	52	77.6	Sub Sah. Africa and Asia
	- of whom women	(no.)	66	53	10	13	24.5	Sub Sah. Africa and Asia
	Other (branches)	(no.)	28	4	10	24	-	Other (branches)
	- of whom men	(no.)	14	2	4	12	-	Other (branches)
	- of whom women	(no.)	14	2	6	12	-	Other (branches)
	Total workforce	(no.)	62,080	67,914	68,961	-5,834	-8.6	Enel
	- of whom men	(no.)	49,547	54,532	55,364	-4,985	-9.1	Enel
	- of whom women	(no.)	12,533	13,382	13,598	-849	-6.3	Enel
G4-10	WORKFORCE BY LEVEL AND GENDER ⁽²⁾							
	Managers	(no.)	1,284	1,271	1,538	13	1.0	Enel
	- of whom men	(no.)	1,064	1,058	1,318	6	0.6	Enel
	- of whom women	(no.)	220	213	220	7	3.2	Enel
	Middle managers	(no.)	9,796	10,581	14,399	-786	-7.4	Enel
	- of whom men	(no.)	7,176	7,875	10,558	-700	-8.9	Enel
	- of whom women	(no.)	2,620	2,706	3,841	-86	-3.2	Enel
	White-collar workers	(no.)	32,654	35,975	37,509	-3,321	-9.2	Enel
	- of whom men	(no.)	23,454	26,139	28,758	-2,685	-10.3	Enel
	- of whom women	(no.)	9,200	9,836	8,751	-636	-6.5	Enel
	Blue-collar workers	(no.)	18,346	20,087	15,516	-1,740	-8.7	Enel
	- of whom men	(no.)	17,853	19,460	14,730	-1,606	-8.3	Enel
	- of whom women	(no.)	493	627	786	-134	-21.3	Enel
	Total	(no.)	62,080	67,914	68,961	-5,834	-8.6	Enel
	Index of professional qualification							
	Managers	(%)	2.1	1.9	2.2	0.2	-	Enel
	Middle managers	(%)	15.8	15.6	20.9	0.2	-	Enel
	White-collar workers	(%)	52.6	53.0	54.4	-0.4	-	Enel
	Blue-collar workers	(%)	29.6	29.6	22.5	-	-	Enel
	Workforce by level of education							
	Total	(no.)	62,080	67,914	68,961	-5,834	-8.6	Enel
	Degree	(%)	35.3	35.1	32.4	0.2	-	Enel
	High-school diploma	(%)	47.4	47.5	50.2	-0.1	-	Enel
	Other	(%)	17.3	17.4	17.4	-0.1	-	Enel
G4-10	Workforce by age range and level							
	< 30	(%)	10.6	9.8	10.8	0.8	-	Enel
	- of whom Managers	(%)	-	-	-	-	-	Enel
	- of whom Middle managers	(%)	0.2	0.2	0.9	-	-	Enel

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
	- of whom White-collar workers	(%)	3.7	3.5	4.3	0.2	-	Enel
	- of whom Blue-collar workers	(%)	6.7	6.1	5.6	0.6	-	Enel
	30 - 50	(%)	51.9	52.0	52.0	-	-	Enel
	- of whom Managers	(%)	1.0	0.9	1.1	0.1	-	Enel
	- of whom Middle managers	(%)	9.9	9.8	13.5	0.2	-	Enel
	- of whom White-collar workers	(%)	26.9	27.4	27.4	-0.4	-	Enel
	- of whom Blue-collar workers	(%)	14.1	13.9	10.0	0.2	-	Enel
	> 50	(%)	37.5	38.3	37.2	-0.8	-	Enel
	- of whom Managers	(%)	1.0	0.9	1.1	0.1	-	Enel
	- of whom Middle managers	(%)	5.7	5.7	6.4	-	-	Enel
	- of whom White-collar workers	(%)	21.9	22.1	22.8	-0.2	-	Enel
	- of whom Blue-collar workers	(%)	8.8	9.6	6.9	-0.8	-	Enel
	Average age	(years)	44.4	44.7	44.4	-0.3	-0.6	Enel
	Workforce by age range and gender							
	< 30	(%)	10.6	9.8	10.8	0.8	-	Enel
	- of whom men	(%)	9.4	8.5	9.4	0.8	-	Enel
	- of whom women	(%)	1.2	1.3	1.4	-	-	Enel
	30 - 50	(%)	51.9	52.0	52.0	-	-	Enel
	- of whom men	(%)	38.9	39.2	39.1	-0.3	-	Enel
	- of whom women	(%)	13.1	12.8	12.9	0.3	-	Enel
	> 50	(%)	37.5	38.3	37.2	-0.8	-	Enel
	- of whom men	(%)	31.6	32.6	31.6	-1.0	-	Enel
	- of whom women	(%)	5.9	5.6	5.6	0.2	-	Enel
	Workforce by years of service ⁽³⁾							
	Average	(years)	17.5	17.9	19.0	-0.4	-2.3	Enel
	< 10	(no.)	22,040	22,798	22,837	-758	-3.3	Enel
	10 - 19	(no.)	12,656	13,711	14,321	-1,055	-7.7	Enel
	20 - 29	(no.)	15,768	18,378	19,311	-2,610	-14.2	Enel
	30 - 34	(no.)	6,795	7,583	7,977	-788	-10.4	Enel
	> 35	(no.)	4,822	5,445	4,515	-623	-11.4	Enel
	Total	(no.)	62,080	67,914	68,961	-5,834	-8.6	Enel
	Under 10	(%)	35.5	33.6	33.1	1.9	-	Enel
	10 to 19	(%)	20.4	20.2	20.8	0.2	-	Enel
	20 to 29	(%)	25.4	27.1	28.0	-1.7	-	Enel
	30 to 34	(%)	10.9	11.2	11.6	-0.2	-	Enel
	Over 35	(%)	7.8	8.0	6.5	-0.3	-	Enel
	Workforce by type of contract and gender							
	Permanent contracts	(no.)	60,921	66,981	67,575	-6,059	-9.0	Enel
	- of whom men	(no.)	48,656	53,845	54,200	-5,189	-9.6	Enel
	- of whom women	(no.)	12,265	13,135	13,375	-870	-6.6	Enel
	Fixed-term contracts	(no.)	1,081	846	1,004	235	27.8	Enel
	- of whom men	(no.)	836	619	710	217	35.1	Enel
	- of whom women	(no.)	245	227	294	18	8.0	Enel
	Insertion/work experience contracts	(no.)	78	88	382	-10	-11.4	Enel
	- of whom men	(no.)	55	68	348	-13	-19.1	Enel
	- of whom women	(no.)	23	20	34	3	15.0	Enel
	Total contracts	(no.)	62,080	67,914	68,961	-5,834	-8.6	Enel

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4-10	- of whom men	(no.)	49,547	54,532	55,258	-4,985	-9.1	Enel
	- of whom women	(no.)	12,533	13,382	13,704	-849	-6.3	Enel
	Fixed-term and insertion/work experience contracts as percentage of total	(%)	1.9	1.4	2.0	0.5	-	Enel
	Internships and traineeships	(no.)	3,347	946	3,149	2,401	-	Enel
	Full-time contracts	(no.)	61,156	66,939	67,958	-5,783	-8.6	Enel
	- of whom men	(no.)	49,303	54,284	55,720	-4,981	-9.2	Enel
	- of whom women	(no.)	11,853	12,655	12,238	-802	-6.3	Enel
	Part-time contracts	(no.)	924	975	1,004	-51	-5.2	Enel
	- of whom men	(no.)	244	248	265	-4	-1.6	Enel
	- of whom women	(no.)	680	727	738	-47	-6.5	Enel
	Part-time + Full-time	(no.)	62,080	67,914	68,961	-5,834	-8.6	Enel
	- of whom men	(no.)	49,547	54,532	55,986	-4,985	-9.1	Enel
	- of whom women	(no.)	12,533	13,382	12,976	-849	-6.3	Enel
Percentage of part-time	(%)	1.5	1.4	1.5	0.1	-	Enel	
G4-LA1	CHANGES TO SIZE							
	New recruits							
	New recruits by gender	(no.)	3,360	2,695	4,821	665	24.7	Enel
	- men	(no.)	2,618	2,074	4,054	544	26.2	Enel
		(%)	77.9	77.0	84.1	0.9	-	Enel
	- women	(no.)	742	620	767	122	19.6	Enel
		(%)	22.1	23.0	15.9	-0.9	-	Enel
	New recruits by age range	(no.)	3,360	2,695	4,821	665	24.7	Enel
	up to 30	(no.)	1,709	844	2,999	864	-	Enel
		(%)	50.9	31.3	62.2	19.4	-	Enel
	from 30 to 50	(no.)	1,406	1,622	1,550	-216	-13.3	Enel
		(%)	41.9	60.2	32.1	-18.3	-	Enel
	over 50	(no.)	245	228	272	17	7.5	Enel
		(%)	7.3	8.5	5.6	-1.2	-	Enel
	New recruits by geographic area ⁽²⁾							
	Italy	(no.)	1,136	125	2,442	1,011	-	Italy
		(%)	33.8	4.6	50.7	29.2	-	Italy
	Iberia	(no.)	361	370	426	-9	-2.4	Iberia
		(%)	10.7	13.7	8.8	-3.0	-	Iberia
	Slovakia	(no.)	310	381	159	-71	-18.6	Slovakia
		(%)	9.2	14.1	3.3	-4.9	-	Slovakia
	Romania	(no.)	173	152	97	21	13.8	Romania
		(%)	5.1	5.6	2.0	-0.5	-	Romania
	Russia	(no.)	109	100	132	9	9.0	Russia
		(%)	3.2	3.7	2.7	-0.5	-	Russia
	France	(no.)	-	-	3	-	-	France
		(%)	-	-	0.1	-	-	France
	Belgium	(no.)	2	-	2	2	-	Belgium
		(%)	0.1	-	-	0.1	-	Belgium
	Morocco	(no.)	1	-	-	1	-	Morocco
		(%)	-	-	-	-	-	Morocco
	Turkey	(no.)	-	4	-	-4	-100.0	Turkey
		(%)	-	0.15	-	-0.1	-	Turkey
	Egypt	(no.)	2	-	-	2	-	Egypt
		(%)	0.1	-	-	0.1	-	Egypt
	Greece	(no.)	9	7	11	2	28.6	Greece
		(%)	0.3	0.3	0.2	-	-	Greece

