

Focus on shared value, area by area

Bologna

CREATING SHARED VALUE...

Pursuing carbon neutrality	Regenerating resources and closing the circle	Enabling resilience and innovating
Energy efficiency for households and businesses 32% of customers use energy efficiency services. They are 188 thousand.	Recycling 66% separate waste collection, of which 87% was recycled*. 3% of municipal waste in landfills	Digitalisation 89% of the gas meters are already electronic 461 thousand meters, of which 25 thousand are NexMeter
Green energy 37% of customers use electricity from renewable sources and gas with CO ₂ emissions offsetting	Reuse 310 thousand euro of pharmaceuticals that have not yet expired and 172 tonnes of bulky waste collected and reused	Employment 2,691 employees in the Bologna area and 167 hires in 2022
Energy production 26 energy production plants (273.0 MW of power) of which 12 from renewable sources (52.6 MW of power)	Wastewater purification 100% of urban areas with >2,000 PE became compliant, 83% of urban areas with 200-2,000 PE became compliant	Social inclusion 86 million euro value of bills paid in instalments; 50 thousand households are involved (+81% from 2021)

* Excluding green waste, figures for 2021

CSV Investments	CSV Case Study	CSV Case Study
A resilient water system for 13 municipalities A new purification plant in Bubano (district of Mordano) with quadruple potential compared to the current one and a new pipeline that will connect the plant to the Castel Bolognese water network. These are the starting points of a broader project to optimise and upgrade the local water system, which will involve 13 municipalities in the Imola and Ravenna areas, thanks to an investment of 42 million euro, of which around 11 financed by Hera.	In Bologna, an initial example of collective self-consumption of electricity Hera Comm followed the installation of the photovoltaic system on the roof of a building with 18 apartments and the management of all phases of the initiative. The electricity produced feeds common utilities and part of the energy needs of families, with greater independence from the grid (self-consumption between 55% and 60% of what is produced).	300 thousand bees monitor the quality of the environment The "Capiamo" biomonitoring project, to study the behaviour of bees as effective indicators for assessing the quality of the environment, is active in the area surrounding the plant for the production of biomethane and compost in S. Agata Bolognese. Three hives are installed, each containing approx. 100,000 bees. The results show a state of environmental quality from which no criticalities emerge.

... ALONGSIDE THE PROTAGONISTS OF CHANGE

Economic value distributed to the Bologna area	A high-quality service... at a lower price
371 million euro, of which: 172 million workers 37 million shareholders 15 million PA 147 million suppliers 1,140 jobs created (lead-on employment of suppliers)	Customer satisfaction index in the Bologna area [†] : 72/100 Average yearly expense for the waste service for a household ^{**} (Source: Cittadinanzattiva): -16% compared to Italian average (286 euro in Bologna, Italian average was 340) Annual waste collection service expense for non-residential users ^{***} : -28% compared to Italian average (10.20 euro/m ² for Bologna, 14.23 euro/m ² for Italy)

[†] Does not include the Imola-Faenza area where the customer satisfaction index was 70/100

^{**} 3 people in 100 m². Source: Cittadinanzattiva ^{***} Hotel of 1.000 m², restaurant of 180 m², supermarket of 200 m² and industry of 3.000 m². Source: Data from municipality websites processed by Hera

Ferrara

CREATING SHARED VALUE...

Pursuing carbon neutrality	Regenerating resources and closing the circle	Enabling resilience and innovating
Energy efficiency for households and businesses 30% of customers use energy efficiency services. They are 48 thousand	Recycling 87% separate waste collection (second administrative centre in Italy), of which 80% was recycled* 0% of municipal waste in landfills	Digitalisation 80% of the gas meters installed are electronic 110 thousand meters, of which 53 thousand are NexMeter
Green energy 39% customers with electricity from renewable sources and gas with CO ₂ emissions offsetting	Reuse 31 thousand euro pharmaceuticals that have not yet expired and 24 tonnes of bulky waste collected and reused	Employment 451 employees in the Ferrara area and 17 hires in 2022
Energy production 4 energy production plants (55.2 MW of power) of which 3 from renewable sources (33.9 MW of power)	Wastewater purification 100% of urban areas with >2,000 PE became compliant 81% of urban areas with 200-2,000 PE became compliant	Social inclusion 24 million euro value of bills paid in instalments; 21 thousand households are involved (+81% from 2021)

