



# POWER TRADING IN 2007 AND 2008

## ČEZ, a. s.

**Press conference - hotel Radisson SAS  
Prague, April 19, 2007**

**Alan Svoboda, Executive Director Sales and Trading ČEZ, a. s.**

**Michal Skalka, Director Trading, ČEZ, a. s.**

**Martin Ludvík, Executive Agent ČEZ Prodej, s.r.o.**

**Igor Šmucr, CEO ČEZ Zákaznické Služby, s.r.o.**



- **Power markets development**

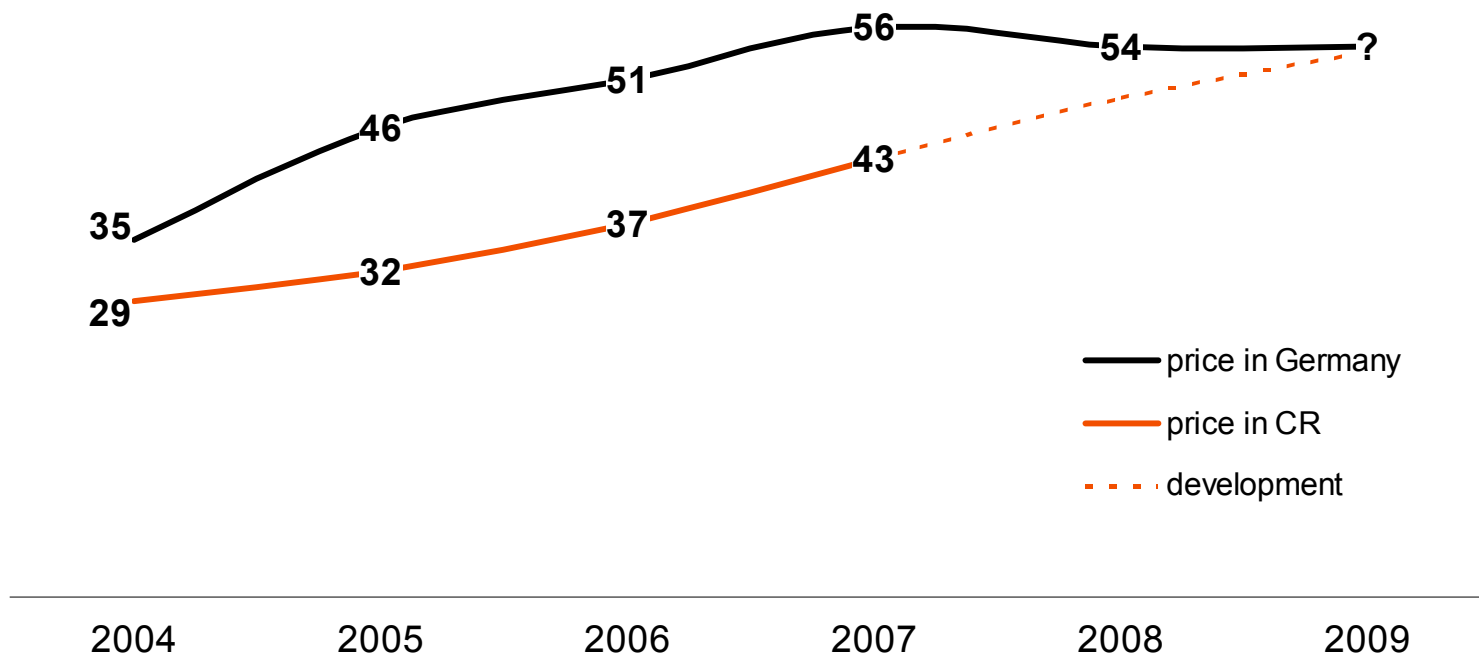
- Current results 2007
- Contracting 2008
- ČEZ Prodej position
- Energy savings campaign
- Customer care



# WHOLESALE POWER PRICES IN THE CR ARE GROWING AND CONVERGING TO THE REGIONAL PRICE SET BY THE GERMAN MARKET...

## Average power price in the Czech Republic and Germany

EUR/MWh, baseload, annual forward



Increase  
in CR

+11.4 %

+15.0 %

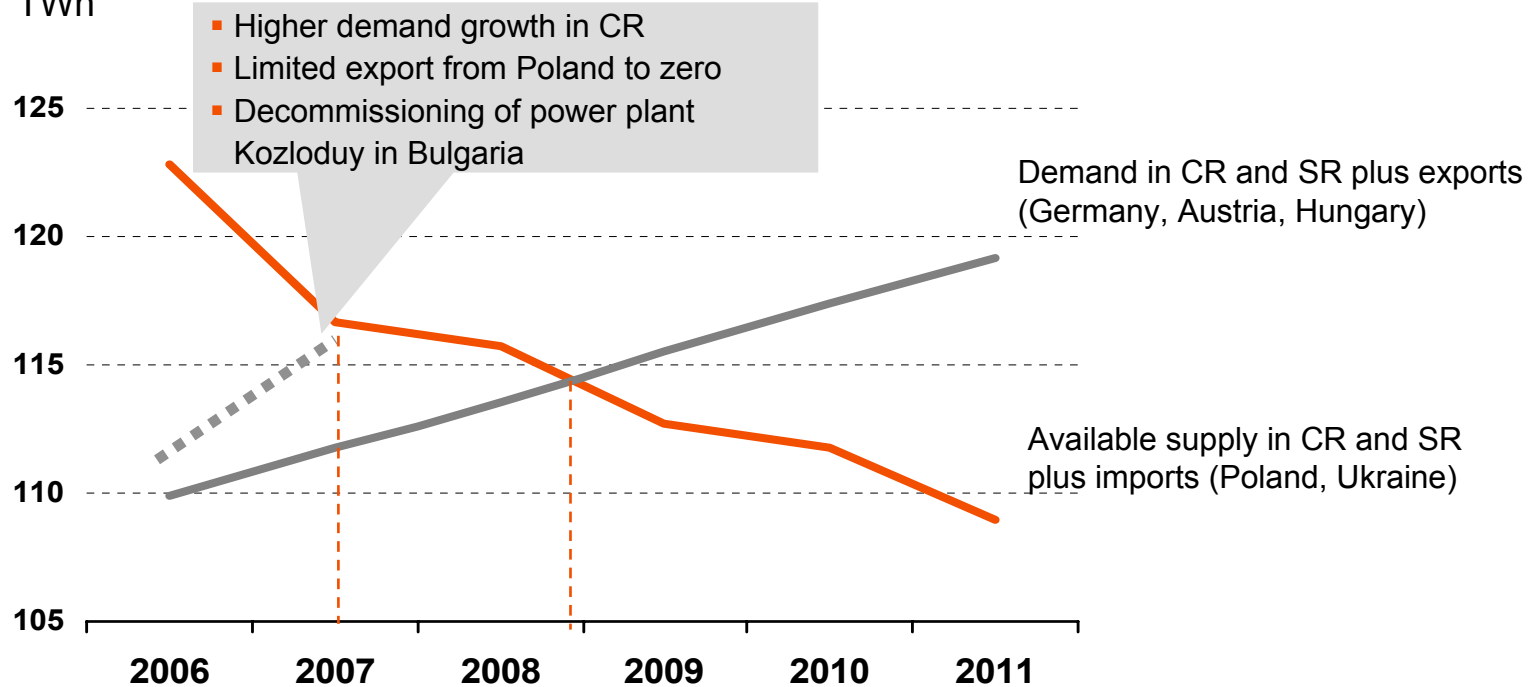
+19.5 %



... THANKS TO ONGOING CAPACITY SURPLUS DECREASE DUE TO GROWING DEMAND AND SHORTENING OF SUPPLIES, WHICH ARE TAKING PLACE FASTER THAN WE ORIGINALLY ANTICIPATED

## Czech and Slovak power balance

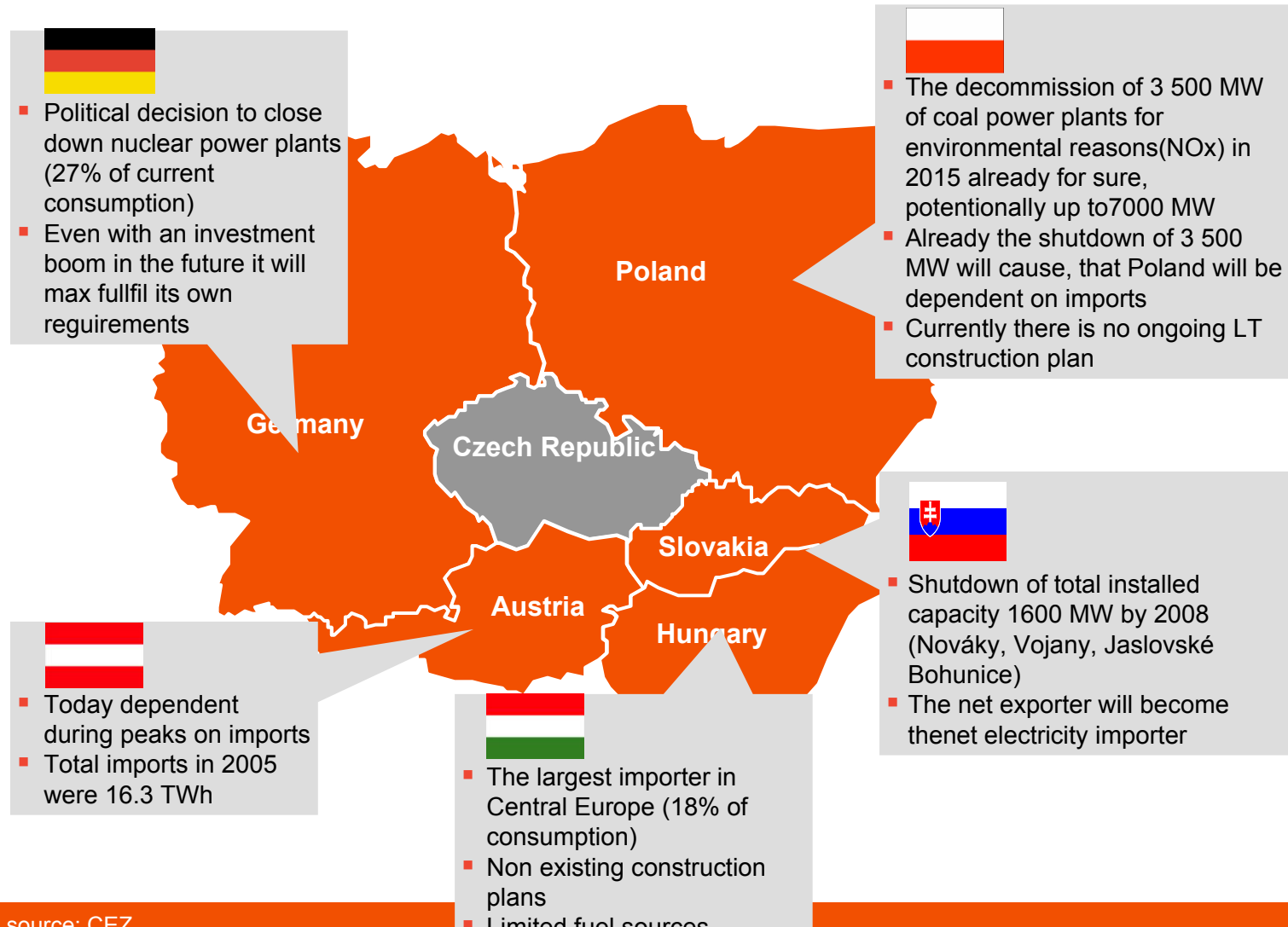
TWh



- Starting 2008/9 Czech export capacities will not be fully utilized due to lack of available electricity
- Prices will converge to one level determined by EEX