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4- LA1	North and Central America	(no.)	183	188	145	-5	-2.7	North and Central America
		(%)	5.4	7.0	3.0	-1.5	-	North and Central America
	North America	(no.)	102	85	63	17	20.0	North America
		(%)	3.0	3.2	1.3	-0.1	-	North America
	Costa Rica	(no.)	9	19	5	-10	-52.6	Costa Rica
		(%)	0.3	0.7	0.1	-0.4	-	Costa Rica
	Guatemala	(no.)	6	11	15	-5	-45.5	Guatemala
		(%)	0.2	0.4	0.3	-0.2	-	Guatemala
	Mexico	(no.)	44	56	44	-12	-21.4	Mexico
		(%)	1.3	2.1	0.9	-0.8	-	Mexico
	Panama	(no.)	21	11	13	10	90.9	Panama
		(%)	0.6	0.4	0.3	0.2	-	Panama
	Uruguay	(no.)	1	6	5	-5	-83.3	Uruguay
		(%)	-	0.2	0.1	-0.2	-	Uruguay
	Latin America	(no.)	991	1,301	1,275	-310	-23.8	Latin America
		(%)	29.5	48.3	26.4	-18.8	-	Latin America
	Argentina	(no.)	338	593	620	-255	-43.0	Argentina
		(%)	10.1	22.0	12.9	-11.9	-	Argentina
	Brazil	(no.)	233	316	281	-83	-26.3	Brazil
		(%)	6.9	11.7	5.8	-4.8	-	Brazil
	Chile	(no.)	116	168	231	-52	-31.0	Chile
		(%)	3.5	6.2	4.8	-2.8	-	Chile
	Colombia	(no.)	251	195	100	56	28.7	Colombia
		(%)	7.5	7.2	2.1	0.3	-	Colombia
	Peru	(no.)	53	29	43	24	82.8	Peru
		(%)	1.6	1.1	0.9	0.5	-	Peru
	Sub Sah. Africa and Asia	(no.)	77	59	31	18	30.5	Sub Sah. Africa and Asia
		(%)	2.3	2.2	0.6	0.1	-	Sub Sah. Africa and Asia
	South Africa	(no.)	51	59	31	-8	-13.6	South Africa
		(%)	1.5	2.2	0.6	-0.7	-	South Africa
Kenya	(no.)	2	-	-	2	-	Kenya	
	(%)	0.1	-	-	0.1	-	Kenya	
India	(no.)	24	-	-	24	-	India	
	(%)	0.7	-	-	0.7	-	India	
Other (branches)	(no.)	6	8	98	-2	-25.0	Other (branches)	
	(%)	0.2	0.3	2.0	-0.1	-	Other (branches)	
G4- LA1	Effect of the changes in scope	(no.)	-4,280	269	23	-4,549		Enel
	Terminations							
	Causes							
	Voluntary terminations	(no.)	686	846	703	-160	-18.9	Enel

GRI/ EUSS	KPI	UM	December	December	December	2016-2015	%	Scope
			2016	2015	2014			
G4- LA1	Incentive based terminations	(no.)	2,966	1,422	4,143	1,544	-	Enel
	Retirements and other	(no.)	1,262	1,743	1,378	-481	-27.6	Enel
	Terminations by gender	(no.)	4,914	4,011	6,225	903	22.5	Enel
	- men	(no.)	4,021	2,909	5,164	1,112	38.2	Enel
		(%)	81.8	72.5	83.0	9.3	-	Enel
	- women	(no.)	893	1,102	1,061	-209	-19.0	Enel
		(%)	18.2	27.5	17.0	-9.3	-	Enel
	Terminations by age range	(no.)	4,914	4,011	6,225	903	22.5	Enel
	up to 30	(no.)	257	626	252	-369	-58.9	Enel
		(%)	5.2	15.6	4.0	-10.4	-	Enel
	from 30 to 50	(no.)	1,119	1,694	1,256	-575	-34.0	Enel
		(%)	22.8	42.2	20.2	-19.5	-	Enel
	over 50	(no.)	3,538	1,691	4,717	1,847	-	Enel
		(%)	72.0	42.2	75.8	29.8	-	Enel
	Terminations by nationality ⁽²⁾							
	Italy ⁽⁴⁾	(no.)	2,141	754	3,232	1,387	-	Italy
		(%)	43.6	18.8	51.9	24.8	-	Italy
	Iberia	(no.)	911	856	783	55	6.4	Iberia
		(%)	18.5	21.3	12.6	-2.8	-	Iberia
	Slovakia	(no.)	185	454	615	-269	-59.3	Slovakia
		(%)	3.8	11.3	9.9	-7.6	-	Slovakia
	Bulgaria	(no.)	1	-	-	1	-	Bulgaria
		(%)	-	-	-	-	-	Bulgaria
	Holland	(no.)	1	1	-	-	-	Holland
		(%)	-	-	-	-	-	Holland
	Romania	(no.)	192	163	587	29	17.8	Romania
		(%)	3.9	4.1	9.4	-0.2	-	Romania
	Russia	(no.)	232	204	215	28	13.7	Russia
		(%)	4.7	5.1	3.5	-0.4	-	Russia
	France	(no.)	13	12	13	1	8.3	France
		(%)	0.3	0.3	0.2	-	-	France
	Belgium	(no.)	2	-	1	2	-	Belgium
		(%)	-	-	-	-	-	Belgium
Greece	(no.)	5	7	2	-2	-28.6	Greece	
	(%)	0.1	0.2	-	-0.1	-	Greece	
North and Central America	(no.)	103	128	112	-25	-19.5	North and Central America	
	(%)	2.1	3.2	1.8	-1.1	-	North and Central America	
North America	(no.)	47	62	58	-15	-24.2	North America	
	(%)	1.0	1.5	0.9	-0.6	-	North America	
Costa Rica	(no.)	23	22	7	1	4.5	Costa Rica	
	(%)	0.5	0.5	0.1	-	-	Costa Rica	
Uruguay	(no.)	2	1	-	1	100.0	Uruguay	
	(%)	-	-	-	-	-	Uruguay	

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4- LA1	Guatemala	(no.)	9	8	14	1	12.5	Guatemala
		(%)	0.2	0.2	0.2	-	-	Guatemala
	Mexico	(no.)	13	21	21	-8	-38.1	Mexico
		(%)	0.3	0.5	0.3	-0.2	-	Mexico
	Panama	(no.)	9	13	9	-4	-30.8	Panama
		(%)	0.2	0.3	0.1	-0.1	-	Panama
	El Salvador	(no.)	-	1	3	-1	-100.0	El Salvador
		(%)	-	-	-	-	-	El Salvador
	Latin America	(no.)	1,071	1,252	616	-181	-14.5	Latin America
		(%)	21.8	31.2	9.9	-9.4	-	Latin America
	Argentina	(no.)	210	225	128	-15	-6.7	Argentina
		(%)	4.3	5.6	2.1	-1.3	-	Argentina
	Brazil	(no.)	328	306	216	22	7.2	Brazil
		(%)	6.7	7.6	3.5	-0.9	-	Brazil
	Colombia	(no.)	163	280	67	-117	-41.8	Colombia
		(%)	3.3	7.0	1.1	-3.7	-	Colombia
	Chile	(no.)	323	394	177	-71	-18.0	Chile
		(%)	6.6	9.8	2.8	-3.2	-	Chile
	Peru	(no.)	47	47	28	-	-	Peru
		(%)	1.0	1.2	0.4	-0.2	-	Peru
	Sub Sah. Africa and Asia	(no.)	12	4	1	8	-	Sub Sah. Africa and Asia
		(%)	0.2	0.1	-	0.1	-	Sub Sah. Africa and Asia
	South Africa	(no.)	3	4	1.0	-1	-25.0	South Africa
		(%)	0.1	0.1	-	-	-	South Africa
	India	(no.)	9	-	-	9	-	India
		(%)	0.2	-	-	0.2	-	India
	Other (branches and Enel Co)	(no.)	45	176	48	-131	-74.4	Other
		(%)	0.9	4.4	0.8	-3.5	-	Other
	Turnover rate	(%)	7.9	5.9	9.0	2.0	-	Enel
	Average number of years of service of employees whose employment ended in the year	(no.)	29	24	27	5	20.3	Enel
	by gender:							
	- men	(no.)	30	25	28	5	20.4	Enel
	- women	(no.)	26	21	19	4	21.3	Enel
	by age:							
	- under 30	(no.)	3	2	2	1	36.1	Enel
	- 30 to 50	(no.)	12	10	10	2	18.8	Enel
	- over 50	(no.)	31	30	35	1	1.9	Enel
	VALORIZATION							
G4- LA11	Assessment							
	Dissemination of assessments ⁽⁶⁾	(%)	95.0	28.2	52.1	66.8	-	Enel
	- men	(%)	78.9	80.3	75.1	-1.4	-	Enel
	- women	(%)	21.1	19.7	24.9	1.4	-	Enel
	People assessed by level	(no.)	58,196	19,157	35,933	39,039	-	Enel

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4- LA11	Managers	(no.)	1,253	1,271	1,506	-18	-1.4	Enel
	Middle managers	(no.)	9,286	4,065	10,099	5,221	-	Enel
	White collar	(no.)	30,849	13,821	22,430	17,028	-	Enel
	Blue collar	(no.)	16,808	-	1,898	16,808	-	Enel
Rewarding								
	Dissemination of incentives	(%)	22.3	20.4	20.6	2.0	-	Enel
	Employees with individual incentives	(no.)	13,874	13,836	14,236	38	0.3	Enel
	- of whom Managers	(no.)	1,259	1,287	1,427	-28	-2.2	Enel
	- of whom Middle managers	(no.)	5,705	5,662	8,602	43	0.8	Enel
	- of whom White-collar workers and Blue-collar workers	(no.)	6,910	6,887	4,207	23	0.3	Enel
	Incidence of variable rewarding	(%)	10.5	9.5	9.2	1.0	-	Enel
	- of whom Managers	(%)	41.6	37.4	33.3	4.2	-	Enel
	- of whom Middle managers	(%)	12.1	11.7	10.3	0.4	-	Enel
	- of whom White-collar workers	(%)	7.7	6.5	5.8	1.2	-	Enel
	- of whom Blue-collar workers	(%)	5.3	5.7	5.8	-0.4	-	Enel
	Italy	(%)	10.4	10.5	8.0	-0.1	-	Italy
	Iberia	(%)	6.5	6.6	7.6	-0.1	-	Iberia
	Latin America	(%)	9.2	7.8	10.0	1.4	-	Latin America
	Argentina	(%)	2.0	1.6	2.2	0.4	-	Argentina
	Brazil	(%)	9.8	13.1	21.7	-3.3	-	Brazil
	Chile	(%)	18.7	10.0	1.2	8.7	-	Chile
	Colombia	(%)	9.3	18.0	18.0	-8.7	-	Colombia
	Peru	(%)	2.0	2.0	2.9	-	-	Peru
	North and Central America	(%)	81.0	17.7	13.0	63.3	-	North and Central America
	North America	(%)	118.9	20.0	12.9	98.9	-	North America
	Costa Rica	(%)	9.8	12.5	10.9	-2.7	-	Costa Rica
	Guatemala	(%)	6.5	11.2	14.2	-4.7	-	Guatemala
	Mexico	(%)	10.1	14.4	12.3	-4.3	-	Mexico
	Panama	(%)	8.0	17.7	11.9	-9.7	-	Panama
	Uruguay	(%)	10.4	16.8	12.0	-6.4	-	Uruguay
	El Salvador	(%)	-	-	20.0	-	-	El Salvador
	Europe and North Africa	(%)	12.4	15.2	19.3	-2.8	-	Europe and North Africa
	Romania	(%)	4.0	3.1	14.4	0.9	-	Romania
	Belgium	(%)	-	2.4	-	-2.4	-	Belgium
	Slovakia	(%)	-	17.5	19.0	-17.5	-	Slovakia
	Russia	(%)	22.1	22.3	24.7	-0.2	-	Russia
	France	(%)	-	29.3	19.3	-29.3	-	France
	Bulgaria	(%)	18.2	19.6	12.5	-1.4	-	Bulgaria
	Greece	(%)	13.1	24.4	23.5	-11.3	-	Greece
	Turkey	(%)	-	14.4	-	-14.4	-	Turkey
	Holland	(%)	-	28.4	-	-28.4	-	Holland
	Sub Sah. Africa and Asia	(%)	9.1	22.9	-	-13.8	-	Sub Sah. Africa and Asia
	South Africa	(%)	5.0	16.1	-	-11.1	-	South Africa
	India	(%)	124.2	66.7	-	57.5	-	India