* Excluding green waste, figures for 2021

CSV Investments	CSV Case Study	CSV Case Study
Pontelagoscuro: water even during the peak of drought 85% of the Ferrara aqueduct is fed by the Pontelagoscuro purification plant on the Po. It was exactly from here that, in the summer of 2022, Hera continued to guarantee service continuity. For this reason, three floating pumps were launched which would have made it possible to continue drawing water even if the level of the Po had dropped below - 7.60 metres.	Air Break: a contribution to air quality With the European Air Break project, carried out together with the Municipality of Ferrara and other partners, Hera has equipped the trucks dedicated to waste collection with a device which nebulizes onto the asphalt a special natural and harmless enzymatic treatment, capable of capturing and binding atmospheric particulate matter to the ground. This improves air quality and makes street cleaning more effective.	A new, environmentally friendly light enhances Castello Estense By night, the Castle of Ferrara shines with a new light, thanks to Hera Luce which has equipped the city's symbolic monument and Unesco heritage with a new system of projectors and LED light points, designed to enhance the most important architectural elements of the structure. The system also allows to apply suggestive scenarios to the castle with an interplay of light and colour.

... ALONGSIDE THE PROTAGONISTS OF CHANGE

Economic value distributed to the Ferrara area	A high-quality service... at a lower price
87 million euro, of which: 29 million workers 4 million shareholders 9 million PA 45 million suppliers 350 jobs created (lead-on employment of suppliers)	Customer satisfaction index in the Ferrara area: 71/100 Average yearly expense for the waste service for a household (Source: Cittadinanzattiva) -14% compared to Italian average 292 euro in Ferrara** the Italian average was 340 euro* Annual waste collection service expense for non-residential users*** -22% compared to Italian average 11.16 euro/m ² for Ferrara**** 14.23 euro/m ² for Italy

* 3 people in 100 m². Source: Cittadinanzattiva

*** Hotel of 1,000 m², restaurant of 180 m², supermarket of 200 m² and industry of 3,000 m². Source: Data from municipality websites processed by Hera

**** Considered as annual disposals of mixed waste amounting to 1,200 litres per hotel, 3,120 litres per restaurant, 9,360 litres for supermarkets and industrial activities

Forli-Cesena

CREATING SHARED VALUE...

Pursuing carbon neutrality	Regenerating resources and closing the circle	Enabling resilience and innovating
Energy efficiency for households and businesses 31% of customers use energy efficiency services. They are 63 thousand	Recycling 73% separate waste collection, of which 84% was recycled* 0% of municipal waste in landfills	Digitalisation 93% of the gas meters are already electronic 154 thousand meters
Green energy 39% customers with electricity from renewable sources and gas with CO ₂ emissions offsetting	Reuse 30 thousand euro pharmaceuticals that have not yet expired and 99 tonnes of bulky waste collected and reused	Employment 597 employees in the Forli-Cesena area and 26 hires in 2022
Energy production 18 energy production plants (67,7 MW of power) of which 7 from renewable sources (20.3 MW of power)	Wastewater purification 100% of urban areas with >2,000 PE became compliant 86% of urban areas with 200-2,000 PE became compliant	Social inclusion 29 million euro value of bills paid in instalments; 25 thousand households are involved (+29% from 2021)