# THE CR IS THE LAST COUNTRY IN THE REGION WITH AN EXISTING GENERATION SURPLUS

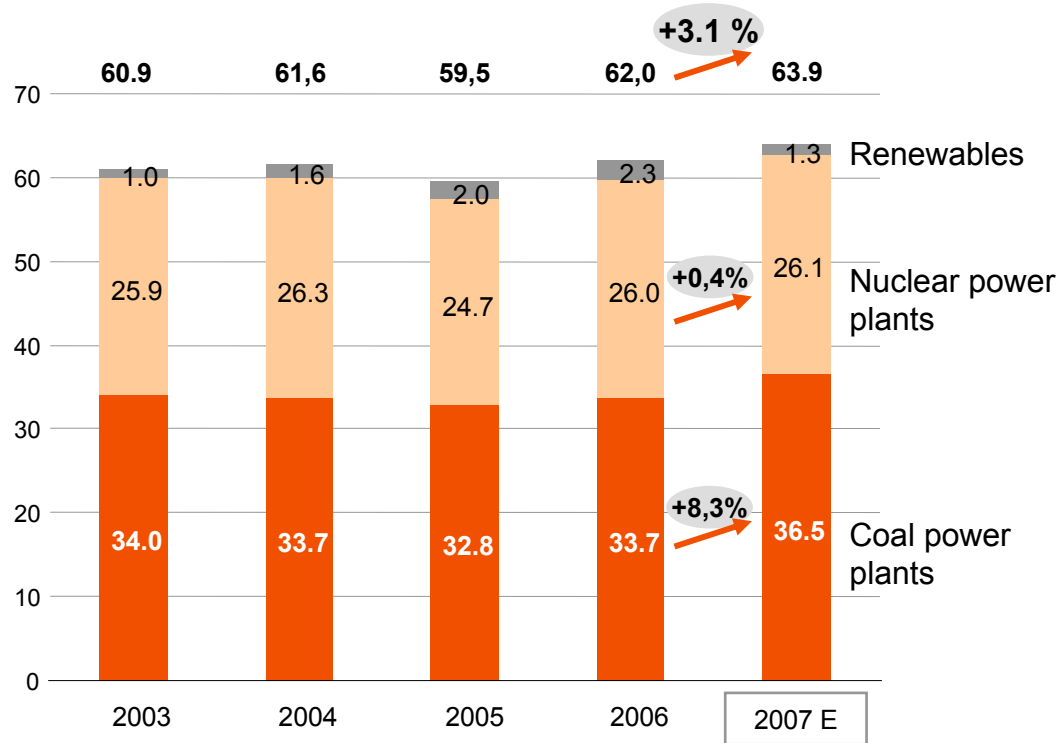




# CEZ ALREADY RUNS ITS GENERATION CAPACITY AT ALMOST MAXIMUM

## Generation of CEZ

TWh, brutto



### Record volume planned to be achieved despite

- Temporary decommissioning of Tušimice (since 07/2007) due to start of Plant Portfolio Renewal program
- Additional refuelling outage of Temelin's 1st unit (Q1/2007)

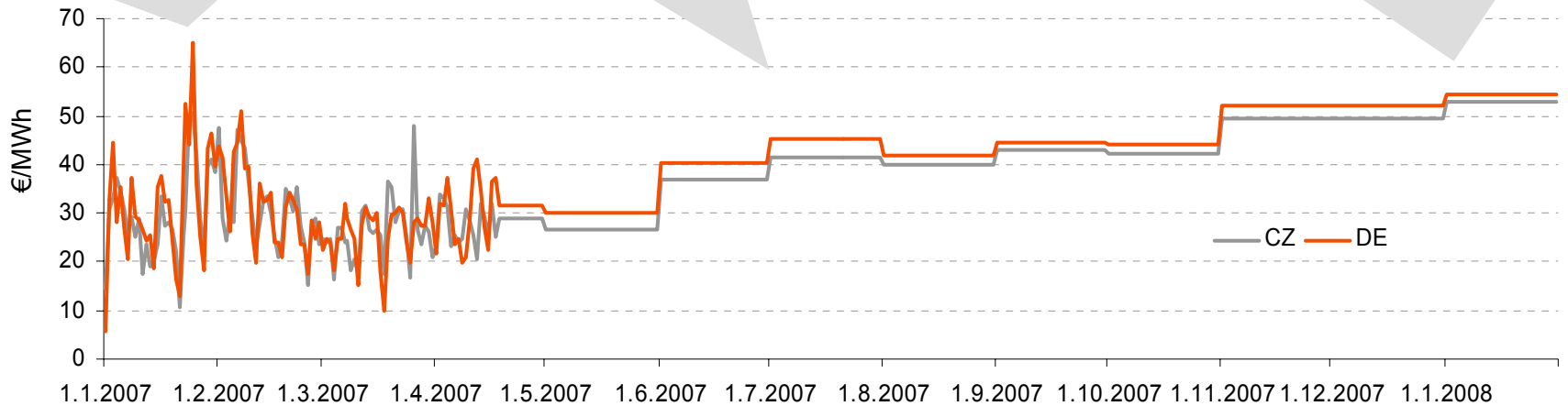


# SHORT TERM POWER PRICES – DAY, MONTH, WEEK AND QUARTER HAVE ALREADY CONVERGED

Short term power prices are decreasing due to warm weather and wind power plants generation surplus

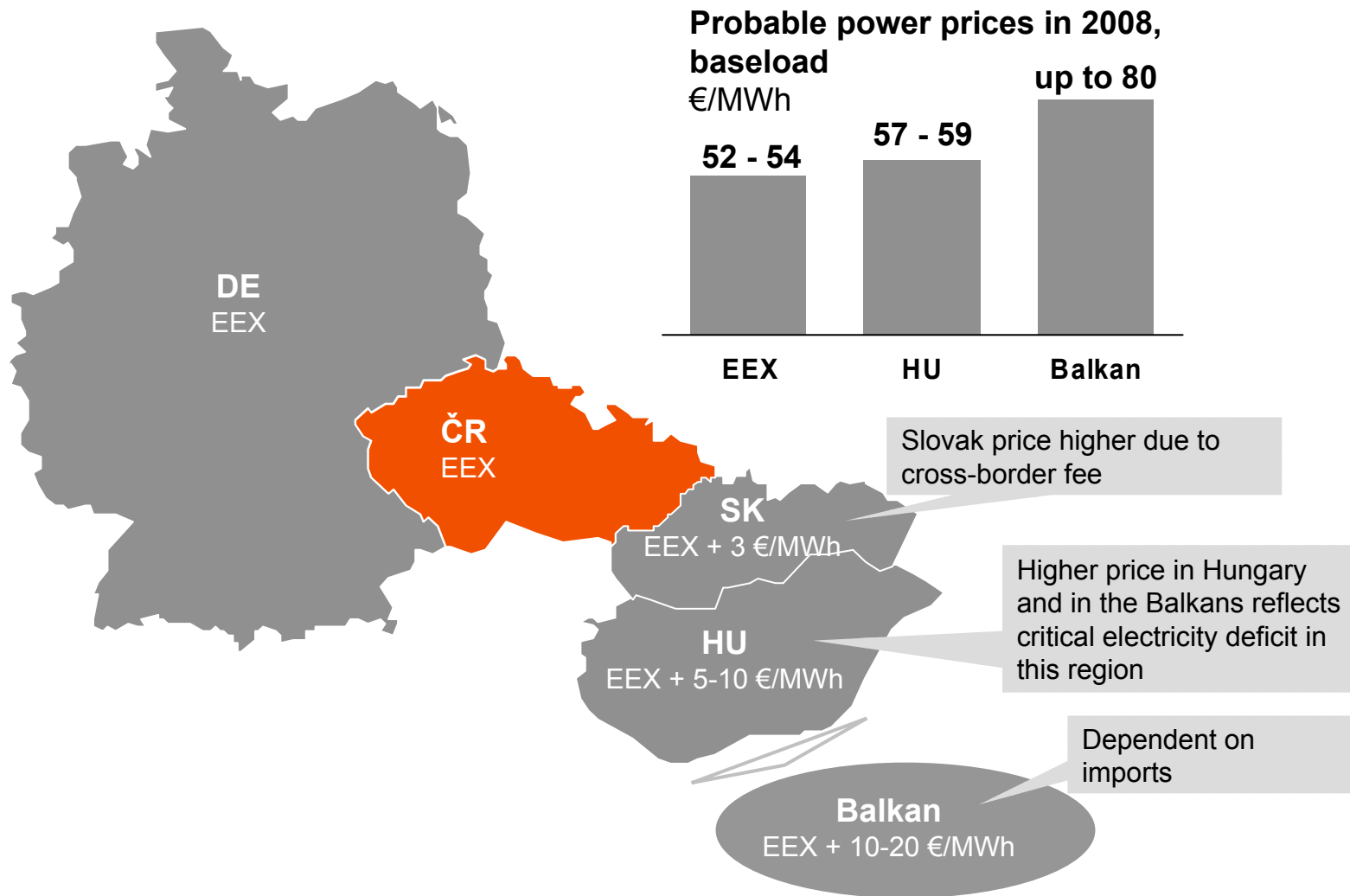
Expected warm summer and small hydro generation pushes the price up again.

2008 Prices in Central Europe are around 54 €/MWh with CO<sub>2</sub> price at 17 €/t.





# WHOLESALE PRICE IN THE FUTURE IN THE CR WILL BE ON THE SAME LEVEL AS IN GERMANY AND HIGHER TOWARDS THE SOUTHEAST

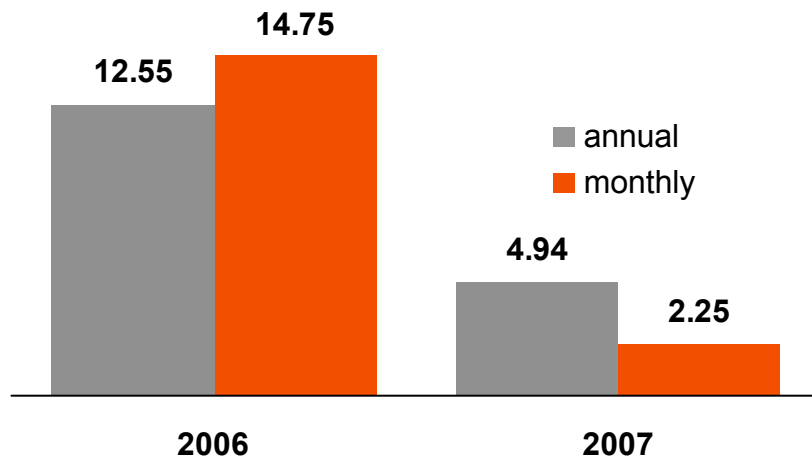




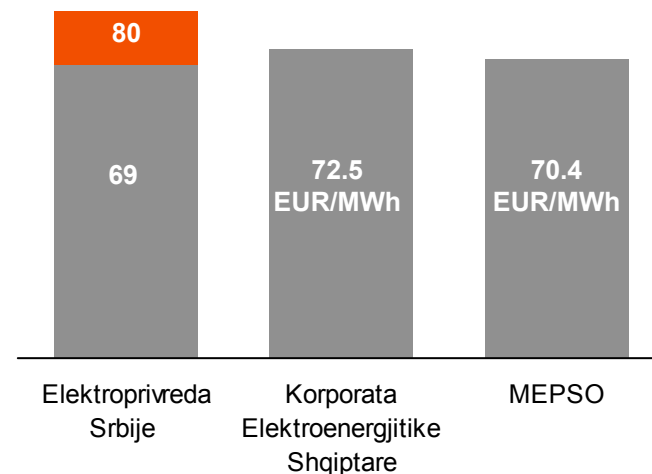


# THE EVIDENCE FOR THE AFORE-MENTIONED TRENDS ARE DECREASING PRICES OF CROSS-BORDER CAPACITIES AND GROWING PRICES IN THE BALKANS