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4- LA11	Kenya	(%)	-	-	-	-	-	Kenya
	Other (branches)	(%)	9.0	18.0	-	-9.0	-	Other (branches)
G4- LA9	Training ⁽⁷⁾							
	Training hours by employee	(h/pro-cap)	29.6	37.3	42.3	-7.6	-20.5	Enel
	by gender: ⁽⁸⁾							
	- men	(h/pro-cap)	32.1	36.4	43.0	-4.4	-12.0	Enel
	- women	(h/pro-cap)	27.1	40.7	39.3	-13.6	-33.4	Enel
	by level:							
	Managers	(h/pro-cap)	35.3	59.5	62.6	-24.2	-40.7	Enel
	Middle managers	(h/pro-cap)	38.4	47.0	41.2	-8.7	-18.4	Enel
	White-collar workers	(h/pro-cap)	24.8	27.0	33.6	-2.2	-8.1	Enel
	Blue-collar workers	(h/pro-cap)	33.2	49.4	61.5	-16.2	-32.7	Enel
	Total training hours (distance learning + classroom)	(,000 h)	1,934	2,548	2,985	-614	-24.1	Enel
	Training hours distance learning	(,000 h)	254	487	428	-233	-47.8	Enel
	- for managerial training	(,000 h)	64	80	216	-16	-20.0	Enel
	- for specialist training	(,000 h)	191	408	212	-217	-53.2	Enel
	Training hours in the classroom	(,000 h)	1,680	2,060	2,557	-381	-18.5	Enel
	- for managerial training	(,000 h)	439	555	426	-116	-20.9	Enel
	- for specialist training	(,000 h)	1,241	1,505	2,131	-264	-17.6	Enel
	Incidence of distance learning training	(%)	13.1	19.1	14.3	-6.0	-	Enel
	Total training hours by level	(,000 h)	1,934	2,548	2,985	-614	-24.1	Enel
	Managers	(,000 h)	47	69	97	-22	-31.9	Enel
	Middle managers	(,000 h)	390	507	585	-117	-23.0	Enel
	White-collar workers	(,000 h)	856	984	1,268	-128	-13.0	Enel
	Blue-collar workers	(,000 h)	641	988	1,035	-347	-35.1	Enel
	Dissemination of sustainability							
	Training <i>per capita</i> on sustainability	(h)	9.9	9.5	19.6	0.4	4.4	Enel
	Total training hours on sustainability	(,000 h)	647	647	1,380	-	--	Enel
G4- EC3	CORPORATE WELFARE							
	Employees covered by pension plan (Benefit Plan)	(no.)	41,749	47,832	38,773	-6,083	-12.7	Enel
	Employees covered by pension plan (Benefit Plan)	(%)	67.2	70.4	56.2	-3.2	-	Enel
G4- EU15	Employees entitled to retire in next 5 to 10 years, by geographic area (main countries in which Enel operates are listed) ⁽²⁾⁽⁹⁾							
	Pension within 5 years - Enel Group							
	Managers	(%)	4.9	8.3	2.1	-3.4	-	Enel
	Middle managers	(%)	4.0	5.7	3.9	-1.7	-	Enel
	White-collar workers	(%)	5.3	6.6	3.7	-1.3	-	Enel
	Blue-collar workers	(%)	3.3	5.5	2.6	-2.2	-	Enel
	Average	(%)	5.1	6.9	4.1	-1.8	-	Enel
	Pension within 10 years - Enel Group							
	Managers	(%)	16.4	18.5	10.6	-2.1	-	Enel
	Middle managers	(%)	16.7	17.9	11.5	-1.2	-	Enel

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4- EU15	White-collar workers	(%)	21.3	22.9	16.4	-1.6	-	Enel
	Blue-collar workers	(%)	15.0	17.9	10.7	-2.9	-	Enel
	Average	(%)	20.1	21.7	14.9	-1.6	-	Enel
Pension within 5 years - Italy								
	Managers	(%)	3.4	5.2	1.7	-1.7	-	Italy
	Middle managers	(%)	4.5	5.9	5.1	-1.4	-	Italy
	White-collar workers	(%)	5.8	7.3	5.4	-1.5	-	Italy
	Blue-collar workers	(%)	2.8	4.8	4.0	-2.0	-	Italy
	Average	(%)	4.7	6.4	4.9	-1.7	-	Italy
Pension within 10 years - Italy								
	Managers	(%)	13.8	16.1	3.7	-2.3	-	Italy
	Middle managers	(%)	20.2	21.2	15.7	-1.0	-	Italy
	White-collar workers	(%)	25.0	26.6	21.1	-1.6	-	Italy
	Blue-collar workers	(%)	13.3	17.2	14.8	-3.9	-	Italy
	Average	(%)	20.8	23.1	18.2	-2.3	-	Italy
Pension within 5 years - Iberia								
	Managers	(%)	5.1	4.4	4.7	0.7	-	Iberia
	Middle managers	(%)	2.6	1.0	1.3	1.6	-	Iberia
	White-collar workers	(%)	3.5	1.1	0.6	2.4	-	Iberia
	Blue-collar workers	(%)	3.9	0.9	1.4	3.0	-	Iberia
	Average	(%)	3.4	1.0	1.0	2.4	-	Iberia
Pension within 10 years - Iberia								
	Managers	(%)	25.6	21.4	31.9	4.2	-	Iberia
	Middle managers	(%)	14.4	23.7	13.8	-9.3	-	Iberia
	White-collar workers	(%)	24.1	14.2	23.6	9.9	-	Iberia
	Blue-collar workers	(%)	25.9	26.5	18.0	-0.6	-	Iberia
	Average	(%)	21.8	24.5	20.5	-2.7	-	Iberia
Europe and North Africa								
Pension within 5 years - Russia								
	Managers	(%)	11.1	17.4	17.6	-6.3	-	Russia
	Middle managers	(%)	9.2	10.0	14.0	-0.8	-	Russia
	White-collar workers	(%)	10.4	11.1	12.1	-0.7	-	Russia
	Blue-collar workers	(%)	6.2	8.5	9.6	-2.3	-	Russia
	Average	(%)	8.3	9.8	11.3	-1.5	-	Russia
Pension within 10 years - Russia								
	Managers	(%)	11.1	26.1	29.4	-15.0	-	Russia
	Middle managers	(%)	21.5	24.8	28.7	-3.3	-	Russia
	White-collar workers	(%)	24.7	26.5	26.8	-1.8	-	Russia
	Blue-collar workers	(%)	19.5	23.1	23.7	-3.6	-	Russia
	Average	(%)	21.8	24.7	25.7	-2.9	-	Russia
Pension within 5 years - Romania								
	Managers	(%)	0.1	17.6	10.5	-17.5	-	Romania
	Middle managers	(%)	0.3	4.0	3.5	-3.7	-	Romania
	White-collar workers	(%)	2.0	3.8	3.3	-1.8	-	Romania
	Blue-collar workers	(%)	0.6	1.4	1.4	-0.8	-	Romania

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope	
G4- EU15	Average	(%)	3.0	2.8	2.5	0.2	-	Romania	
	Pension within 10 years - Romania								
	Managers	(%)	0.1	21.1	21.1	-21.0	-	Romania	
	Middle managers	(%)	1.4	14.4	18.0	-13.0	-	Romania	
	White-collar workers	(%)	7.7	15.1	17.3	-7.5	-	Romania	
	Blue-collar workers	(%)	5.6	11.6	14.1	-6.0	-	Romania	
	Average	(%)	14.5	13.5	15.9	1.0	-	Romania	
Latin America									
Pension within 5 years - Latin America									
	Managers	(%)	5.0	9.9	0.2	-4.9	-	Latin America	
	Middle managers	(%)	4.4	6.2	5.8	-1.8	-	Latin America	
	White-collar workers	(%)	5.5	9.0	4.6	-3.5	-	Latin America	
	Blue-collar workers	(%)	5.5	9.2	-	-3.7	-	Latin America	
	Average	(%)	7.2	12.0	6.2	-4.8	-	Latin America	
Pension within 10 years - Latin America									
	Managers	(%)	14.6	16.3	0.1	-1.7	-	Latin America	
	Middle managers	(%)	15.1	12.1	10.8	3.0	-	Latin America	
	White-collar workers	(%)	14.5	15.8	9.5	-1.3	-	Latin America	
	Blue-collar workers	(%)	16.5	13.1	1.0	3.4	-	Latin America	
	Average	(%)	19.1	21.3	15.5	-2.2	-	Latin America	
North and Central America									
Pension within 5 years - North America									
	Managers	(%)	51.8	50.0	57.1	1.8	-	EGP North America	
	Middle managers	(%)	6.8	6.6	6.8	0.2	-	EGP North America	
	White-collar workers	(%)	6.3	6.1	7.9	0.2	-	EGP North America	
	Blue-collar workers	(%)	10.5	10.2	12.6	0.3	-	EGP North America	
	Average	(%)	8.8	8.5	10.5	0.3	-	EGP North America	
Pension within 10 years - North America									
	Managers	(%)	51.8	50.0	57.1	1.8	-	EGP North America	
	Middle managers	(%)	17.1	16.5	14.9	0.6	-	EGP North America	
	White-collar workers	(%)	12.6	12.2	12.7	0.4	-	EGP North America	
	Blue-collar workers	(%)	28.1	27.1	29.6	1.0	-	EGP North America	