* Excluding green waste, figures for 2021

CSV Investments	CSV Case Study	CSV Case Study
New LED lights in Gambettola, Montiano and Tredozio in the name of sustainability The interventions by Hera Luce in Gambettola and Montiano for the energy upgrading of public lighting have been completed: with the new LED street lamps, an average energy saving of 60% has been achieved, and the materials and technologies used are 98% recyclable. An agreement was also signed with the Municipality of Tredozio, to reduce consumption by over 62% and avoid the annual emission of around 206 tons of CO ₂ .	From the purifier to the fields: a circular use of water in Cesena An experimental agricultural space with 120 plants was set up at the Cesena purifier where, thanks to a smart prototype for controlling the quality of the purified water, saving was recorded, for example in the case of peach trees, for 32% of nitrogen and 8% of phosphorus. The initiative is part of the Value Ce-In research project, carried out by Hera in collaboration with Enea and the University of Bologna.	Door-to-door extended to the sea and in four hillside municipalities The door-to-door extension process has continued, specifically involving, in 2022, the hillside municipalities: Bagno di Romagna and Verghereto in the Cesena area, Premilcuore and Santa Sofia in the Forli area. In these, the reorganization has also included the use of intelligent containers (Eco Smarty) in the areas that are most difficult to access. On the coast, the home care system has been extended to the entire municipal area of Cesenatico.

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Economic value distributed to the Forli-Cesena area	A high-quality service... at a lower price
118 million euro, of which: 38 million workers 9 million shareholders 14 million PA 57 million suppliers 440 jobs created (lead-on employment of suppliers)	Customer satisfaction index in the Forli-Cesena area: 71/100 Average yearly expense for the waste service for a household* (Source: Cittadinanzattiva) -29% compared to Italian average 243 euro in Cesena, the Italian average was 340 Waste collection service expense for non-residential users** -57% compared to Italian average 6.07 euro/m ² for Cesena 14.23 euro/m ² for Italy

* 3 people in 100 m². Source: Cittadinanzattiva

** Hotel of 1,000 m², restaurant of 180 m², supermarket of 200 m² and industry of 3,000 m². Source: Data from municipality websites processed by Hera

Modena

CREATING SHARED VALUE...

Pursuing carbon neutrality	Regenerating resources and closing the circle	Enabling resilience and innovating
Energy efficiency for households and businesses 32% of customers use energy efficiency services. They are 118 thousand	Recycling 65% separate waste collection, of which 83% was recycled* 0% of municipal waste in landfills	Digitalisation 86% 202 thousand gas meters are already electronic, of which 46 thousand are NexMeter
Green energy 37% customers with electricity from renewable sources and gas with CO ₂ emissions offsetting	Reuse 136 thousand euro pharmaceuticals that have not yet expired and 132 tonnes of bulky waste collected and reused	Employment 907 employees in the Modena area and 80 hires in 2022
Energy production 8 energy production plants (33,1 MW of power) of which 4 from renewable sources (11.6 MW of power)	Wastewater purification 100% of urban areas with >2,000 PE became compliant 57% of urban areas with 200-2,000 PE became compliant	Social inclusion 40 million euro value of bills paid in instalments; 30 thousand households are involved (+38% from 2021)

* Excluding green waste, figures for 2020

CSV Investments	CSV Investments	CSV Case Study
Hera: two million euro for the new set up of the Vignola aqueduct Hera has carried out important works in Vignola to upgrade the city's aqueduct network, improving the network's ability to operate even in the event of water shortages. In fact, the municipality of Vignola was autonomous in terms of water supply sources only by 47%. Thanks to the two million euro of investments made by the Group, it was possible to connect the city aqueduct with the water network of an adjacent municipality.	Modena and its province: the Raccolta Smeraldo begins In Modena and in other municipalities in the province, the first steps have been taken to bring, by the end of 2023, the entire Modena area managed by Hera to have a new waste collection model, which will allow the traceability of waste deliveries, with the goal of minimizing unsorted waste, increasing the quantities sent for recycling, and raising the percentage of sorted waste.	Hydrogen for civil use: Hera Group launches the first national trial in Castelfranco Emilia About thirty homes in the Emilian city will use a mixture of hydrogen and natural gas in the gas distribution network. Furthermore, for the first time the experimentation involves all operators in the gas chain, from distribution companies to manufacturers of technological equipment, up to manufacturers of heating and cooking appliances and internationally recognized bodies that have supervised every security aspect of the initiative.

