

THE ITALIAN MINISTRY FOR PUBLIC ADMINISTRATION AND INNOVATION SIGNS *RETI AMICHE* PROTOCOL WITH ENEL

- *The aim of the agreement, signed by minister Renato Brunetta and Enel's CEO Fulvio Conti is to facilitate the use of certified email for Enel communications with government agencies and citizens.*

Rome, April 20th, 2010 – Today at Palazzo Vidoni, the Minister for Public Administration and Innovation, Renato Brunetta, and Enel Spa CEO and General Manager Fulvio Conti signed the "*Reti Amiche*" protocol, which is designed to leverage synergies between Enel's network and government agencies in order to streamline communications with consumers. As part of the E-Gov 2012 Plan, the protocol is designed to offer the widest possible rollout of certified email in all spheres where government agencies operate and undertake communications. Enel will henceforth use certified email for all of its messages with government agencies. The company is also committed to evaluating the adoption of certified email for sending out bills to clients in future.

Certified email not only reduces the quantity of paper physically mailed to municipalities (estimated to total around 2.5 million sheets), it also drastically reduces the time it takes for messages to get through, not to mention the amount of resources consumed. Certified email has evident benefits for consumers, government bodies and the company. After interoperability standards have been established regarding the use of personal data and certified email processes, the protocol will initially be rolled out to communication with municipalities in the Friuli Venezia Giulia Region.

The agreement signed by the Ministry for Public Administration and Innovation and Enel means that the signatories will work together to ensure and enhance the following:

- development of how public services are provided to citizens and businesses through Enel Group agencies pursuant to the *Reti Amiche* implementation conditions, alongside integration into local government procedures in order to reduce customer obligations;
- initiation of a working relationship targeted at identifying solutions and tools to improve government efficiency and simplifying relations with citizens. By way of example, this may include the Enel Group's adoption of certified email to send statutory documentation to local and central government agencies and bodies, and to send bills to customers;
- an opportunity for Enel Group employees to use the company intranet to access government services directly from their place of work or from dedicated terminals. Any such solutions must streamline relations between government agencies and Enel's employees (around 38,000 in Italy).

Interoperable services that link the public and private sectors will foster the dissemination of computer use, ensure citizen access to public services, and significantly reduce government spending. It is worth noting that private partners and their highly-efficient, widespread networks offer the State content and services at zero cost, while enhancing the efficiency of on-line services and slashing the time it takes to respond to queries. Enel serves around 32 million customers, and has a nationwide network of 700 agencies.

Further information

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