

Code Green:
On the way to energy future



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Climate change is a global challenge that calls for serious measures to increase energy efficiency and reduce energy consumption, reduce harmful emissions of carbon dioxide and nitrogen oxides, conserve natural resources, produce energy from renewable sources and help end customers use that energy.

In the context of this transformation, the green consciousness of European citizens is developing, the huge impact of energy on the quality of life is becoming evident, and new standards are set that businesses are obliged to comply with. Standards which, when viewed from another perspective, reveal great opportunities for progress that has been delayed long enough.

EVN Bulgaria consistently implements its sustainable development plan with an innovative approach and clear goals, following all regulatory requirements and taking into account nature and our customers.

In this edition, we will focus on the projects we have realised and the policies we have implemented in order to:

- make technological progress;
- modernise our processes;
- preserve biodiversity;
- introduce sustainable and affordable services to our customers;
- form communities with a shared vision for a greener future;
- make the energy sector even closer to customers;
- keep our positions as a trusted and reliable partner of both households and businesses.



EVN Highlights 2023

We invested
BGN 153,000,000
in the electricity business and
BGN 11,000,000
in the central heating segment.



We built and replaced over
125 km
of overhead and underground medium-
and low-voltage lines from a total of
61,000 km of electricity distribution
network.

We reduced the technological costs
from 19.5% in 2005 to below 7% at
the end of 2023, which saved
1,230 GWh
of electricity and 630,000 t
of CO₂ emissions.



We commissioned the first photovoltaic
installation for a business client –
Silver Star photovoltaic power plant,
with a total installed capacity of
up to 390 kWp.

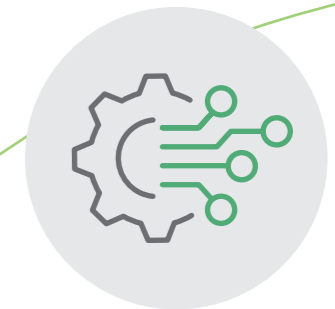


We implemented the newest
enterprise resource planning
(ERP) system:
SAP S/4HANA.

We built
6 photovoltaic power plants
for own consumption by the
buildings of EVN Bulgaria in
Plovdiv.



We upgraded our
outage management system.



At the end of 2023, the grid
of EVN Toplofikatsia in
Plovdiv exceeded
187 km.



From its launch in 2012
until the end of 2023,
EVN Cogeneration
has saved
930,700 t
of CO₂ emissions.

Our customers of
smart cooling in
Plovdiv saved
642 t
of CO₂ emissions.



As of the end of 2023,
we have installed a total of
3,440 lifting platforms
for the safety of stork nests.

We became the audience winner in the category
Award for Responsible Businesses
in the competition of the Bulgarian
Biodiversity Foundation for the Annual
Awards for Biodiversity and Climate 2023.



We received the
ESG Award
for a comprehensive
biodiversity conservation
strategy.

We received the “Innovator in Electricity Trading” award
as the first electricity trader in Bulgaria to launch
robotic trading
on the Independent Bulgarian Energy Exchange (IBEX).

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About EVN Bulgaria

EVN Bulgaria Group is part of EVN Group which has a 100-years old history. The leading company in it is EVN AG, which is listed on the Vienna Stock Exchange and holds stable positions on the European energy markets. EVN AG has its headquarters in the largest Austrian federal province, Lower Austria.

EVN Bulgaria was established after the privatization of the energy companies in the cities of Plovdiv and Stara Zagora at the beginning of 2005. Initially, EVN Bulgaria Group focused on the distribution and sale of electricity in South-east Bulgaria.

In 2007, EVN Bulgaria expanded its activities to cover the fields of heat supply in the city of Plovdiv and trade in energy and carbon emissions in Bulgaria and South-east Europe.

In 2009, EVN Bulgaria started implementing projects in the field of renewable energy sources.

The company is an active participant in the free electricity market in the country, following the stages of liberalization over the years.

We serve 1.5 million electricity customers in Bulgaria and more than 31,000 heat customers in Plovdiv.

As part of an international group with established traditions in the utilities sector, we at EVN Bulgaria focus our knowledge and energy on responsible attitude to nature and saving resources. Together with our employees, customers and partners, we promote values for the sustainable development of a modern and responsible society.

We accept our corporate social responsibility as an integral part of the business. EVN Bulgaria has been a member of the UN Global Compact and co-founder of the Bulgarian Global Compact Network since August 2010. Our company fully shares and supports the 10 principles of the Global Compact in terms of human rights, labour standards, environment and anti-corruption.

Ladies and gentlemen,

If we make a statistic which topic was among the most discussed in the public domain in Europe and Bulgaria in 2023, we will probably see that it is the topic of the green transition and transformation of the energy sector. And this is normal given the direction the European Union has taken, which is leading to changes in all areas of our lives.

But any major change is impossible to happen if it is not embraced by all parties involved. Every country, every company and every citizen has its place in the process of decarbonising our society and we at EVN Bulgaria, as part of an international energy group with over 100 years of history in delivering sustainable solutions, know this well. Being a leading energy supplier and infrastructure company in Bulgaria, we are aware that our actions have consequences in many directions. We take this as a responsibility, but also as an opportunity to be among the leaders in the country, implementing sustainable practices, solutions and services for our customers. Our goal is, not only to be sustainable as an organization, but also as a trusted partner to our customers.

That is why in 2023 we launched a list of initiatives, services and projects focused entirely on the sustainability we provide to our clients.

One of our leading principles is that a green transition is unthinkable without high energy efficiency, because the greenest energy is energy that has been saved or used wisely. We started the year with the 5 new and high-efficiency hot water boilers in our heating company in Plovdiv. Shortly afterwards, we added six rooftop photovoltaic plants on buildings owned by our company in Plovdiv to our existing two photovoltaic and one wind farm. For our business customers on the free market, we launched the service of building PV plants, where we have already implemented the first pilot project in Plovdiv.

In parallel, in our new "EVN Centre for Sustainable Services", we started consultations for residential customers on the construction of rooftop plants. In just one month we realized more than 100 successful consultations and registered dozens of launched projects. The fact that, even without a major advertising campaign, over 100 clients have placed their trust in us is a testament to the confidence clients have in us as experts and professionals. It is a trust built over the last 20 years and which we strive to reinforce every day.

Another example in this direction is the overall digitalization of the process of connecting renewable energy plants to the distribution grid in Southeast Bulgaria. A process that used to require several visits to a client office and the filling in of numerous paper documents now takes only a few clicks.

Everything mentioned so far was validated in the autumn of 2023 by the successful first taxonomy audit and non-financial reporting of companies in the EVN Bulgaria group. The end of the year brought us also the satisfaction of our grid company *Elektrorazpredelenie Yug* winning the first place in ESG Awards competition in the Strategy category. Such an award is recognition of the actions of all our 2,300 employees who are at the heart of EVN Bulgaria's green transition process.

Alexander Sipek
Chairman of the Board of Directors
EVN Bulgaria

In Focus: On the way to energy future

We at EVN Bulgaria consider it our responsibility to play an active role in the clean energy transition, which is currently changing the face of global energy markets. With our services, investments and preparation for future business challenges, we set the standard for sustainability, we create opportunities for development of the economy and contribute to the transparency and legitimacy of Bulgaria's energy ecosystem.



EVN Bulgaria supplies clean energy

Sun and wind power on our side

In Bulgaria EVN is one of the first foreign investors to implement renewable energy projects in the country. As of the end of 2023, the company operated two photovoltaic farms – in the village of Blatets (Sliven District) and the village of Trastikovo (Burgas District), as well as a wind farms near the town of Kavarna (Dobrich District). Their total annual electricity production exceeds 45,000 MWh. This equates to the consumption of the entire licensed territory of EVN Bulgaria in South-east Bulgaria for a day and a half during the winter period.

The trend towards sustainable energy development has prompted the company to expand its portfolio of new RES projects. Thus, more than 150 MW of new generating capacities and electricity storage systems are already under development and construction.

The development of RES in the country is on the rise. According to the statistics, in August 2023 alone, solar power plants in Bulgaria produced more energy than in the whole of 2022. And requests for new RES capacities continue.

Nature-friendly technology

The wind farm of EVN Bulgaria near the town of Kavarna is equipped with a radar system, which is part of the Integrated Bird Monitoring System. The system provides 24/7/365 monitoring of migratory birds in the region and controls each wind turbine automatically. The fins stop rotating when the system detects a large group of birds flying overhead. Once the birds pass, the turbines start moving again.



Green energy certificates

Green energy certificates, or the so-called guarantees of origin, are documents that certify that energy – a certain amount delivered to an end customer – has been produced entirely from renewable sources.

EVN Green Power is a certificate issued on the basis of guarantees of the origin of energy by the Sustainable Energy Development Agency, which EVN Trading provides to its customers who wish to reduce carbon emissions from their activities.

It is important that we together with our customers – both businesses and households – move towards a sustainable future and limit the environmental and climate damage from energy production and consumption.



On 10 May 2023, the Austrian Embassy in Bulgaria also received an EVN Green Power certificate for delivered electricity produced from RES. The document was presented by Mr. Alexander Sipek, Country Manager of EVN Bulgaria, to the Ambassador of Austria, H. E. Andrea Ikić-Böhm.

Green energy for e-mobility

At EVN Bulgaria, we believe in the great importance of the electric mobility sector, so we support its development through construction of electric charging stations and stepwise introduction of electric vehicles to our carpool. The energy delivered to the charging stations of EVN Bulgaria is environmentally friendly, with a green energy certificate.

Since 2020, we have built a total of six public charging stations for electric vehicles in the country – three in Plovdiv and one each in Varna, Smolyan and Pamporovo. For seamless charging, we've created the EVN2GO app that everyone can use for free on their phone.

In parallel, the company has built five internal charging stations for its own electric vehicles.



High-efficiency heat production

In Plovdiv, we supply over 31,000 households with clean heat, for the production of which we use the most high-tech and efficient capacities. Our company EVN Toplofikatsia is the first district heating company in the country with fully modernised production facilities.

The main facility, EVN Cogeneration, is the largest and most modern in the Balkans, and since the end of 2022, the company has had 5 new power generating plants – the so-called hot water boilers. None of the production facilities of EVN Toplofikatsia emits harmful emissions of carbon dioxide and fine particulate matter into the air.

From its launch in 2011 until the end of 2023, EVN Cogeneration has saved 930,700 tons of CO₂ emissions.

Clean Air Certificates – an award for those who use clean energy

In 2023, EVN Toplofikatsia awarded two business customers with certificates for significant contribution to the air quality in the city: University Multipurpose Hospital for Active Treatment (UMHAT) Plovdiv AD, and Jägerhof Hotel and Brewery in Plovdiv. By using environmentally friendly central heating from the company, both sites contribute to cleaner air in Plovdiv.

In heating season 2021/22, UMHAT Plovdiv AD consumed over 5,160 MWh of heat from EVN Toplofikatsia and thus has saved more than 2,000 tons of harmful carbon dioxide (CO₂) emissions into the air of the city.

In the same period, Jägerhof Hotel and Brewery consumed 860 MWh of heat from EVN Toplofikatsia and thus saved more than 344 tons of harmful emissions of carbon dioxide (CO₂) into the air of the Plovdiv.

The company awards Clean Air Certificates for the fifth consecutive season, and the customers awarded so far include UMHAT Sv. Georgi, Obstetrics and Gynecology Hospital Selena, Medical University of Plovdiv, Trimontium Hotel, Total Sport Sports Club, Plovdiv Fire Safety and Civil Protection Department.



From left to right: Angel Kirov – Head of Department at EVN Toplofikatsia, Ivan Antonov – co-owner of the business site, Jeanette Stoitschewa – Deputy Chairperson of the Board of Directors of EVN Toplofikatsia.



From left to right: Angel Kirov – Head of Heat Sales and Services Dept. in EVN Toplofikatsia, Dr. Dincho Genev – Executive Director of UMHAT Plovdiv AD, Jeanette Stoitschewa – Deputy Chairperson of the Board of Directors of EVN Toplofikatsia, Nataliya Mihaylova – Expert in Heat Sales and Services Dept.



Six photovoltaic power plants for buildings of EVN Bulgaria

In 2023, Elektrorazpredelenie Yug put into operation six rooftop photovoltaic power plants in buildings owned by the company in Plovdiv. This happened in stages for the buildings of two of the company's headquarters, two of the technical units in Plovdiv, the Dispatching Centre and the Data Centre. The total rated power of all six power plants exceeds 264 kWp, with the largest installation having a power of over 102 kWp.

None of the six power plants returns electricity to the grid and none of them uses grid capacity. The production of each power plant is consistent with the consumption of the building. For the period from their commissioning in

September 2023 until the end of the year, the 6 plants produced a total of 77,491 kWh of electricity for own consumption. The CO₂ emissions saved are a total of 37 tons. The six power plants are expected to lead to annual electricity savings of about 349,000 kWh/year, which is equivalent to 163,749 kilograms less CO₂ emissions per year as compared to the energy mix used so far.

At EVN, we firmly believe that production should be as close as possible to the site of consumption, and in this project, we managed to implement precisely this principle. In this way, we will achieve the best level of energy efficiency in terms of consumption of the respective buildings.

The six photovoltaic power plants are a pilot project of what we hope to be a series of similar projects, by which we will implement the use of renewable sources to cover the energy needs of all buildings owned by EVN Bulgaria.

Sustainable services

Solar energy is more affordable with our services for sustainable energy generation and consumption.

Pilot project “Energy from the sun”

On 25 September in Plovdiv, EVN Bulgaria officially celebrated the commissioning of the first photovoltaic installation which the company built for a business customer as part of the Solar Energy Service project. The installation was built on the territory of the Silver Star complex in the city of Plovdiv.

EVN Bulgaria built Silver Star photovoltaic power plant within a month and a half, and the service included the design, delivery and complete construction of the solar power plant. The solar energy generated by the power plant is used by the Silver Star complex for its own consumption, and the rest is provided to the grid.

On the green energy path, it is important for us to have trustworthy partners and like-minded collaborators with whom to create even newer and more modern services. Thus, the pilot project was an important step towards the implementation of our long-term strategy to support the process of reducing the carbon footprint of the industry and beyond.



The pilot photovoltaic installation, built by EVN Bulgaria for a business customer, supplies green energy to the representative office of Silver Star in Plovdiv.

Solar Audit

Proper planning is key for the effective technical implementation of each project. When it comes to the construction of photovoltaic power plants, pre-planning may answer most investor questions or open the door to a larger green change.

We offer the “Solar Audit” service to our customers who are about to build photovoltaic power plants. This is a feasibility study that provides accurate answers to many technical questions, such as what technology and what installed capacity to plan for the system and what annual electricity production could be expected.

The service is suitable for future owners of photovoltaic systems and all potential investors in RES installations. It can also ensure useful consultations for those interested in the options of using green energy and attracting funding for projects aimed at producing this kind of energy.

Our experts carry out a field survey by shooting with a world-recognized solar camera. The obtained data are analysed,

and a specialised software visually displays the photovoltaic power plant. The results are consistent with the European meteorological dataset, accumulated through more than 20 years of satellite imaging of the Earth's surface and the atmosphere around the entire globe.

As a result of all analyses and calculations, customers receive a detailed report of the conducted audit.

EVN Solar Home

With many years of experience in the implementation of projects for generation of energy from renewable sources, as well as our extensive knowledge of the current legislation, we can be a reliable partner for those households that are considering or planning to build solar installations for their own production with or without external financing.

The process from design to commissioning can be challenging for end customers. That is why our experts offer a comprehensive solution and consultations on the technical capabilities and the active programs for financing each individual project.

Within the “EVN Solar Home” service, we prepare a technical design for solar installation for our customers and implement the technical activities for its construction. In cases the customer wishes to apply for funding under a program, we also assist in the preparation of the project proposal and provide assistance throughout the administrative process of the program.



Charging station for electric vehicles

For our customers who are interested in electric mobility, we also offer the construction of a vehicle charging station related to the solar installation. This allows them to charge their electric vehicle with solar energy during the day to achieve even greater efficiency in utilising the available resources.

