

**ENEL DISTRIBUZIONE IMPROVES THE QUALITY OF ITS
ELECTRICITY SERVICE BY 25%.
THE ENERGY AUTHORITY AWARDS ENEL A PRIZE OF 32
MILLION EURO**

Scaroni: "An excellent result acknowledging the commitment to customer service of the men and women of Enel Distribuzione".

Rome, February 18, 2003 - Enel Distribuzione continues to improve the quality of its electricity service. For 2001, the Authority for Electricity and Gas has awarded the company 32 million euro for having reduced annual interruptions to electricity supply to an average of 125 minutes per customer. The figure is decidedly lower than the target set by the authority and 25% lower than in 2000 when Enel Distribuzione was awarded a 4 million euro prize.

The improvement in Italy's central-southern regions is worth noting. There the duration of interruptions was reduced by an average of 30%.

In the 5-year period 1998/2002, Enel Distribuzione invested 3 billion euro in the quality of its service. Thanks to this investment and technological innovation, it has cut average annual interruptions per customer from 196 minutes in 1998 to 125 minutes in 2001.

In general, beginning from 2001, the portion of network investments earmarked for quality improvements has been over 50% of total investment, compared with an average of 35% in the preceding years.

Paolo Scaroni, the chief executive of Enel SpA, said: *"I am very pleased by this result: excellence in customer services is fundamental, even more so today as the sector's liberalization advances. Recognition goes first and foremost to the men and women of Enel Distribuzione who pay great attention to preventive maintenance and provide speedy responses to power interruptions. Acknowledgement should also go to the company as a whole which has invested substantial amounts in the modernization of plants. Enel intends to continue along this road, particularly in the South, and to confirm its place as the best in Italy and one of the best in Europe."*

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