Financial Statements
2021

Acquirente Unico S.p.A.

Fully paid-up share capital € 7,500,000
Sole shareholder pursuant to Art. 4 of Italian Lgs Decree 79/99 Gestore dei Servizi Energetici GSE S.p.A.
Entity with management and coordination powers: GSE S.p.A.
Registered offices - 00197 Rome – Via Guidubaldo Del Monte, 45
Rome Registry of Companies, VAT and Tax Id Code no. 05877611003
Economic and Administrative Registry of Rome no. 932346

Letter to the Shareholder

In 2021, the environment was especially complex, with the difficulties associated with the ongoing pandemic having significant economic and social repercussions. The economic recovery, occurring only towards the end of the year, created strong volatility in energy markets.

The situation (which deteriorated further with the conflict in Ukraine) resulted in a very real procurement crisis, significantly changing the reference market scenario.

The increase in electricity prices, where production still notably depends on gas, drove the need to accelerate the ecological transition plan and adopt structural measures to contain prices for households and businesses.

In a context with such complexities, Acquirente Unico, with its unique characteristics as an independent service provider, confirmed its commitment in respect of institutions, operators and consumers. More specifically, the enhanced protection service allowed smaller consumers to benefit from exceptionally favourable financial conditions during the first three quarters of the year. Nonetheless, because Acquirente Unico can only source from the spot market, pursuant to Resolution m633/2017/R/EEL, the enhanced protection customers were the ones most affected by market volatility in the fourth quarter of 2021. If, as it had done in the past, Acquirente Unico could have formulated an efficient purchasing plan, this would certainly have mitigated the effect of the turbulent prices for smaller customers, resulting in significant savings for customers and the country, given that the Government was forced to shore up the exceptional increase in energy bills using public resources.

Never before has there been such a marked impact from price increases on the more vulnerable, who had already been affected by the pandemic-related crisis. In this scenario, Acquirente Unico can be considered a focal point in its support to consumers experiencing energy poverty, also thanks to the digital innovation of its Integrated Information System. From 1 July 2021, the bonus for electricity, gas and water services is paid automatically to eligible consumers, thanks to the exchange of data between INPS and Acquirente Unico. The difficulties that have characterised access to this tool in the past were overcome, with a much lower number of beneficiaries in relation to the potential pool.

In 2021, the Energy and Environment Consumer Help Desk expanded its activities. Requests for information on the social bonus represented 51% of the 630 thousand telephone enquiries (+31% on 2020) handled by the Contact Centre. With regard to settlements, around 20,500 cases (+10% compared to 2020) were managed relating to electricity, water and district heating, 70% of which were successfully completed in an average of 55 days. Finally, the Smart Help and Smart Info service handled over 55 thousand cases (+30% compared to 2020), providing useful information to customers on how to better manage situations or disputes that arose with their energy provider.

OCSIT increased the stock days during 2021 compared to the previous year (from 17 to 27). This is a direct consequence of the effects of the COVID pandemic, which caused a consistent reduction in imports of energy products and consumption, determining higher cover for stock obligations equal to the oil products held in OCSIT depots.
As confirmation of Acquirente Unico's reliability, after its annual review, the international ratings agency Standard & Poor's improved the Company's credit rating in October to "BBB/A-2", with a positive outlook, in line with the rating assigned to the Republic of Italy.

Again during 2021, Acquirente Unico increased its scope of activities, taking on the management of the Fund for the energy transition in the industrial sector (FTE), established by the Ministry of Economic Development, to oversee companies exposed to the material risk of the relocation of carbon emissions outside of the European Union, due to the indirect emission costs transferred on electricity prices.

Work continued into 2021 that will lead to the acquisition of the Società Fondo Bombole Metano, as envisaged under Italian Decree Law no. 76 of 16 July 2020.

Based on the expertise already gained and that will be developed into the future, Acquirente Unico intends continuing to be a reliable interlocutor for institutions, providing its support, and meeting the new challenges facing the energy sector by the changing scenarios like the ones we are currently experiencing.

