

Electricity transmission

Electricity losses and supply in 2021

Branch	Total supply, million kWh	Net supply, million kWh	Electricity losses	
			million kWh	million kWh
Permenergo	17,226	15,844	1,382	8.02%
Sverdlovenegero	29,559	28,217	1,342	4.54%
Chelyabenergo	17,095	15,606	1,489	8.71%
IDGC of Urals	63,880	59,667	4,213	6.59%

* Net supply to consumers and regional grid operators at the boundaries of operational responsibility.

In 2021, the Company's net supply to consumers and regional grid operators at the boundaries of operational responsibility area amounted to 59,667 million kWh (+2,070 million kWh or +3.59%), if compared to 57,597 million kWh transmission metrics of 2020, due to the rise of consumption of large consumers.

Electricity losses in 2020–2021

Branch	2020		2021	
	million kWh	%	million kWh	%
Permenergo	1,398	8.54	1,382	8.02%
Sverdlovenegero	1,339	4.73	1,342	4.54%
Chelyabenergo	1,437	8.82	1,489	8.71%
IDGC of Urals	4,174	6.85	4,213	6.59%

Company's customers* as of 31.12.2021

Branch	Corporates	Individuals
Permenergo	28,919	754,806
Sverdlovenegero	13,145	442,608
Chelyabenergo	36,464	1,058,324
IDGC of Urals	78,528	2,255,738

* Incl. transfer of individuals living in apartment buildings to building-level meters.

Consumption breakdown, thousand kW

Customers	Permenergo	Sverdlovenegero	Chelyabenergo
Industrial consumers	4,892,391	8,907,690	4,810,965
Transportation	1,354,406	2,468,020	1,490,205
Oil and gas pipe lines	2,210,434	303,085	310,691
Agriculture and food industry	172,552	170,051	332,763
Non-industrial consumers	1,295,807	1,060,796	3,160,432
Federal (municipal) organizations and other budget-funded consumers	863,871	166,364	542,579
Residents and the like	2,304,889	1,716,415	2,722,657
Regional grid operators	2,750,106	13,424,304	2,235,830
Total	15,844,457	28,216,725	15,606,122

Additional (non-tariff services)

In 2021, to promote additional (non-tariff) services the Company:

- Defined a HQ unit, liable for general arrangement and coordination of activities related to additional (non-tariff) services, created Sales and Commercial Departments.
- Revised the Regulations on additional (non-tariff) services (incl. responsibility matrix).
- Formed unified approach to prices and composition of additional services.
- Initiated modification of Company's information systems in terms of contract-by-contract treatment and management control.
- Disclosed information on additional (non-tariff) services on its official web-site, incl. e-forms of applications.
- Analyzed the market in terms of additional (non-tariff) services and prospective launch of new services.
- Formed detailed plans on promotion of additional services and sales targets (in light of the formation of the Sales Section).
- Arranged and conducted workshops and trainings on efficient sales and promotion technologies, feat. external experts.
- Analyzed existing business processes related to rendering and development of additional (non-tariff) services, optimized schemes and regulations on the business processes, factoring in the Regulations on rendering additional (non-tariff) services.
- Implemented simplified procurements for rendering of additional (non-tariff) services, incl. conclusion of framework contracts.