EVN Centre for Sustainable Services

In harmony with the company's efforts to support the development of sustainable solutions for the implementation of renewable energy, we opened EVN Centre for Sustainable Services at our headquarters in Plovdiv. This is an office space for servicing customers, which functions with prior appointment.

A meeting can be easily scheduled through the special form on our site, www.evn.bg, where the opening hours and address are indicated for more accurate planning by the customers.

At the Centre, our customers can not only request services from our portfolio of sustainable solutions but also get advice on funding opportunities for their projects.

EVN Centre for Sustainable Services has experts from the company with long experience in the field of sustainable development and with in-depth knowledge of the current legislation and regulatory framework.



Kalina Trifonova, Deputy Chairperson of the Management Board of EVN Bulgaria, introduced Ivaylo Alexiev, Executive Director of the Sustainable Energy Development Agency, to the activity of EVN Centre for Sustainable Services in Plovdiv.

Seminar on the SHEERnov+ project and sharing good practices

On 22 and 23 November 2023, EVN Bulgaria held a seminar in Plovdiv entitled "Presentation of the results of the SHEERnov+ project and good practices". The event was part of the implementation of the SHEERnov+ project, carried out by a total of 8 partners, including EVN Toplofikatsia.

It is funded under the LIFE Program of the European Commission and will be implemented in the period 2023 – 2026. The project will enable partners to develop and test new models for integrated services in the field of energy efficiency and RES by operating a one-stop shop and creating a business development concept based on available market opportunities.



Participants included Ivaylo Aleksiev, Executive Director of the Sustainable Energy Development Agency (SEDA), representatives of the Energy Efficiency Center EnEffect, Bulgarian-Austrian Consulting Company, Energy Saving, International Real Estate Federation FIABCI, Gabrovo Municipality and experts from EVN Bulgaria.

The seminar topics included policies and investments for a sustainable and secure energy system, the implementation of energy efficiency measures by companies from EVN Bulgaria group, as well as the partners' experience in implementing innovative approaches.

During the meeting, the new Centre for Sustainable Services of EVN Bulgaria in Plovdiv was presented, as well as EVN's successful implementation of the service for preparation of projects under the

National RES support scheme for households. The participants in the seminar also visited two buildings where internal vertical installations had been reconstructed into horizontal installations – one for domestic hot water supply and one heating installation.

Energy Efficiency

The greenest energy is the energy saved. Energy efficiency is a leading tool for reducing losses and excess energy consumption. By implementing energy efficiency measures, tons of carbon dioxide emissions are saved, which would otherwise further damage the atmosphere and climate.

EVN Bulgaria offers a wide portfolio of expert services for both households and

business establishments. Our experts are available with the right service, whether a family wishes to improve the energy status of their home, or a business would like to be more competitive or meet legal requirements regarding the building stock.

Ever since it entered the Bulgarian market, EVN has been actively promoting the topic of energy efficiency. Through-

out these years, we have maintained awareness through the corporate website, printed and online brochures, seminars, events, campaigns and in conversations with customers. More details about the individual energy efficiency services can be found on p. 35 in this booklet.



Taxonomy

In order to achieve the ambitious goals of the green transition set for the European economy by 2030, it is necessary to direct investments to businesses that can actually lead to the achievement of these goals. One of the most important tools for this is Regulation (EU) 2020/852 establishing a framework to facilitate sustainable investments (“the EU Taxonomy Regulation”). Taxonomy is a classification system of differentiating criteria that support multiple economic activities and direct investments to be carried out in a way that is consistent with the objectives of the European Green Deal.

Taxonomic regulations enter into force in 2020 and impose basic criteria, defining the four basic conditions that an economic activity must meet in order to be qualified as sustainable:

1. To contribute significantly to the achievement of at least one of the six environmental objectives (climate change mitigation; climate change adaptation; sustainable use and protection of water and marine resources; transition to circular economy; pollution prevention and control; protection and restoration of biodiversity and ecosystems).

2. Not to cause significant damage in relation to the other five environmental objectives.
3. To be carried out in compliance with the minimum social and governance standards (such as respect for human rights, health and safety at work, tax policy, etc.).
4. To meet activity-specific technical screening criteria.



As of 2023, the EU Taxonomy Regulation applies to large, listed companies. In this regard, EVN AG group, which includes the companies of EVN Bulgaria, is obliged to disclose the extent to which its activities meet the sustainability criteria of the taxonomy.

Five main activities have been identified for the companies from the group of EVN Bulgaria – three for EVN Toplofikatsia, one for Elektrorazpredelenie Yug and one for EVN Elektrosnabdiavane, which should be evaluated and reported.

The first taxonomy audit within the Group outside EVN AG was launched in Bulgaria.

In the autumn of 2023, the first audit on taxonomy and non-financial reporting of companies from the group of EVN Bulgaria was successfully conducted.

We are proud to note that EVN Bulgaria is the first company in the Group outside Austria in which this type of audit was carried out and this makes us a pioneer in this process. The audit itself is carried out by a team of external auditors, which includes licensed and qualified specialists in the field of sustainable finance and taxonomy.

ESG – the new CSR

Sustainable business development in Europe now has a new dimension. The abbreviation ESG (Environmental, Social, and Governance) actually replaces, builds on and further develops the already familiar CSR (Corporate Social Responsibility).

The active discussion about ESG in Bulgaria started in 2022, when the final discussions on the new European Directive on corporate sustainability reporting were held in Brussels and the Directive was adopted. In addition, in 2023 the European Commission adopted the European Sustainability Reporting Standards. As a result, 50,000 European companies, including 500 of the largest Bulgarian companies, now officially must report their activities in accordance with the new European Sustainability Reporting Standards (ESRS).

EVN Bulgaria is obliged to report in 2025 for the financial year 2024. Currently, EVN Bulgaria strictly complies with its obligations as a member of the United Nations Global Compact. In this regard, we are preparing an annual report – a communication on the progress in the field of CSR. In parallel, as part of the Group, we send to EVN AG data for their reporting according to two globally recognised standards: GRI (Global Reporting Initiative) and CDP (Carbon Disclosure Project). The transparency of the Group's activities under these two standards contributes to the stability of the company's shares on the stock exchange and to its attractiveness for investors in sustainable businesses.

ESG award for EP Yug

In November 2023, Elektrorazpredelenie Yug won first place in the ESG Awards competition of PwC Bulgaria in the category Strategy – Biodiversity Conservation. PwC Bulgaria's “ESG Awards” competition aims to recognise sustainable business practices and ESG strategies. The ESG Award is given to organizations that implement an effective ESG strategy, offer innovative products and services with a positive impact on the environment, and conduct successful awareness and promotion campaigns in the field of sustainable development. The competition is held for the second consecutive year.



The company's application is based on the established Integrated Quality, Environment and Safety Management System. This includes a number of measures and projects that the company is developing in the long term in the field of biodiversity and the environment in South-east Bulgaria.

Some of them include a project with the Bulgarian Society for the Protection of Birds (BSPB) for the conservation of the Imperial Eagle, a project with the Union of Hunters and Fishermen in Bulgaria for the conservation of the black vulture,

a project for the restoration of the bearded vulture population in Bulgaria, a project for the conservation of the white stork, a project under the LIFE program of the European Commission – “Safe Grid for Burgas”, a project with WWF Bulgaria for the restoration of a sustainable riverside forest along the Maritsa River near the town of Stamboliyski, waste and risk management activities, etc. You can read more about EVN Bulgaria's environmental projects in the “Sustainable development” section.



EVN for greener Bulgaria

The corporate and social responsibility program “EVN for Bulgaria” supports both the volunteering of the company's employees and socially beneficial projects. We established the program in 2015 on the occasion of the 10th anniversary of EVN's entry into the Bulgarian market. Since then, we carry out hundreds of activities every year.

“EVN for Bulgaria” is conducted in two formats, which alternate every year – implementation of external projects and a year of volunteering. In line with the strengthened measures at European and national level in terms of environmental protection and the fight against climate change, in 2023 the program encouraged employees' initiatives aimed at improvement of urban and natural parks through afforestation and cleaning.

In parallel, activities under the long-standing joint project under “EVN for Bulgaria” with WWF Bulgaria took place. The partnership is implemented in the three-year period from 2022 to 2024. The aim is to breathe new life into the riverside area along the Maritsa River near Stamboliyski.

Detailed information on the volunteering initiatives under EVN for Bulgaria can be found on page 68.

Investments



Secure and quality power supply

A total of 61,000 km is the length of the electricity distribution grid that EVN Bulgaria maintains on a territory of 42,000 km² in nine districts: Burgas, Kardzhali, Pazardzhik, Plovdiv, Sliven, Smolyan, Stara Zagora, Haskovo and Yambol. The policy for investments in the maintenance and development of this infrastructure reflects the trend of consumption and connection of new customers, the outage map and the signals received from customers. At the heart of our comprehensive policy for infrastructure investments is the pursuit of a lasting and consistent improvement in the quality of supply.

The investment and repair program of the company for 2023 in terms of electricity distribution activities exceeded BGN 153 million. The main fields of these investments are the reduction of technological costs, development of the grid and increase of the security of power supply, connection of new customers and connection of renewable energy producers.

The precise planning of the company's investment activity is also predetermined by the price decisions of the Energy and Water Regulatory Commission.

The topic of investments in the grids and security of the electricity system is especially important in the context of the growing share of RES. Grids are the backbone of the electricity system. In order to implement the green transition and to respond to the new RES wave, investments in infrastructure are needed, exceeding many times the regulated tariffs. EVN Bulgaria is actively involved in discussions to find solutions at national level.

Investments and repairs in numbers

The new electricity distribution infrastructure, which EP Yug built under Investment and Repair Program 2023, includes:

New infrastructure:

- 438 m of medium-voltage overhead lines;
- 111.5 km of medium-voltage underground cable lines;
- 111 transformer stations;
- 3 switching stations;

- 131.3 km of low-voltage overhead lines;
- 110.7 km of low-voltage underground cable lines.

Replaced power lines:

- 22.5 km of medium-voltage overhead lines;
- 85.1 km of low-voltage overhead lines;
- 916 m of medium-voltage underground cable lines.

Technological costs – a measure of success

One of the biggest energy efficiency measures is the reduction of technological costs. When EVN entered the Bulgarian market in 2005, the technological cost of the then state power distribution companies in Plovdiv and Stara Zagora reached 19.5%. At the end of 2023, it was below 7% as a result of the company's targeted and consistent investment policy.

The real effect is to save over 1.230 GWh (gigawatt hours) of electricity, which is equivalent to the consumption of Stara Zagora region for one year. At the same time, savings of 630,000 tonnes of CO₂ have been made.



What are technological costs?

Technological costs of the electricity distribution grid show the difference between the amount of electricity supplied to the grid and the amount of electricity delivered to customers. Technological costs are formed as a result of purely technical losses upon transmission and distribution of electricity, as well as of unlawful practices of unfair customers using unmeasured amounts of electricity.

Summer and winter maintenance of the electricity distribution grid

The climate in Bulgaria predetermines seasonality of the activities of Elektrorazpredelenie Yug (EP Yug) in terms of maintenance and development of the electricity distribution grid.

The summer is characterized by increased loads along the southern Black Sea coast, so EP Yug pays special attention to the regular check-ups of the facilities in this region before the start of the active tourist season. During the cold months, the network in mountain areas is subject to harsh winter weather: low temperatures, snowfall, ice.

Guaranteed tourist season 2023 on the southern Black Sea coast

In view of the expectations for intensive tourist season, EP Yug made preparations to ensure continuity and security of electricity supply in Burgas Region. As it does every year, the company carried out inspections of all grid facilities, and certain points of key importance were checked by infrared cameras.

The preparation also included:

- Daily monitoring and distribution of loads by medium-voltage feeders.
- Resource relocation (generators, mobile transformer stations).
- Delivery of emergency reserve materials.
- Inspection of the internal radio network and telecommunication and remote reporting systems.

Compared to the previous summer season, we reported increase in the maximum loads at the southern Black Sea coast by an average of 9 percent.

New technical equipment for quick response in winter

For the 2023/24 winter season, EP Yug provided 22 new specialised vehicles. All the new equipment is used for the activities carried out by the company's teams:

- 20 trucks 4x4;
- 2 dump trucks.

For the entire 2023, the deliveries of new vehicles and equipment once again exceed 100 pcs., which facilitates the work of the field staff and will shorten the time for technical activities such as connection of new customers and repair of outages in the electricity distribution grid.



To cope with severe winter situations, the company has:

- 408 all-terrain vehicles;
- 38 all-terrain elevating work platforms;
- 9 snowmobiles;
- 14 all-terrain freight vehicles with crane;

- 2 ATV, equipped with a track system;
- 9 UTV, equipped with a track system;
- 1 tracked vehicle;
- 4 mobile transformer stations with a total capacity of more than 2.4 MVA;
- possibility to use additional technical equipment by contractors.

In addition, trainings are conducted for working in severe winter conditions, and over 70 teams of the company are constantly ready to respond, if necessary.

EP Yug also has a Crisis Centre with trained managers and specialists, as well as coordination staff at the regional technical units of the company.



A new generation of low-emission burners were installed on the boilers, which was done for the first time in Bulgaria. Modern technologies for cleaner air ensure extremely low levels of harmful emissions, which is environmentally friendly – NOx below 80 mg/m³.

In 2023, the company continued the high level of investments and repairs in its heat business in the city of Plovdiv. For this year, the investment and repair program of EVN Toplofikatsia amounted to BGN 11 million invested in the modernization, expansion and repair of the heat transmission network and production facilities. This also led to the construction of 285 meters of new heating pipelines and 6 new heating substations, allowing more customers to benefit from the environmentally friendly and comfortable district heating.

An emphasis in the technical activities of EVN Toplofikatsia in 2023 is the installation of new heating pipelines in order to connect new buildings to the central heating network in the West region – along 6ti Septemvri Blvd., as well as the replacement of heating network in the North and East regions.

The company also has an approved business plan for the period 2023 – 2027, which is already being implemented, in order to provide its customers with a higher quality of heat supply, as well as a cleaner environment thanks to the lower amount of harmful emissions.

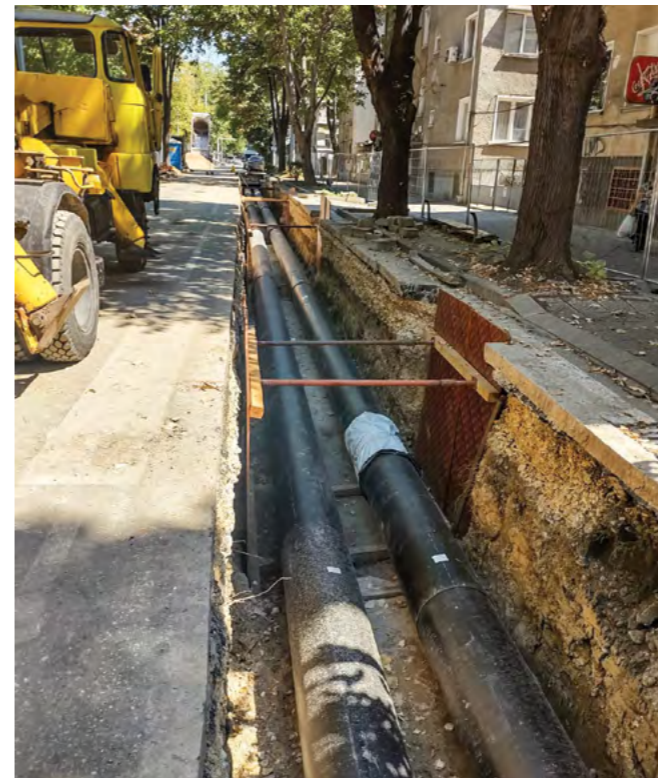
Clean heat for Plovdiv

In Bulgaria, EVN Toplofikatsia is the first heating company with entirely new and modern production facilities.