Chairman and Chief Executive Officer

Filippo Bubbico

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CONTENT

CORPORATE STRUCTURE

Board of Directors (2020-2022)

Chairman and Chief Executive Officer	Filippo Bubbico
Directors	Liliana Fracassi
	Attorney Vinicio Mosè Vigilante

Board of Statutory Auditors (2020-2022)

Chairman	Giovanni Lombardo
Statutory Auditors	Concetta Lo Porto
	Giorgio Marrone
Alternate Statutory Auditors	Andrea Lionzo
	Attorney Giancarla Branda

2021 Financial Statements

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Report on Operations

REGULATORY ELEMENTS AND AREAS OF REFER

Acquirente Unico S.p.A. (hereafter also “Acquirente Unico” or “AU”), a company limited by shares wholly owned by Gestore dei Servizi Energetici - GSE S.p.A. (hereafter “GSE”), was established pursuant to Italian Legislative Decree 79 of 16 March 1999, in order to guarantee the supply of electricity to eligible customers.

From 1 July 2007, with the completion of the liberalization of the retail sale of electricity, as a result of Italian Law no. 125 of 3 August 2007, for conversion with amendments to Decree Law no. 73 of 18 June 2007 (hereinafter "Law no. 125/2007"), all end-users of electricity, and in particular also civilian or domestic users, have the right to freely choose their electricity supplier. In light of this innovation, Italian Law no. 125/07 introduced enhanced protection and safeguards in electricity sales services.

AU’s mission was subsequently extended to include additional activities and functions assigned to it through legislative provisions or sector regulations.

Enhanced protection service

The service is provided by the enhanced protection provider, whereas the supply of electricity is done by AcquirenteUnico, in order to ensure that the supply is provided under cost-effective, continuity, security and efficient conditions. Acquirente Unico, in accordance with the directives of the Regulation Authority for Energy, Networks and Environment, (hereafter, “Authority” or “ARERA”), transfers to enhanced protection providers, the electricity acquired on the wholesale market, ensuring the balance of its accounts, according to the provisions of Art. 4, section 6 of the aforementioned Legislative Decree no. 79/99.

Up until 31 December 2020, the enhanced protection service targeted residential customers and businesses with fewer than 50 employees with an annual revenue not exceeding € 10 million (hereinafter the "small customers" or "protected customers") who had decided not to go onto the open market.

The Annual Market and Competition Law no. 124 of 4 August 2017 (as amended by the “One thousand extensions” Decree [“Milleproroghe”]) established the elimination of the enhanced protection service for small customers with effect from 1 January 2021 and for micro-businesses and domestic customers from 1 January 2023. In terms of the same law, and based on the

Resolution 491/2020/R/EEL, the Authority adopted measures to ensure that as from the date when the price protection service would be eliminated, an enhanced protection service would be available for companies without an electricity supplier. In accordance with this Resolution, in April 2021, Acquirente Unico opened tender proceedings to identify electricity service operators in the territorial areas for all small companies that had not selected an open market supplier at 1 July 2021.

Finally, with regard to domestic customers, Italian Decree Law no. 152 of 6 November 2021, stipulated that as from 1 January 2023 and pending the tender proceedings to assign the enhanced protection sales service that will be done by 10 January 2024, domestic customers would continue to be supplied with electricity by the protection service.

Likewise, with regard to vulnerable customers and those experiencing energy poverty, the protection service will continue to apply, if measures have not been adopted to protect these categories by 1 January 2023.

In November 2021, Italian Legislative Decree no. 210 was finally approved, incorporating Directive EU 2019/944 of 5 June 2019, relating to the common rules for the internal market for electricity. Based on the Italian Ministry of Ecological Transition (MET) Decree, the provision implements a national Observatory for energy poverty, with the aim of monitoring the phenomenon at national level, and making proposals to the MET and ARERA on the measures to counter this, including by way of communication, training and support to public entities and stakeholder representative entities. More specifically, it makes provision that the Observatory can seek recourse to technical support from Acquirente Unico S.p.A. in exercising its functions.

Safeguard Service Electicity Sector

To date, the Safeguard Service is intended for end users that only have medium, high and very high voltage connection delivery points, not entitled to enhanced protection in the event that they are without a seller on the open market or didn't select one.