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope	
G4- EU15	Average	(%)	19.6	18.9	20.8	0.7	-	EGP North America	
	Pension within 5 years - Central America								
	Managers	(%)	-	-	-	-	-	Central America	
	Middle managers	(%)	4.6	5.5	10.0	-0.9	-	Central America	
	White-collar workers	(%)	0.1	-	-	0.1	-	Central America	
	Blue-collar workers	(%)	3.8	2.4	2.7	1.4	-	Central America	
	Average	(%)	2.1	1.5	1.7	0.6	-	Central America	
	Pension within 10 years - Central America								
	Managers	(%)	100.0	33.3	100.0	66.7	-	Central America	
	Middle managers	(%)	14.3	16.4	18.4	-2.1	-	Central America	
	White-collar workers	(%)	0.9	0.9	1.9	-	-	Central America	
	Blue-collar workers	(%)	13.3	15.1	15.5	-1.8	-	Central America	
Average	(%)	7.1	8.1	8.0	-1.0	-	Central America		
MATERNITY - Parental leave									
Parental leave by gender	(no.)	2,171	2,090	2,067	81	3.9	Enel		
Men	(no.)	1,048	968	920	80	8.3	Enel		
Women	(no.)	1,123	1,122	1,147	1	0.1	Enel		
EQUAL OPPORTUNITIES									
G4- LA12	Gender								
	Workforce by gender and level								
	Women:	(no.)	12,533	13,382	13,598	-848	-6.3	Enel	
	Managers	(no.)	220	213	220	7	3.2	Enel	
	Middle managers	(no.)	2,620	2,706	3,841	-86	-3.2	Enel	
	White-collar workers	(no.)	9,200	9,836	8,751	-636	-6.5	Enel	
	Blue-collar workers	(no.)	493	627	786	-133	-21.3	Enel	
	Men:	(no.)	49,547	54,532	55,364	-4,985	-9.1	Enel	
	Managers	(no.)	1,064	1,058	1,318	6	0.6	Enel	
	Middle managers	(no.)	7,176	7,875	10,558	-700	-8.9	Enel	
	White-collar workers	(no.)	23,454	26,139	28,758	-2,685	-10.3	Enel	
	Blue-collar workers	(no.)	17,853	19,460	14,730	-1,606	-8.3	Enel	
	Staff gender								
	Women:	(%)	20.2	19.7	19.7	0.5	-	Enel	
	Managers	(%)	0.4	0.3	0.3	0.1	-	Enel	
	Middle managers	(%)	4.2	4.0	5.6	0.2	-	Enel	
	White-collar workers	(%)	14.8	14.5	12.7	0.3	-	Enel	
Blue-collar workers	(%)	0.8	0.9	1.1	-0.1	-	Enel		
Men:	(%)	79.8	80.3	80.3	-0.5	-	Enel		

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4- LA12	Managers	(%)	1.7	1.6	1.9	0.1	-	Enel
	Middle managers	(%)	11.6	11.6	15.3	-	-	Enel
	White-collar workers	(%)	37.8	38.5	41.7	-0.7	-	Enel
	Blue-collar workers	(%)	28.8	28.7	21.4	0.1	-	Enel
	Level of female staff ⁽⁵⁾	(%)	25.6	24.6	25.5	1.0	-	Enel
	Rewarding of female staff ⁽⁸⁾	(%)	94.0	91.5	86.0	2.5	-	Enel
G4- LA13	Ratio of gross salary Women/Men							
	Average	(%)	101.7	103.3	97.1	-1.6	-	Enel
	Managers	(%)	89.0	90.5	79.6	-1.5	-	Enel
	Middle managers	(%)	96.3	93.4	88.6	2.9	-	Enel
	White-collar workers	(%)	93.9	97.9	90.4	-4.0	-	Enel
	Blue-collar workers	(%)	82.2	85.4	100.2	-3.2	-	Enel
G4- LA12	Disability							
	Disabled or belonging to protected categories by gender	(no.)	2,014	2,114	2,060	-100	-4.7	Enel
	- of whom men	(no.)	1,396	1,484	1,371	-88	-5.9	Enel
	- of whom women	(no.)	618	630	688	-12	-1.8	Enel
	Incidence of the disabled or belonging to protected categories by gender	(%)	3.2	3.1	3.0	0.1	-	Enel
	- of whom men	(%)	2.2	2.2	2.0	-	-	Enel
	- of whom women	(%)	1.0	0.9	1.0	0.1	-	Enel
	Disabled or belonging to protected categories by level							
	Managers	(no.)	1	1	2	-	-	Enel
	Middle managers	(no.)	84	86	73	-2	-2.3	Enel
	White-collar workers	(no.)	1,815	1,832	1,888	-17	-0.9	Enel
	Blue-collar workers	(no.)	114	195	97	-81	-41.5	Enel
	Incidence of the disabled or belonging to protected categories by level							
	Managers	(%)	-	-	-	-	-	Enel
	Middle managers	(%)	0.1	0.1	0.1	-	-	Enel
	White-collar workers	(%)	2.9	2.7	2.7	0.2	-	Enel
	Blue-collar workers	(%)	0.2	0.3	0.1	-0.1	-	Enel
	WORKING FROM HOME							
	Telecommuting license							
	Employees with Telecommuting license by gender	(no.)	1,038	956	-	82	8.6	Enel
	- of whom men	(no.)	427	387	-	40	10.3	Enel
	- of whom women	(no.)	611	569	-	42	7.4	Enel
	Employees with Telecommuting license by gender	(%)	1.7	1.4	-	0.3	-	Enel
	- of whom men	(%)	0.7	0.6	-	0.1	-	Enel
	- of whom women	(%)	1.0	0.8	-	0.2	-	Enel
G4-11	RELATIONS WITH UNIONS							
	Union membership in the electricity sector	(%)	49.4	50.7	49.5	-1.3	-	Enel
	Employees covered by collective agreements. by geographic area: ⁽²⁾							
	Total Enel	(no.)	57,755	63,227	64,445	-5,472	-8.7	Enel
		(%)	93.0	93.1	93.5	-0.1	-	Enel

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4-11	Italy	(no.)	31,956	33,040	33,405	-1,084	-3.3	Italy
		(%)	100.0	100.0	100.0	-	-	Italy
Iberia	(no.)	9,658	9,881	10,341	-223	-2.3	Iberia	
	(%)	94.9	92.4	92.1	2.6	-	Iberia	
Romania	(no.)	3,111.00	3,131.00	3,142.00	-20	-0.6	Romania	
	(%)	100.00	100.00	100.00	-	-	Romania	
Russia	(no.)	2,447	2,586	2,690	-139	-5.4	Russia	
	(%)	92.7	93.6	93.9	-0.9	-	Russia	
Latin America	(no.)	10,499	10,384	10,351	115	1.1	Latin America	
	(%)	80.9	81.2	81.2	-0.3	-	Latin America	
North and Central America	(no.)	33	34	99	-1	-2.9	North and Central America	
	(%)	3.7	4.1	13.0	-0.4	-	North and Central America	
Sub Sah. Africa and Asia	(no.)	50	-	-	50	-	Sub Sah. Africa and Asia	
	(%)	27.0	-	-	27.0	-	Sub Sah. Africa and Asia	
Other (branches)	(no.)	1	1	5	-	-	Other (branches)	
	(%)	2.6	1.2	2.1	1.4	-	Other (branches)	
Dispute with employees								
	Total proceedings	(no.)	3,205	3,300	3,192	-95	-2.9	Enel
	Incidence of proceedings as defendant	(%)	96.2	96.3	96.0	-0.1	-	Enel

(1) Slovakia was removed from the consolidation on July 28, 2016, Belgium was removed on December 30, 2016 and France on November 30, 2016.

(2) Following the company reorganization the data divided by country was recalculated over 3 years.

(3) The figure for 2015 restated.

(4) The change between 2014 and 2016 is due to article 4 which was first applied in 2013-2014 and was repropose for 2016-2020.

(5) Female Managers and Middle Managers out of the total of Managers and Middle Managers.

(6) In 2016 the new performance assessment process was launched, a global campaign.

The data was calculated for all employees at December 31. If only eligible and reachable people are considered (i.e. those who, in September 2016, were part of the workforce and had been working for at least three months in 2016. In addition, people were not considered who, for personal or professional reasons, could not access the print or online questionnaire) the % of performance assessment in 2016 was 99%.

(7) Reduction compared to previous years following the conclusion of some campaigns and the refocusing of the training offer as well as Slovakia leaving the scope which made a difference compared to 2015 with around 250,000 fewer training hours.

(8) Calculated as the ratio between the average salary of Female Managers and Middle Managers and the average salary (men + women) of Managers and Middle Managers.

(9) Calculated as a percentage of the total for the category.

Occupational health and safety

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
	SAFETY							
	Safety expense							
	Safety expense by employee	(euro)	4,239	3,564	3,381	675	18.9	Enel
	Total safety expense	(m. euro)	263.1	242.0	238.5	21.1	8.7	Enel
	Training and information	(m. euro)	35.3	22.7	33.3	12.6	55.2	Enel
	Medical supervision	(m. euro)	7.1	6.9	7.6	0.3	4.1	Enel
	Personal Protection Devices (PPD)	(m. euro)	13.8	16.1	15.7	-2.4	-14.8	Enel
	Personnel cost	(m. euro)	48.6	51.3	50.9	-2.7	-5.3	Enel
	Maintenance, fire protection and other ⁽¹⁾	(m. euro)	23.1	29.4	24.8	-6.2	-21.2	Enel
	Infrastructure investments on safety	(m. euro)	135.2	115.6	106.2	19.6	16.9	Enel
	Medical checks	(no.)	136,352	120,315	120,694	16,037	13.3	Enel
G4- LA6	Number and frequency of injuries							
	Number of injuries at work to employees							
	- fatal	(no.)	-	4	3	-4	-100.0	Enel
	- men	(no.)	-	3	3	-3	-100.0	Enel
	- women	(no.)	-	1	-	-1	-100.0	Enel
	- severe ⁽³⁾	(no.)	6	3	1	3	100.0	Enel
	- men	(no.)	4	2	-	2	100.0	Enel
	- women	(no.)	2	1	1	1	100.0	Enel
	Injuries at work to employees, severe and fatal:	(no.)	6	7	4	-1	-14.3	Enel
	- men	(no.)	4	5	3	-1	-20.0	Enel
	- women	(no.)	2	2	1	-	-	Enel
	- other injuries not severe	(no.)	142	149	164	-7	-4.7	Enel
	- men	(no.)	133	135	146	-2	-1.5	Enel
	- women	(no.)	9	14	18	-5	-35.7	Enel
	Total injuries at work to employees:	(no.)	148	156	168	-8	-5.1	Enel
	- men	(no.)	137	140	149	-3	-2.1	Enel
	- women	(no.)	11	16	19	-5	-31.3	Enel
	Frequency rate ⁽⁴⁾	(no.)	1.26	1.27	1.32	-0.01	-0.79	Enel
	Lost-Time Injuries Frequency Rate ⁽⁵⁾	(i)	0.25	0.25	0.26	-	-0.56	Enel
	- men	(i)	0.28	0.28	0.29	-	-	Enel
	- women	(i)	0.10	0.15	0.16	-0.05	-33.33	Enel
	Italy ⁽⁶⁾	(i)	0.26	0.27	0.28	-0.01	-2.76	Italy
	- men	(i)	0.27	0.27	0.27	-	1.13	Italy
	- women	(i)	0.19	0.26	0.31	-0.07	-25.97	Italy
	Iberia ⁽⁷⁾	(i)	0.06	0.13	0.14	-0.07	-56.56	Iberia
	- men	(i)	0.06	0.15	0.16	-0.09	-61.96	Iberia
	- women	(i)	0.06	0.05	0.05	-	2.87	Iberia
	Latin America	(i)	0.47	0.46	0.48	0.01	2.99	Latin America
	- men	(i)	0.58	0.55	0.57	0.03	4.55	Latin America
	- women	(i)	0.04	0.08	0.08	-0.04	-48.89	Latin America

