



PRESS RELEASE

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ENEL: SERVIZIO ELETTRICO NAZIONALE, A NEW NAME FOR “SERVIZIO DI MAGGIOR TUTELA”

Rome, January 3rd, 2017 – On January 1st, 2017, Enel Servizio Elettrico S.p.A., the Enel Group company that operates the “*servizio di maggior tutela*” (standard offer regime) for electricity in Italy, changed its name to Servizio Elettrico Nazionale. The change meets the obligation set by the Italian Regulatory Authority for Electricity, Gas and Water’s Resolution 296/2015/R/COM, which requires that all energy groups’ companies operating in both the free and standard offer regime markets have a distinct company name and brand.

The new name Servizio Elettrico Nazionale will be included in all the company’s communications, the web portal and electricity bills from January 1st, 2017. Electricity bills will remain the same with the exception of the change of name to Servizio Elettrico Nazionale. It is in fact the same Enel Group company that manages the standard offer regime for electricity. Only the name has changed, not the company’s membership of the Enel Group.

The information contained in contracts, financial terms and forms remains the same, as do the toll-free number (800 900 800) and all other ways of contacting the company. The address of the website has changed however and is now www.servizioelettriconazionale.it.

To accompany customers through this change, in October a communication plan was launched, with information being provided in bills, online, and through both telephone and face-to-face contact.

Bill payments can be made using current methods. In an initial transitional phase, payments can be made to bank and/or postal current accounts even if they are still in the name of Enel Servizio Elettrico. Where customers pay their bills via direct debit, it will not be necessary to provide any notice to their bank or the Italian Post Office.

Should customers still receive bills or notices bearing the previous name in the first few weeks of the new year, they can use the contact channels indicated above for any necessary further information.

All Enel press releases are also available in smartphone and tablet versions. You can download the Enel Corporate App at Apple Store and Google Play.