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ENEL WINS MORE THAN 200 MILLION EURO QUALITY OF SERVICE AWARD: INTERRUPTIONS REDUCED BY 10%

Further, the electricity distribution network also receives ISO 14001 environmental certification

Rome, 29 December 2004 – Italy's Authority for Electricity and Gas has awarded Enel Distribuzione 203 million euro for improvements in the quality of its electricity service in 2003, when the average annual duration of power interruptions was 72 minutes per client, compared with 80 minutes per customer in 2002.

The reduction bettered the Authority's targets and represents a further 10% increase in quality compared with 2002 when Enel Distribuzione was awarded 114 million euro. Since 2000, when the Authority introduced its system of awards and fines, Enel Distribuzione has improved the quality of its service by 50% nationally and received a total of more than 350 million euro in awards.

The Chairman of Enel Distribuzione, Vincenzo Cannatelli, said: "These results, which are in line with the best European standards, were possible also thanks to technological innovation and the substantial level of investment in the network, more than four billion euro in the last three years, as well as the constant commitment of the over 24,000 people working for the distribution network. In 2004, we achieved further, significant improvements, particularly in Italy's southern regions."

In addition to quality improvements, Enel Distribuzione has obtained ISO 14001 environmental certification for its electricity network. This certification acknowledges the adoption by Enel Distribuzione of environmentally friendly management of all aspects of electricity distribution, including planning, management, development and maintenance of the network.

Enel's system of environmental management, which is periodically assessed by a certification agency, is applied to the whole distribution network, which includes over one million kilometers of power lines (20,000 km of high-voltage lines, 333,000 of medium-voltage and 746,000 of low-voltage) and over 400,000 substations.