... ALONGSIDE THE PROTAGONISTS OF CHANGE

Economic value distributed to the Modena area	A high-quality service... at a lower price
146 million euro, of which: 58 million workers 17 million shareholders 8 million PA 63 million suppliers 492 jobs created (lead-on employment of suppliers)	Customer satisfaction index in the Modena area: 71/100 Average yearly expense for the waste service for a household* (Source: Cittadinanzattiva) -14% compared to Italian average 293 euro in Modena, the Italian average was 340 Waste collection service expense for non-residential users** -32% compared to Italian average 9.72 euro/m ² for Modena 14.23 euro/m ² for Italy

* 3 people in 100 m². Source: Cittadinanzattiva

**Hotel of 1,000 m², restaurant of 180 m², supermarket of 200 m² and industry of 3,000 m². Source: Data from municipality websites processed by Hera

Padua

CREATING SHARED VALUE...

Pursuing carbon neutrality	Regenerating resources and closing the circle	Enabling resilience and innovating
Energy efficiency for households and businesses 14% of customers use energy efficiency services. They are 20 mila	Recycling 65% separate waste collection, of which 92% was recycled* 0% of municipal waste in landfills	Digitalisation 29% customers with electronic billing
Green energy 37% customers with electricity from renewable sources and gas with CO ₂ emissions offsetting	Reuse 24 editions of the "Ecological Saturdays" to fight dumping bulky waste and promote the culture of reuse (47 tonnes of bulky waste collected)	Employment 589 employees in the Padua area and 35 hires in 2022
Energy production 4 energy production plants (17.5 MW of power) of which 1 from renewable sources (7.1 MW of power)	Wastewater purification 100% of urban areas >2,000 PE became compliant	Social inclusion 10 million euro value of bills paid in instalments; 8 thousand households are involved (+152% from 2021)

* Excluding green waste, figures for 2021

CSV Investments	CSV Case Study	CSV Case Study
First 100% electric street sweeper AcegasApsAmga has introduced the first fully electric street sweeper in its fleet. The vehicle is equipped with two 75 kWh batteries and has an autonomy of 8-10 hours. This investment, equal to approximately 250 thousand euro, represents one of the initiatives that contribute to the achievement of the goals of Padova Net Zero.	Recovery and reuse of excavated earth In 2022, a circular economy project was launched thanks to which the land resulting from the adaptation works of the Ca' Nordio purification plant have been reused for the greater safety of the nearby former Roncagette landfill. The plan has avoided over 3,800 journeys of 50 km by road for disposal and transfers, allowing for an overall saving of 243 tons of CO ₂ .	Circularity in the disposal of meters The meters of the various network services decommissioned by AcegasApsAmga are receiving new life thanks to their transfer to specialized plants, where over approximately 85% of electronic waste and metals are recovered. In 2022, 129 tonnes of meters were therefore sent for recovery which will become secondary raw materials.

... ALONGSIDE THE PROTAGONISTS OF CHANGE

Economic value distributed to the Padua area	A high-quality service... at a lower price
123 million euro, of which: 37 million workers 6 million shareholders 2 million PA 78 million suppliers 605 jobs created (lead-on employment of suppliers)	Customer satisfaction index in the Padua area: <u>73/100</u> Average yearly expense for the waste service for a household* (Source: Cittadinanzattiva) -31% compared to Italian average 236 euro in Padua, the Italian average was 340 Waste collection service expense for non-residential users** -22% compared to Italian average 11.16 euro/m ² for Padua 14.23 euro/m ² for Italy

* 3 people in 100 m². Source: Cittadinanzattiva

** Hotel of 1,000 m², restaurant of 180 m², supermarket of 200 m² and industry of 3,000 m². Source: Data from municipality websites processed by Hera

Pesaro-Urbino

CREATING SHARED VALUE...