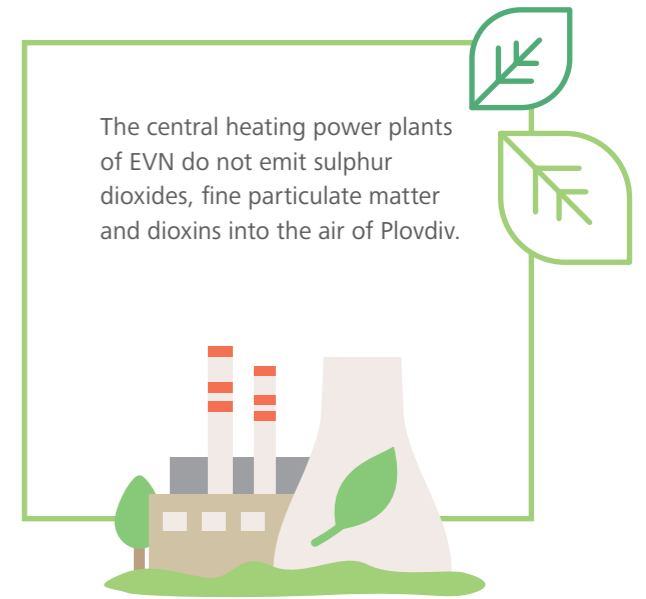
The company started 2023 with 5 new hot water boilers: 2 on the territory of heating plant South (HP South) and 3 in TPP North. Together with EVN Cogeneration built in 2011, which is still the most modern in the Balkans, EVN Toplofikatsia increases its heat output from 297 MW to 392 MW. The implemented modernisation improves the security of power supply, increases energy efficiency and reduces the fuel consumption rate, consequently reducing the harmful impact on the environment.

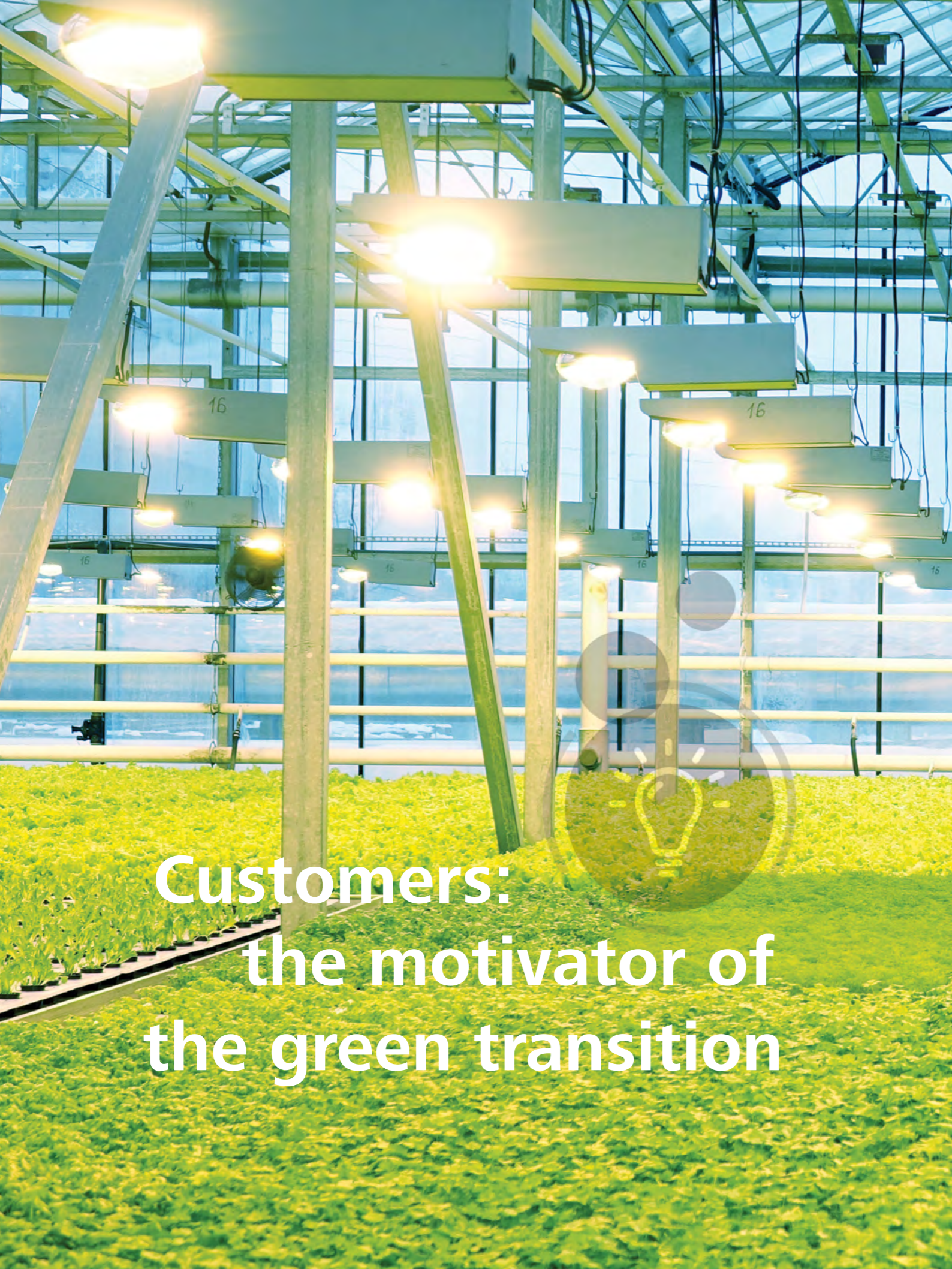
The Energy Regulator changed the license of the company for the production of electricity and heat through the energy facilities built in early 2023.

The investment in the new hot water boilers confirms EVN's commitment to better air quality in Plovdiv.



In 2023, EVN Toplofikatsia built and renovated 700 m of heating transmission network.





Leader in service

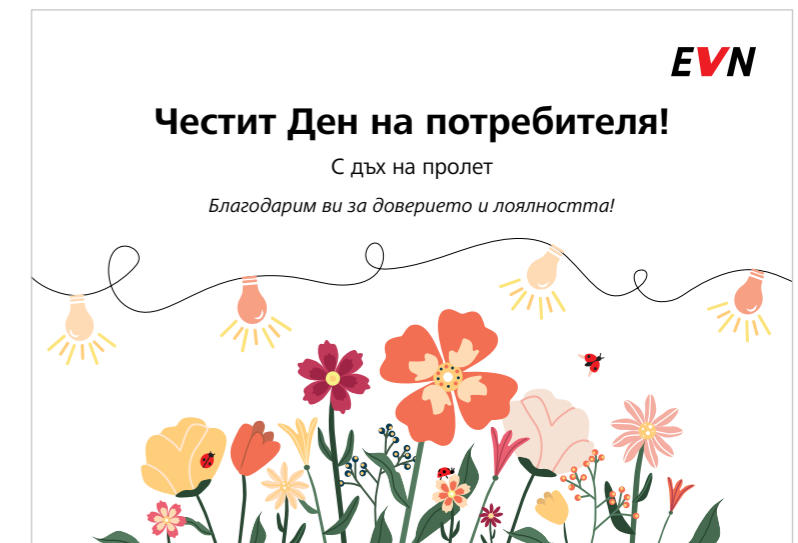
In South-east Bulgaria, EVN Bulgaria serves 1.5 million electricity customers, and 31,000 households in Plovdiv use clean heat from EVN Toplofikatsia.

The company operates a modern 24/7 Call Centre offering professional service through a comprehensive range of channels: online portals, telephone, email, post, fax or with personal contact in 28 offices and 3 business centres in the licensed territory of the company in South-east Bulgaria.

Since its establishment in 2007, the Customer Care Centre has established itself as a reliable source of information for customers on all issues related to electricity and heat. The Call Centre has modern equipment and modern software that allows it to provide fast and accurate information to every customer. In 2023, we met 410,000 enquiries phone and email.

Green spring for our customers

On the occasion of the World Consumer Day – March 15th, in 2023 EVN Bulgaria implemented the Spring Smell campaign and made a small gesture to its customers. Everyone who visited an EVN office on March 15th received with a special gift – a bookmark with a small paper bag of field flower seeds, which everyone could plant at home or in their garden and enjoy the beauty of nature while reading a favourite book. A wonderful way to express gratitude!



Customers:
the motivator of
the green transition



As a measure to conserve natural resources, EVN Bulgaria has been actively offering its customers an electronic invoice (eFaktura) since 2010. The electronic invoice is faster to receive, easier to store and saves tons of paper. By the end of 2023, we pride ourselves on the fact that 102,000 customers are using this option, contributing to environmental protection.

At the service of businesses



To keep pace with the growth of our business customers and to meet their expectations, we opened a third service centre for legal entities

in April. It is located in Nessebar and is based on the experience of the other two EVN business centres in Plovdiv and Burgas.

The purpose of the change is for legal entities to plan their visit at a convenient time for them, given the specific business services they use. This allows our company to facilitate service to household customers in other EVN offices.

For more efficient planning, service at EVN Business Centre is provided only after customers request a date and time for an appointment in advance, and they can use an online form on our website www.evn.bg.

In 2023, we reported 31,000 visits in our business centres.

Free electricity market

In Bulgaria, in 2023, a regulated and a free electricity market were still operating in parallel. While households remained able to purchase electricity in both the regulated and the free market, businesses were obliged to purchase energy in the free market.

After an unprecedented increase in energy prices in 2022, 2023 brought significant reassurance. Towards the end of the year, electricity prices fell to autumn 2021 levels.

The state continued to support businesses by paying compensation in cases where the average price for the month on the day-ahead market was over BGN 200/MWh. This further reassured Bulgarian businesses.

During the year, there continued to be an upward trend in the construction of new RES installations, both for own consumption and for sale on the free market.

2023 was not without a change in the Electricity Trading Rules. The long-awaited introduction of a single price for setting imbalance prices became a fact. As a result, the costs of imbalances in the sector increased.

EVN Bulgaria in the free market

In the free market in Bulgaria, EVN Group is represented by two companies: EVN Elektrosnabdiavane (EVN EC) is the company with a focus on small business customers and the company that performs the role of supplier of last resort (SLR), while EVN Trading serves high-consumption customers.

EVN EC in the free market

In response to the growing dynamics of the free market, in 2023 EVN EC established the online functionality for concluding an individual electricity supply contract via www.evn.bg. In addition, the website offers concluding fully online a contract for the sale of

electricity under the terms of supply of last resort. The process is quick and easy in the EVN Online Plus portal, where a request form is filled in after a one-off registration. Both services are fully compliant with modern data protection requirements.

Responding to market needs, in 2023 EVN EC started offering purchase of electricity produced from renewable sources on a commercial basis in addition to the obligations arising from the Renewable Energy Sources Act.

We continue to invest in know-how so as to be meet any challenges that a dynamic free electricity market may bring. In parallel, EVN EC carries out all its other licensed activities and obligations related to servicing over 1.5 million households in a regulated market in South-east Bulgaria.



The BEMF award was accepted by Stoyan Mihov – Procurator of EVN Trading, and Kalina Trifonova – Deputy Chairperson of the Board of Directors of EVN Bulgaria.

EVN Trading

EVN Trading holds licenses and actively trades in electricity not only in Bulgaria, but also in Greece, North Macedonia, Romania, Serbia and Hungary.

In Bulgaria, the company supplies electricity to end customers, buys energy from RES and manages one of the largest balancing groups. 2023 was a historic year for EVN Trading: the company started using its new license to trade in natural gas and implemented its first gas deal in Bulgaria.

More moderate price movements in 2023 could not completely erase the memory of the turbulent previous year. Following the course taken in 2022, EVN Trading strictly adhered to its risk management policies. The focus was on

the recovery of the portfolio and offering new services. Thanks to our good positions in the RES sector, in combination with its overall upturn, EVN Trading was able to increase our RES portfolio.

Innovator in Electricity Trading Award

EVN Trading's pilot experience with robotic trading on IBEX was honoured at the annual awards of the Bulgarian Energy and Mining Forum (BEMF) in December 2023. The company received the award in the category "Innovator in Electricity Trading".



Awareness and dialogue with customers

With all its customers, EVN Bulgaria maintained active communication, using different channels for each group based on their effectiveness among individual groups of customers.

The main tool for timely and useful communication is the company's website www.evn.bg, where the large amount of information is divided into specific sections.

EVN Toplofikatsia sends regular information letters in the invoice envelopes and by email. Thus all, more than 31,000 customers of the company received useful up-to-date information and advice in 11 of the 12 months of 2023. One of the highlights in consumer topics was the benefits for customers if they choose remote reading of the consumption of heat appliances, as well as reconstruction of a vertical heating installation into a new one of horizontal type. An important topic was also the modern option for online request of technical services at the building installation.

As an upgrading step in customer relations, EVN Bulgaria is developing the EVN Customer Advisory Council initiative. It consists of joint meetings between customers and company representatives. During these meetings, participants have the opportunity to exchange information and ideas with us on various topics related to our activities and to give us suggestions and recommendations for improving the services we offer to better meet customer needs.

EVN Customer Advisory Council has an advisory role regarding the activities of the companies in the group of EVN Bulgaria in strict compliance with the regulatory norms of Bulgarian legislation.



Before the start of the heating season, EVN Toplofikatsia traditionally holds information meetings with authorised persons from heated buildings to discuss current trends and specific cases.

EVN Toplofikatsia Customer Advisory Council

In May and November 2023, meetings of the Customer Advisory Council were held at EVN Toplofikatsia. The participants were able to discuss with representatives of the company current important topics related to the central heating in Plovdiv. The customers presented their views on the development of the products and services offered by EVN Toplofikatsia, as well as on improving customer satisfaction. At the meetings, current topics were discussed, related to the ways of online ordering of repair services from EVN Toplofikatsia, the consumption of domestic hot water (DHW), various incentives for customers to use the options for remote reading of the heat consumption in their home/building.

EVN Elektrosnabdiavane Customer Advisory Council

In 2023, we launched another useful initiative – Customer Advisory Council with EVN Elektrosnabdiavane for businesses.



The first meeting was held in November in Stara Zagora. The meeting was attended by representatives of small businesses operating in different spheres of the economy. The participants highlighted the positive changes and good practices in the work of EVN Elektrosnabdiavane with businesses, improve-

ment of the services, compliance with the deadlines of administrative procedures, etc. In addition, they gave some ideas and suggestions to the company.

Digitalised customer service

Online services from Elektrorazpredelenie Yug

Since 2022, the customers of Elektrorazpredelenie Yug have had the opportunity to use a virtual office – the web portal “Online Services”. The customer portal is an important step towards the company's ambitious goal of modern, efficient and secure service. Through one-off registration in the portal, each customer of Elektrorazpredelenie Yug may request a new connection or other grid service.

In 2023, we added services for producers to the portal, so now “Online Services” benefits not only sites in consumption mode, but also those for the production and/or storage of electricity.

The portal makes it possible to track the status of the request, sign contracts online and pay the necessary fees. Along with this, customers can track their payment history as well as access up-to-date customer information.

Following amendments to the Renewable Energy Sources Act in October 2023, EP Yug, on the one hand, and

investors, on the other, faced a number of challenges and requirements. Adding the large number of applications for new connection of renewable energy production sites, it was strategically important that the processing of these procedures was carried out only through the use of the “Online Services” web platform. The client portal ensures transparency, efficiency, correctness and speed.

The portfolio of services that can be requested online continues to develop, so that the client portal is as useful as possible for both households and businesses.

In 2023, we registered 4,500 online requests for services via the web portal.



Онлайн услуги



EVN Online Plus

For the convenience of customers, EVN Bulgaria maintains its digital platform for checking and online payment of invoices to the company. Under the name EVN Online Plus, the platform is available on the website www.evn.bg and is open to all households.

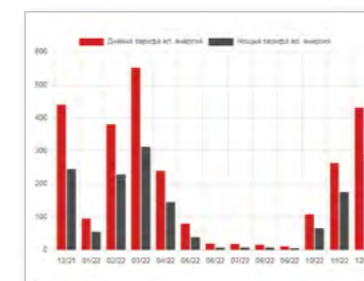
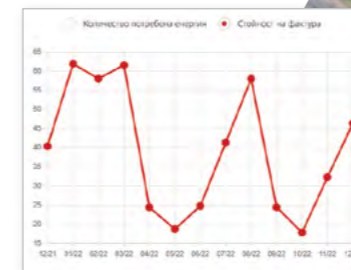
The advantages of EVN Online Plus for customers are:

- Instant and secure online payment.
- No additional costs for customers.
- Enhanced protection of personal data through an encrypted connection.
- Payment information is immediately recorded in the company's system.
- Archive of payments requested via EVN Online Plus.
- Access to information and payment not only for current but also for old unpaid obligations for consumed electricity or heat.

