



**press release**

Bologna, 26 February 2019

## **CMV Servizi and CMV Energia e Impianti's energy activities part of the Hera Group as of 1 March**

*Formal procedures were completed today aimed at integrating Inrete and CMV Servizi's natural gas distribution services, and Hera Comm and CMV Energia e Impianti's energy sales activities. A specific notice with all relevant updates will be included in the bills sent to CMV's energy customers.*

Following approval by the respective Shareholders Meetings on 20 December 2018, an operation was formalised today calling for the energy activities carried out by CMV Servizi, including the subsidiary A Tutta Rete (ATR), and CMV Energia e Impianti, to be integrated within the Hera Group, with natural gas distribution going to Inrete Distribuzione Energia and Hera Comm becoming responsible for energy sales.

The integration within the Hera Group, in effect as of 1 March 2019, concerns roughly 30,000 delivery points (26,500 in the Ferrara area and over 3,100 in the Bologna area) for natural gas distribution and approximately 25,000 customers (21,300 gas and 3,500 electricity). The latter will receive a notice along with their bills, welcoming them and explaining all relevant updates.

In particular, the Customer Service number 800 688 690 will continue to be available to CMV's energy customers and the current help desks will be maintained, including the one located in Viale Cavour in the historical centre of Ferrara, recently renovated and already integrated within the Hera Group's services. As of 1 March, all those accessing CMV's website will be automatically redirected to new, dedicated pages.

In addition to maintaining local service points and the personnel currently employed in the two branches of activity, CMV Servizi and CMV Energia e Impianti, with a convergence towards the multi-utility's other activities in the same area, the Hera Group's offers and policies will be applied, to the advantage of quality and innovation in customer service.