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4- LA6	Argentina	(i)	1.21	1.25	1.27	-0.04	-3.11	Argentina
	- men	(i)	1.37	1.36	1.45	0.01	0.54	Argentina
	- women	(i)	-	0.39	-	-0.39	-100.00	Argentina
	Brazil⁽⁸⁾	(i)	0.07	0.06	0.07	-	6.06	Brazil
	- men	(i)	0.09	0.08	0.04	-	4.01	Brazil
	- women	(i)	-	-	0.14	-	-	Brazil
	Chile	(i)	0.04	0.04	0.10	-	5.48	Chile
	- men	(i)	-	0.04	0.08	-0.04	-100.00	Chile
	- women	(i)	0.19	-	0.18	0.19	-	Chile
	Colombia	(i)	-	-	-	-	-	Colombia
	- men	(i)	-	-	-	-	-	Colombia
	- women	(i)	-	-	-	-	-	Colombia
	Peru	(i)	0.32	0.10	0.20	0.22	-	Peru
	- men	(i)	0.42	0.14	0.27	0.29	-	Peru
	- women	(i)	-	-	-	-	-	Peru
	North and Central America	(i)	0.12	0.36	-	-0.24	-67.09	North and Central America
	- men	(i)	0.15	0.45	-	-0.30	-66.81	North and Central America
	- women	(i)	-	-	-	-	-	North and Central America
	Costa Rica	(i)	1.18	2.00	-	-0.82	-40.92	Costa Rica
	- men	(i)	1.44	2.43	-	-0.99	-40.82	Costa Rica
	- women	(i)	-	-	-	-	-	Costa Rica
	North America	(i)	-	0.30	-	-0.30	-100.00	North America
	- men	(i)	-	0.37	-	-0.37	-100.00	North America
	- women	(i)	-	-	-	-	-	North America
	Europe and North Africa	(i)	0.09	0.04	0.08	0.08	0.08	Europe and North Africa
	- men	(i)	0.10	0.03	0.09	0.09	0.09	Europe and North Africa
	- women	(i)	0.06	0.10	0.05	0.05	0.05	Europe and North Africa
	Romania	(i)	-	0.03	0.03	-0.03	-100.00	Romania
	- men	(i)	-	0.05	0.04	-0.05	-100.00	Romania
	- women	(i)	-	-	-	-	-	Romania
	Slovakia⁽⁹⁾	(i)	0.17	0.03	0.08	0.15	-	Slovakia
	- men	(i)	0.21	-	0.09	0.21	-	Slovakia
	- women	(i)	-	0.18	-	-0.18	-100.00	Slovakia
	Russia	(i)	0.13	0.08	0.16	0.05	57.09	Russia
	- men	(i)	0.11	0.05	0.16	0.06	-	Russia
	- women	(i)	0.16	0.15	0.15	0.01	5.39	Russia
	Severity of injuries							
	Lost Day Rate^{(10) (11)}	(i)	10.10	9.44	14.18	0.66	7.00	Enel
	- men	(i)	11.28	10.81	15.66	0.47	4.36	Enel
	- women	(i)	4.69	3.16	7.52	1.53	48.51	Enel

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4- LA6	Italy⁽⁶⁾	(i)	10.52	10.27	19.17	0.25	2.41	Italy
	- men	(i)	10.82	10.95	19.52	-0.13	-1.15	Italy
	- women	(i)	8.78	6.44	17.34	2.35	36.47	Italy
	Iberia⁽⁷⁾	(i)	4.62	6.78	7.68	-2.16	-31.92	Iberia
	- men	(i)	5.11	8.50	9.56	-3.39	-39.86	Iberia
	- women	(i)	2.70	-	0.31	2.70	-	Iberia
	Latin America	(i)	16.35	14.75	14.65	1.60	10.83	Latin America
	- men	(i)	20.26	18.34	18.11	1.92	10.45	Latin America
	- women	(i)	0.12	-	0.36	0.12	-	Latin America
	Argentina	(i)	45.30	37.50	41.76	7.80	20.80	Argentina
	- men	(i)	51.17	42.31	47.76	8.86	20.95	Argentina
	- women	(i)	-	-	-	-	-	Argentina
	Brazil⁽⁸⁾	(i)	0.51	3.81	0.57	-3.30	-86.63	Brazil
	- men	(i)	0.66	5.06	0.66	-4.39	-86.89	Brazil
	- women	(i)	-	-	0.28	-	-	Brazil
	Chile	(i)	0.11	0.21	2.09	-0.10	-47.26	Chile
	- men	(i)	-	0.26	2.29	-0.26	-100.00	Chile
	- women	(i)	0.56	-	1.24	0.56	-	Chile
	Colombia⁽¹²⁾	(i)	-	5.04	-	-5.04	-100.00	Colombia
	- men	(i)	-	7.08	-	-7.08	-100.00	Colombia
	- women	(i)	-	-	-	-	-	Colombia
	Peru	(i)	3.39	3.48	0.92	-0.08	-2.41	Peru
	- men	(i)	4.52	4.62	1.23	-0.11	-2.31	Peru
	- women	(i)	-	-	-	-	-	Peru
	North and Central America	(i)	1.18	2.98	-	-1.81	-60.51	North and Central America
	- men	(i)	1.48	3.72	-	-2.24	-60.17	North and Central America
	- women	(i)	-	-	-	-	-	North and Central America
	Costa Rica	(i)	11.80	8.99	-	2.81	31.29	Costa Rica
	- men	(i)	14.39	10.94	-	3.45	31.51	Costa Rica
	- women	(i)	-	-	-	-	-	Costa Rica
	North America	(i)	-	4.74	-	-4.74	-100.00	North America
	- men	(i)	-	5.98	-	-5.98	-100.00	North America
	- women	(i)	-	-	-	-	-	North America
	Europe and North Africa	(i)	5.34	2.61	5.48	2.73	-	Europe and North Africa
	- men	(i)	5.69	2.64	6.70	3.05	-	Europe and North Africa
	- women	(i)	4.16	2.49	0.27	1.67	67.11	Europe and North Africa

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope	
G4- LA6	Romania	(i)	-	5.68	0.82	-5.68	-100.00	Romania	
	- men	(i)	-	7.60	1.10	-7.60	-100.00	Romania	
	- women	(i)	-	-	-	-	-	Romania	
	Slovakia ⁽⁹⁾	(i)	5.80	0.66	11.58	5.14	-	Slovakia	
	- men	(i)	6.88	-	12.55	6.88	-	Slovakia	
	- women	(i)	-	4.39	-	-4.39	-100.00	Slovakia	
	Russia	(i)	11.73	2.17	2.89	9.56	-	Russia	
	- men	(i)	11.68	1.58	3.66	10.10	-	Russia	
	- women	(i)	11.85	3.80	0.74	8.05	-	Russia	
	Injury severity index ⁽¹⁰⁾	(no.)	0.051	0.047	0.071	0.004	8.51	Enel	
	- men	(no.)	0.06	0.05	0.08	-	4.35	Enel	
	- women	(no.)	0.02	0.02	0.04	0.01	48.64	Enel	
	Absence due to injuries	(d)	5,942	5,783	9,024	159	2.75	Enel	
	- men	(d)	5,447	5,438	8,154	9	0.17	Enel	
	- women	(d)	495	345	870	150	43.48	Enel	
	Work-related illnesses								
	Occupational disease rate Enel (ODR) ⁽¹³⁾⁽¹⁴⁾	(i)	0.01	0.01	0.07	-	-16.72	Enel	
	Absenteeism								
	Absentee Rate ⁽¹⁵⁾	(i)	5,428	5,827	4,640	-399	-6.84	Enel	
	CONTRACTORS								
	Injuries to contractors								
- fatal	(no.)	5	9	16	-4	-44.44	Enel		
- men	(no.)	5	9	16	-4	-44.44	Enel		
- women	(no.)	-	-	-	-	-	Enel		
- severe	(no.)	7	24	22	-17	-70.83	Enel		
- men	(no.)	7	22	21	-15	-68.18	Enel		
- women	(no.)	-	2	1	-2	-100.00	Enel		
Severe and fatal injuries to contractors	(no.)	12	33	38	-21	-63.64	Enel		
- men	(no.)	12	31	37	-19	-61.29	Enel		
- women	(no.)	-	2	1	-2	-100.00	Enel		
- other injuries non severe	(no.)	216	318	404	-102	-32.08	Enel		
- men	(no.)	200	298	404	-98	-32.89	Enel		
- women	(no.)	16	20	-	-4	-20.00	Enel		
Total injuries to contractors	(no.)	228	351	442	-123	-35.04	Enel		
- men	(no.)	212	329	441	-117	-35.56	Enel		
- women	(no.)	16	22	1	-6	-27.27	Enel		
Frequency rate ⁽⁴⁾	(no.)	1.00	1.51	2.10	-0.51	-33.77	Enel		
Lost Time Injuries Frequency Rate (LTIFR) for contractors	(i)	0.20	0.30	0.42	-0.10	-33.77	Enel		
Italy ⁽⁶⁾	(i)	0.29	0.47	0.65	-0.18	-37.84	Italy		
Iberia ⁽⁷⁾	(i)	0.29	0.31	0.42	-0.02	-5.09	Iberia		

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4- LA6	Latin America	(i)	0.20	0.31	0.43	-0.11	-35.09	Latin America
	Argentina	(i)	0.19	0.43	0.55	-0.24	-55.77	Argentina
	Brazil ⁽⁸⁾	(i)	0.13	0.20	0.25	-0.06	-31.69	Brazil
	Chile	(i)	0.32	0.54	0.64	-0.22	-40.99	Chile
	Colombia	(i)	0.17	0.32	0.53	-0.15	-45.73	Colombia
	Peru	(i)	0.21	0.13	0.20	0.09	71.45	Peru
	North and Central America	(i)	0.09	0.08	0.04	0.01	6.88	North and Central America
	Costa Rica	(i)	0.25	0.05	-	0.21	-	Costa Rica
	Guatemala	(i)	-	0.39	-	-0.39	-100.00	Guatemala
	Panama	(i)	0.19	-	-	0.19	-	Panama
	North America	(i)	0.08	0.19	0.25	-0.11	-57.20	North America
	Europe and North Africa	(i)	0.03	0.13	0.17	-0.09	-75.16	Europe and North Africa
	Romania	(i)	-	0.03	0.09	-0.03	-100.00	Romania
	Slovakia ⁽⁹⁾	(i)	0.03	0.14	0.11	-0.12	-80.78	Slovakia
	Russia	(i)	0.08	0.20	0.37	-0.11	-56.89	Russia
	Sub Sah. Africa e Asia	(i)	-	0.17	-	-0.17	-100.00	Sub Sah. Africa and Asia
	South Africa	(i)	-	0.17	-	-0.17	-100.00	South Africa
	Open Fiber⁽²⁾	(i)	2.56	-	-	2.56	-	Open Fiber
	Lost Day Rate (LDR) for contractors	(i)	8.28	10.89	13.82	-2.60	-23.92	Enel
	Italy⁽⁶⁾	(i)	14.82	25.01	17.59	-10.19	-40.75	Italy
	Iberia⁽⁷⁾	(i)	20.21	18.11	20.03	2.09	11.56	Iberia
	Latin America	(i)	4.97	7.32	12.89	-2.35	-32.07	Latin America
	Argentina	(i)	6.69	28.52	30.47	-21.83	-76.55	Argentina
	Brazil ⁽⁸⁾	(i)	1.86	2.20	18.26	-0.33	-15.24	Brazil
	Chile	(i)	11.21	15.23	15.97	-4.02	-26.39	Chile
	Colombia	(i)	4.35	3.28	4.73	1.07	32.54	Colombia
	Peru	(i)	2.79	2.38	3.11	0.41	17.31	Peru
	North and Central America	(i)	1.23	1.09	0.12	0.14	12.58	North and Central America
	Costa Rica	(i)	2.77	0.32	-	2.45	-	Costa Rica
	Guatemala	(i)	-	9.71	-	-9.71	-100.00	Guatemala
	Panama	(i)	5.62	-	-	5.62	-	Panama
	North America	(i)	0.24	1.32	0.74	-1.08	-81.66	North America
	Europe and North Africa	(i)	2.46	3.66	6.71	-1.20	-32.69	Europe and North Africa
Romania	(i)	-	0.84	1.69	-0.84	-100.00	Romania	
Slovakia ⁽⁹⁾	(i)	1.93	3.57	3.06	-1.63	-45.78	Slovakia	
Russia	(i)	7.47	7.68	19.45	-0.21	-2.73	Russia	

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4- LA6	Sub Sah. Africa e Asia	(i)	-	3.14	-	-3.14	-100.00	Sub Sah. Africa and Asia
	South Africa	(i)	-	3.14	-	-3.14	-100.00	South Africa
	Open Fiber ⁽²⁾	(i)	56.25	-	-	56.25	-	Open Fiber
G4- EU18	Health and safety training							
	Contractors and subcontractors who have followed health and safety training courses	(%)	100	100	100	-	-	Enel

(1) It includes studies, research and hygiene, medical controls, communication expenses and other costs.