**Cross-border capacity price CR/Germany**  
EUR/MWh, average



**Examples of tender results in the Balkans**  
EUR/MWh



▪ **Elektroprivreda Srbije – Serbia**

- Demand for Q1 2007 – in total 432 GWh
- Number of offers 3, offered app 50% of demanded volume

▪ **Korporata Elektroenergjitike Shqiptare – Albánie**

- Electricity demand for March 2007
- Total volume 334 GWh
- Number of offers 12

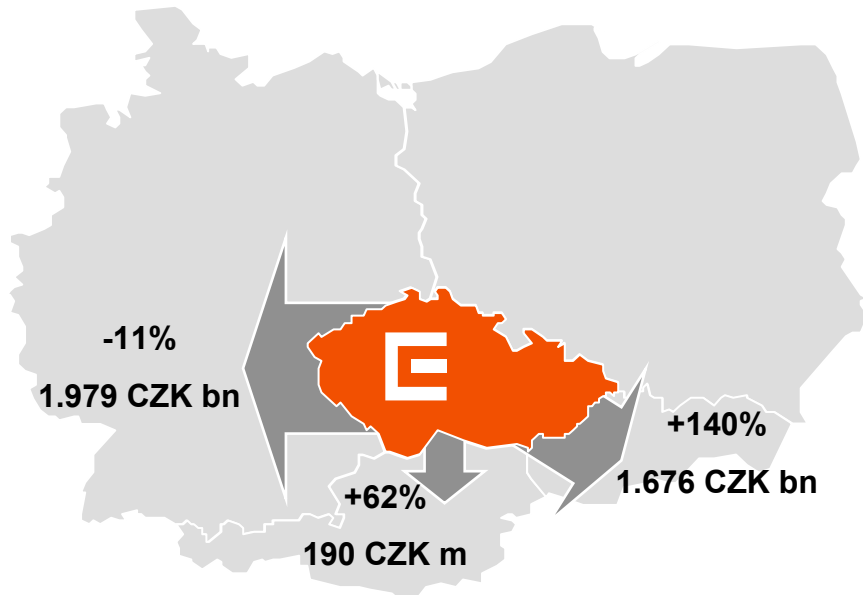
▪ **MEPSO – Makedonie**

- Demand for period 1.5.2007 – 30.4.2008 – total 2 406 GWh
- Number of offers 18



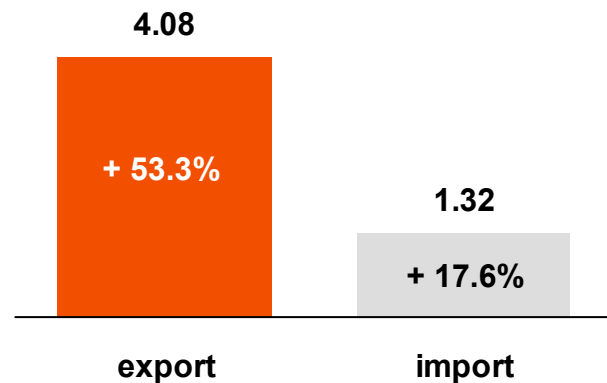
THE BALANCE AT THE BEGINNING OF THIS YEAR ALSO SHOWS THAT ELECTRICITY SUPPLY IS DECREASING AND IS HEADING EASTWARD

### Electricity export and y-o-y changes



### Physical electricity export and import volume according to ERU, 01-02/2007

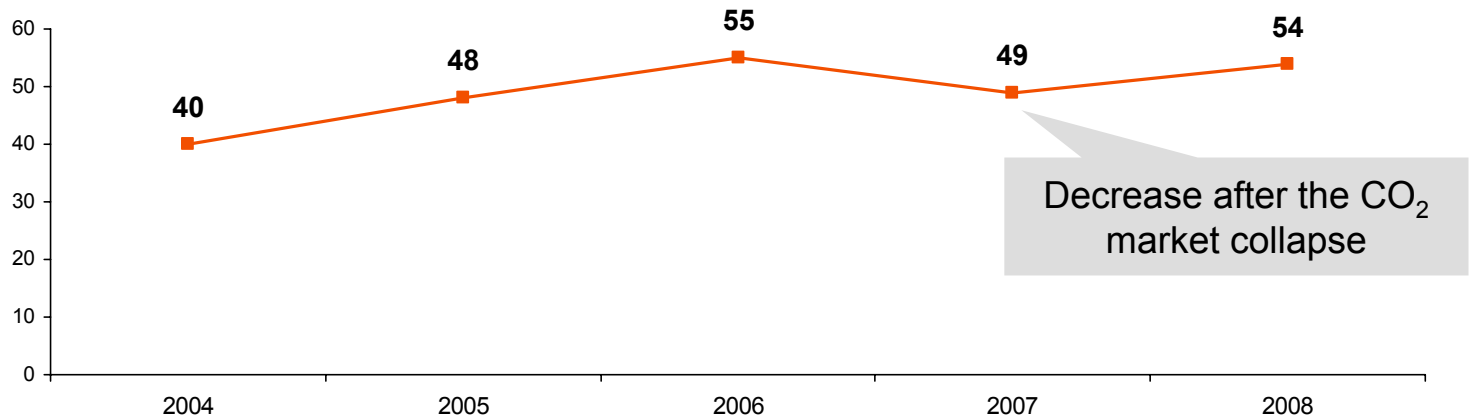
TWh (y-o-y change)





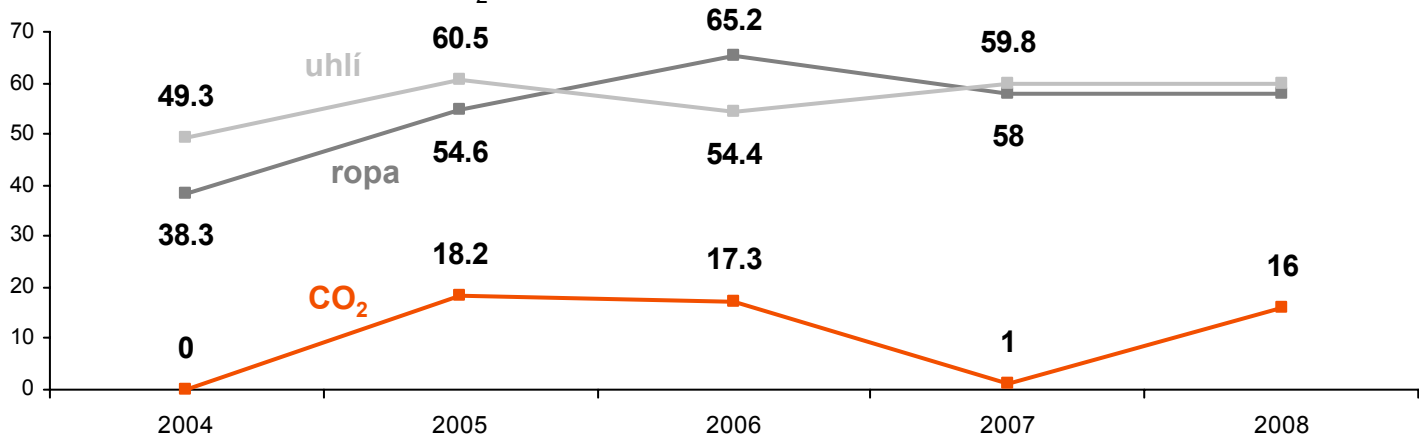
# GERMAN POWER PRICE IS DRIVEN BY BASIC INPUTS – OIL, COAL AND CO<sub>2</sub> PRICE

## Wholesale power price in Germany EUR/ MWh (during the given year)



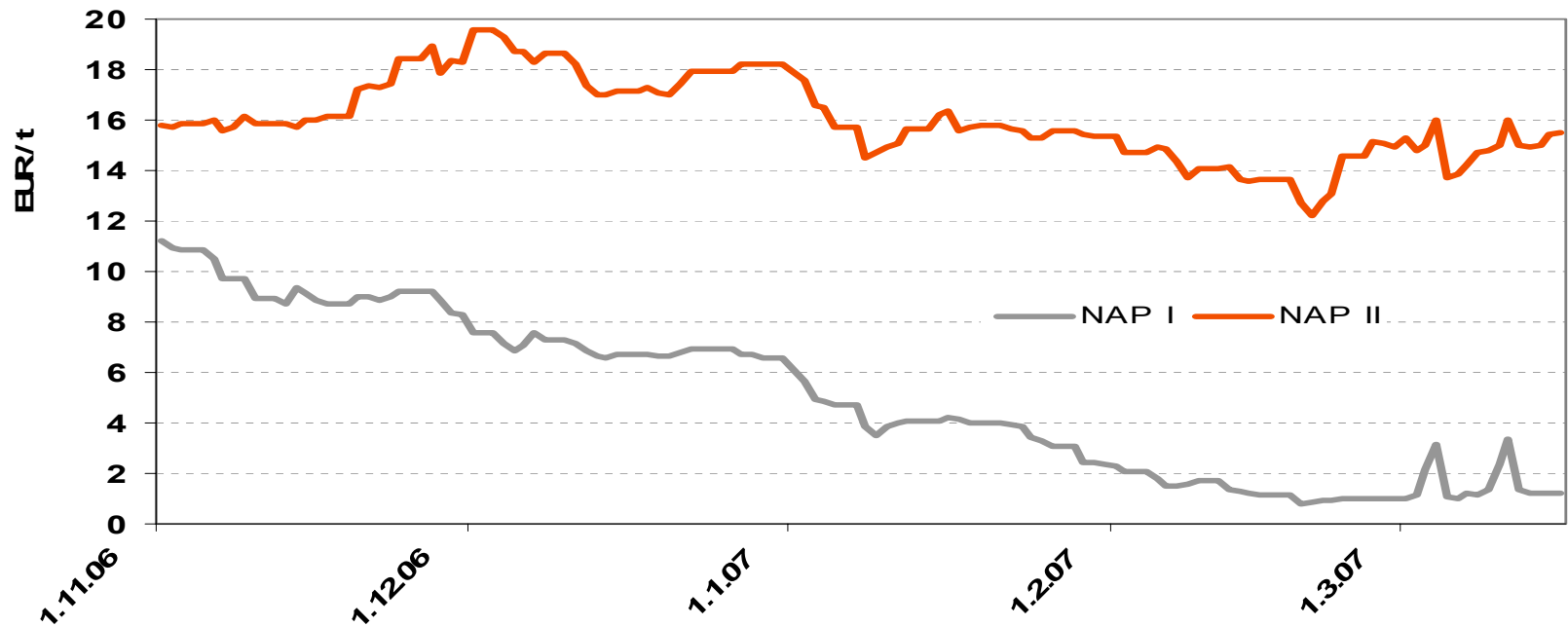
## Oil, coal and CO<sub>2</sub> price

oil USD/barel, coal USD/t, CO<sub>2</sub> EUR/t





# POWER PRICES WILL CONTINUE TO BE MAINLY INFLUENCED BY CO<sub>2</sub> PRICE, WHICH HAS RISEN AGAIN THANKS TO AGGRESSIVE ALLOCATION FOR NAPII