Pursuing carbon neutrality	Regenerating resources and closing the circle	Enabling resilience and innovating
Energy efficiency for households and businesses 22% of customers use energy efficiency services. They are 27 thousand	Recycling 73% separate waste collection, of which 83% was recycled* 22% of municipal waste in landfills	Digitalisation 84% of the gas meters installed are electronic 79 thousand meters
Green energy 37% customers with electricity from renewable sources and gas with CO ₂ emissions offsetting	Reuse 125 tonnes of bulky waste collected and re-used	Employment 612 workers in the Pesaro-Urbino area and 36 new hires in 2022
Energy production 1 energy production plant (2.1 MW of power)	Wastewater purification 91% of urban areas >2,000 PE became compliant (100% by 2025)	Social inclusion 18 million euro value of bills paid in instalments; 13 thousand households are involved (+36% from 2021)

* Excluding green waste, figures for 2021

CSV Investments	CSV Investments	CSV Case Study
A new purifier in Montecchio Works on the new purifier in Montecchio di Vallefoglia have been completed, providing for a maximum treatment capacity of up to 30,000 population equivalent. This was a strategic intervention for the resolution of the non-conformities found by the European Community in the infringement procedure	The carbon footprint of purification In 2022 Marche Multiservizi has calculated the carbon footprint of the purification service to understand this service's impact on the decarbonisation process.	A new company to develop the circular economy Marche Multiservizi has acquired 70% of Macero Maceratese, a historic local company operating since 1969 in the waste management sector. This operation strengthens their presence in the waste management sector, with particular reference to the management and treatment of industrial waste.

... ALONGSIDE THE PROTAGONISTS OF CHANGE

Economic value distributed to the Pesaro-Urbino area	A high-quality service... at a lower price
73 million euro, of which: 39 million workers 9 million shareholders 7 million PA 18 million suppliers 138 jobs created (lead-on employment of suppliers)	Customer satisfaction index in the Pesaro-Urbino area: 73/100 Average yearly expense for the waste service for a household* (Source: Cittadinanzattiva) -19% compared to Italian average 275 euro in Pesaro, the Italian average was 340 Waste collection service expense for non-residential users** -40% compared to Italian average 8.56 euro/m ² for Pesaro 14.23 euro/m ² for Italy

* 3 people in 100 m². Source: Cittadinanzattiva

** Hotel of 1,000 m², restaurant of 180 m², supermarket of 200 m² and industry of 3,000 m². Source: Data from municipality websites processed by Hera

Ravenna

CREATING SHARED VALUE...

Pursuing carbon neutrality	Regenerating resources and closing the circle	Enabling resilience and innovating
Energy efficiency for households and businesses 32% of customers use energy efficiency services. They are 79 thousand	Recycling 71% separate waste collection, of which 88% was recycled* 0% of municipal waste in landfills	Digitalisation 94% of the gas meters installed are electronic
Green energy 41% customers with electricity from renewable sources and gas with CO ₂ emissions offsetting	Reuse 197 thousand euro pharmaceuticals that have not yet expired and 135 tonnes of bulky waste collected and reused	Employment 648 employees in the Ravenna area and 31 hires in 2022
Energy production 14 energy production plants (23.0 MW of power) of which 9 from renewable sources (11.2 MW of power)	Wastewater purification 100% of urban areas with >2,000 PE became compliant 89% of urban areas with 200-2,000 PE became compliant	Social inclusion 36 million euro value of bills paid in instalments; 28 thousand households are involved (+70% from 2021)