(2) Open Fiber was removed from the scope on December 31, 2016

(3) Accident that has caused the permanent or temporary disability with absence from work, falling into one of the following categories:

- > first prognosis, reported on the first medical certificate issued, of over 30 (calendar) days;
- > guarded prognosis, until the injured employee is removed from the hospital/emergency room danger list;
- > unknown prognosis estimated to be over 30 (calendar) days.

(4) This index is calculated as the ratio between the total number of injuries and the hours worked expressed in millions, while the LTIFR is calculated by comparing the same number of injuries to the standard of 200,000 work hours, as established by the GRI guidelines.

(5) The calculation of the indices by country considers the total number of injuries to men and women in proportion to the total hours worked by men and women; the calculation of the indices by gender considers the number of injuries in proportion to the hours worked by the gender under consideration (only men or only women).

(6) Up Stream Gas included in Italy.

(7) Morocco and Portugal calculated in Iberia.

(8) Uruguay calculated in Brazil.

(9) Removed from the scope on July 28, 2016.

(10) This index is calculated as the ratio between the number of days absent due to injury and the hours worked in thousands, while the Lost Day Rate is calculated by comparing the number of days of absence due to injury to the standard of 200,000 work hours.

(11) Includes the days lost in 2016 following injuries sustained in 2015, which totaled 2,891, of which 1,122 at Enel and 1,769 at contractors.

(12) Value for 2015 total other than zero for days lost in 2015 following injuries sustained in previous years.

(13) Adjustment for 2015: number of cases of work-related illness equal to 5, ODR rate of 0.1.

(14) Calculated by comparing the number of cases of work-related illness during the year to the total hours worked x 200,000.

(15) This index is calculated as the ratio between the number of days absent (due to work-related and other illness, injury, etc.) and the days worked x 200,000. Excluding holidays, personal reasons, maternity leave, study leave, extended leave, strikes, military service, paid leave.

Sustainable supply chain

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
NATURE OF SUPPLIERS								
	Number of suppliers with which a new contract was signed in the year	(no.)	35,860	37,347	38,972	-1,487	-4.0	Enel
G4-10	Workforce of contracting and subcontracting companies	(no.)	129,158	132,272	100,336	-3,114	-2.4	Enel
G4-EU17	Days worked by employees of contractors and subcontractors: ⁽¹⁾	(,000 d)	28,415	29,100	26,271	-685	-2.4	Enel
	construction	(,000 d)	13,731	10,970	7,531	2,761	25.2	Enel
	operations and maintenance	(,000 d)	14,684	18,130	18,740	-3,446	-19.0	Enel
	Concentration of material and service suppliers (top 15)	(%)	45.1	37.8	45.8	7.3	-	Enel
G4-EC9	Local suppliers of materials and services ⁽²⁾							
	Local suppliers with contracts >1 m. euro	(no.)	1,041	1,036	1,138	5	0.5	Enel
	Foreign suppliers with contracts >1 m. euro	(no.)	188	143	153	45	31.5	Enel
	Spending on local suppliers with contracts >1 m. euro	(m. euro)	9,271	6,821	7,055	2,450	35.9	Enel
	Spending on foreign suppliers with contracts >1 m. euro	(m. euro)	1,938	1,166	985	772	66.2	Enel
	Concentration of spending on local suppliers	(%)	82.7	85.0	87.7	-2.3	-	Enel
	Concentration of spending on foreign suppliers	(%)	17.3	15.0	12.3	2.3	-	Enel
Purchases and fuel								
	Purchases of materials and services	(m. euro)	12,867	10,021	10,185	2,846	28.4	Enel
	Supplies	(m. euro)	4,081	2,949	2,540	1,132	38.4	Enel
	Works	(m. euro)	2,977	2,140	2,455	837	39.1	Enel
	Services	(m. euro)	5,809	4,932	5,190	877	17.8	Enel
	Fuel purchases ⁽³⁾	(m. euro)	4,187	4,916	6,087	-728	-14.8	Enel
	Gas	(m. euro)	1,571	1,767	3,103	-196	-11.1	Enel
	Oil	(m. euro)	803	996	1,384	-192	-19.3	Enel
	Coal/lignite/biomass	(m. euro)	1,813	2,153	1,348	-340	-15.8	Enel
	Services	(m. euro)	-	-	252	-	-	Enel
Management instruments								
	Active qualified companies	(no.)	7,248	6,780	5,339	468	6.9	Enel
	Online tenders as percentage of all tenders	(%)	63.2	65.0	37.4	-1.8	-	Enel
	Online purchases as percentage of all purchases	(%)	56.4	36.0	35.8	20.4	-	Enel
	Use of prescription	(%)	18.3	26.0	34.9	-7.7	-	Enel
G4-SO11	Disputes involving suppliers							
	Total proceedings	(no.)	496	592	675	-96	-16.2	Enel
	Incidence of proceedings as defendant	(%)	82.9	70.4	68.4	12.4	-	Enel

(1) Calculated in FTE (Full-Time Equivalent).

(2) "Local suppliers" means those suppliers with their registered office in the country in which the supply contract was issued.

(3) The figure for 2015 was restated due to the new information systems and the new calculation method applied. The costs relating to the purchase of fuel used only for generation are taken into consideration, and services are included in the related costs.

Environmental sustainability

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
EMISSIONS								
G4-EN19	Emissions saved ⁽¹⁾	(m. t)	83.8	92.5	89.0	-8.7	-9.4	Enel
G4-EN15	Direct emissions of greenhouse gases (Scope 1)							
	Emissions of CO ₂ from electricity production and heat	(m. t)	106.29	119.25	115.18	-13.0	-10.9	Enel
	Direct emissions due to other activities	(m. t eq)	0.44	0.26	0.30	0.18	69.2	Enel
	Total direct emissions (Scope 1)	(m. t eq)	106.72	119.51	115.48	-12.8	-10.7	Enel
Specific emissions								
	Specific emissions of CO ₂ of total net production ⁽²⁾	(kg/MWh)	395	409	395	-13.9	-3.4	Enel
	Specific emissions of CO ₂ of net production from fossil fuels							
	- simple	(kg/MWh)	738	768	777	-30.3	-3.9	Enel
	- cogeneration	(kg/MWh)	659	668	647	-9.5	-1.4	Enel
G4-EN16	Indirect emissions of greenhouse gases (Scope 2)⁽³⁾							
	Fuel deposit and movement	(m. t eq)	0.002	0.002	0.002	-	-6.5	Enel
	Electricity distribution	(m. t eq)	0.176	0.164	0.172	0.01	7.3	Enel
	Property management	(m. t eq)	0.066	0.069	0.116	-	-4.7	Enel
	Mining	(m. t eq)	0.001	0.001	0.001	-	-17.4	Enel
	From electricity acquired from the grid (hydroelectric plant)	(m. t eq)	0.370	0.418	0.345	-0.05	-11.5	Enel
	Total indirect emissions (Scope 2)	(m. t eq)	0.615	0.654	0.636	-0.04	-6.0	Enel
G4-EN17	Other indirect emissions of greenhouse gases (Scope 3)⁽³⁾							
	Coal mining	(m. t eq)	6.004	6.740	6.287	-0.74	-10.9	Enel
	Transport of coal by sea	(m. t eq)	0.835	0.980	0.906	-0.15	-14.8	Enel
	Transport of coal by train	(m. t eq)	0.371	0.377	0.349	-0.01	-1.6	Enel
	Transport of fuel (gas oil, biomass, WDF)	(m. t eq)	0.011	0.010	0.009	-	7.3	Enel
	Transport raw materials and waste	(m. t eq)	0.027	0.032	0.030	-	-14.6	Enel
	Total indirect emissions (Scope 3)	(m. t eq)	7.248	8.139	7.581	-0.89	-10.9	Enel
G4-EN21	Other atmospheric emissions							
	Emissions SO ₂	(t)	220,746	312,121	282,432	-91,375	-29.3	Enel
	Emissions NO _x	(t)	200,660	227,520	226,856	-26,860	-11.8	Enel
	Emissions H ₂ S	(t)	5,227	5,606	7,366	-379	-6.8	Enel
	Emissions of particulate matter	(t)	59,627	75,443	107,101	-15,816	-21.0	Enel
	Specific emissions compared to total net production⁽²⁾							
	Emissions SO ₂	(g/KWheq)	0.82	1.07	0.97	-0.25	-23.4	Enel
	Emissions NO _x	(g/KWheq)	0.75	0.78	0.78	-0.03	-4.2	Enel
	Emissions of particulate matter	(g/KWheq)	0.22	0.26	0.37	-0.04	-14.6	Enel
	Specific emissions compared to net thermoelectric production⁽²⁾							
	Emissions SO ₂	(g/KWheq)	1.48	1.93	1.80	-0.45	-23.4	Enel
	Emissions NO _x	(g/KWheq)	1.34	1.41	1.45	-0.06	-4.3	Enel

