

Electricity technical distribution losses	2022	2023	2024	2025
AcegasApsAmga (%)	3.8%	3.8%	3.7%	3,5%
Inrete S.p.A. (%)	3.8%	3.9%	3.7%	3,5%
Total Hera Group (%)	3.8%	3.8%	3.7%	3,5%

Hera Group doesn't have transmission of electricity as part of its business

Gas leakage rate	2022	2023	2024	2025
Total Hera Group (%)	0.034%	0.035%	0.033%	0.025%

Hera Group doesn't transport or store any gas

Leaks in the **gas distribution network** are measured compliant with European regulation. In 2025, the percentage of leaks in the gas distribution network was 0.025%. The percentage value decreased from 2022 (0.034%), 2023 (0.035%) and 2024 (0.033%).

Customer Privacy Information

The secondary use of customers' personal information is also monitored within the Group companies. By 2025, the percentage of customers who granted privacy consent for marketing and commercial purposes was 44.0%. The figures refer only to household customers with at least one active contract for the free-market energy services of Hera Comm and EstEnergy (customers with gradual protection and last resort are excluded).