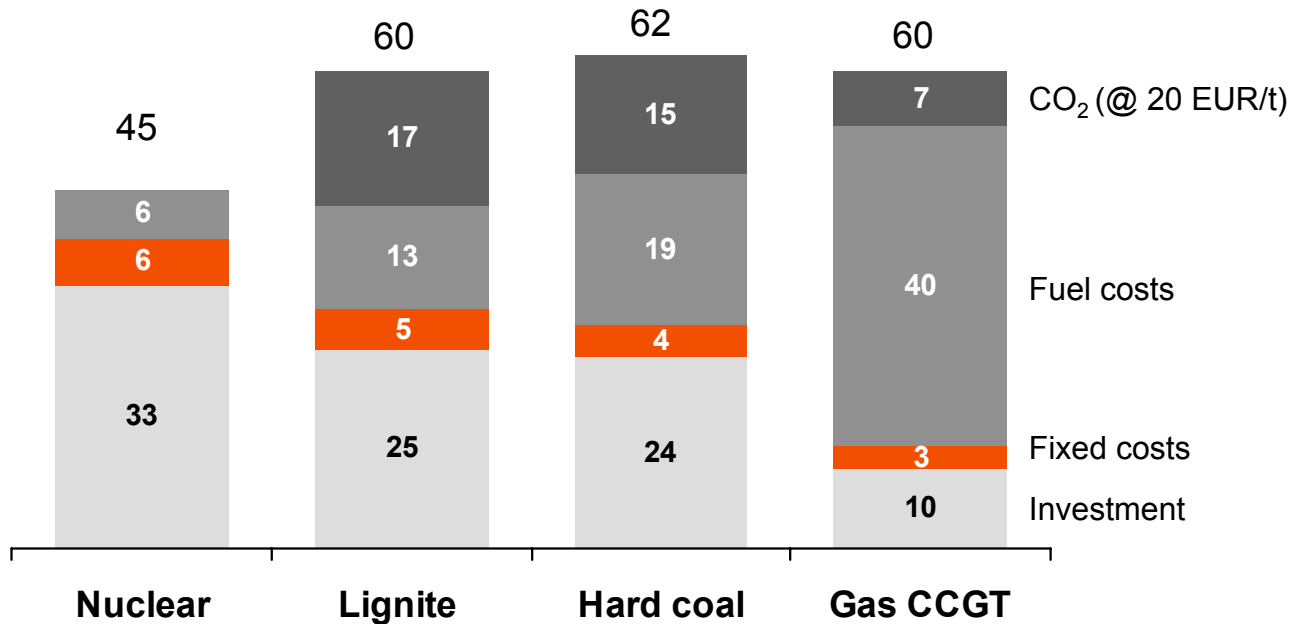


- Power price for 2008 depends mainly on the price of inputs, i.e. fuel costs and CO<sub>2</sub> costs (current prices are in the range of 16 - 17 EUR/t).
- NAPII allocation for CR is 86.8 MT, which is by 11.7% less than NAPI (proposed 101 MT, NAPI allocation – 97 MT).
- Similar cuts also to other country members of EU ETS.



# PRICES ARE LIKELY TO STAY CLOSE TO FULL REINVESTMENT LEVEL, NO REASON TO GROW MORE

## Estimated full costs of new plants EUR/MWh





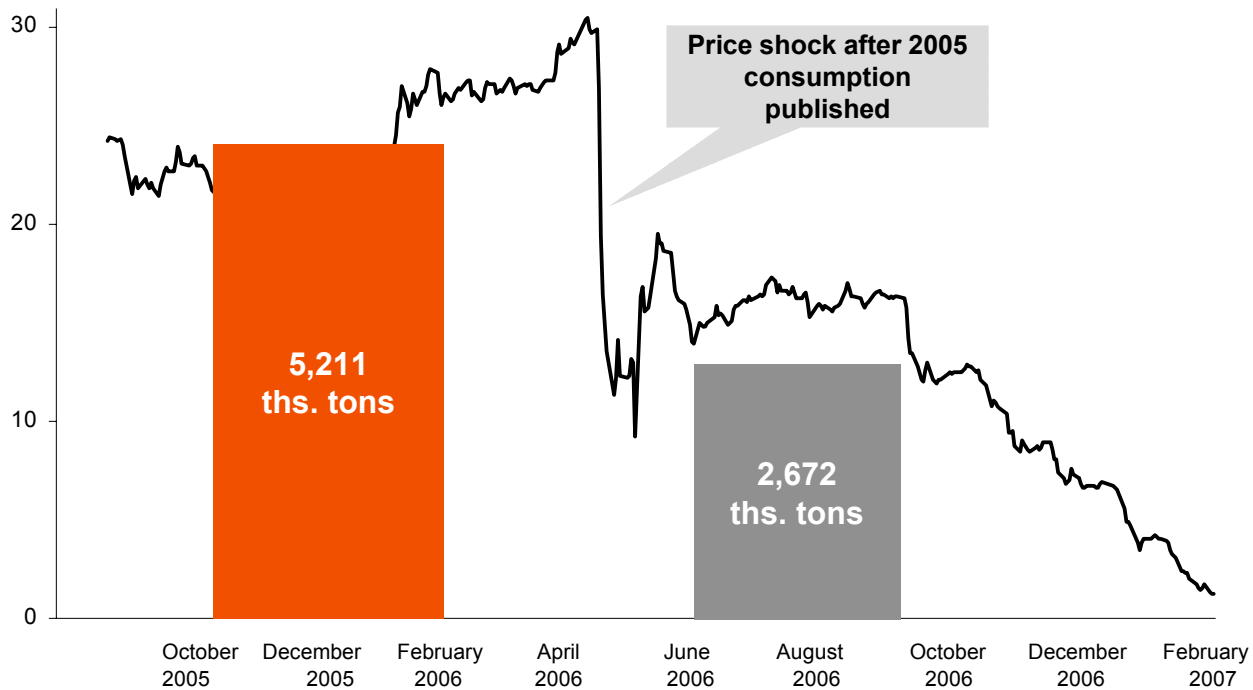
# Agenda

- Power markets development
- **Current results 2007**
- Contracting 2008
- ČEZ Prodej position
- Energy savings campaign
- Customer care



# CEZ ALREADY SOLD ALL ITS ALLOWANCES SAVED BY PORTFOLIO OPTIMIZATION AND NOT CONTRACTED GENERATION FOR THE YEAR 2007 BEFORE THE PRICE COLLAPSE

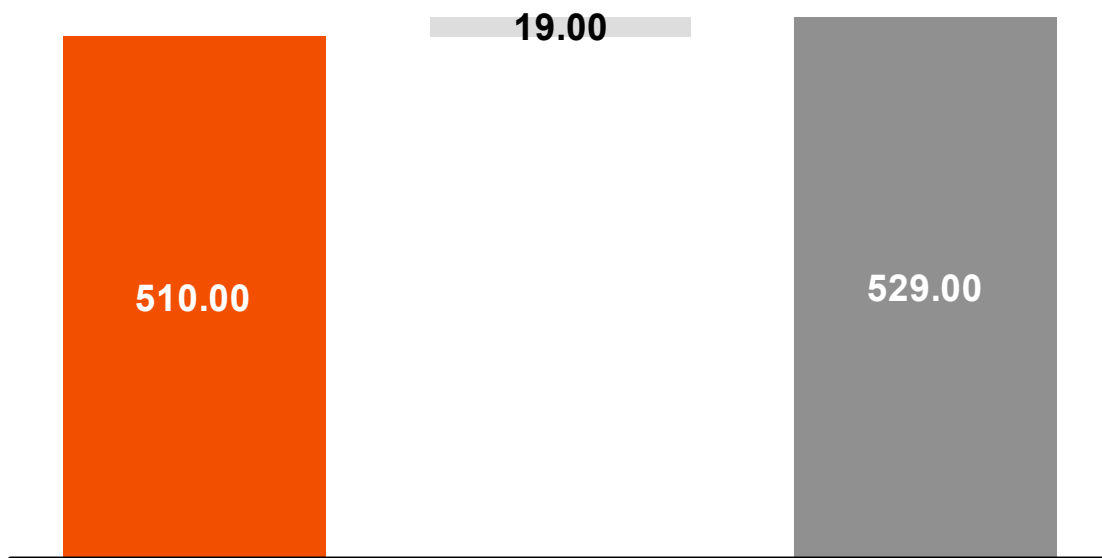
**Sale of CO<sub>2</sub> vs CO<sub>2</sub> price**  
EUR/t





# WARM WEATHER IN Q1 IN CONJUNCTION WITH THE CONNECTED DECREASE OF SPOT PRICES HASN'T NEGATIVELY INFLUENCED CEZ

**Comparison of CO<sub>2</sub> margin growth and electricity margin decrease**  
CZK m



**Increase of gross margin from CO<sub>2</sub> trading caused by their price decrease for the 1<sup>st</sup> allocation period down under 1 €/t**

**Decrease of gross margin from trading with electricity caused by low prices which resulted mainly from above average warm weather this year**





# Agenda

- Power markets development
- Current results 2007
- **Contracting 2008**
- ČEZ Prodej position
- Energy savings campaign
- Customer care



# WHOLESALE POWER MARKET IS CONSTANTLY DEVELOPING, ITS LIQUIDITY IS GROWING AND ITS INFRASTRUCTURE IS BEING STANDARDIZED

## Key trends and phenomenon of wholesale power markets

### Wholesale market

- Power markets liquidity is growing
- Power prices in the region of Central and Southeastern Europe are converging
- CO<sub>2</sub> prices aren't stable, still uncertainty regarding CO<sub>2</sub> allocation in NAP II
- LT contracts for cross-border capacities canceled
- High growth of Balkan electricity prices after shutdown of power plants Bohunice and Kozloduy
- Significant growth of fee for deviation

### Infrastructure

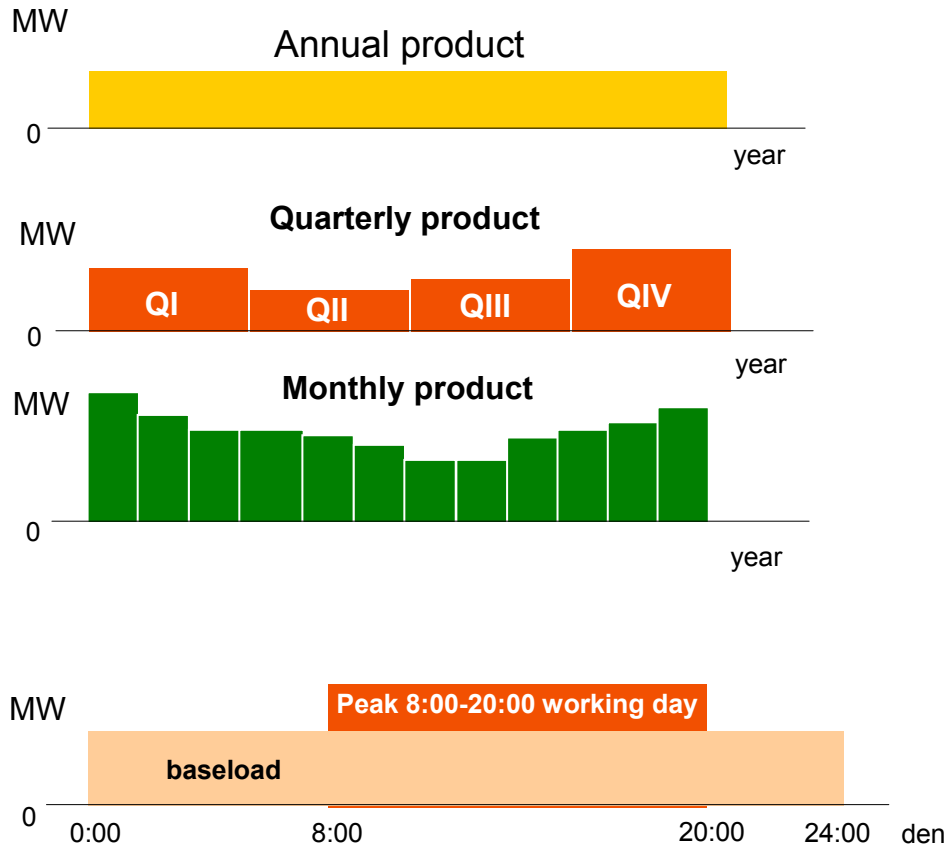
- Standardization of trading points (foundation of new exchanges and broker platforms)
- Standardization of traded products (all markets trade the same products)
- Simplification and standardization of contracting – EFET
- Increase of transparency – power sources announce shutdowns ahead of time
- Foundation of Energy Exchange Prague