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4-EN21	Emissions of particulate matter	(g/kWh eq)	0.40	0.47	0.68	-0.07	-14.4	Enel
	Specific emissions compared to net geothermal production							
	Emissions H ₂ S	(g/kWh eq)	0.84	0.90	1.24	-0.06	-6.5	Enel
	Nuclear emissions into atmosphere							
	Noble gases	(GBq per Unit)	4.71	11.03	26.10	-6.33	-57.3	Enel
	Iodine	(MBq per Unit)	32.29	4.43	5.64	27.86	-	Enel
	Aerosol ⁽⁴⁾	(GBq per Unit)	0.05	0.06	0.04	-0.02	-24.9	Enel
	Other radioactive	(MBq per Unit)	0.20	0.38	0.15	-0.18	-47.1	Enel
G4-EN20	Emissions of ozone depleting substances							
	CFC	(kgCFC-11eq)	131	1,495	122	-1,364	-91.2	Enel
	HCFC	(kgCFC-11eq)	23	85	73	-62	-72.6	Enel
	Halon	(kgCFC-11eq)	-	-	97	-	-	Enel
	Methyl bromide	(kgCFC-11eq)	-	-	-	-	-	Enel
	R22	(kgCFC-11eq)	65	47	75	17	37.0	Enel
	Freon 113	(kgCFC-11eq)	1,162	643	366	519	80.8	Enel
	Total	(kgCFC-11eq)	1,381	2,270	733	-889	-39.2	Enel
	Environmental expenditures							
G4-EN31	Environmental expenditures - GRI criterion EN30 ⁽⁵⁾	(m. euro)	1,049	808	835	241	29.9	Enel
	Current expenditures (costs):	(m. euro)	680	495	634	185	37.4	Enel
	- for waste disposal, emission treatment and environmental restoration	(m. euro)	506	326	456	180	55.3	Enel
	- for environmental prevention and management	(m. euro)	174	169	178	5	3.1	Enel
	Investments:	(m. euro)	369	313	201	56	17.8	Enel
	- for waste disposal, emission treatment and environmental restoration	(m. euro)	225	196	141	29	14.8	Enel
	- for environmental prevention and management	(m. euro)	144	117	60	27	22.7	Enel
	Environmental expenditures - EUROSTAT criterion	(m. euro)	690	640	507	50	7.8	Enel
	Total current expenditures	(m. euro)	321	327	306	-6	-1.8	Enel
	Total environmental investments	(m. euro)	369	313	201	56	17.8	Enel
	Staff for environmental issues	(no.)	371	511	489	-140	-27.4	Enel
G4-EN29	Environmental disputes							
	Environmental proceedings as defendant	(no.)	569	567	379	2	0.4	Enel
	Monetary value of environmental fines ⁽⁶⁾	(m. euro)	2.10	0.14	0.22	2	-	Enel
	Violations of environmental obligations/regulations	(no.)	108	250	393	-142	-56.8	Enel

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4-EN29	Specific environmental taxes due to exceeding polluting limits ⁽⁷⁾	(m. euro)	0.55	0.60	0.01	-	-8.2	Russia
G4-DMA EN	Environmental certifications							
	Extent of EMAS registration coverage ⁽⁸⁾	(%)	34.6	45.6	42.8	-11.0	-	Enel
	Extent of ISO 14001:2004 coverage							
	Net maximum capacity	(%)	97.9	97.6	94.3	0.3	-	Enel
	km of grid	(%)	94.7	95.1	94.9	-0.4	-	Enel
	Activities undertaken by Enel Servizi Italy	(%)	100	100	100	-	-	Italy
	Activities undertaken by Market Division Italy and Romania	(%)	100	100	100	-	-	Italy and Romania
	ENERGY CONSUMPTION							
G4-EN3	Fuel consumption by primary source in TJ							
	from non-renewable sources	(TJ)	1,649,723	1,934,930	1,822,263	-285,207	-14.7	Enel
	Coal	(TJ)	708,322	813,118	775,521	-104,796	-12.9	Enel
	Lignite	(TJ)	27,674	52,670	49,195	-24,996	-47.5	Enel
	Oil	(TJ)	84,782	80,931	76,576	3,851	4.8	Enel
	Natural gas	(TJ)	500,825	495,089	444,973	5,736	1.2	Enel
	Gas oil	(TJ)	52,461	56,229	47,060	-3,768	-6.7	Enel
	Uranium	(TJ)	275,659	436,893	428,938	-161,234	-36.9	Enel
	Other (orimulsion, coke oven gas, coke, etc.)	(TJ)	-	-	-	-	-	Enel
	from renewable sources	(TJ)	61,672	92,612	91,984	-30,940	-33.4	Enel
	Biomass, biogas and waste	(TJ)	7,829	6,657	6,783	1,172	17.6	Enel
	Geothermal fluid	(TJ)	53,842	85,955	85,201	-32,113	-37.4	Enel
	Total direct consumption	(TJ)	1,711,395	2,027,542	1,914,247	-316,147	-15.6	Enel
	Fuel consumption by primary source in m. toe							
	from non-renewable sources	(m. toe)	39.4	46.2	43.5	-6.8	-14.7	Enel
	Coal	(m. toe)	16.9	19.4	18.5	-2.5	-12.9	Enel
	Lignite	(m. toe)	0.7	1.3	1.2	-0.6	-47.5	Enel
	Oil	(m. toe)	2.0	1.9	1.8	0.1	4.8	Enel
	Natural gas	(m. toe)	12.0	11.8	10.7	0.2	1.4	Enel
	Gas oil	(m. toe)	1.3	1.4	1.1	-0.1	-10.5	Enel
	Uranium	(m. toe)	6.6	10.4	10.2	-3.9	-36.9	Enel
	Other (Orimulsion, coke oven gas, coke, etc.)	(m. toe)	-	-	-	-	-	Enel
	from renewable sources	(m. toe)	1.5	2.3	2.2	-0.8	-34.8	Enel
	Biomass, biogas and waste	(m. toe)	0.2	0.2	0.2	-	17.6	Enel
	Geothermal fluid	(m. toe)	1.3	2.1	2.0	-0.8	-37.4	Enel
	Total direct consumption	(m. toe)	40.6	48.5	45.7	-7.9	-16.3	Enel
	Incidence of fuel consumption from non-renewable sources							
	Coal	(%)	43.2	42.0	42.6	1.2	-	Enel
	Lignite	(%)	1.7	2.8	2.7	-1.1	-	Enel
	Oil	(%)	5.2	4.1	4.2	1.1	-	Enel
	Natural gas	(%)	29.9	25.5	24.4	4.4	-	Enel
	Gas oil	(%)	3.2	2.8	2.6	0.4	-	Enel
	Uranium	(%)	16.9	22.5	23.5	-5.6	-	Enel
	Other (orimulsion, coke oven gas, coke, etc.)	(%)	-	-	-	-	-	Enel
G4-EN3	Indirect electricity consumption by destination							
	Fuel deposit and movement	(TJ)	27	30	25	-3	-8.8	Enel
	Electricity distribution	(TJ)	1,765	1,876	1,775	-111	-5.9	Enel

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4-EN3	Property management	(TJ)	894	780	1,306	114	14.6	Enel
	Mining	(TJ)	6	16	21	-10	-62.5	Enel
	Total electricity consumption	(TJ)	2,692	2,702	3,127	-10	-0.4	Enel
	Internal consumption							
	Electricity consumption for civilian uses	(MWh)	248,407	216,895	362,709	31,512	14.5	Enel
	Fuel consumption	(Toe)	84,153	25,290	31,039	58,863	-	Enel
	Water requirement for civilian uses ⁽⁶⁾	(,000 m ³)	6,901	5,987	80,326	914.1	15.3	Enel
G4-EN1	Paper bought for printers/photocopiers	(m. A4 eq)	184.5	144.4	145.4	40.1	27.8	Enel
	RAW MATERIALS							
	Resources used in the production process							
G4-EN1	Fuel consumption for thermoelectric consumption							
	from non-renewable sources							
	Coal	(,000 t)	33,337	37,563	35,813	-4,226	-11.3	Enel
	Lignite	(,000 t)	2,333	4,305	4,057	-1,972	-45.8	Enel
	Oil	(,000 t)	2,095	1,996	1,886	99	5.0	Enel
	Natural gas	(m. m ³)	13,883	13,888	13,917	-5	-	Enel
	Gas oil	(,000 t)	1,276	1,331	1,119	-55	-4.2	Enel
	Other (orimulsion, coke, etc.)	(,000 t)	-	-	-	-	-	Enel
	from renewable sources							
	Biomass and waste for thermoelectric consumption	(,000 t)	642	411	412	231	56.1	Enel
	Biogas	(m. m ³)	1	20	24	-19	-94.1	Enel
	Geothermal steam used for electricity production	(,000 t)	47,668	106,874	108,206	-59,206	-55.4	Enel
	Fuel consumption for nuclear consumption							
	Uranium	(t)	110	106	111	4	3.7	Enel
G4-EN1	Consumables							
	Lime	(,000 t)	675.1	938.2	875.1	-263.1	-28.0	Enel
	Ammonia	(,000 t)	38.6	53.7	45.2	-15.1	-28.2	Enel
	Caustic soda	(,000 t)	84.2	86.0	120.4	-1.8	-2.1	Enel
	Slaked lime	(,000 t)	33.4	16.4	18.7	17.0	-	Enel
	Sulfuric/chloride acid	(,000 t)	12.9	20.2	34.5	-7.3	-36.3	Enel
	Other	(,000 t)	64.6	45.7	49.2	18.9	41.3	Enel
	Total	(,000 t)	908.7	1,160.2	1,143.1	-251.5	-21.7	Enel
	Percentage of materials used that derive from recycled material compared to total consumption of each resource							
	Lime for smoke desulfurization	(%)	-	0.1	0.1	-0.1	-	Enel
	Lubricant	(%)	1.8	5.0	3.4	-3.2	-	Enel
	Dielectric oil	(%)	68.5	99.6	99.7	-31.1	-	Enel
	Ferric chloride	(%)	1.6	-	2.9	1.6	-	Enel
	Sulfuric acid	(%)	-	0.08	0.04	-0.1	-	Enel
G4-EN2	Paper for printing	(%)	0.2	0.5	43.7	-0.2	-	Enel
	Equipment with PCB	(%)	1.4	1.2	1.1	0.2	-	Enel
	PCB quantity contained in equipment with PCB >500 ppm	(t)	2.4	1.5	32.2	0.9	58.6	Enel
	PCB quantity contained in equipment with 50<PCB<500 ppm	(t)	6,784.5	5,553.0	4,490.5	1,231.5	22.2	Enel

