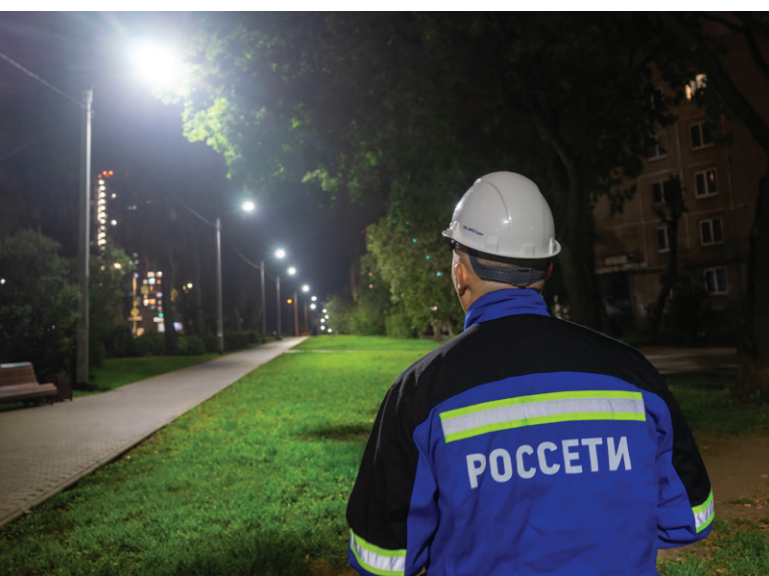


## ADDITIONAL (NON-TARIFF) SERVICES

During the reported period PAO Rosseti Ural executed 10.7+ thousand contracts worth RUB 2,362 million.

Indicator	2022	2023	2024	2024/2023, %
Revenues, RUB million	1,745	1,960	2,362	121%
Rental lease and arrangements, RUB million	305	425	558	131%
Maintenance and repairs, RUB million	338	455	249	55%
Construction and assembly works, RUB million	967	931	1,444	155%
Consulting and technical services, RUB million	105	105	66	63%
Agency services, RUB million	5	7	2	28%
IT and telecommunications, RUB million	4	10	22	220%
Other operating services, RUB million	21	27	21	76%
Other services, RUB million	0	0	0	151%
Non-tariff revenues from other activities, %	4.57	4.05	5.06	-

The growth of the FY2024 revenues was impacted by measures taken to increase the conversion of our “turn-key connection” service, conclusion of contracts after exposure of non-contractual accommodation of FOLs as well as works under large-scale contracts (AO “Svyatogor”, OOO Group of Companies A1, OOO Logicroof-Ural, MKU “Permblagoustroistvo”, OOO “ChelyabinskSpetsGrazhdanStroy”, OOO “Polymet Engineering”, etc.).



### Development of additional services in terms of outdoor lightning services

Indicator	2023	2024	2024/2023
Maintenance of outdoor lightning networks, RUB million	1	1.4	111%
Repairs of outdoor lightning networks, RUB million	34	41.9	123%
CAW on the arrangement of outdoor lightning networks (Bundled service “Arrangement of outdoor lightning networks”), RUB million	93	198.7	213%

Revenues grew due to the execution of large-scale contracts (MKU Permblagoustroistvo, OOO Stroygrad plus, MBU “Gorsvet”, AO “Ural Electrochemical Plant”) in 2024.

## CONSUMER LIAISON

### Key existing forms and services provided by the Company:

- a) In-person format: customer service centers
- b) Remote format: interactive channels, postal items, call centers

In 2024, the decrease of in-person visits totaled 15%YoY, with call center contacts grown by 104%. In 2024, the Company received 87,257 service requests (6% of all requests). During the reported period the Company achieved the target QoS values, set by the state regulators. In 2024, the Company conducted regular surveys among its customers on the quality of rendered services.

Average QoS score (using 5-point scoring system) in 2024 totaled 4.39 (for call centers), 4.87 (for customer service centers), 3.44 (for feedbacks on requests).