# PREVIOUSLY USED PRODUCTS OF RAINBOW POWER ARE REPLACED BY STANDARD PRODUCTS TRADED ON THE EUROPEAN MARKETS

## default traded products

baseload (24 hours daily) and peak (8:00-20:00, only working days)



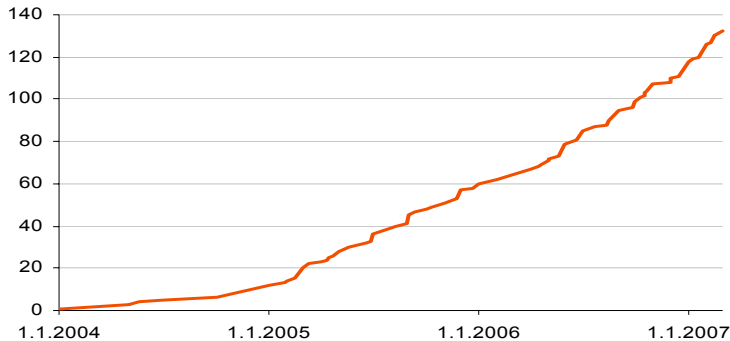
## Traded products

- Year baseload / peak
  - Quarter baseload / peak
  - Month baseload / peak
- Just the products defaultly traded on other European markets are retained
  - Other products sold in the past within the rainbow campaign, including white energy (flexibility) are canceled
  - These changes cause higher liquidity on both the spot and forward market

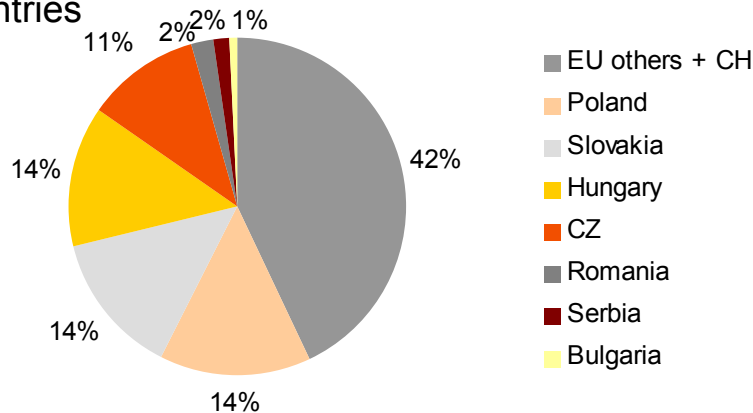


# CEZ HAS ADJUSTED TO THE EUROPEAN TREND AND PREFERS FOR CONTRACTING STANDARD FRAMEWORK CONTRACT EFET

Number of closed EFET agreements of CEZ, cumulative in time



EFET – CEZ counterparts according to countries



## Market standardization increases market liquidity

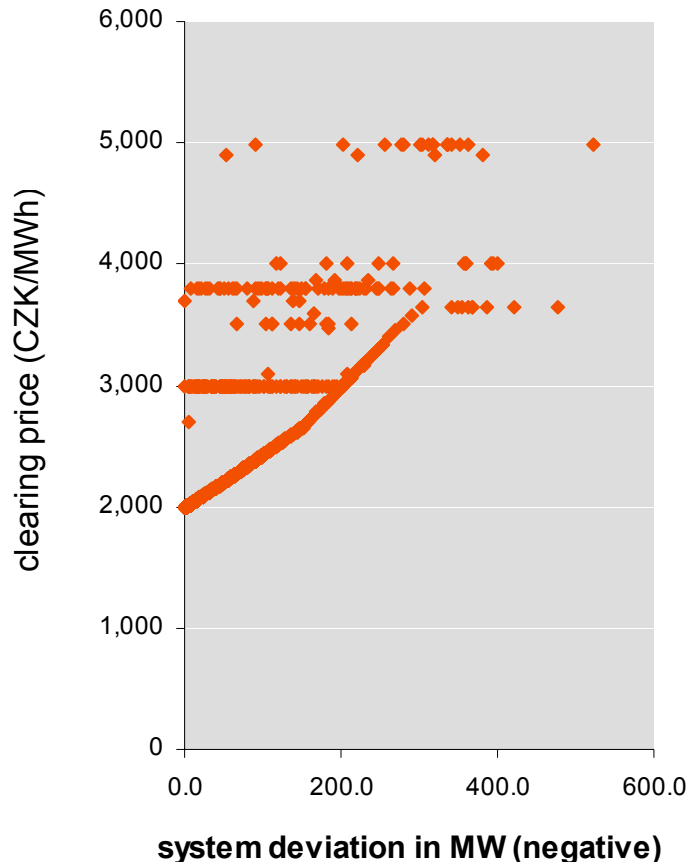
- All organized markets have standardly recognized specimen contracts
- On the OTC market some trades aren't closed because of incapability of counterparts to agree on a specimen contract
- When trading with standard products in Europe there is a solution – **EFET**
- ČEZ, a. s., is trying to support this standardization and already for year 2008 is going to close all standard agreements on the OTC market only on the basis of EFET (valid also for organized auctions)
- Up to this day ČEZ, a. s., has already closed more than 140 contracts of type EFET

EFET – European Federation of Energy Traders - [www.efet.org](http://www.efet.org)



# NEW ACCOUNTING SYSTEM FOR REGULATION POWER CONTRIBUTED TO STABILIZATION OF ELECTRICITY SYSTEM IN THE CR, BUT SIGNIFICANTLY MARKED UP CONTRACTS WITH TAKING OVER THE RESPONSIBILITY FOR DEVIATIONS

**Deviation price in the period 01-03/2007**



- from 1.1. 2007 a new system of accounting for system deviations was approved by public notice and price decision of the regulator (ERU)
- Price depends on deviation size of the whole electricity system, while the price for deviation is always higher than revenues for provided regulation power

## **Consequences**

- Even taking into account the mild winter it is clear that the size of electricity system deviation has decreased
- Usual price for deviation is somewhere between 3000 - 4000 CZK/MWh compared to last year's 1000 – 2000 Kč/MWh
- New system removed the possibility to misuse the arbitrage of deviation price and spot price
- It results also in more expensive contracts with obligation to take over the deviation responsibility, mainly with badly predictable supplies (contracts for losses, some industrial operations)



# CEZ IS ACTIVELY APPROACHING THE EUROPEAN TREND OF HIGHER TRANSPARENCY AND WILL START PUBLISHING DISPONIBILITY OF ITS GENERATION SOURCES

- **CEZ Group plans to regularly publish non-disponibility of its generation units in 2007**
- **CEZ Group wants to contribute this way to**
  - Higher transparency in operation of it generation units
  - Higher security and reliability of operation of transmission and distribution networks
  - Higher public awareness about generation fleet operations (incl.Temelin)
- **CEZ Group will publish disponibility of its generation units bigger than 100 MW**
  - Planned outages ex-ante – yearly and monthly forecast
  - Information about outages will be published at CEZ web page in a form of a well-arranged table for a relevant time period

**Plan of non-disponibility of generation unit for May 2007**

			Měsíc		květen																															
			Tyden		18							19							20							21							22			
Elektrárna	Blok	MW	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31			
Mělník 3	B 11	500	[Orange bar]																																	
Počerady	B 6	200	[Orange bar]																																	
Prunéřov 2	B 21	210	[Orange bar]											[Orange bar]																						
	B 25	210	[Orange bar]																																	
Tušimice	B 21	200	[Orange bar]																																	
	B 22	200	[Orange bar]																																	
	B 23	200	[Orange bar]																																	
	B 24	200	[Orange bar]																																	
Dětmarovice	B 1	200	[Orange bar]						[Orange bar]																											
	B 2	200	[Orange bar]																																	
	B 3	200	[Orange bar]																																	
	B 4	200	[Orange bar]												[Orange bar]																					
Mělník 2	B 9	110	[Orange bar]																																	
Ledvice 2	B 2	110	[Orange bar]																																	
	B 3	110	[Orange bar]																																	
Ledvice 3	B 4	110	[Orange bar]																																	
Prunéřov 1	B 3	110	[Orange bar]																																	
	B 6	110	[Orange bar]																																	
Temelín	B 1	975	[Orange bar]										[Orange bar]																							
	B 2	1000	[Orange bar]																																	



# CZECH AND CENTRAL EUROPEAN MARKET CHANGES AND IS GOING FROM CAMPAIGN TO CONTINUOUS TRADING



Basic characteristics of price setting mechanism in given period

- Market regulation – all prices set by price decision made by MPO ČR, MF ČR, then ERU
- The market was not unbundled – published prices as for distribution as for power

- Rainbow campaign – one annual campaign for a whole product range
- Sale of special products
- No sale in the period outside of the campaign
- Sale of white energy – possibility to shape diagram, but limiting spot market in CR

- Continuous trading
- Permanent liquidity
- Functional spot market
- Transparent trading places – EEP, OTC brokers, in case of need also public campaigns

Way of contracting for year 2008 brings to the Czech market higher level of liquidity in anytime, i.e. ability to faster optimize one's position and higher level of transparency.



# CEZ WILL TAKE THE ROLE OF ONE OF THE MARKET MAKERS ON THE ENERGY EXCHANGE PRAGUE AND WILL ATTEMPT TO MAXIMIZE VOLUME OF OWN ELECTRICITY SOLD VIA ENERGY EXCHANGE PRAGUE

## **MARKET MAKERS**

- Have the responsibility to keep liquidity, i.e. constantly show quotations for offer and sale of electricity on a defined set of basic products
- Must accept reactions of the market to published quotations
- Must constantly fulfill defined parameters of quotations (e.g. minimum volume, maximum price range, time limit)

## **MARKET USERS**

- Can react to the price quotations and buy or sell electricity
- Can by themselves publish quotations for buy and sell
- Aren't required to be constantly active on the market

## **CEZ at Energy Exchange Prague**

- 1. Will fulfill the role of one of the market makers and will contribute to keeping the liquidity**
- 2. Will attempt to sell maximum volume of own generation through Energy Exchange Prague**

## Outside of Energy Exchange Prague

- Existing contractual relationships with business partners and customers
- Ancillary services
- Reserves for unit outages
- Reserves for spot market

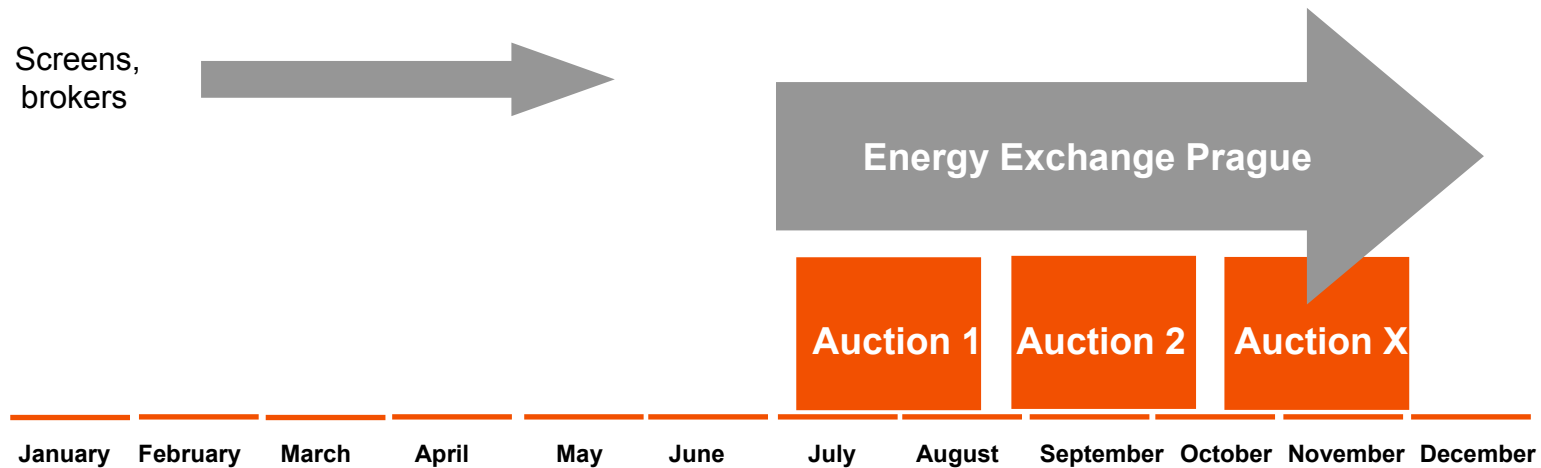




# CEZ DOESN'T RELY IN FUTURE WITH THE REALIZATION OF WHOLESALE AUCTIONS, CEZ IS GOING TO SELL ELECTRICITY FOR 2008 THROUGH ENERGY EXCHANGE PRAGUE