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4-EN2	WATER CONSUMPTION							
	Volumes of water drawn by production process⁽⁹⁾							
	Consumption for thermoelectric consumption	(m. m ³)	110.4	112.6	122.8	-2.2	-1.9	Enel
	Consumption for nuclear consumption ⁽¹⁰⁾	(m. m ³)	38.1	61.2	62.2	-23.1	-37.7	Enel
	Consumption for geothermoelectric production and for fuel deposit and movement	(m. m ³)	0.032	0.028	0.034	0.004	14.3	Enel
	Total consumption for production processes	(m. m ³)	148.6	173.8	185.0	-25.3	-14.5	Enel
	Consumption for other industrial uses	(m. m ³)	-	0.9	1.0	-0.6	-68.0	Enel
	Total water consumption	(m. m ³)	148.9	174.7	186.0	-25.9	-14.8	Enel
	Specific consumption by production process⁽⁹⁾							
	Specific consumption for thermal production	(l/kWheq)	0.74	0.70	0.78	-	6.5	Enel
	Specific consumption for nuclear production ⁽¹⁰⁾	(l/kWheq)	1.13	1.52	1.57	-0.4	-25.5	Enel
	Total specific consumption for production processes	(l/kWheq)	0.55	0.60	0.64	-	-7.4	Enel
G4-EN8	Volumes of water drawn by source⁽⁹⁾							
	Consumption from scarce sources	(m. m ³)	134.8	158.2	168.3	-23.4	-14.8	Enel
	Surface water (wet zones, lakes, rivers)	(m. m ³)	116.6	146.1	150.6	-29.5	-20.2	Enel
	Underground water (from well)	(m. m ³)	11.1	4.5	10.4	6.6	-	Enel
	Water from aqueduct	(m. m ³)	7.0	7.6	7.3	-0.6	-7.4	Enel
	Consumption from non-scarce sources	(m. m ³)	14.1	16.5	17.7	-2.4	-14.8	Enel
	Seawater (used as such and desalinated)	(m. m ³)	0.1	9.7	10.7	-9.6	-98.7	Enel
	Effluents (amount used inside plants)	(m. m ³)	6.3	6.8	7.0	-0.5	-7.7	Enel
	Total	(m. m ³)	148.9	174.7	186.0	-25.8	-14.8	Enel
G4-EN10	Percentage of recycled and reused water	(%)	4.2	3.9	3.8	0.3	-	Enel
	Water used for open-cycle cooling							
	in thermoelectric power plants	(m. m ³)	18,873	19,810	19,176	-937	-4.7	Enel
	in nuclear plants	(m. m ³)	2,508	2,407	2,681	101	4.2	Enel
G4-EN22	WASTE WATER							
	Waste water (quantity discharged)	(m. m ³)	111.5	106.4	101.0	5.1	4.8	Enel
	from thermoelectric production	(m. m ³)	104.5	96.3	89.7	8.3	8.6	Enel
	from nuclear production	(m. m ³)	6.9	10.1	11.2	-3.2	-31.7	Enel
	for oil deposit and movement	(m. m ³)	0.06	0.04	0.68	0.02	48.7	Enel
	Quality of discharged water ⁽¹⁰⁾							
	COD (Chemical Oxygen Demand)	(kg)	460,555	553,574	538,371	-93,019	-16.8	Enel
	BOD (Biochemical Oxygen Demand)	(kg)	118,649	113,824	127,641	4,825	4.2	Enel
	Nitrogen	(kg)	342,251	77,300	131,731	264,951	-	Enel
	Heavy metals	(kg)	148,761	141,625	138,136	7,136	5.0	Enel
	Phosphor	(kg)	11,100	7,615	6,708	3,485	45.8	Enel
	Nuclear emissions into water							
	Tritium	(TBq per Unit)	85.8	60.8	78.3	24.9	41.0	Enel
	Fission and corrosion products	(GBq per Unit)	12.4	11.8	16.1	0.6	5.1	Enel
G4-EN23	WASTE							
	Waste products							
	Non-hazardous waste	(t)	9,074,122	10,239,845	10,126,284	-1,165,722	-11.4	Enel
	Hazardous waste	(t)	70,060	402,854	83,822	-332,794	-82.6	Enel

GRI/ EUSS	KPI	UM	December 2016	December 2015	December 2014	2016-2015	%	Scope
G4-EN23	- of which waste containing PCB	(t)	706	179	136	527	-	Enel
	Total waste produced	(t)	9,144,182	10,642,698	10,210,106	-1,498,516	-14.1	Enel
	Total waste sent to recycling	(%)	25.7	27.6	30.9	-1.9	-	Enel
	Hazardous waste by means of disposal ⁽¹⁾							
	Recycling (including recovery of energy)	(t)	29,240	20,509	42,928	8,731	42.6	Enel
	Landfill	(t)	40,820	382,345	40,893	-341,524	-89.3	Enel
	Total	(t)	70,060	402,855	83,821	-332,795	-82.6	Enel
	Non-hazardous waste by means of disposal							
	Recycling (including recovery of energy)	(t)	2,317,053	2,915,443	3,114,593	-598,390	-20.5	Enel
	Landfill	(t)	6,757,069	7,324,402	7,011,691	-567,333	-7.7	Enel
	Total	(t)	9,074,122	10,239,845	10,126,284	-1,165,722	-11.4	Enel
	Waste produced in nuclear plants							
	Liquid radioactive waste at low/medium activity level	(m ³)	43	50	46.1	-7.2	-14.2	Enel
	Solid radioactive waste at low/medium activity level ⁽¹²⁾	(t)	31	33	27.7	-2.1	-6.5	Enel
	Solid radioactive waste at low/medium activity level ⁽¹²⁾	(m ³)	264	276	256.2	-12.4	-4.5	Enel
	Liquid radioactive waste at high activity level	(m ³)	-	-	-	-	-	Enel
	Solid radioactive waste at high activity level	(t)	65	59	62.4	6.0	10.1	Enel
G4-DMA EC	Provision for the decommissioning of nuclear power plants ⁽¹³⁾	(m. euro)	567	528	567	39.0	7.4	Enel
G4-DMA EN	MITIGATION OF THE IMPACT ON THE LANDSCAPE/TERRITORY ⁽¹⁴⁾							
	LV/MV cabling ratio	(%)	72.4	69.4	64.8	3.0	-	Enel
	LV cabling ratio	(%)	84.0	82.8	81.9	1.2	-	Enel
	MV cabling ratio	(%)	46.5	45.6	34.6	0.9	-	Enel

- (1) The emissions avoided are calculated as the sum of the emissions avoided in the various areas taking as a reference the specific emission of CO₂ in the average thermolectric production of the individual country, taken from the Enerdata database in April 2017 (<http://services.enerdata.eu>). The figure is the product of the electricity production obtained with each renewable or nuclear source by the average CO₂ emission from thermolectric production in the country where Enel is present.
- (2) Specific emissions are calculated considering the total emissions from simple thermolectric production and the combined production of electricity and heat with respect to total renewable, simple thermal and nuclear production and the combined production of electricity and heat (including the contribution from heat in MWh). For "minor" pollutants (such as metals, including mercury), Enel has undertaken wide-scale measurement campaigns of the concentrations in rivers produced by thermolectric power plants – in a range of situations by type of fuel and abatement system – obtaining results which comfortably respect the precise limits established by the laws in the various countries where Enel operates. In particular, for mercury emissions, which are typical of electricity produced from coal, in 2016 a total of around 0.396 tons was recorded only for Italy and Spain which currently represent 68% of thermolectric production using coal throughout the Group. The mercury emissions are communicated to the competent authorities for registration in the European Pollutant Release and Transfer Register (EPR-TR) in application of EU Regulation no. 166/2006 and are subject to associated controls in terms of completeness, coherence and credibility (article 2 of Regulation no. 166/2006).
- (3) "Scope 2" emissions: the estimate of the indirect emissions of CO₂ relating to 2016 due to the consumption of electricity for electricity distribution, moving fuel, extracting coal, property management and, since 2013, also the electricity purchased from the grid from hydroelectric plant, is the product of the electricity consumption, including grid losses, multiplied by the respective weighted specific emission coefficients of the whole generation mix of the countries where the Enel Group operates (source: Enerdata - <http://services.enerdata.eu>). "Scope 3": the estimate of indirect emissions of CO₂ relating to 2016 and arising from the transport of coal by sea is calculated starting from the quantity transported (equivalent to 68% of the total coal used), taking into consideration Panamax ships with a 67,600 ton capacity, which cover average distances of 700 nautical miles in 22 days, consuming 35 tons of oil a day, and an emission coefficient of 3.2 kg of CO₂ per liter of oil consumed, considering also three days stopover for unloading, to which consumption of 5 tons of oil is associated. The estimate of the indirect emissions of CO₂ from rail transport of coal is calculated starting from the quantity transported (equivalent to 32% of the coal used) and taking into consideration trains with a capacity of 1,100 tons, which cover average distances of 1,400 km with consumption of 6.9 kWh/t for each 100 km transported and an average emission coefficient of Enel worldwide. The estimate of the indirect emissions of CO₂ from the transport of consumable materials, oil, gas oil, solid biomass, WDF and waste is calculated, starting from the quantities of raw materials transported, taking into consideration trucks with capacity of 28 tons, which cover average (return) distances of 75 km with consumption of 1 liter of gas oil for each 3 km travelled and an emission coefficient of 3 kg of CO₂ for each liter of gas oil consumed. The figure is a rough estimate of the fugitive emissions of methane (CH₄) from the coal which is imported and used by the Enel Group for thermolectric production. The figure does not take into account the emissions due to the transport of lignite.
- (4) The figure for 2015 and 2014 was restated to better consolidate the value.
- (5) The values relating to "current expenditures for waste disposal, emission treatment and environmental restoration" do not consider either insurance

or environmental liability or the amortization for environmental protection investments since the current accounting system does not allow a reliable attribution to specific environmental items of the insurance premiums and the investments are set out as such, since the related amortization has still not been uniquely coded.

- (6) Slovakia is present in terms of operations in the Group scope until July 2016, even if in financial terms it left in 2014.
- (7) Tax due for exceeding the limits of water discharge at the plants of Reftinskaya and Sredneuralskaya.
- (8) The figure for 2016 confirms the gradual fall in this percentage owing to the progressive disposal in Italy and Spain of registered thermoelectric power plants. The EMAS regulation is an EU regulation which is applied almost exclusively in Europe and is not universally recognized internationally, as instead ISO 14001 is. For this reason for some years Enel has decided to certify its whole scope according to the criteria of the international standard ISO 14001, requiring double verification, also in accordance with the requirements of EMAS registration, only for some power plants (mainly thermoelectric) located in Italy. In some cases, when neither the certifications nor the registrations were widespread, EMAS registration was promoted locally, in regard to the communities, instead of ISO 14001 certification.
- (9) In the calculation for absolute consumption and specific consumption of water, the consumption of water for open-cycle cooling is not included and nor is the plant's consumption of renewable sources.
- (10) The analyses are carried out on different groups of plant from year to year, depending on the specific audit needs, and therefore relate to differing power plant levels.
- (11) The figure for 2016 cannot be compared with previous years owing to the change in methodology in 2016 for the calculation of environmental fines.
- (12) The values relating to "solid" nuclear waste (low/medium and high activity) are recorded in tons in Slovakia and in cubic meters in Spain. Both figures are given since they cannot be summed together.

The trend in the quantities of radioactive waste produced depends on the maintenance work and fuel movements, and therefore is subject to considerable fluctuations over the years.

- (13) The provision for "nuclear decommissioning" fell compared to 2013 mainly due to the reclassification under assets held for sale of the subsidiary Slovenské elektrárne. In 2013 the latter held a provision of 2,175 million euro relating to the plants V1 and V2 at Bohunice and EMO 1 and 2 at Mochovce and included a provision for the disposal of nuclear waste for 114 million euro, a provision for the disposal of spent nuclear fuel for 1,296 million euro and a provision for the dismantling of nuclear power plants for 765 million euro. Therefore at December 31, 2014 the provision held solely the costs which will be incurred on disposal of the nuclear power plants by Enresa, a Spanish public company entrusted with this task. The figures for 2015 and 2014 refer to Endesa Generación. The 2013 figures include Endesa Generación and Slovenské elektrárne.
- (14) The cabling ratio is calculated by proportioning the km of cabled lines (both underground and airborne insulated cables) to the total km of lines. The increase in the cabling ratio over the years is due to a general increase, in terms of length, of air-borne and underground cable sections at the expense of bare conductors.

This results in not only the continuous and natural replacement of bare LV conductors with airborne/underground cables, but also the more decisive adoption of the MV air-borne cables, with considerable benefits in terms of the resilience of the network and limiting the cutting of plants. In particular, in the distribution companies in Latin America, the increase in the cabling ratio is mainly due to the systematic introduction of the air-borne LV cable, which was already familiar but not previously much used.