* Excluding green waste, figures for 2021

CSV Investments	CSV Case Study	CSV Case Study
The sewage system at the Darsena has been renewed Works on the new sewage system of the Ravenna dock have been completed, aimed at increasing hydraulic safety and environmental improvement. This was a long and complex construction site, starting in February 2020, in which controlled horizontal drilling technology was used, an underground installation method without excavation in which Hera has great experience.	Green Book and Piccoli Robot Rinascono: HeraLAB's green projects in Ravenna Two projects have originated as part of the HeraLAB laboratory of ideas: the Green Book, a handbook for restaurateurs which contains advice on how to properly separate waste collection and manage waste optimally, for better use of resources; Piccoli Robot Rinascono (Little Robots are Reborn), in collaboration with the Angelo Pescarini School of Arts and Crafts, to recover still functioning household appliances and allocate them to voluntary organisations.	New laboratory centre in Ravenna In a new 2,800 square metre hub in via Romea Nord, specialising in the analysis of solid waste, sludge, organic micro-pollutants, and emissions into the atmosphere, the analysis centres of Forlì and Ravenna have joined together, creating a leading laboratory pole in the utilities sector and first operator for drinking water and wastewater. This is Hera's second hub in Emilia-Romagna together with the one of Sasso Marconi (BO).

... ALONGSIDE THE PROTAGONISTS OF CHANGE

Economic value distributed to the Ravenna area	A high-quality service... at a lower price
151 million euro, of which: 39 million workers 10 million shareholders 8 million PA 94 million suppliers 726 jobs created (lead-on employment of suppliers)	customer satisfaction index in the Ravenna area**: 72/100 Average yearly expense for the waste service for a household* (Source: Cittadinanzattiva) -24% compared to Italian average 259 euro in Ravenna, the Italian average was 340 Annual waste collection service expense for non-residential users*** -37% compared to Italian average 8.91 euro/m ² for Ravenna 14.23 euro/m ² for Italy

* 3 people in 100 m². Source: Cittadinanzattiva

** Does not include the Imola-Faenza area where the customer satisfaction index was 70/100

*** Hotel of 1,000 m², restaurant of 180 m², supermarket of 200 m² and industry of 3,000 m². Source: Data from municipality websites processed by Hera

Rimini

CREATING SHARED VALUE...

Pursuing carbon neutrality	Regenerating resources and closing the circle	Enabling resilience and innovating
Energy efficiency for households and businesses 21% of customers use energy efficiency services. They are 5 thousand	Recycling 69% separate waste collection, of which 84% was recycled* 0% of municipal waste in landfills	Digitalisation 34% customers with electronic billing
Green energy 39% customers with electricity from renewable sources and gas with CO ₂ emissions offsetting	Reuse 26 thousand euro pharmaceuticals that have not yet expired and 25 tonnes of bulky waste collected and reused	Employment 504 employees in the Rimini area and 18 hires in 2022
Energy production 4 energy production plants (12.1 MW of power) of which 4 from renewable sources (6.8 MW of power)	Wastewater purification 100% of urban areas with >2,000 PE became compliant 100% of urban areas with 200-2,000 PE became compliant	Social inclusion 5 million euro value of bills paid in instalments; 4 thousand households are involved

* Excluding green waste, figures for 2021

CSV Investments	CSV Case Study	CSV Case Study
A new rainwater tank for the protection of the sea in Cattolica Work has begun in Cattolica for the construction of a five thousand cubic meter storm surge tank, an intervention that is integrated into the wider seafront redevelopment project. The work involves an investment of over 10 million euro and aims to protect the sea, intervening on the sewage system to reduce the critical issues related to bathing safety of the coast, and of the city, in the event of intense weather events.	The first reuse area has opened in Rimini The first reuse area in the province has opened in Rimini, at the ecological station of via Nataloni. Inside, residents can bring intact and still usable goods, creating a virtuous circle of waste. The initiative sees the involvement of the social cooperative La Fraternità, which has been collaborating with Hera for years as part of the Cambia il finale project, of which this area is a spin-off, periodically collecting the goods donated by residents to subsequently use them for social purposes.	Hera customer desk launched in Coriano The new customer desk in Coriano has been operational since March 2022, dedicated to families and companies, with a reference catchment area of approx. 25,000 inhabitants. The customer desk, previously housed in municipal spaces, can now count on extended opening hours and greater space, and is equipped with new sound-absorbing technologies to protect customer privacy.