- Invoice history of 13 months.
- Charts of the amount of energy consumed and the value of the invoice for electricity or heat consumed.
- The ability to register up to 5 customer numbers, and new ones can be removed or added at any time.
- Online conclusion of a contract for the supply of electricity on the free market for businesses.
- Online conclusion of a contract with a supplier of last resort, again for the needs of the free market for businesses.

- Payment of the cost of restoring the power supply interrupted due to non-payment.
- Help menu with instructions and answers to frequently asked questions.

We launched the EVN Online Plus portal in 2013 and have been constantly upgrading it ever since.



Improved company processes

Digitalisation is an extremely accurate tool that can cover the extensive changes and transformations in the energy sector and guide them in a constructive direction.

At EVN Bulgaria, we are focused on technology, process automation and innovative techniques that move us forward and make us better. That is why we continue to work actively on a number of digital solutions for the benefit of customer service. In 2023, a new in-house application for effective management of the construction of investment sites and an updated system for disconnection management were launched. Both contribute to better coordination within the company and more clear and accurate information to customers.

In 2023, we also carried out a regular update of our **client data processing system**. EVN Bulgaria switched to a

new version that allows faster information processing in response to the increasingly fast-paced processes on the free electricity market.

The largest in-house project, which was successfully completed in 2023, was dedicated to the integration of the **SAP S/4 HANA software** in EVN Bulgaria. The modern software was launched in a productive environment on 1 October 2023 after more than three years of intensive project activities. SAP S/4 HANA is a new generation of ERP (enterprise resource planning) software. It is used in the areas of accounting, controlling, investment management and material supply.

In EVN Toplofikatsia, additional specific functionalities for plant and grid management are available.



Among the most important advantages of the innovative SAP S/4HANA software are:

- greater flexibility in updating business models;
- higher data processing speed;
- greater analytical capability;
- more accurate forecasting;
- faster completion of planning and reporting periods;
- more options for analyses and reporting.

Work on the SAP S/4 HANA project continues in 2024 with the gradual introduction of new functionalities in the field of human resources.

SMS/Email Alert – useful and free services for customers

A popular channel for communication with our customers is an extremely practical service – free SMS or email notifications.

Electricity customers can benefit from receiving monthly bill information and a warning of upcoming power supply disconnection in the event of a missed payment.

From 2023, heat customers can also sign up for free SMS or email notifications when a new invoice is issued and when a deadline is about to expire.

By the end of 2023, we had a total of 490,000 registrations for SMS and email notifications.



Energy efficiency for our customers

The green transition is unthinkable without high energy efficiency. At EVN Bulgaria, we have a full package of services for our customers to support them in increasing their energy efficiency. We are constantly striving to expand our portfolio of services offered to households, businesses and administrative buildings. We rely on awareness and transparency – an ideal mix when applying for European projects.

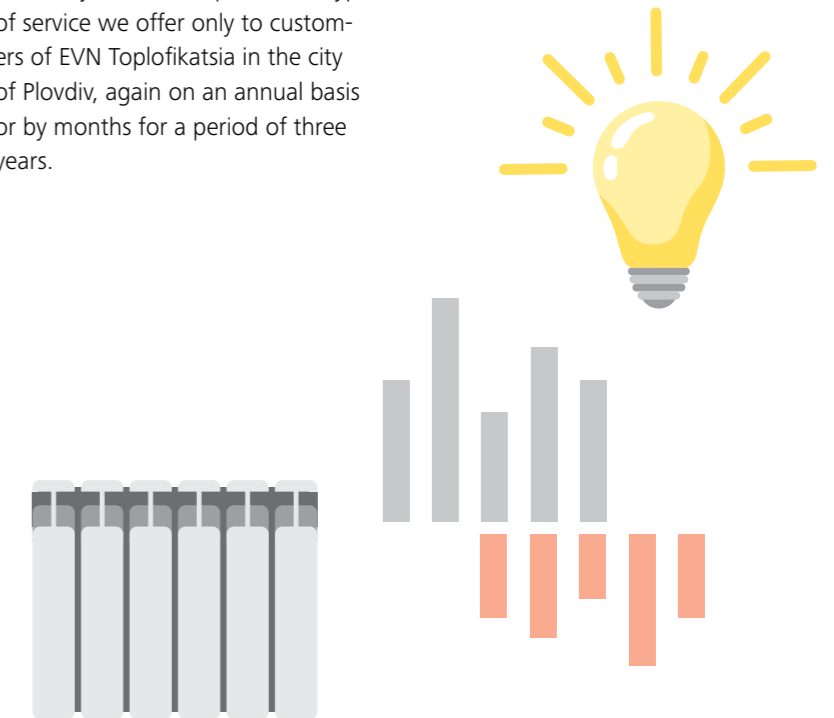
Consumption report

In order to improve our customers' awareness in regard to their energy consumption, we have created the "Info Total" service – a valuable tool for tracking the electricity or heat consumed for a period of three years.

This type of report is a mandatory part of the documentation for application to energy renovation programs and is a necessary step before preparing an energy performance audit. On the other hand, the Info Total service can also be requested by individuals when a report for the individual consumption of one or several households is needed.

We offer the service in two options:

- Electricity report – on an annual or monthly basis for a period of three years.
- Electricity and heat report – this type of service we offer only to customers of EVN Toplofikatsia in the city of Plovdiv, again on an annual basis or by months for a period of three years.



Energy performance audit for buildings. Detailed audit for effective planning

The Energy Performance Audit and Certification of Buildings service of EVN Bulgaria is the logical step when a customer wishes to improve the report on their consumption. It is a milestone in the planning of energy renovation of a building and is particularly valuable for customers planning to apply for a renovation program.

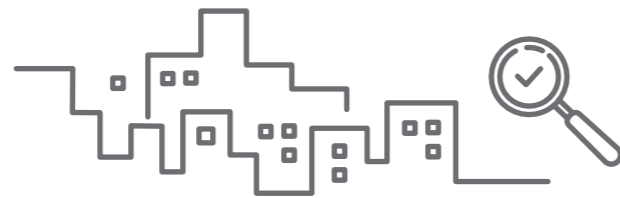
The poor technical condition of the existing building stock in Bulgaria is one of the main prerequisites for inefficient consumption. The quality of the service offered by EVN Bulgaria results from the specially trained experts and the modern measuring equipment available to the

company. EVN Bulgaria is listed in the public register of the Sustainable Energy Development Agency on the persons carrying out the certification of buildings and has a license for the right to carry out energy efficiency audits and certification of buildings. The experts of the company have the necessary qualification to carry out energy efficiency audits and certification of buildings gained under the procedure and requirements of the Energy Efficiency Act.

Specific energy efficiency measures may be taken based on audit and certification activities, such as:

- reducing energy costs and making it possible to manage the budget more efficiently;
- increasing comfort in buildings;
- reducing the amount of harmful CO₂ emissions.

Detailed information about the service is available on the company's website, www.evn.bg.



Assessment of energy savings

The service is an expert assessment by licensed assessors of the achieved energy saving and environmental equivalent, as a result of implemented energy saving measures. These measures can be applied in any of the following directions:

- increase in energy efficiency of buildings;
- replacement of technical and/or household equipment;

- replacement of fuels, vehicles;
- change in ways of managing energy consumption.

The service is based on the Energy Efficiency Act and is intended for a group of obliged persons under the Act. Within this framework, the company EVN Toplofikatsia, which is licensed for this activity, carries out an audit and issues protocols for assessing the achieved energy savings.

Based on these protocols, the customer can obtain a certificate from the Sustainable Energy Development Agency (SEDA).

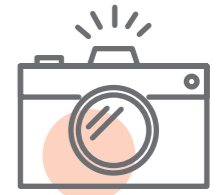
Thermographic inspections of buildings

Thermographic inspections of buildings is a service that is a precise and comprehensive energy auditing of a dwelling, an entire building, with one or several residential entrances. The service is performed by specialists of EVN Bulgaria through the use of specialized equipment – thermographic camera, in the presence of the customer. Using the camera, heat flows invisible to the human eye are captured and converted into infrared images – the so-called thermograms.

In this way, thermography makes it possible to see the losses of heat, to identify precisely the places and the reasons for them.

The effectiveness of the service is measured by the direct benefits it brings to customers. Thanks to it, they can obtain reliable information about:

- the energy status of the external envelope;
- the quality of the existing insulation;
- the locations of thermal bridges with high energy loss;
- defective structural connections to the ceiling, walls or joinery;
- unsealed areas with a high degree of infiltration;
- places with an increased risk of mould and humidity.



Thermographic diagnosis of technical facilities

For businesses, EVN offers infrared thermography for the study of the technical status of sites and equipment from the infrastructure in various fields of industry and services. Thermographic diagnosis provides reliable information on the operational status of equipment and technological processes, detects deviations from normal operating modes in time, locates failures on facilities and process lines.

In support of businesses, EVN offers thermographic diagnosing of the following equipment groups:

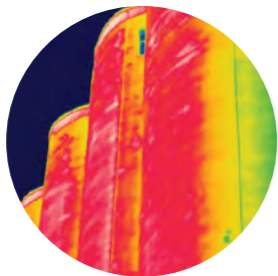
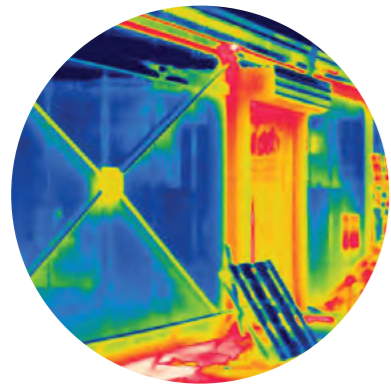
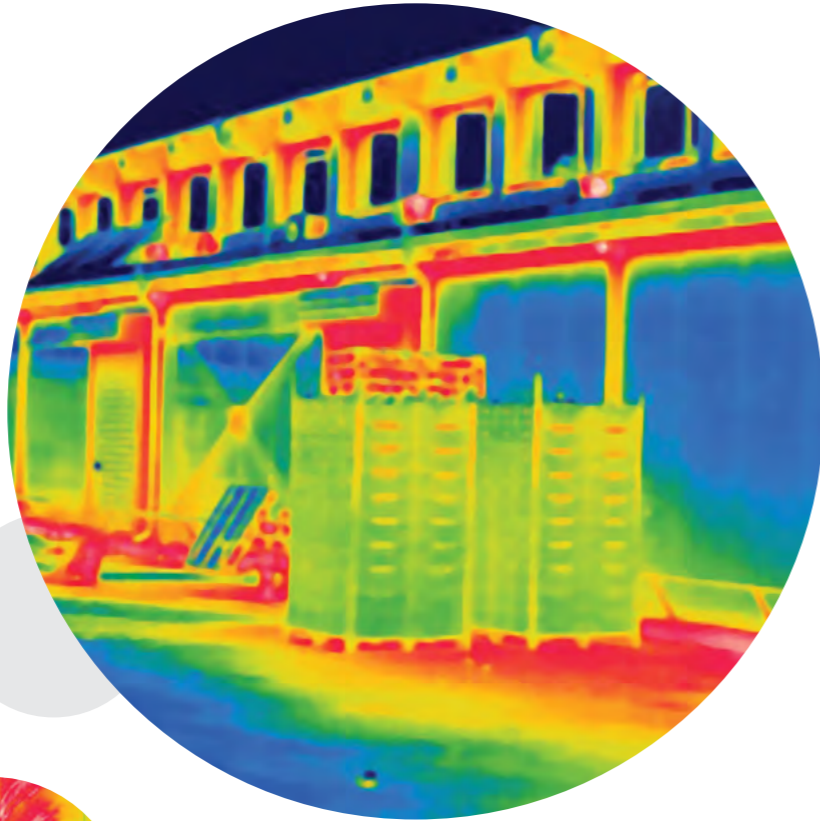
- underground heating systems;
- silos or tanks;
- outdoor swimming pools;
- industrial refrigerators.

Why thermographic inspection from EVN?

1. The company's experts have proven experience and hold a European certificate in thermographic inspections.
2. EVN Bulgaria has a modern infrared camera, Flir brand – a market leader in infrared cameras.
3. The company offers optimal inspection and consultation tailored to customers' needs.

Thermography certificates

For the purpose of quality performance of thermographic services, employees from EVN Bulgaria hold international certificates in thermography and use of a thermographic camera. The certificates were awarded after training by experts from the internationally recognised ITC certification centre in Sweden.



Taking care of internal heating systems

Repair services after the property boundary occupy a major place in EVN Toplofikatsia's portfolio in Plovdiv. The performance of quality repair services for internal heating systems (IHS) of buildings and domestic hot water (DHW) installations in a building is an important prerequisite for the extension of the life of the facilities, as well as for the full use of the advantages of the district heating: 24-hour comfort and cosiness.

“One-stop shop” service – heat supply and technical maintenance, is established as a successful practice, accepted very positively by customers. The possibility of preventive activities on the installations is reflected in a reduction in the number of emergency services performed:

- emergency repairs of heating systems;
- repair services of building heating systems;
- repair services of heating fixtures and fittings.

The full list of services provided by EVN for heating customers is available on the website www.evn.bg where an easy online request of a visit by a technician is just a couple of clicks away.

EVN Toplofikatsia also offers to customers administrative services related to the legalization of heat meters and water meters or their metrological inspection.



The reasonable repair – in summer

The most reasonable period for repairs to the internal heating system is the summer, as most interventions require stopping and draining the entire system in a residential building. When this is done outside the heating season, customers have guaranteed efficient and trouble-free heating in winter.

EVN Toplofikatsia annually reminds its customers of the advantages of summer repairs. In 2023, the company offered an additional incentive for the second consecutive year – a 15 % discount when requesting a repair service in the summer.

EVN

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Heating and hot water systems reconstruction: positive results

New heating system – from vertical to horizontal type

In vertical internal heating systems (IHS), each heating unit (radiator) in the building is supplied by vertical riser pipes that pass through all floors and rooms located one below the other.

In horizontal IHS, the vertical riser pipes pass through a common part on all floors of the building. The branches to each apartment are connected to them. In the apartment, the pipes enter a collector that feeds the individual radiators in the property.

In 2015, EVN Toplofikatsia implemented a first project in a building in Plovdiv in which such reconstruction was carried out. By 2023, four buildings have implemented this measure and report positive results.

These buildings are reported to have reduced by an average of 85 % the energy consumption of the building system. An exceptional advantage is that customers can now at any time control and report their consumption – some can reduce it, and others can increase it depending on their needs. Users now feel confident that they are paying for exactly what they have consumed.

Benefits of reconstruction

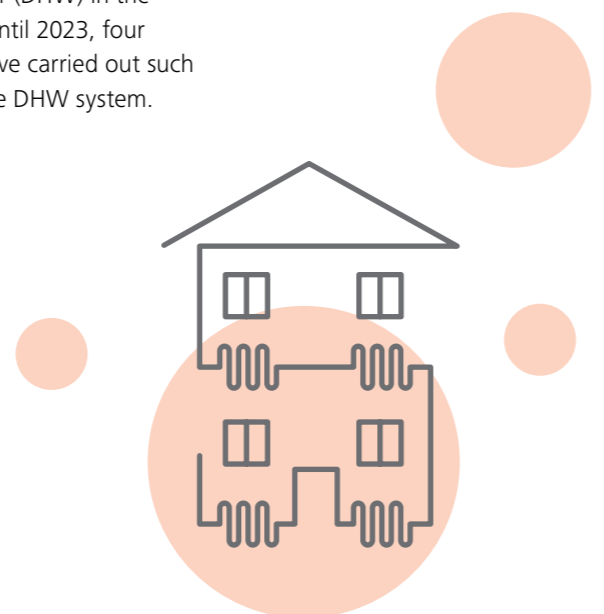
- Individual metering of consumption by one meter (individual heat meter), which is installed at the entrance of the dwelling.
- Remote reading of meters.
- Individual heat cost allocation devices (HCAD) are removed from each radiator.
- Possibility of heat theft is eliminated.
- No closure accounts.
- No more entering your property for meter reading.
- The cost of building system is minimised even for apartments that do not wish to use the service.
- New and reliable heating system in the building with a longer life.