## SALE FOR YEAR 2008 – BASIC OPTION

- Main selling place Energy Exchange Prague
- Traded products – year, quarter, month – baseload, peak
- CEZ doesn't expect direct annual supplies to foreign markets and is going to sell its own electricity through Energy Exchange Prague

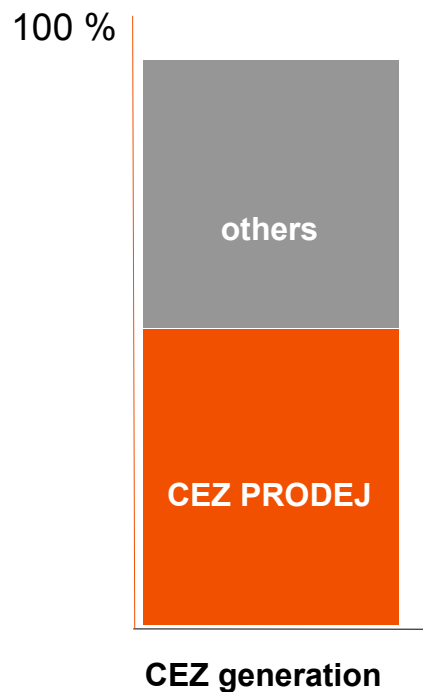


## BACK UP OPTION

- Will be used only in case of delay or low liquidity of Energy Exchange Prague
- series of auctions for above mentioned products in the period July till November 2007



# CEZ WILL SUPPLY ELECTRICITY TO ITS OWN CUSTOMERS THROUGH ITS AFFILIATED COMPANY ČEZ PRODEJ FOR PRICES REACHED AT EEP



- ČEZ, a. s., supplies its clients with electricity through its affiliated company ČEZ Prodej, s.r.o.
- ČEZ Prodej can't actively trade on the market with ČEZ, a. s., because such trades within Group could be price making for the market and this situation wouldn't lead to transparent and independent pricing
- Thus the electricity supplied to own customers will be traded in connection with EEP indirectly, i.e. won't enter the exchange volumes, but transaction price will be set by the closing price of the exchange.



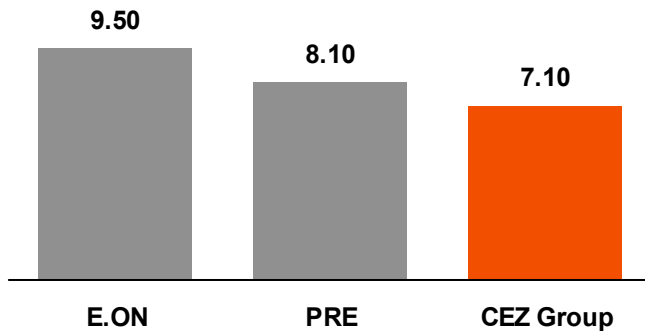
# Agenda

- Power markets development
- Current results 2007
- Contracting 2008
- **ČEZ Prodej position**
- Energy savings campaign
- Customer care

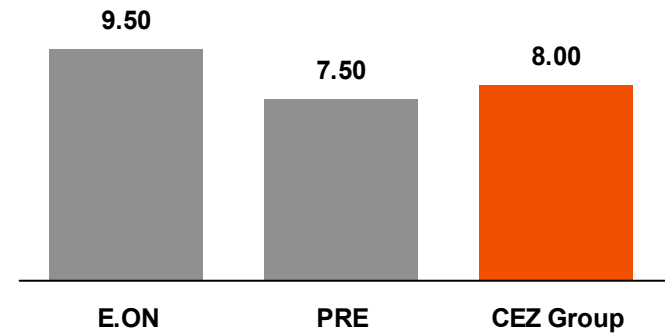


# CEZ CUSTOMERS EXPERIENCED THE LOWEST Y-O-Y INCREASE OF TOTAL ELECTRICITY EXPENDITURES

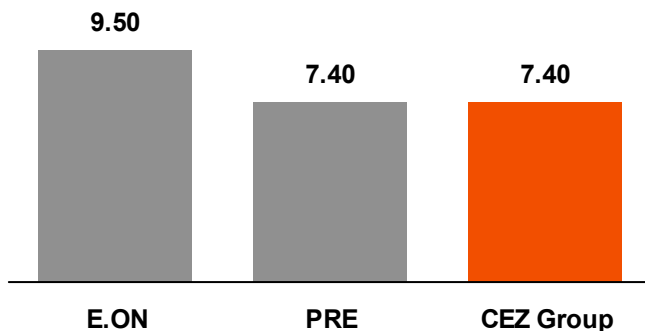
Y-o-y increase – tariff D02  
%



Y-o-y increase – tariff D45  
%



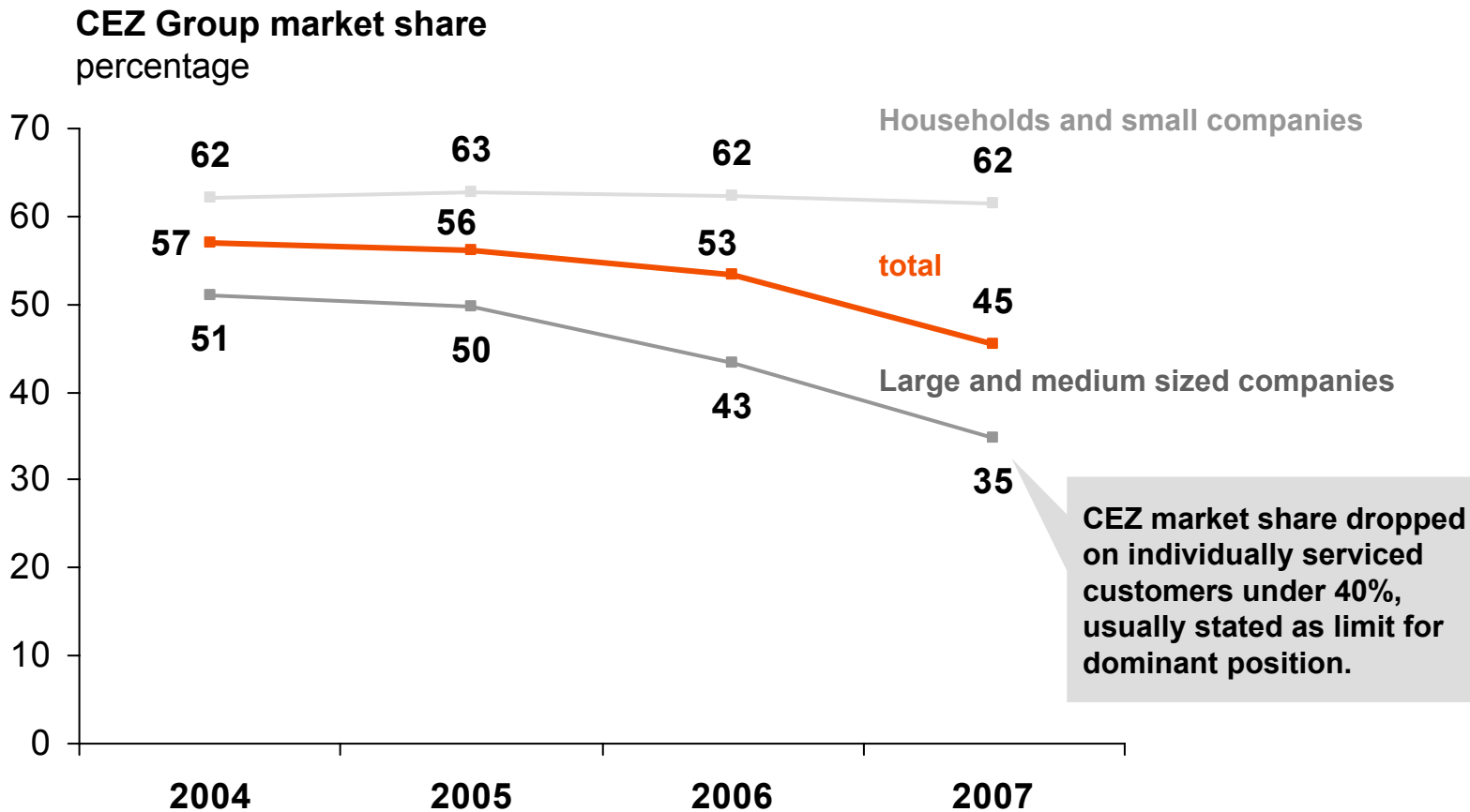
Y-o-y increase – tariff D25  
%



- **D02** – one tariff product for standardly equipped off-take point (OM) combined with distribution tariffs for lower and middle annual consumption
- **D25** – two tariff product for heat pumps and heating of water combinable with distribution tariffs for lower and middle consumption with operational management of availability of lower tariff for 8 hrs
- **D45** – two tariff product for electricity heating combinable with distribution tariff with operational management of availability of lower tariff for 20 hrs



# POWER MARKET FOR END CUSTOMERS IN THE CR IS FULLY LIBERALIZED – COMPETITION RESULTED IN THE DECREASE OF THE CEZ GROUP MARKET SHARE