The Authority, in implementing the decree of the Italian Ministry for Economic Development of 23 November 2007, has assigned to AU the task of organizing and carrying out the contractual procedures for the selection of the companies that will provide the service, in accordance with the provisions of the Authority. Following the procedures carried out at the end of 2020, Acquirente Unico identified the safeguard service operators for 2021 and 2022.

Supplies of last resort and default distribution service - Gas Sector

Acquirente Unico is also responsible for launching the tender procedures to identify operators for natural gas supplies of last resort (so-called “fornitura di ultima istanza” - “FUI”). The FUI service provision is provided to selected customers (domestic customers - including condominiums with consumption of no more than 200,000 cubic meters per year, utilities related to public service activities, other customers with consumption of no more than 50,000 cubic meters per year), who are temporarily without a gas supplier.
ARERA also assigned Acquirente Unico the task of managing the tender procedures for the identification of the default natural gas distribution service, aimed at ensuring the balance of the distribution network, in relation to the offtakes of natural gas made directly by the end customer holder of the delivery point, without a supplier, to whom the prerequisites for the activation of the FUI service are not applicable.
In September 2021, AU published the outcome of the tender procedure to identify the suppliers of the natural gas default distribution service for the period from 1 October 2021 to 30 September 2023.

Energy and Environment Consumer Help Desk

Over recent years, Acquirente Unico has gained considerable experience on the protection of energy and environment consumer. The tasks strictly related to protecting the consumer include the continuation of the “Energy and Environment Consumer Help Desk” (hereinafter the Consumer Help Desk). This refers to a service introduced by ARERA and conducted on an availment basis by Acquirente Unico pursuant to Art. 27, section 2 of Italian Law no. 99/09.

It is managed on the basis of three-year Operating Projects approved by ARERA, jointly with cost recognition and coverage methods. In this respect, with Resolution 528/2019/E/com, the Authority approved the 2020-2022 project proposal for the activities conducted by Acquirente Unico S.p.A. relating to the enhanced protection system for complaints and disputes involving customers and end users of the sectors regulated by the Authority.

With the extension of expertise, the Consumer Help Desk also progressively expanded its areas of activity, also providing information and assistance to consumers in the event of disputes in all the sectors regulated by the Authority.

In particular, Help Desk activities performed on behalf of the Authority include:

- the Contact Centre represents a direct channel of communication with the consumer, ensuring a prompt response to requests for information via telephone and in writing regarding the procedures whereby the services regulated by the Authority can be accessed, consumer rights, social bonuses, the liberalization of the electricity and natural gas markets, the Special Procedures, the Settlement Service, as well as other alternative means for resolving disputes;
- Associations Help Desk, provides consulting on Authority regulation issues to certified branches of consumer associations and trade associations;
- the management of Special Procedures, which allow the end customer to obtain information that can immediately resolve the more recurring specific problems between consumers and operators;
- the management of the Settlement Service, implementing Art. 44, section 4 of Italian Legislative Decree no. 93 of 2011, aimed at processing end customer disputes against operators in the electricity, gas, water, district heating and cooling sectors, prior to seeking recourse to the ordinary courts. Only in the case of disputes relating to the service providing electricity and gas, an attempt at a settlement is mandatory and is a prerequisite to proceeding with action in the ordinary courts. With regard to the water sector, in July 2021, with Resolution 301/2021/E/COM, the Authority extended the scope of operators that were obliged to participate in the Authority's Settlement Service in order to proceed with action before the ordinary courts, setting a minimum threshold of 100,000 residents served in one or more ATOs for the purposes of identifying the operators falling under the mandatory prerequisite. Furthermore, it stipulated the abridged procedure in the electricity and gas sector, in order to begin the process and convene the first meeting before the Settlement Service.