New domestic hot water (DHW) system

With these activities, the outdated and worn-out water supply system for domestic hot water (DHW) in the building is replaced. Until 2023, four buildings in Plovdiv have carried out such a reconstruction of the DHW system.

Thus, customers receive a long-term and comprehensive solution of:

- possible leaks from cracked pipes and/or valves;
- clogging and choking up the system;
- problems related to the quality of hot and cold water in the building;
- increased quality of hot and drinking water supplied;
- no need for long draining of hot water;
- long life of the new system;
- up to 30 % discount on the price of 1 m³ of hot water.



Intelligent cooling

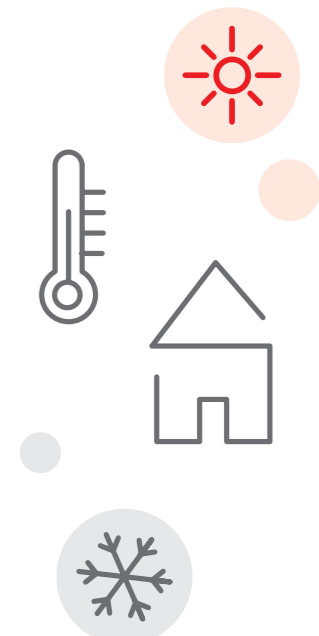
Thanks to EVN Toplofikatsia, Plovdiv is the first Bulgarian city in which an innovative method of cooling in summer through the system of central heat supply was implemented.

Smart cooling is implemented through a site-specific individual system, in which two elements play a key role: absorption machine and water-cooling tower. Through these facilities, the heat supplied through the central heating network of EVN TP is converted into cooling energy, which is mainly used in the summer.

The first smart cooling project was implemented in the summer of 2013 in one of the most modern administrative buildings in Plovdiv – Trakia Region City Hall. Over the years, their example was followed by Trimontium Hotel, the new city sports hall Kolodrumska and Holiday Inn hotel complex. The two new buildings of EVN Dispatching Centre and of KEZ Plovdiv North also benefit from the advantages of central cooling.

Facts and figures

- The project for cooling by using central heating is applicable in buildings with internal air conditioning systems. The most suitable buildings are administrative and business buildings, shopping centres, malls, hotels, hospitals, etc.
- In various cases, it is possible to use the internal building system, which is used in winter for central heating, in summer for central cooling.
- An important positive effect is also the reduction of harmful emissions. Despite the anti-epidemic measures imposed on the tourism sector and the restrictions on their activity, the six sites using the innovative cooling method of EVN Toplofikatsia in Plovdiv in 2023 saved 642 tons of harmful carbon dioxide emissions in the air of the city.



Effectiveness

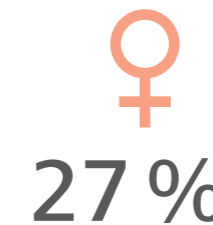
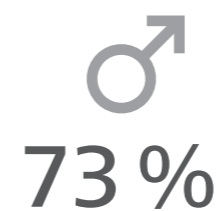
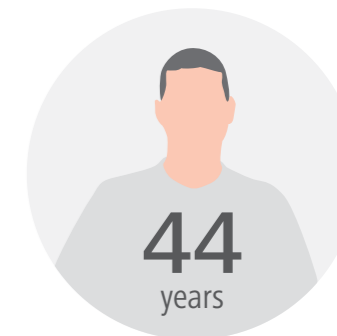
Intelligent cooling is in line with the global trends for improving the quality and development of central supply. This is a step towards the efficient utilisation of primary energy resources.



People – the essence of energy



Average age:



Average length of service:



54.5 %



34.8 %



10.4 %



0.3 %



Education

higher

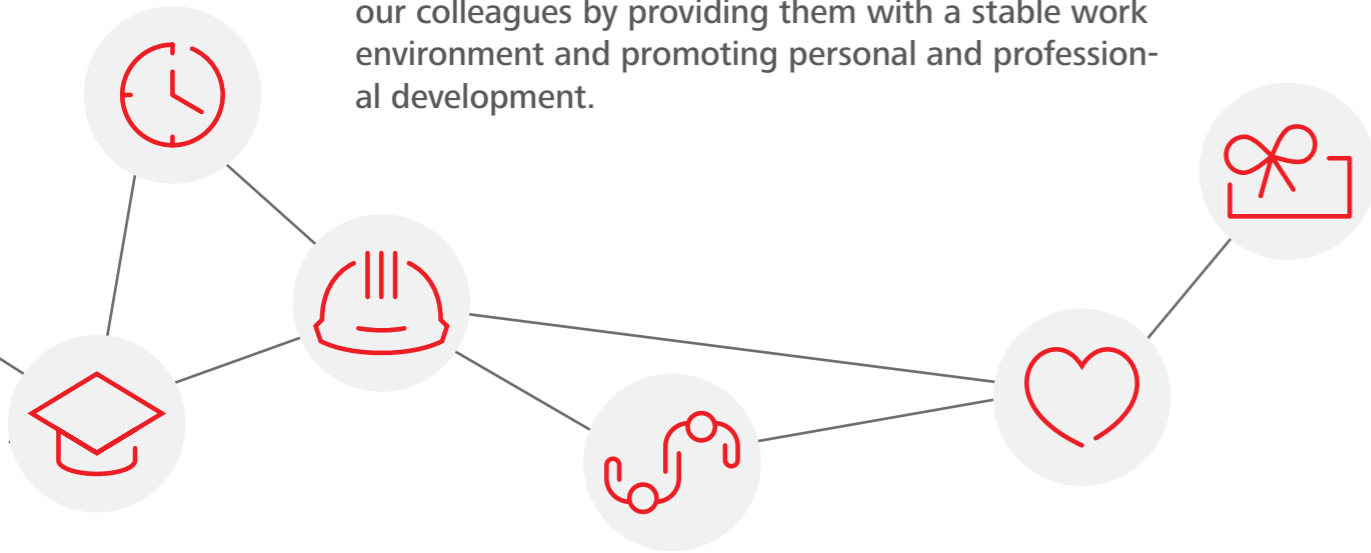
specialised
secondary

secondary

primary

EVN Bulgaria as an employer

At EVN Bulgaria, it is important for every employee to feel motivated, valued, inspired and energised. We strive to create conditions for a better life for our colleagues by providing them with a stable work environment and promoting personal and professional development.



Company culture

In our work, we are guided by six basic principles of behaviour, which the employees themselves formulated under the internal project EVN Reload.



EVN Academy – the more you know, the greater the energy for knowledge

The specialized unit in EVN Bulgaria which coordinates all internal and external qualification events of the company is called EVN Academy. The priority in the work of EVN Academy is the targeted and long-term development of the employees, the aim being to increase their skills and knowledge.

Our company is proud of a team of colleagues who have taken on the role of internal trainers on their own initiative, and digitalization has enabled them

to develop new coaching and technical skills. Of course, the trainings on people management, creating a positive atmosphere, time management, customer service, economics for non-economists, engineering for non-engineers, liberalized market, etc. retain their positions and are a focus in the curriculum of EVN Academy.

The main goal of the seminars is to develop leadership and specialized competencies.

The Academy also offers employees an internal corporate library with professional literature. Based on a created register of titles, EVN Bulgaria's employees can request and use these publications, which are of interest to them and support their professional expertise and development.

In 2023, EVN Academy organised 1,088 trainings from its portfolio and 55 external trainings for improving employees' skills or increasing their qualification.





The EVN Coaches Forum in 2023 focused on unlocking creative potential and generating ideas through visualisations.

In August 2023, we held the traditional EVN Academy forum of internal coaches at EVN Bulgaria. During the two-day activities, the coaches shared ideas and experience to build on their knowledge and skills in their role as coaches. This year, the focus was on unlocking creative potential and generating ideas through visualisations. The coaches created a conceptual project for a mechanism for upgrading the internal trainings, positioning in the organisation and enhancing the image of the coaches, as well as for the EVN Academy as a whole.

We invest in our employees

For its employees EVN Bulgaria provides an opportunity to join the Energy Business Master's program at the University of National and World Economy. The company covers all costs for semester fees, provides information and support to participants in preparing master's theses on topics related to EVN activities and provides paid leave for training to participants for the period of training.

In 2023, 15 colleagues who started the program in the autumn of 2022 continued their studies in the specialty.



For EVN Bulgaria, it is essential that the selected Energy Business Master's program at the University of National and World Economy addresses the topic in a complex manner and focuses on environmental aspects. The program includes 2 separate study disciplines directly aimed at the green transition: Renewable Energy Sources and Environmental Management Systems.

Cooperation with universities

In 2023, EVN Bulgaria continued its consistent policy of cooperation with higher education institutions in order to increase students' practical knowledge and exchange of experience.

Traditionally, the company maintains good relations with four Bulgarian universities:

- Burgas Free University;
- Technical University – Sofia;
- Technical University – Sofia, Plovdiv Branch;
- University of Food Technology – Plovdiv.

In continuation of our good practices, in 2023 we continued the thesis mentoring at EVN. For the company, this is a successful practice through which we attract and retain students in electrical specialties.

Thesis mentoring is an expert and methodological support by the business in the process of defining and preparing theses by the students. Instead of the general definition of topics for students

at technical universities, our company offers topics for diploma assignments to our colleagues or interns who study at Technical University – Sofia, Plovdiv Branch.



On 06.04.2023, Eng. Zdravko Bratoev – Deputy Chairman of the Board of Directors, and Eng. Stoycho Valchev – Executive Member of the Board of Directors, signed a Memorandum of Cooperation between Technical University – Sofia and Elektrorazpredelenie Yug.

Close to students again

In 2023, we were official guests at the graduation ceremony of future engineers from the Faculty of Electronics and Automation of the Technical University – Sofia, Plovdiv Branch.

A total of 35 students with excellent grades from the 2022 class of the Faculty of Electronics and Automation received their Bachelor's and Master's degrees in various specialties, 4 of them being EVN employees. We are happy to share that again many of the Electrical Engineering graduates with honours are our interns and colleagues.



Science is progress

EVN with lectures to future journalists

In November, at the invitation of the America for Bulgaria Foundation, Vera Karabashlieva, Head of the Energy Policy team at the Regulatory Affairs department, was a guest speaker at the "Media E:volution" scholarship program for young future journalists as part of a thematic day dedicated to energy.

In front of journalism students with a mostly humanitarian profile, she

presented the specifics of the electricity market – the need for market and physical balance of the system, pricing mechanisms, regulation of electricity prices and network services, major topics in the sector such as the integration of renewable energy sources, the expected liberalisation, the repair of outages in a difficult environment, trends for the development of decentralised production and active participation of customers.

Within an hour and a half, students were informed about a field almost unknown to them, and they gained awareness of the complexity of challenges in the sector and the important role of informed public debate.

New lectures to students at the Technical University – Sofia, Plovdiv Branch

After several successful technical lectures to students from Technical University – Sofia, Plovdiv Branch in online format, we continue the good practice with a new series of live lectures.

On March 21, 2023, the students in the 4th year of Electrical Engineering specialty were introduced to the topic "Construction of electricity grids". The lecture was received with great interest

and many questions by the students, who were presented with additional opportunities for internship and close acquaintance with the company.

Laboratory exercise

In continuation of good practices related to supporting education and increasing the practical training of future engineers, on April 10, 2023, a group of students from the 4th year of the Electrical Engineering specialty from Technical Univer-

sity – Sofia, Plovdiv Branch was invited to conduct their first laboratory exercise at our specialised training ground in the city of Stara Zagora.

During the visit, the students were closely acquainted with technical activities such as the construction of a transformer station, the adjustment of circuit breakers and the replacement of a medium-voltage fuse, and for the most courageous participants the training envisaged climbing a reinforced concrete pole was also included.



The students also learned about the role and functions of our mobile cable laboratories, including the safety measures for working with them, the equipment they used since the late 1980s, determining the cable route of a low-voltage cable, as well as the possibility of independently locating low-voltage cable failure with the help of our most modern cable laboratory.

Driven by its desire to support young engineers in their professional training, as well as to promote their interest and commitment to acquiring specialised knowledge in the field of energy, the company provided laboratory equipment for laboratories at partner universities. The equipment is designed for the needs of laboratories for measuring equipment and material sciences at the Technical University – Sofia, Plovdiv Branch and a laboratory at the Centre for Informatics and Technical Sciences at Burgas Free University.

With this gesture, EVN Bulgaria supports the practical preparation of students studying technical specialties at both universities.



Good internship, good future

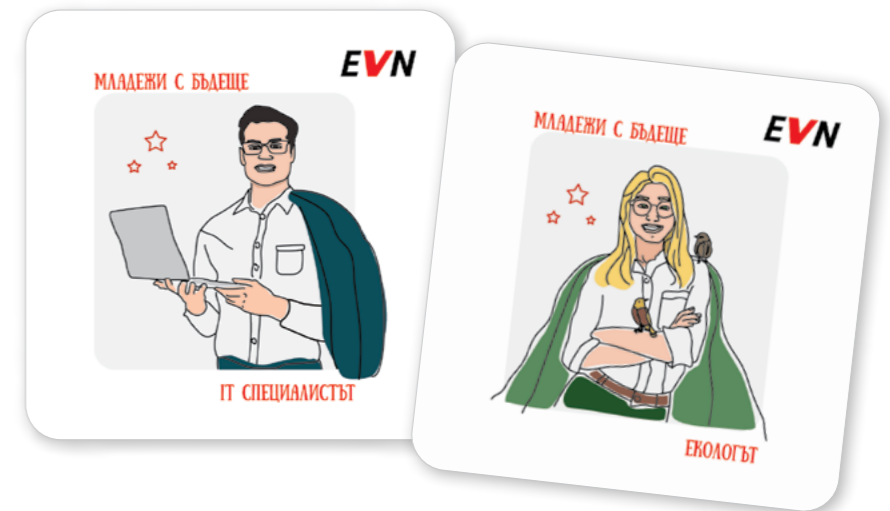
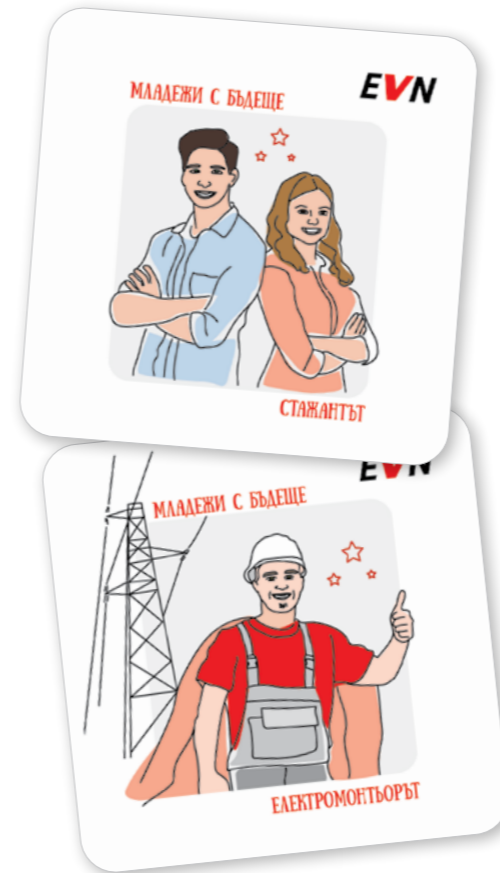
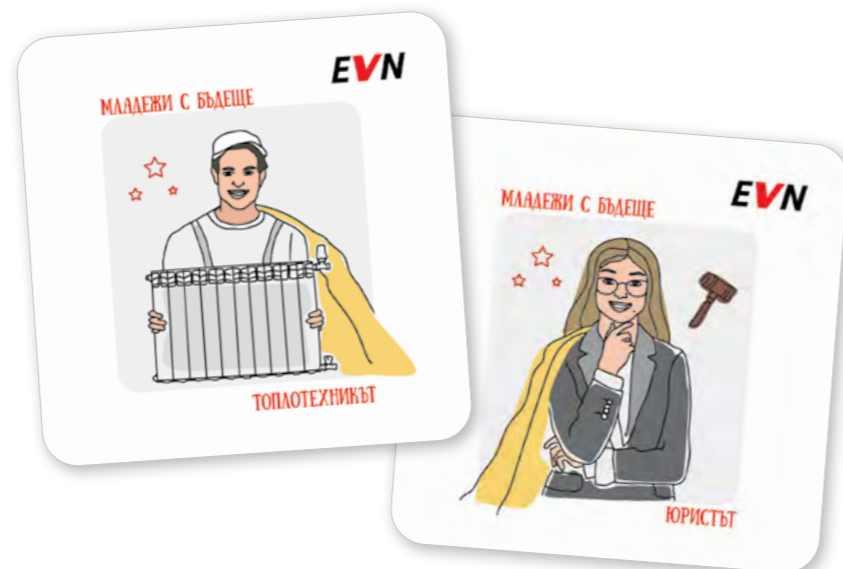
In the summer of 2023, for the 18th consecutive year, the internship program of EVN Bulgaria “Youth with Future” was held. It enables young people from technical and economic specialities from different higher education institutions to work in the company during the summer months and to gain experience that would be of considerable benefit for their future professional realization. Every year, the program enjoys a strong interest from students, so we are eager to work on its development and updating. We strive to offer attractive pay, more interesting projects and tasks for interns, as well as events and meetings for sharing of experience, training and inspiration.