**CEZ loss of market share on the end customer market is evidence of functioning market environment.**

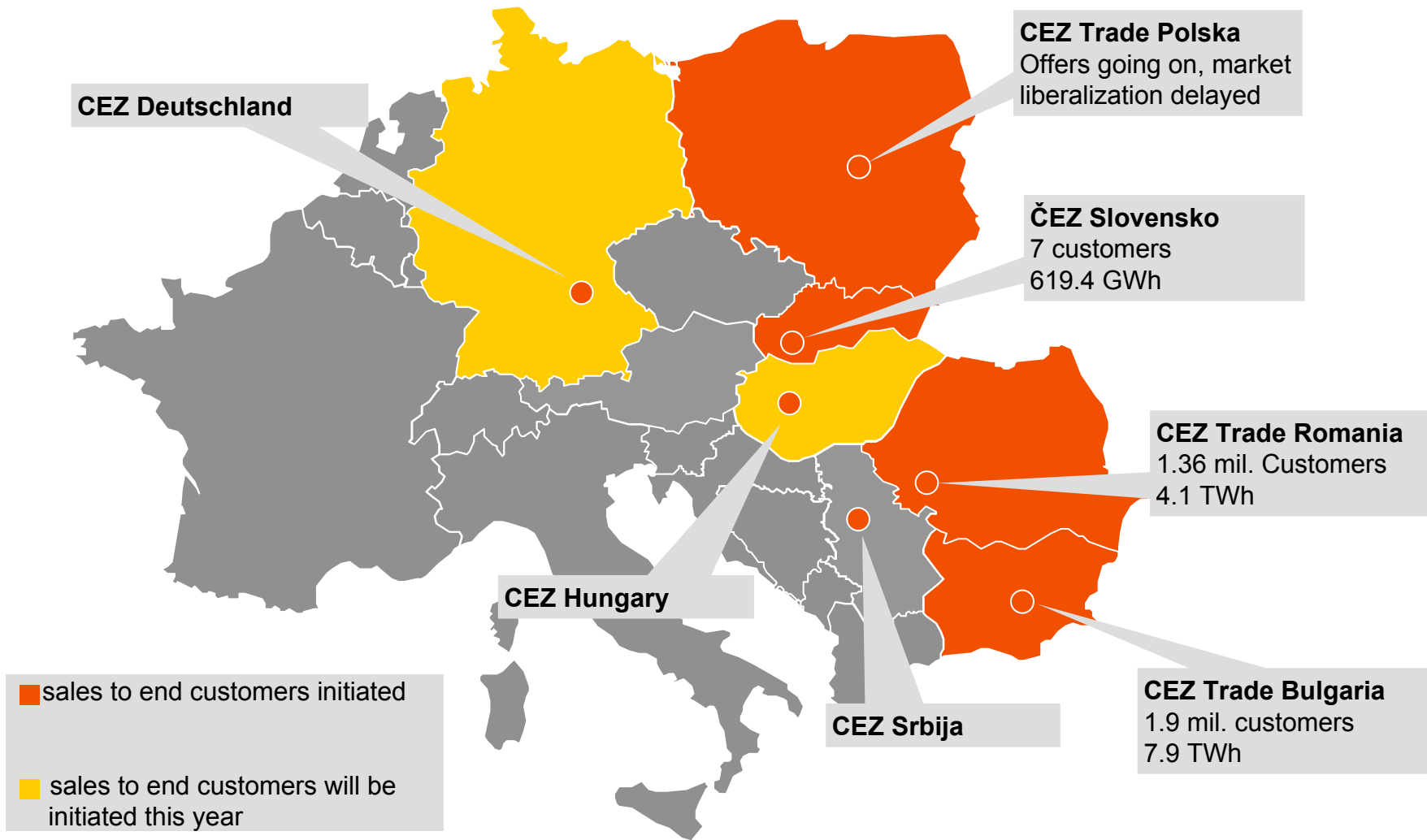


# THE COMPETITION ON THE MARKET IS WIDE





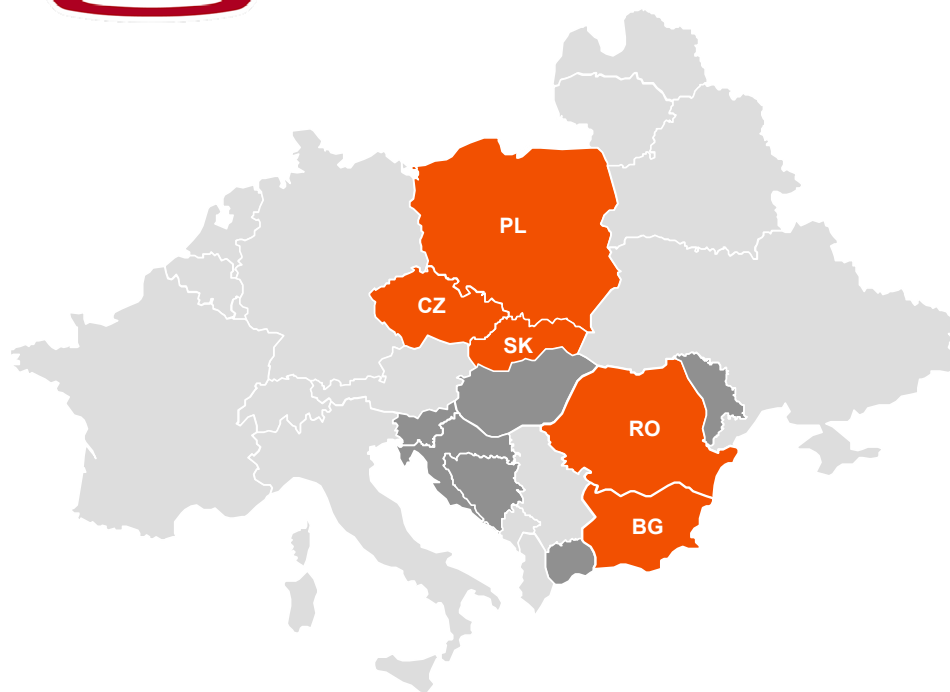
# CEZ IS THEREFORE COMPENSATING FOR THE LOSS ON HOME MARKETS WITH OFFER TO END CUSTOMERS ABROAD





WE ARE THE ONLY COMPANY WHICH IS ABLE TO SUPPLY CUSTOMERS IN FIVE OR MORE COUNTRIES IN CEE

## Example of first contract



### Czech Republic

- Valašské Meziříčí
- 5,800 MWh

### Slovakia

- Bratislava
- 17,227 MWh

### Poland

- Cieszyn, Poznań Stollwerck
- 17,573 MWh

### Romania

- Brasov, Candies & Drag.
- 4,311 MWh

### Bulgaria

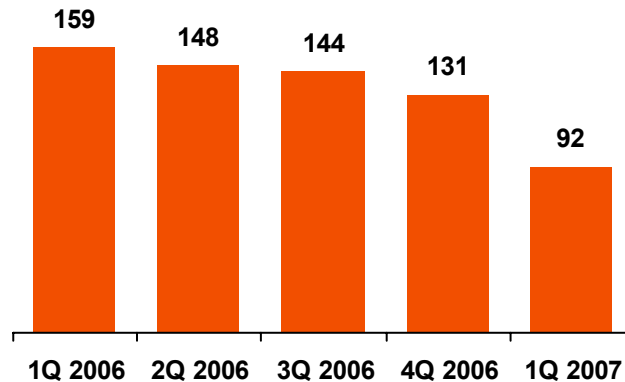
- Kostinbrod, Svoge
- 9,231 MWh



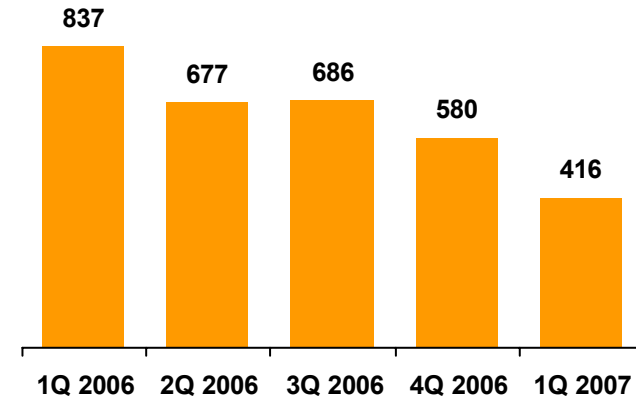


# IN SPITE OF GROWING VOLUME IN INVOICING WE EXPERIENCED DECREASE OF ENERGO OUTSTANDINGS TOWARD END CUSTOMERS IN 2006

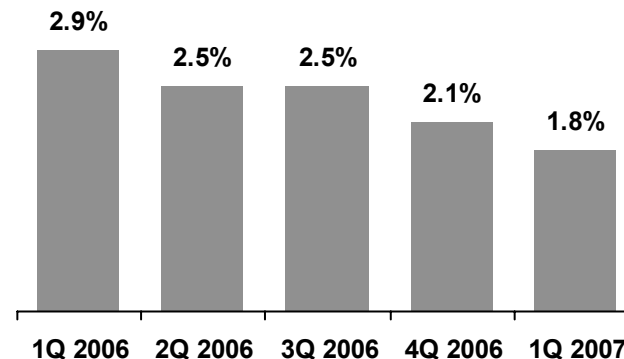
**Number of debtors**  
ths.



**Short-term energo outstandings to 180 days**  
CZK m



**Share of outstandings on annual invoicing\***



\* Nominal amount of outstandings total in % of revenues for last 12 months



# Agenda

- Power markets development
- Current results 2007
- Contracting 2008
- ČEZ Prodej position
- **Energy savings campaign**
- Customer care



# THE CEZ GROUP WILL ACTIVELY COOPERATE ON REALIZATION OF ENERGY SAVINGS IN ACCORDANCE WITH THE EU PROGRAM OF DECREASING ENERGY INTENSITY

**CEZ Group will concentrate in the following years on the following areas of activities, which will be dedicated to all end customers in the CR**

COMMUNICATION	
<b>Program of cooperation in complex energy supply</b>	<b>Support of change in consumption behaviour</b>
<b>Advisory and consultancy activities as part of customer care</b> <ul style="list-style-type: none"><li>▪ Constructions isolation</li><li>▪ Heat pumps</li><li>▪ Alternative energy sources...</li></ul>	<b>Offer of advisory services in a form of non-energetic products</b> <ul style="list-style-type: none"><li>▪ Energy audit</li><li>▪ Savings financing</li><li>▪ Consumption optimization...</li></ul>



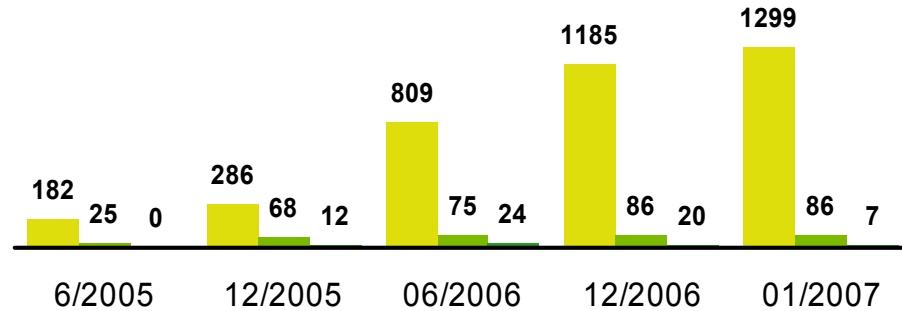
# AN EXAMPLE OF ENGAGEMENT TO SUSTAINABLE DEVELOPMENT IS OUR GREEN ENERGY PROGRAM, WHERE THE COUNSEL CHOSE TO SUPPORT 14 PUBLICLY BENEFICIAL PROJECTS

## Status to year 2006

- 1 291 customers

Households	1 185	
Small companies	86	
Large companies	20	

- 38 GWh – supplied electricity for year 2006



- Green Energy Counsel chose 14 projects, out of total number of 102 signed up, among those divided in total CZK 4.33 m from Green Energy Fund
- Out of chosen projects 8 concentrate on renewables, 5 on R&D and 1 on construction of new renewables.