... ALONGSIDE THE PROTAGONISTS OF CHANGE

Economic value distributed to the Rimini area	A high-quality service... at a lower price
104 million euro, of which: 32 million workers 7 million shareholders 14 million PA 51 million suppliers 401 jobs created (lead-on employment of suppliers)	Customer satisfaction index in the Rimini area: 70/100 Average yearly expense for the waste service for a household* (Source: Cittadinanzattiva) -13% compared to Italian average 296 euro in Rimini, Italian average was 340 Waste collection service expense for non-residential users** -2% compared to Italian average 13.98 euro/m ² for Rimini 14.23 euro/m ² for Italy

* 3 people in 100 m². Source: Cittadinanzattiva

** Hotel of 1,000 m², restaurant of 180 m², supermarket of 200 m² and industry of 3,000 m². Source: Data from municipality websites processed by Hera

Trieste, Udine, Gorizia

CREATING SHARED VALUE...

Pursuing carbon neutrality	Regenerating resources and closing the circle	Enabling resilience and innovating
Energy efficiency for households and businesses 23% of customers use energy efficiency services. They are 68 thousand	Recycling 45% separate waste collection, of which 91% was recycled* 0% of municipal waste in landfills	Digitalisation 79% of the gas meters installed are electronic 253 thousand meters, of which 56 thousand are NexMeter
Green energy 37% customers with electricity from renewable sources and gas with CO ₂ emissions offsetting	Reuse 12 editions of the "Ecological Saturdays" to fight dumping bulky waste and promote the culture of reuse (94 tonnes of bulky waste collected)	Employment 1.212 workers in the area and 50 hires in 2022
Energy production 6 energy production plants (18.2 MW of power) of which 2 from renewable sources (7.2 MW of power)	Wastewater purification 100% of urban areas >2,000 PE became compliant 97% of urban areas with 200-2,000 PE became compliant	Social inclusion 12 million euro value of bills paid in instalments; 13 thousand households are involved (+81% from 2021)

* Excluding green waste, figures for 2021

CSV Investments	CSV Case Study	CSV Case Study
First energetically self-sufficient gas cabin The construction of the first "green" gas substation in Villesse (GO) has been completed, energetically self-sufficient with the installation of heat pumps and thermal-photovoltaic panels. The investment will lead to annual savings of around 850 kWh, equivalent to 1.7 tons of CO ₂ , and will be replicated in other plants.	A single point in the region for sludge processing Thanks to the collaboration between all the Friuli-Venezia Giulia water cycle managers, the project for a low-temperature dryer with the use of renewable sources was drawn up (and financed by National Recovery and Resilience Plan funds), to which all the sludge produced in the region will be directed. The plant reduces waste and allows for a 40% increase in the production of dry residue that can be used in agriculture.	The first flows of biomethane in the regional gas network The first biomethane plant deriving from livestock effluents, agricultural matrices, and biomass has been connected to the Codroipo-Sedegliano gas distribution network. With the maximum capacity of almost 500 scm/hour, about a third of the families in the area receive gas from renewable energy sources.

... ALONGSIDE THE PROTAGONISTS OF CHANGE

Economic value distributed to the Friuli-Venezia Giulia area	A high-quality service... at a lower price
235 million euro, of which: 78 million workers 13 million shareholders 10 million PA 134 million suppliers 1,044 jobs created (lead-on employment of suppliers)	Customer satisfaction index in the Trieste area: 72/100 Customer satisfaction index in the Udine area: 72/100 Average yearly expense for the waste service for a household* (Source: Cittadinanzattiva) -6% compared to Italian average 321 euro in Trieste, the Italian average was 340 Waste collection service expense for non-residential users** -2% compared to Italian average 13.91 euro/m ² for Trieste 14.23 euro/m ² for Italy

* 3 people in 100 m². Source: Cittadinanzattiva

** Hotel of 1,000 m², restaurant of 180 m², supermarket of 200 m² and industry of 3,000 m². Source: Data from municipality websites processed by Hera