After a selection procedure of more than 500 candidates, a total of 59 students were approved and had the opportunity to have an internship in the company.

During the three months of the program in July, August and September the trainees had the opportunity to get acquainted with the activities of EVN Bulgaria as a leading energy and infrastructure enterprise in the Bulgarian economy. The trainees actively participated in the work of the company's organizational units. Each of them conducted their internship under the personal guidance and advice of mentors – experts from the respective professional sphere.

The Youth with Future program offers:

- familiarization with the activities of EVN Bulgaria and gaining valuable experience in the field of energy, technology and the economy;
- direct contact with some of the best professionals in the industry;
- participation in innovative projects;
- possibility of applying theoretical knowledge in a real working environment.



In 2023, EVN Bulgaria complemented the channels of communication of its internship program with platforms such as LinkedIn, Facebook, Instagram and YouTube, where in March and April we held our campaign to attract young people seeking development. In addition to social media channels, we have placed billboards in key places on the licensed territory of the company, and for the career forums and events in which we participate, we have developed information brochures and cup coasters with different visions – career paths at EVN Bulgaria.

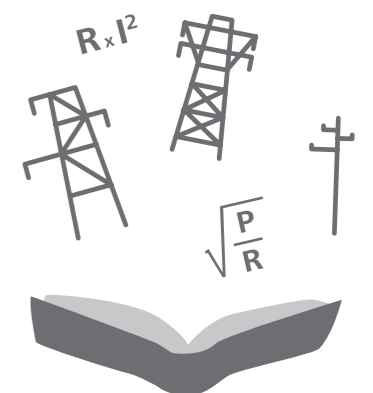
Working with a mission

In 2023, the company continued to develop its mentor program for interns at EVN Bulgaria. To help young colleagues master the specifics and essence of the work – this is a process that enriches both the new generation of EVN employees and those who have gained invaluable experience and knowledge about the company over the years. The first steps of the new employees are the most essential element in building their relationship with the company, so we strive to show them that with us they will always find someone to rely on.

Dual learning – bright perspective for students

The lack of specialized technical staff makes dual training increasingly popular in the country. EVN Bulgaria is a pioneer in this regard. Starting as far back as 2016, today we have the largest dual training program in the country, partnering with 11 vocational high schools focused on electrical engineering in 11 cities in South-east Bulgaria.

In total, over 440 “EVN students” from 8th to 12th grade are part of the dual training. Currently 129 students are studying in dual form in grades 11 and 12. In May, the largest class of 62 young people graduated. Some of them continued with their higher education, and 16 students from the class are now part of EVN Bulgaria as our employees.



In 2023, for the first time, the program introduced dual training in partnership with EVN Toplofikatsia and two children from Vocational High School of Food Technology and Techniques – Plovdiv, specialty “Thermal Engineering – Heating, Air Conditioning, Ventilation and Refrigeration”, are currently being trained.

From a wider perspective, we encourage local communities, create local opportunities, reduce youth unemployment, train professionals in an important profession that is in a severe labour market deficit and thus support the national economy.

Our long-term and consistent investments in education through practice are a great example of successful community service. They bring benefits to all parties: children receive practical knowledge and skills, career orientation and increased opportunities for professional realization; schools come to life; our company welcomes newcomers with excellent qualifications, understanding and attitude to the profession and a horizon for development.

An initiative that has become a sustainable tradition for us is to create more welcoming, modern and learning-friendly spaces in our partner schools. In 2023, another educational institution “decorated” its corridors with the help of EVN Bulgaria – we installed the eighth wall “Following the Path of Electricity” at Tzar Ivan Asen II High School, Asenovgrad. In order for students to spend more valuable time with knowledge of electrical systems, we also created an EVN recreation area.

The educational walls present also the participation and point out the role of renewable energy sources in the energy mix.

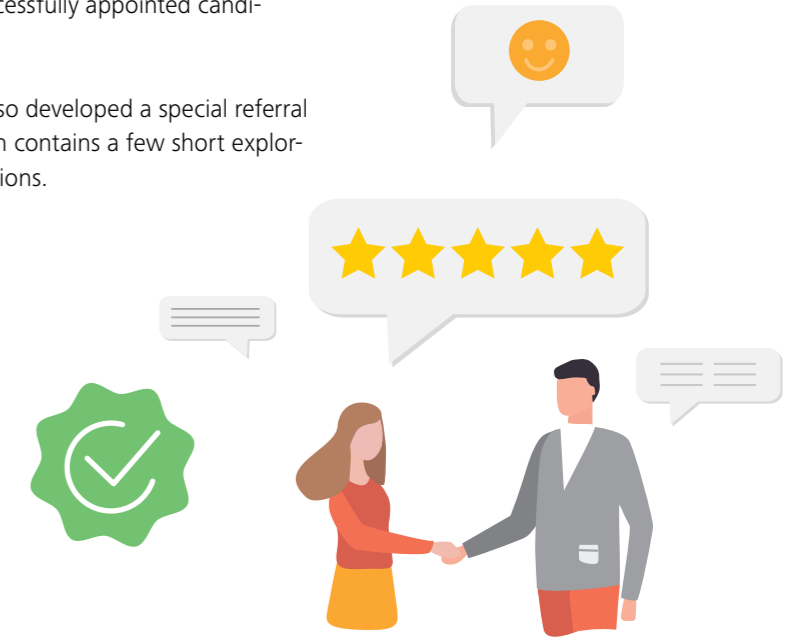


“Bring a New Colleague” referral program

The company has a referral program that was updated and expanded in 2023. “Bring a New Colleague” aims to open a new channel for attracting candidates to EVN Bulgaria by enabling employees in the company to refer experts who have never applied for open positions in the company so far. This is how we show our trust in our colleagues, as well as our desire to attract more people like them – bright, responsible, principled and positive in work and communication. Surrounding ourselves with people who fit in our corporate culture and spirit is a top priority when selecting new staff, so we start the process from inside out.

Of course, incentives are envisaged for employees whose recommendations lead to successfully appointed candidates.

We have also developed a special referral form, which contains a few short exploratory questions.



Health & Balance @ EVN Bulgaria

An integral part of EVN Bulgaria's corporate and social responsibility policy are the measures the company takes for its employees – for their health, working conditions, atmosphere of work and integration.

form for new initiatives to shape a more favourable working environment, build healthy habits and increase employee satisfaction.

As a logical continuation of the successive steps in this direction, since 2015 there has been a corporate program for a healthy and balanced lifestyle – Health & Balance @ EVN Bulgaria. The program simultaneously summarises existing measures and provides a plat-

In 2023, a new service – “Psychological Counselling” – was introduced as part of the care for the employees under the supplementary health insurance. Each employee may use up to three psychological counselling sessions in a special online platform to maintain balance in their life.



Summer smiles for employees' children

On the occasion of the best children's holiday – June 1, EVN Bulgaria traditionally organises entertainment events for the children of our employees under the slogan "Hello, Summer!". The 2023 edition of the celebration was particularly exhilarating for the employees' families after a two-year interruption due to the epidemiological situation in previous years.

More than 420 children and adults attended the family celebration for EVN employees on June 10, 2023. The participants had fun with a variety of games which were enjoyed by everyone:

- children's workshops, sports challenges, music, tricks;
- football for the dads and tabata workout for the moms;
- EVN technology area;
- water games and more.



A special treat for the participants in "Hello, Summer!" was a photo of the participants grouped in the form of a sun.

PEP every day

PEP – Personal excellence program is an internationally known program, which in EVN Bulgaria we introduced in an innovative way, which provoked the interest and won the support of all employees in the company.

PEP is aimed at a holistic behavioural model: from personal presence in front of colleagues and customers, to ways of working and collaborating in a team; using IT solutions and stress management skills.

The introduction of the program and the annual activities to recall and reinforce PEP standards has led to a positive atmosphere of work, increased engagement, good organisation and workplace balance.



The PEP logo is the chili pepper – just like it, PEP is that spicy seasoning in our daily work which initially feels too hot but then makes us more organized and efficient.

With the transition to increasingly digitalised workflows, new working principles were imposed, which we also included in the PEP standards. Thus, in 2023 we have updated tips and recommendations for effective communication and work life. We have supplemented the PEP functions with rules for online meetings, use of work emails and home office behaviour.

Compliance. It's good energy

An effective Compliance management system has been operating in EVN Bulgaria. A major part of this system is the EVN Code of Conduct, which describes the overall corporate culture in the Group. The Code of Conduct covers and further develops the Charter of EVN, which sets out the vision, mission and core values of the company. In addition, the Code outlines the basic principles of conduct in EVN in various areas such as anti-corruption, occupational safety and relations with business partners and customers.

Since its introduction in 2014, it has set ethical standards that have been the basis of our company's impeccable reputation for nine years. In this regard,



EVN Bulgaria has launched a series of trainings for all employees, where current cases and prevention measures are discussed.

In 2023, Compliance continued its development to the next level – towards

Compliance Reloading. With a set of activities throughout the year, the focus in the company was to upgrade the system and its application in following the 6 principles of EVN Reloading – commitment, responsibility, cooperation, professionalism, integrity, respect.

The focus of the calendar of events was a series of round tables in September, where in the form of discussions the management team of EVN Bulgaria discussed the issues on the topic of Compliance in the individual organisational units. This reinforced the common understanding of Compliance in the company and provided feedback on the basis of which to plan future regular Compliance trainings.

In 2023, circumstances external to EVN Bulgaria occurred, which in part marked the direction which the development of Compliance took. In view of the newly adopted Act on Protection of Persons Reporting Information or Publicly Disclosing Information about Breaches, EVN Bulgaria implemented all regulatory requirements and measures related to creating accessible and transparent channels for reporting irregularities, protection of whistleblowers, their exemption from liability, etc.

In 2023, we summarised all the principles and measures that the company adopts in terms of human rights protection in EVN's Human Rights Policy. The document was provided on the internal website of EVN Bulgaria in order to be accessible to every employee.



Personal data protection

One of the key areas of the EVN Code of Conduct is the topic of personal data protection. EVN Bulgaria strictly complies with the European General Data Protection Regulation and took a number of measures to implement it back in 2018, such as publishing privacy statements of the companies from the Group, updating contracts and forms, etc.

The companies in EVN Bulgaria are registered as personal data controllers within the meaning of the Personal Data Protection Act. In this regard, the Group has personal data protection officials. They coordinate internal company processes so that they meet the requirements of the law. Up-to-date information on the topic is maintained on the company's Intranet page and EVN Bulgaria employees undergo regular training. An informational bulletin on personal data protection is regularly compiled and distributed.



Personal data protection officer of EVN Bulgaria: Elena Valcheva, lichni.danni@evn.bg



Personal data protection officer of Elektrorazpredelenie Yug (part of EVN Bulgaria): Ivan Manahilov, lichni.danni@elyug.bg



Safety first

The company pays special attention to occupational safety upon repairing outages. Specialized trainings for electricians are held on a step-by-step basis at the training ground in Stara Zagora.

The company has a Centre for Occupational Safety and Fire Safety, which coordinates and controls the activities related to the training of the employees, as well as conducting regular and ad-hoc briefings.

For us, human life is a priority. We ensure safe working conditions and comply with all measures so that our colleagues and their families feel safe, calm and supported. Since 2013, a counter has been introduced in each technical unit, which counts and displays every day in which prudence and professionalism in the workplace have yielded their result – accident-free work.

A big goal was achieved in 2023 – 10 years of accident-free work. On August 31, five of the regional technical units of Elektrorazpredelenie Yug achieved their 3,650 days of safe work. This marked the beginning of the



new countdown to the next ten years without an accident. We transferred the counter to a digital environment so that we can more securely and easily monitor every single day in which employees are safe.

“Save Life” safety rewards

In February 2023, the management of EVN Bulgaria presented the first Annual Safety Awards “Save Life”. Technical organisational units were awarded, whose work in 2022 was a benchmark of safe work.

Each year, for more than 10 years, all organisational units that did not have occupational accidents received safety awards – Safety Oscar plaques. In 2023, we changed the appearance of the prize, but not its moral value. “Save Life” is an emblem of safety at EVN Bulgaria, selected and shaped after a vote by the company’s employees.



Successful supervisory audits of management systems as per international standards

In compliance with their licensed obligations, the companies of the group of EVN Bulgaria maintain certification according to international standards ISO 9001 (for quality management), ISO 14001 (for environmental management) and ISO 45001 (for occupational health and safety management).

In November 2023, successful supervisory audits of the management systems were carried out in Elektrorazpredelenie Yug, EVN Toplofikatsia, EVN Elektrosnabdavane, EVN Trading and EVN Service Centre. An internationally accredited certification body confirmed, after extensive checks, the efficient functioning of the systems in the companies and their compliance with the requirements of international standards.

The certification of the companies is the result of our efforts to maintain and constantly develop the integrated management system according to international standards. The aim is to establish and stimulate a permanent culture for improving quality, health and safety at work, as well as more effective environmental impact management.

Sustainable development



Statement for support of the Global Compact by EVN Bulgaria

EVN Bulgaria EAD has been a member of the UN Global Compact since August 2010 and a co-founder of the Bulgarian Global Compact Network since August 2010. The company is a part of the large EVN AG family – a leading Austrian company headquartered in Lower Austria, the country's largest federal province.

EVN Bulgaria is a company with a socially responsible behaviour to the society. Our long-term existence requires our excellence, competence and reliability to ensure the satisfaction of our customers and partners. This ensures our sustainable success and motivates us to be the leading company by giving our contribution to acknowledge the values and positive corporate culture.

The company fully shares and supports the 10 principles of the Global compact in respect of human rights, labour standards, environment and anti-corruption. We have undertaken the commitment to make the Global compact and its principles part of our strategy, culture and daily corporate obligations. EVN Bulgaria is making the necessary efforts to make committed to and to attract to the initiative all its employees, partners and vendors.

Corporate social responsibility of EVN Bulgaria is focused on achieving social, economic and environmental practices that exceed the regulatory requirements and which are implemented in a dialogue with all stakeholders. The Company realises policy aimed at care for the employees and commitment to the problems related to the ecology and the community, in which the company develops its business activities.

We share the concept of sustainable management and strive to comply with the technological, economic, environmental and social aspects at the same time. Priority in our work is the balance of the interests of all stakeholders, transparency and readiness for dialogue.

In the spirit of high responsibility related to our job, we set ambitious standards of conduct. To work with modern and high-efficiency technologies, responsible attitude toward the environment, commitment to society and human resources development.