## Examples of chosen projects

Waste as energy source

Reference laboratory for biogas transformation in the whole CR

Laboratory of industry ecology and non-traditional energy sources

Solar fotovoltaic system with movable stand

Increase of potential of wind power plants by suitable choice of electricity generator and its management

Hospice sv. Štěpána

**Středisko volného času KLUBKO**

**Mendelova zemědělská a lesnická univerzita**

**SŠ IT a sociální péče, Brno**

**Česká zemědělská univerzita v Praze**

**Ústav termomechaniky AV ČR**

**Sdružení pro hospic Litoměřice**



# Agenda

- Power markets development
- Current results 2007
- Contracting 2008
- ČEZ Prodej position
- Energy savings campaign
- **Customer care**



# CUSTOMER SERVICES ARE SERVICING 3.5 M CUSTOMERS IN THE CZECH REPUBLIC IN THE AREA OF DISTRIBUTION AND TRADING

## ■ Failure line

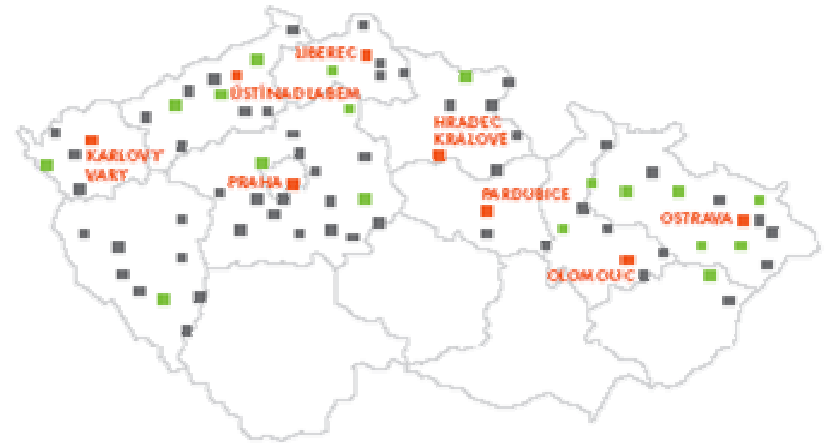
**840 850 860** – failures announcement

## ■ Customer line

**840 840 840** – solution of customer demands

## ■ Special line

**840 xxx xxx** –for representatives of local administrations and crisis staff



### CEZ Group representation

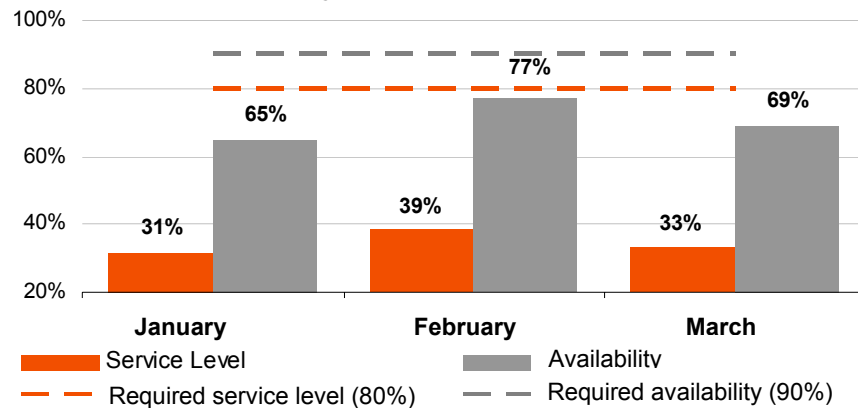
number in CR

■ Customer centers	28
■ Contractual partners	55

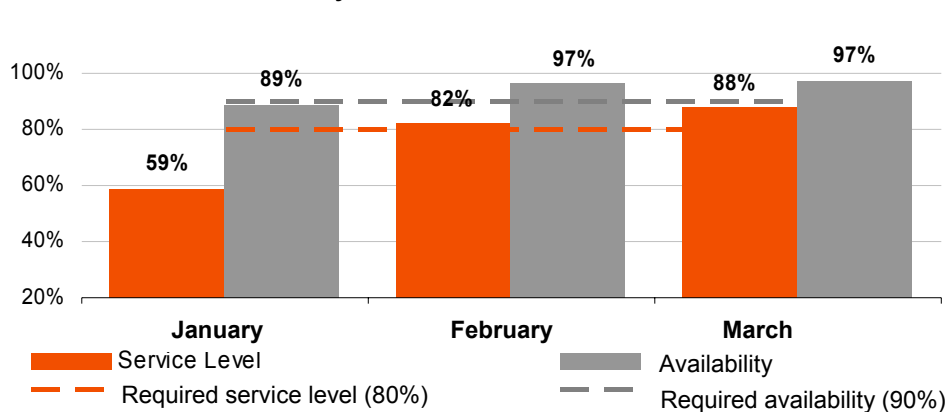


# WE HAVE ACHIEVED SIGNIFICANT IMPROVEMENTS OF CALL CENTER SERVICES

### Service level and availability 2006



### Service level and availability 2007



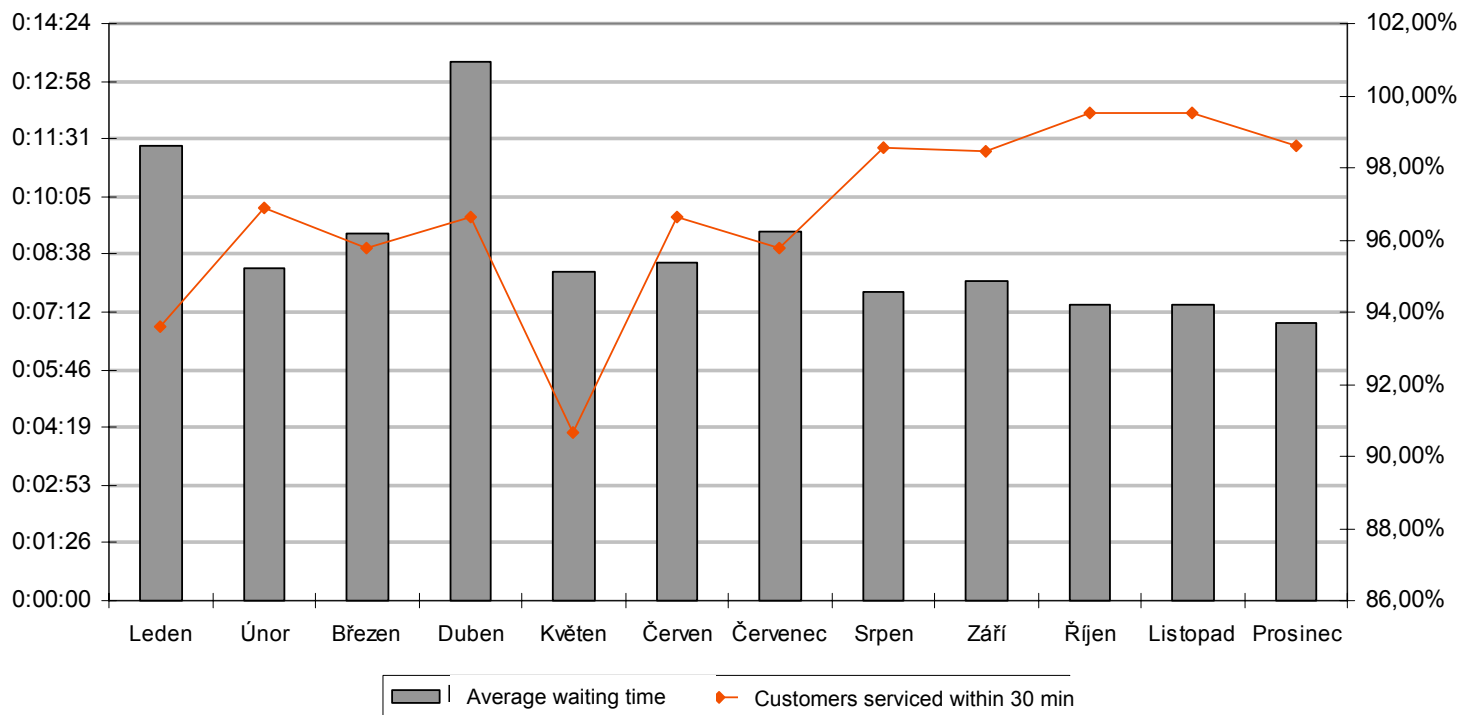
**JSME S VÁMI  
24 HODIN DENNĚ,  
7 DNÍ V TÝDNU!**

**zákaznická linka 840 840 840** **www.cez.cz**



# WE HAVE ALSO ACHIEVED SIGNIFICANT IMPROVEMENTS WITH CUSTOMER CENTER SERVICES

## Waiting time at customer center 1-12/2006







# ON THE BASIS OF COMPLAINTS OF OUR CUSTOMERS WE HAVE PREPARED A MORE STRUCTURED LAYOUT OF INVOICES

- Proposal verified by a pre-test on a customer group
- Consulted with ERÚ to fulfill all legislative requirements for unbundling
- Expected initiation in the summer months of this year



**FAKTURA  
ZA DODÁVKU ELEKTRINY**  
DAŇOVÝ DOKLAD č. 0000001000649196

**JAN NOVÁK**  
Křížkova 1000  
709 74 Klatovy

**DODAVATEL**

**ČEZ Prodej, s.r.o.**  
Vinohradská 325/8, 120 21 Praha 2  
IČ: 27232433 | DIČ: CZ27232433  
Bankovní spojení: 7770227/0100  
www.cez.cz | cez@cez.cz  
Zákaznická linka 840 840 840

**ODBĚRATEL / DOMÁCNOST**

**Jan Novák**  
Křížkova 1000  
709 74 Klatovy  
Bankovní spojení: 12345-0123456789/0300

<b>VAŠE ZÁKAZNICKÉ ČÍSLO:</b>	<b>12345678901</b>
VARIABILNÍ SYMBOLOVÝ	<b>4420844037</b>
DATUM SPLATNOSTI	30. 10. 2007
DATUM VYSTAVENÍ	15. 10. 2007
DATUM ZDANITELNÉHO PLNĚNÍ	30. 9. 2007
FAKTURAČNÍ OBDOBÍ	<b>1. 10. 2006 – 30. 9. 2007</b>

REKAPITULACE (celkem za fakturační období)	Základ daně Kč	DPH 19%	Celkem Kč
SPOTŘEBA ELEKTRINY A SLUŽEB	13 715,92	2 606,68	16 322,60
ZAPLACENÉ ZÁLOHY	-8 066,88	-1,533,12	-9 600,00
PŘEVEDENO Z MINULÉHO OBDOBÍ			-22,00
ZAKROUHLĚNÍ			0,05
<b>DOPLATEK (+) / resp. PŘEPLATEK (-)</b>	<b>5 649,16</b>	<b>1 073,34</b>	<b>6 700,50</b>

Doplatek vyúčtování ve výši **6 700,50 Kč** uhradte  
ve prospěch účtu číslo **7770227**, kód banky **0100**  
s variabilním symbolem platby **4420844037**  
do termínu splatnosti **30. 1. 2007**.

Datum splatnosti je termín, do kdy by měla platba být připsána na účet příjemce. Proto doporučujeme zadat platbu s dostatečným předstihem.

Detailní rozpis vyúčtování najdete v příloze této faktury. Předpis záloh na další období naleznete na příloženém Platebním kalendáři. V případě nejasností můžete kontaktovat Zákaznickou linku Skupiny ČEZ (840 840 840), poslat nám dotaz e-mailem (cez@cez.cz) nebo prostřednictvím Virtuální obchodní kanceláře (www.cez.cz), navštívit některé z našich obchodních míst nebo napsat na adresu ČEZ Zákaznické služby, s.r.o., Guldenerova 19, 303 28 Plzeň.



# WE ARE CONTINUALLY DEVELOPING OUR SERVICES TO CUSTOMERS

**SPOLEČNÁ ZÁKAZNICKÁ CENTRA  
POD JEDNOU STŘECHOU**

**Začínáme spolupracovat s českými zákazníky a zjednotíme svou síť služeb. Přijďte se seznámit s našimi službami. Více informací získáte na našich webových stránkách.**

- Zjednotíme síť služeb a poskytneme vám lepší služby.
- Zjednotíme síť služeb a poskytneme vám lepší služby.
- Zjednotíme síť služeb a poskytneme vám lepší služby.
- Zjednotíme síť služeb a poskytneme vám lepší služby.

www.cez.cz

- **Modern ways of communication** – telephone, internet
- **centralization of call centers, service 24 hrs a day 7 days in a week**
- **United functionality of customer centers**
- **55 contractual partners** for easy accessibility
- **Claims and complaints** – unified solution of all customer complaints
- **Indicators of quality of services** CC and ZC in accordance with legislation and internal limits
- **project Sazka** – possibility to pay through terminals of Sazka
- **RWE** – realized opening of common customer centers of CEZ and RWE

**VSAĎTE SE,  
ŽE VÁM UŠETŘÍME PENÍZE**

**VYUŽÍTE NOVOU A POKROČILĚJŠÍ SLUŽBU PLATBY ZA ELEKTŘINU**

- Placení energií prostřednictvím terminálů Sazka
- Možnost získání informací o stavu a plnění energií prostřednictvím terminálů Sazka
- Možnost získání informací o stavu a plnění energií prostřednictvím terminálů Sazka

www.cez.cz



Thank you for your attention