Kalina Trifonova
Deputy Chairperson of the Board of Directors
EVN Bulgaria



Alexander Sipek
Chairman of the Board of Directors
EVN Bulgaria

The ten principles of the UN Global Compact

Human Rights

- Principle 1:** Businesses should support and respect the protection of international proclaimed human rights within their sphere of influence; and
- Principle 2:** make sure that they are not complicit in human rights abuses.

Labour Standards

- Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- Principle 4:** the elimination of all forms of forced and compulsory labour;
- Principle 5:** the effective abolition of child labour; and
- Principle 6:** eliminate discrimination in respect of employment and occupation.

Environment

- Principle 7:** Businesses should support a precautionary approach to environmental challenges;
- Principle 8:** undertake initiatives to promote greater environmental responsibility;
- Principle 9:** encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption

- Principle 10:** usinesses should work against all forms of corruption, including extortion and bribery.

Friendships that bring light



EVN Bulgaria dedicated its advertising campaign to the Eyes on Four Paws Foundation – the only one in Bulgaria to train guide dogs

It is important for EVN Bulgaria to develop its image campaigns so as to affirm its position as a safe and sustainable company that is committed to socially significant issues. The national advertising campaign in 2023 continues the strategy that we support things in life that “bring us light” in a literal and figurative sense.

After the support for the noble volunteers from the Mountain Rescue Service in 2020, it was not easy to choose a new cause. As a company whose main business is to provide light for people, we thought about it feels to not see the light of day. We explored what could help a blind person lead a fulfilling life without depending on the daily help of

relatives and friends, and the answer came – a kind, fluffy and devoted one. The guide dog is an indispensable assistant who gives freedom and “lights the way” for his blind owner.

That is why in 2023 EVN Bulgaria supported the Eyes on Four Paws Foundation – the only one in Bulgaria that trains guide dogs for the blind, and for several years has been providing assistance dogs for children with autism and diabetes, as well as people with physical disabilities.

EVN Bulgaria donated funds to Eyes on Four Paws, with which the foundation will finance the feeding of over 35 service dogs for one calendar year.

In addition, through our communication in various media channels, we promoted the activities of the foundation and the ways to support it.

Through our campaign, we hope to change these pessimistic numbers at least a little:

- 10,000 blind people in Bulgaria
- 35 guide dogs for blind people
- 24 assistance dogs for people with other disabilities

Who are the participants in our advertising video?

Real-life participants took part in our video. Our heroine is Bogdana Petrova, who is 80 % blind. Bogdana is a familiar face from the TV show Bulgaria's Got Talent, which she won in 2010. Thanks to her guide dog Giselle, Bogdana has completed two higher education degrees in music. Giselle is now retired, but still lives with Bogdana. Bogdana is currently considering whether to reapply for the guide dog program.



The guide dog in the video is named Hurricane. He is still in training and expected to graduate in the beginning of 2024.

In addition to the main advertising video, short video interviews with our heroine Bogdana, with the founder of the Eyes on Four Paws Foundation and a foster family of a guide dog were also uploaded to EVN Bulgaria's YouTube channel.





Why is support needed for raising a guide dog?

The puppies are bred at the foundation in Sofia. After weaning from the mother, the puppies need about a year of living with a foster family. Foster families have the difficult task of raising a healthy, well-mannered and happy dog that is not afraid of the busy urban environment, has no problem travelling in any kind of vehicle and is easy to manage. Weekly trainings with a professional instructor are held throughout the period. The dog's training process is completed when it reaches about 2 years of age.

Social media activities included a Facebook game through which 1 future guide dog got the right name for himself – Forest. The name was chosen by voting by our social media followers. It is important for the service dogs for people with disabilities of the Eyes on Four Paws Foundation to receive names unique in Bulgaria. Another principle that the foundation follows is every calendar year to give the puppies from the whole litter of puppies names starting with the same consecutive letter of the Bulgarian alphabet. In 2023, it was the turn of the letter "F", and the names of all puppies begin with it.



EVN Bulgaria's image campaign in support of the Eyes on Four Paws Foundation received a total of seven awards at the FARA 2023 festival of the Bulgarian Association of Communication Agencies. We received 4 gold, 2 silver and 1 special jury award.

Impressive results

EVN Bulgaria managed to achieve a wide public response, as evidenced by the funds received as donations by Eyes on Four Paws. During the campaign period, donations to the foundation tripled both as compared to the previous months from the beginning of the year and on an annual basis.

EVN Toplofikatsia with a new clean air campaign



As a company with a social position, EVN Toplofikatsia raises the topic of clean air in Plovdiv through different campaigns every year.

On December 9, 2023, the company held a planting initiative for 50 young trees in Trakia residential area, the largest one with central heating in Plovdiv. The initiative aims to highlight the benefits of maintaining and planting trees in an urban environment and how they affect air quality. Trakia residential area in Plovdiv now has 25 new plane trees and 25 American ash trees.

The goal of our campaign is not only to raise the topic of the "invisible" problem – the polluted air in Plovdiv, but for each of us to contribute to change through "visible" actions.

Trees in an urban environment provide numerous benefits, the main one being the direct cooling effect of the tree shades, and they also purify the air, reduce dust pollution and the cost of cooling buildings. Last but not least, they make cities more beautiful and greener and contribute to the overall improvement of the environment and quality of life.

The initiative was implemented with the support of Gardens and Parks Municipal Enterprise – together we chose the terrain for planting the trees, and the trees and reinforcing stakes for them were provided entirely by EVN Toplofikatsia.



In preliminary talks, we invited citizens of the residential area who are customers of EVN Toplofikatsia to join the tree planting together with their families, because we believe that our children deserve cleaner air, and we can achieve

this for them together. Employees of the company who are engaged with the topic, as well as the Mayor of Trakia residential area – Georgi Gatev, also took part in the planting campaign.

The campaign to promote central heating as an environmentally friendly and clean service will continue in 2024 with billboards in Plovdiv and digital communication.

Learning and fun with Evy and Encho

During the school year 2022/23, EVN Bulgaria for the thirteenth consecutive year started training students in the reasonable use of energy resources and nature conservation. EVN Bulgaria organizes “energy lessons” in all 9 administrative districts in South-east Bulgaria which are serviced by the company: Burgas, Kardzhali, Pazardzhik, Plovdiv, Sliven, Smolyan, Stara Zagora, Haskovo and Yambol. In 2022/23, the program included trainings for a total of 9,300 students from 2nd, 3rd and 4th grade in 47 schools.

Evy and Encho offer the children interesting energy tips and curious ways to use energy wisely and safely. Evy and Encho’s classes are conducted by the teachers in 5 lessons during the “class hour”. For the purposes of training, the company develops and provides free materials approved by the Ministry of Education and Science (MES), useful and entertaining gifts for students and the class. The initiative of EVN Bulgaria is approved by the MES and is implemented in partnership with the regional education inspectorates. EVN Bulgaria started classes on energy efficiency in schools

in 2009, and by the end of the 2022/23 school year, a total of 45,700 students had received training in the reasonable use of natural resources.

In the school year of 2023, we again managed to hold the fourth-grade competition, which enjoys great interest. The fourth graders are asked to create a model “House of the Future”. In 2023, the winners from the Hristo Smirnenski Primary School chose as their prize the improvement of the yard in front of the school, where sports events, free games and outdoor trainings are held.



The educational materials for the reasonable use of energy resources include posters in which the principle of building a passive house is depicted from a child’s point of view.



Volunteering with a cause

EVN for Bulgaria – the good remains

In 2023, we continued to support community service initiatives initiated by our colleagues through EVN for Bulgaria, a volunteer program of the company. The program is held in two formats, which alternate every year – implementation of projects by partners external to the organisation and implementation of activities by EVN Bulgaria employees.

This year, we encouraged in-house volunteer activities with a focus on improving urban and nature parks through afforestation and cleaning. Thus, through joint efforts and initiatives, we created a way to a more beautiful and greener future for all of us.

In this edition of EVN for Bulgaria, we held 26 initiatives on eco-topics.



The new green appearance of Dimana Daneva park in the town of Harmanli.

EVN ЗА БЪЛГАРИЯ



Refinement of the park near the palace in the town of Krichim.



A great team of volunteers installed new signposts, marked with paint and cleaned a tourist trail from Trigrad rocks Hut to Chair Lakes Hut near the village of Mugla, as well and the path from the village of Trigrad to Orfeev peak.



The volunteers reforested the areas around Heating Plant "North" in Plovdiv



The volunteers installed rooftop solar panels on the Ravnets hut in Stara Planina.

Sustainable partnership for more forest areas



Riverside forests are among the rarest and priority forest habitats in terms of conservation. They are the ones that strengthen shores, absorb dust, and improve water quality.

In 2023, we continued to take care of the riverside forest, where we are planting trees in partnership with WWF Bulgaria. The activities for creation of forest areas began in 2022 and will continue in this place until 2024.

At the beginning of the project, the first joint volunteer actions for the restoration of the riverside forest near the town of Stamboliyski included collecting acorns of summer oak from a village near Plovdiv. After a few days of careful examination and choosing of the quality acorns by the WWF experts, the time came to plant them. More than 30 volunteers from EVN Bulgaria planted more than 6,000 acorns on an area of more than 8,000 square meters.

In 2023, we continued the afforestation activities by planting saplings of 200 black poplars, 200 white willows and 150 white poplars on the site.



We continued in June, when we and our partners cleaned the weeds around the newly grown oaks, poplars and willows and covered them with mulch (tree bark) to preserve the moisture around the trees and prevent them from being mixed with other species.

In November, with the help of 22 volunteers from our program EVN for Bulgaria and the management of the company, we planted 400 saplings of alder, the seeds for which we had collected in 2022. After planting, we reinforced the trees with wooden stakes and a protective net to facilitate their growth.



30% of animal species feed, hide or live in the wood of dead trees

85% of drinking water is provided by forests

Only 4% of forests are centuries-old forests, and the percentage is decreasing.



EVN RUN: Sport with a cause

On 11 September 2023, at International Fair Plovdiv nearly 200 employees from EVN Bulgaria competed in the EVN RUN charity marathon. Together, our colleagues made 1,710 laps on a 700-meter track, which equates to a total of 1,197 km. For each lap, the company donates funds to a pre-selected cause. We chose to run our kilometres to help the National Paralympic Organisation in Bulgaria, which supports sports initiatives for people with disabilities.

To make the event accessible to more people, we gave colleagues the opportunity to compete in two disciplines – running and walking, with the amount donated per lap being the same. In addition, we made the marathon open to the family members of our colleagues.

EVN RUN has been held for 17 years in Austria; for the first time this year it includes colleagues from Bulgaria, North Macedonia and Croatia.



All the participants started simultaneously at 6:00 p.m. with a live broadcast. Our colleagues demonstrated excellent fitness, competitive spirit and desire to help as much as they could.

Charity Christmas bazaar for employees

On 18 December 2023, just before the holidays, for the employees in Plovdiv and in the regional technical units in South-east Bulgaria, the company organized the Christmas charity bazaar “From People to People”. At the bazaar, anyone who wished could bring home-cooked food for the colleagues to buy with donations.

The cause was created in order to financially support the initiative “Hot Lunch” of the Bulgarian Red Cross (BRC).

The people at EVN Bulgaria proved to be big-hearted and collected more than BGN 14,000. The main amount was transferred to the BRC for their program, and part of the funds was directed to local causes on the territory of EVN Bulgaria in South-east Bulgaria.



Caring for biodiversity

The transmission and distribution of electricity is an activity that, due to the specifics of the infrastructure, has an impact on the diversity of birds more than any other species. This fact naturally focuses our community service on protecting the environment and biodiversity – we are dedicated to the conservation of rare and protected bird species and their habitats. Our biggest projects are related to the conservation of large bird species such as storks, imperial eagles and vultures, but we are also constantly working on protecting many other species.

Safe Grid for Burgas

There are activities really demonstrate that added value does not result from regulations but from the responsibility we have towards society. An example of this is the LIFE Safe Grid for Burgas project, funded by the LIFE Program of the European Union, which continued in 2023. For yet another year, we continued the fruitful cooperation between Elektrorazpredelenie Yug and the Bulgarian Society for the Protection of Birds (BSPB). This is the biggest project on the Bulgarian Black Sea coast to protect birds. It covers the area of the wetlands around the town of Burgas, namely Atanasovsko Lake, Burgas Lake (Vaya), Mandra-Poda Complex and Pomorie Lake, which are located on one of the two main migratory routes of birds in Europe – “Via Pontica” and are part of the NATURA 2000 network in Bulgaria.

The aim of the project is to protect birds by reducing mortality resulting from contact with the overhead wires of the electricity distribution grid. In addition to precautions related to birds, the project will improve the security of electricity supply for customers in nearby settlements where power supply disruptions are registered during the months of bird migration.

EP Yug’s project, developed in partnership with BSPB, was approved by the European Commission in May 2021 and amounts to a total of EUR 5.5 million. A total of 75% of the funds are provided under the LIFE program of the European Commission, and 25% – by EP Yug. The planned period for implementation of the activities is from 2021 to 2026.

Large-scale activities for securing the grid are planned within the project:

- Underground laying of 52 km of cables replacing the overhead 20 kV power lines (medium voltage), which completely eliminates the risks for wild birds.
- Securing (by protective insulations) of 2,000 poles of the grid. Thanks to these insulations, birds do not have contact with the energized elements and thus do not cause disturbances in the power supply.
- Installation of 2,000 diverters (reflective markers) on overhead power lines. They reduce the likelihood of flying birds colliding with the overhead power lines.
- Construction of 18 transformer stations and one switching station.

Significant progress was made in 2023 on key project activities.

In February 2023, the company built a new underground cable line with a length of 500 meters for the Sarafovo residential area. The underground laying of cables is the most effective solution that completely eliminates the risks of collision and electric shock for birds. This most durable solution in the long term eliminates risks to birds and ensures the most reliable and secure power supply for customers, regardless of weather conditions.

In June 2023, EP Yug completed the installation of bird protection insulations on more than 1,300 poles of 6 overhead power lines supplying electricity to the settlements of Banevo, Vetren, Rudnik, Miroljubovo, Izvorishte, Draganovo, Bryastovets, etc. The insulations are of a new type and are for the first time they are installed in an area with such a large range. The test period after their installation shows that this is a sustainable

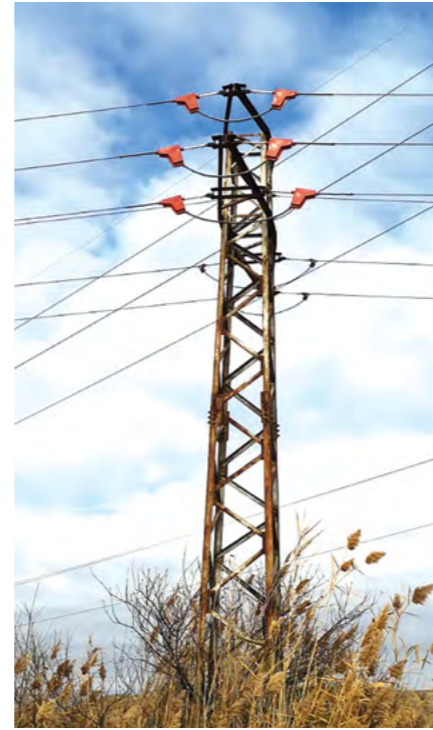
practice that not only positively affects the birds but also provides our customers with a reliable and uninterrupted power supply.

At the end of September, the construction works related to underground laying of overhead power lines with a total length of 20 kilometres were officially launched.

At the end of the year, the installation of 360 diverters was completed. Diverters are reflective plates that help birds see the overhead power lines from afar and avoid them by flying higher.

Modern technical solutions

In August 2023, for the first time in Bulgaria, a test installation of diverters on overhead power lines was carried out by using a drone. The drone was developed by the BSPB and has an attachment for installing diverters remotely. This method will contribute to installing diverters on power lines passing over inaccessible places, e.g. swamps, lakes, etc.



Construction activities will continue until 2026, and when they are completed EP Yug's customers in Sarafovo and the region will have one of the most reliable grids and power supply.



The construction works for underground laying of the overhead power lines with a total length of 20 kilometres were launched at a ceremony on 28 September 2023 by Eng. Stoycho Valchev, Executive Member of the Board of Directors of EP Yug, Eng. Zdravko Bratov, Deputy Chairman of the Board of Directors of EP Yug, Dimitar Nikolov, Mayor of Burgas Municipality and Vanya Ratarova-Georgieva, Executive Director of BSPB (pictured left to right).

"Via Pontica": facts and figures

- "Via Pontica" is one of the main migratory routes of birds between their breeding ranges in Europe and their wintering grounds in Africa.
- The routes passes through two continents and crosses over 20 countries (from Finland to South Africa).
- On the territory of Bulgaria, it passes mainly along the Black Sea coast.
- During the spring migration, more than 550,000 birds fly from Africa to Europe.
- During the autumn migration, more than 880,000 birds fly from Europe to Africa.
- This migratory route is used by more than 78% of the world's white stork population.
- In the entire Bulgarian section of "Via Pontica", the largest gathering of birds occurs in the region of the Burgas lakes.

Biodiversity award

Elektrorazpredelenie Yug is among the winners of the competition of the Bulgarian Biodiversity Foundation at the 2023 Annual Biodiversity and Climate Awards. EP Yug is the audience winner in the Responsible Business Award category. This category recognises businesses that, through their activities, support the conservation or restoration of individual species and habitats and have special environmental programs and support nature conservation activities. The company received the award because of the activities under the Safe Grid for Burgas project in partnership with BSPB.



Continuity: Life for Safe Grid

The successful joint activity of EP Yug with the BSPB was preceded by the project "Life for Safe Grid", implemented in the period 2013 – 2018. The investments under this project exceeded EUR 4 million, as part of the funds were provided by the European Commission under the LIFE program. Within the project 70 km of overhead power lines in protected areas were laid underground, 42 km of overhead power

lines were completely insulated, and 2,340 electric poles were secured with protective insulations. As a result, 6 new pairs of imperial eagles were registered in 2021, which increased their total number to a record 41.

With the technical measures taken, we reduced the mortality of the highly endangered imperial eagle and reduced the transient voltage interruptions in

the grid, thus improving the quality of electricity supply to our customers in these areas.

With the implementation of this project, EP Yug became the first infrastructure company in Bulgaria to implement a project under the LIFE program of the European Commission.



“Life for Safe Grid” is a continuation of the long-standing support that EP Yug has provided for BSPB’s project “Conservation of Imperial Eagle and Saker Falcon in key Natura 2000 sites in Bulgaria”. This previous project was finalised in December 2013.

Up-to-date information on the Imperial Eagle

The imperial eagle in Bulgaria is also known as cross eagle due to its typical colouration with spread wings in flight. The grid company of EVN Bulgaria finished 2023 with successfully completed joint work with the BSPB on the project “Implementation of measures from the action plan for conservation of the imperial eagle (*Aquila heliaca*) in

the Republic of Bulgaria”. The project covered several protected areas from the European ecological network Natura 2000: Sakar, Kamenski Bair, Sinite Kamani – Grebenets, Besaparski Ridove, Adata – Tundzha and other protected areas where the species is subject to conservation. By November 2023, we secured 837 electric poles which are

part of the medium-voltage grid. The insulation materials we used are of the newest type, standardised according to the internal technical requirements of the company in view of their long life and resistance to the meteorological conditions of the environment.

Life for the Bearded Vulture

In 2023, an international project for the return of the bearded vulture to Bulgaria and the Balkans was launched.

“Life for the Bearded Vulture” (project No. 101113869 LIFE22-NAT-BG-Bearded Vulture LIFE) unites the efforts of 8 partners from 3 European countries. Coordinating organisation: Green

Balkans – Stara Zagora Association. Partners: Fund for Wild Flora and Fauna, EcoCommunity Foundation, Elektrorazpredelenie Yug (EVN Group), Northwest State Enterprise – Vratsa, Sinite Kamani Natural Park Directorate from Bulgaria, Vulture Conservation Foundation (VCF) from the Netherlands and Milvus Group from Romania.

The ultimate goal of the project is to restore from the list of extinct species the bearded vulture in Bulgaria and the Balkans and to complete the reintroduction of the black vulture in Bulgaria as a nesting species, and in Romania it will launch the vulture recovery program.

The restoration of the bearded vulture and the strengthening of the population of the Black vulture in Bulgaria will be pursued in many key directions:

- Activities to improve nesting conditions, such as installing artificial platforms and creating nesting habitats in the long term.
- Improving the food base by supporting local livestock farmers and boosting the population of some specific animal species in key areas.
- Threat reduction – securing electric poles and parts of the overhead grid, as well as detecting crimes against

nature that would lead to failure of the efforts of all parties to the project.

- Monitoring the results of the reintroductions by marking and monitoring via satellite transmitters.
- Promotion and transfer of experience – with this regard, many discussion meetings will be organised, communities will be formed to support the activities under the project in its different areas, goals and means will be presented to municipal and state institutions, farmers, hunters and other indirect participants in the project.

The duration of the project is 7 years (August 2023 – July 2030). The budget exceeds EUR 5,173,000, of which the European Union provides co-financing of over EUR 3,880,000.

Conservation of the Black Vulture

In 2023, another project related to the conservation of the Black vulture in Bulgaria was implemented.

Protective insulations of the newest type were installed on 43 poles on Strandzhevo feeder. The power line passes near the villages of Moryantsi, Oreshari and Strandzhevo. The line was inspected at the beginning of the year, in the spring, by a team of the Green Balkans Association, which monitored the route and identified the section as the most dangerous one for birds.

On the basis of this assessment, Elektrorazpredelenie Yug cooperated with the Union of Hunters and Fishermen in Bulgaria under the project “Improving the conservation status of the Black vulture (*Aegypius monachus*) through the implementation of measures from the Species Action Plan”, financed by the Operational Program Environment.

By implementing the safety activities, the risks for birds from electric shock are eliminated, which can be considered a direct conservation measure for the conservation of this valuable bird for Bulgarian nature.



Vultures in Bulgaria

There are four species of vultures in Bulgaria – Bearded, Eurasian griffon, Black and Egyptian. Currently, only the Eurasian griffon vulture and the Egyptian vulture exist in our country as nesting species. The bearded vulture has disappeared from the fauna of Bulgaria and together with the black vulture they are listed in the Red Book of the Republic of Bulgaria as extinct; the black vulture can be observed in some places in the country but does not nest yet. In May 1972, the last deceased bird of the bearded vulture species was found, after which the species has been considered extinct as nesting in Bulgaria. That is why it has become a symbol of Bulgarian nature conservation since the beginning of the 20th century. The symbol contains a silhouette of a bearded vulture in a bird shelter and is placed on signs to indicate centuries-old trees and protected areas.



You can also see a bearded vulture in Plovdiv – on the facade of the building of EVN Toplofikatsia, which is located on 236 Vasil Levski Str. The large graffiti was painted in April 2021 under the project “NATURA 2000 in Bulgaria – New Horizons” of Green Balkans under the LIFE Program of the EU.

Other endangered species under our wing

Egyptian vulture

The Egyptian vulture is the fastest disappearing bird of prey in Europe, and its population on the Balkans has decreased by more than 80% over the last 30 years. To prevent the extinction of the species, we secured 280 electric poles in the region of the Eastern Rhodopes with protective insulation.



Saker falcon

In 2022, we secured over 300 electric poles hazardous for birds in the Natura 2000 protected areas in Sliven region – “Sinite Kamani – Grebenets” and “Kamenski Bair” – in order to protect the globally endangered Saker falcon.



Photo archive: Dimitar Gradinarov

Eurasian griffon vulture

EVN Bulgaria has supported Green Balkans' efforts to bring the species back to the country by implementing projects for securing bird-hazardous overhead power lines from the electricity distribution grid. The company has assisted Green Balkans with their European project “Vultures Return in Bulgaria”. EVN secured an electricity distribution line on the territory of Sinite Kamani Natural Park near Sliven, which passes next to the aviary for adaptation of Eurasian griffon vultures.



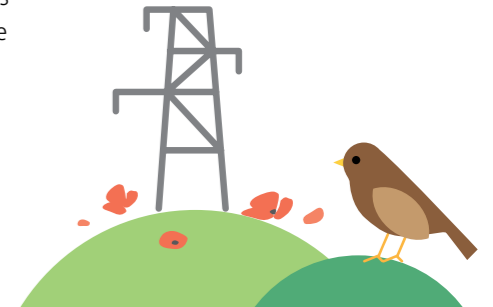
Photo archive: Green Balkans



Lesser kestrel

The project “Greater Chance for Lesser Kestrel in Bulgaria” aims to support the populations of the globally threatened lesser kestrel – a small falcon species – through direct conservation measures and wide public participation.

This project was developed by our partners from “Green Balkans” and was financed under the LIFE program of the European Union. Together with Green Balkans, we secured 209 electric poles covering more than 20 km of the electricity distribution grid.



Sinite Kamani and Strandzha

Elektrorazpredelenie Yug contributes to the sustainable management and structure of the Directorate of Natural Park (DNP) “Sinite Kamani” and DNP “Strandzha”. In Sinite Kamani, EP Yug secured 200 electric poles that were hazardous to birds, located on steep and highly crossed terrain. In Strandzha, the company secured 150 electric poles.

Caring for stork nests

One of the most sustainable and long-term initiatives of EVN Bulgaria in support of biodiversity, launched back in 2009, is the conservation of the white stork (*Ciconia ciconia*) population in South-east Bulgaria.

The white stork has naturally shifted its nesting mainly on the electricity distribution grid. Our company secures risky stork nests built on low-voltage electric poles of the grid; the securing is done by installing a metal platform standardized according to the internal technical

requirements of our company. The nests are raised at a safe distance of about 1 meter from the live parts, which protects birds' lives and prevents accidents on the electricity distribution grid.

With 310 platforms installed in 2023, the total number of facilities installed by EVN Bulgaria to protect the life of storks amounted to 3,440 for the period 2009 – 2023.





Regular securing of power lines

Following its environmentally responsible policy, EP Yug seeks technical solutions and applies effective means and methods for securing overhead power lines in order to conserve protected bird species. The measures include securing medium-voltage overhead power lines by installing different types of protective materials to cover exposed live parts or prevent birds from using them as resting and observation areas.

The securing prevents the occurrence of a short circuit which may be caused by the simultaneous contact of the wings of large bird species with the wires

and grounded part of the pole when attempting to land or take off from the electrical pole. Short circuits caused by birds usually lead to interruptions or permanent blackouts in the power supply to customers connected to the licensed territory of EP Yug and in many cases could lead to death of birds.

In 2023, more than 1,400 electric poles of the medium-voltage grid were secured, equivalent to 112 km of bird-safe overhead electrical infrastructure.

In its long-term grid development policy, EP Yug envisages replacement of overhead lines with underground cable

Rescue actions

In spring and summer, which is the season of white storks, the employees of EVN Bulgaria often respond to signals related to storks, especially young storks still learning to fly. In 2023, we received over 40 signals of fallen nests as a result of a storms, young storks fallen from nests in a failed attempt to fly, birds with entangled legs that fail to take off, including the urgent need to move nests from old production chimneys, church bell towers and electric poles of the medium-voltage grid. We always help in such cases based on the available equipment and environmental regulations.

lines when constructing new lines and facilities of the electricity distribution grid, where the terrain allows. On the one hand, underground cable lines completely eliminate the risks for protected bird species, and on the other hand, they ensure a reliable, sustainable and continuous quality service to the company's customers.

Environmental management

Responsible attitude to the environment is a guiding principle in EVN Bulgaria's policy. To ensure its practical implementation at all levels in the companies from EVN Group, since 2013 we have maintained an Environmental Management System in accordance with the international standard ISO 14001.

The system is based on the following key rules:

- Strict compliance with applicable regulatory requirements.
- Consistent implementation of policies and good practices.
- Continuous control on the processes to avoid the risk of pollution.

Every year the company successfully passes the supervisory audits carried out by a certification services company, confirming the issued certificate.

Waste management – efficient approach to resources

In line with its environmental policy and socially responsible behaviour, EVN Bulgaria continued its program for separate collection of production and hazardous waste in 2023. The waste is collected and handed over for recovery and disposal to companies holding the relevant permits.

In 2023, the company handed over more than 13 tonnes of paper for recycling, which is equivalent to preventing more than 180 trees from being chopped down.

Proper waste management in the group of companies leads to protecting natural resources through recycling and recovery of waste, while preventing environmental pollution with hazardous substances by disposing of waste that cannot be used otherwise.

Recycling plastic bottles together

At EVN Bulgaria, we believe that it is our cause to care for nature, so we continue to invest time and energy in activities that help protect it. After taking the first small step towards cleaner nature and better health in 2020 by encouraging our colleagues to switch to reusable water bottles, we made the next step in early 2023 to continue caring for nature together. For this purpose, we placed special containers for recycling plastic bottles in the company's buildings in Plovdiv. With our efforts in 2023, we prevented the landfill of 600 kilograms of PET plastic, whose decomposition would have taken more than 200 years.

Collecting bottle caps together to support premature babies in Bulgaria

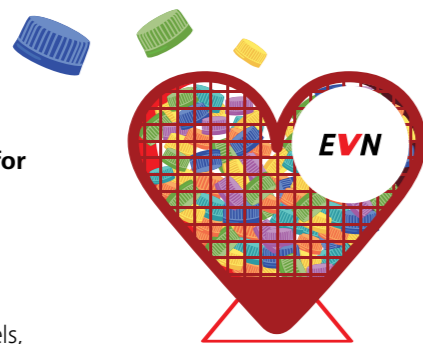
At EVN Bulgaria, we readily encourage and support initiatives which are beneficial to the whole society. To support caring for premature babies in the country, in 2023 the company placed large metal hearts in the three headquarters, where all employees collect caps for the "Caps for the Future" campaign. To make the process of collecting and handing over the caps easier, each of the headquarters has volunteers representing the campaign to employees.



What kind of caps are collected for the cause?

Almost any plastic caps:

- from beverages (water, milk, soft drinks, etc.);
- from hygiene products (shower gels, shampoos, detergents and softeners, etc.);
- we collect any caps with the number 2 or 5 placed in a triangle on the inside).



In October, the collected caps were transported from all headquarters for the first time. With these caps, we will help buy a 6th neonatal ambulance for premature babies.



Business and clean air – mission possible

The problem of air purity is one of the most pressing problems not only in Bulgaria but also worldwide. Measures need to be taken both to reduce CO₂ emissions and to tackle the fine particulate matter that most significantly affects our health. We believe that the solution to these problems also depends on the personal responsibility of each of us.

In our core business, we at EVN Bulgaria strive to contribute to the reduction of CO₂ emissions by investing in advanced energy efficiency technologies and reducing the technological costs of the electricity grid.

We managed to reduce the technological costs from 19.5% in 2005 to below 7% at the end of 2023. This means 1,230 GWh of electricity and 630,000 tonnes of harmful CO₂ emissions have been saved.

EVN Ecocalendar

Following its consistent policy for preserving biodiversity, the company implemented an in-house information campaign – EVN Ecocalendar. The company's Ecocalendar consists of annually selected important environmental dates celebrated at international or European level in order to focus on environmentally significant events. For each date of the EVN Ecocalendar, an informative text is prepared with the objectives for the announcement of the respective day, scientific data on the specific topic and examples closely related to the company's business. The information is communicated to the employees through the internal company channels.

The purpose of the initiative is to raise the awareness of EVN Bulgaria's employees on various environmental topics of public importance and to inspire them to engage in environmentally friendly behaviour. At the same time, it encourages employees' creative thinking and taking the initiative to implement easy measures, in which they can also include their families, for protecting the environment and natural resources in line with the company's sustainable development policy.



After a challenging year of many changes, successes and new horizons, we feel even more strongly that our motto "Light. Warmth. Life." is full of meaning. We know that the path to achieving our ambitious goals is long and winding, but what stands at the end of this path – a good life for us and our children, balance in nature, transparent economy and a new, sustainable model for producing and supplying energy for people – is all we can dream of. So, we take a breath, reminding ourselves of what we have learned so far, and we are filled with motivation and enthusiasm for everything that the future holds.



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