On the request of the Authority, the Help Desk also provides auxiliary assistance related to the decision-making procedure for dispute resolution between customers or end users and operators or managers which were not resolved during the settlement process "third level"

protection, in which dispute resolution is achieved through an administrative decision made by the Authority - Resolution 639/2017/E/com of 21 September 2017).
Finally, Italian Decree Law 124/19, as converted with amendments into Italian Law no. 157 of 19 December 2019, makes provision for the start of the system automatically awarding an electricity, gas and water social bonus from 1 January 2021, based on the relevant exchange of information between INPS (Italian National Pension Fund) and the Integrated Information System. In consideration of the impact of the new automatic social bonus system on the activities carried out by the Help Desk, with Resolution 343/2021, the Authority approved the "Help Desk Update 2021-2022" and the "Indirect gas bonus customer project 2021-2022". Subsequently, with Resolution 456/2021/A, it approved the update to the expenditure forecasts for the running costs of the Help Desk, with reference to the period from 1 January 2021 to 31 December 2021, introducing the new Indirect gas Energy-Bonus Help Desk department among the activities carried out by the Help Desk. In this context, its task is to inform the end customer whether and how they may obtain the bonus if they receive their gas via a condominium, and how to manage the forms that indirect gas customers are obliged to provide to the Help Desk in order to access this benefit.

Integrated Information System

Italian Decree Law no. 105 of 8 July 2010, converted with amendments into Italian Law no. 129 of 13 August 2010, (hereinafter "Law no. 129/10"), established the Integrated Information System (IIS) within Acquirente Unico for the management of information flows related to the electricity and gas markets, based on a database of collection points and end user identification data (Official Central Register - RCU).
The functions of the IIS were subsequently extended, pursuant to Italian Decree Law no. 1 of 24 January 2012, converted with amendments into Italian Law no. 27 of 24 March 2012, to include the management of data relating to end customers' consumption of electricity and gas. In addition, Legislative Decree n. 102 of 2014 on energy efficiency has given the Authority the option to rely on, among other things, the IIS as part of the tasks conferred by the above-mentioned Decree regarding the metering and billing of energy consumption.
In terms of Italian Decree Law 124/19, as converted with amendments into Italian Law no. 157 of 19 December 2019, which made provision for the start of the system automatically awarding an electricity, gas and water social bonus from 1 January 2021, the new procedure for obtaining

said bonus is based on the relevant exchange of information between INPS and the Integrated Information System, managed by Acquirente Unico. In accordance with Resolution 63/2021/R/COM, the latter is tasked with identifying the supplies to households that can obtain this benefit based on the information in the Official Central Register.

Furthermore as from 30 October 2021, the Authority has provided the option (implemented by the IIS) of transferring the contract with a concurrent change in supplier. In this regard, the Authority introduced a new IT tool for the IIS called the "information service for activating contracts" to provide new dispatch users with the technical and sales information relating to the delivery point prior to switching over, allowing them to assess the change before making the transfer request to the IIS for the change of supplier.

Finally, at the end of 2021, final approval was given to the Legislative Decree implementing Directive 2018/2001 of 11 December 2018 on promoting the use of electricity from renewable sources (Red II). The Decree, which is pending publication, stipulates under Art. 36 (Regulation of the metering system for electricity from renewable sources for the allocation of incentives), that ARERA should introduce one or more regulations identifying the procedures whereby the GSE distributes the incentives to the electricity Industry, specifically indicating the procedures whereby the data for measuring the generation and entry from plants provided by network operators are fed in the Integrated Information System. The procedures governing relations between Acquirente Unico S.p.A. and GSE, and the procedures for accessing the IT infrastructure, are outlined in decrees issued by the Ministry of Ecological Transition.

Article 48 (PNIEC Monitoring, National Statistics System, Reports) under the same Decree, requires that in order to conduct a statistical sampling of end energy consumption from the various energy sources in the industrial and services sectors, ISTAT may also make use of the data available in the Integrated Information System in agreement with Acquirente Unico S.p.A. In this respect, as from 2022 and by the 30 April of each year, based on the information available in the Integrated Information System, AU will provide the MET with the annual consumption of electricity and natural gas for the previous year for each type of customer and ATECO code, as well as the information relevant to governance that may be required from time to time. AU will publish the general aggregated consumption data for gas and electricity on its website, based on procedures and deadlines that will be defined together with ARERA.

Offer Portal

Art. 1, section 61 of Italian Law 124 of 2017 ("Annual Market and Competition Law") delegated the Authority with the task of creating and managing the portal by Acquirente Unico (as the IIS manager), i.e. the Offers Portal. The portal is an IT portal that collects and publishes current offers for the retail electricity and gas sales market on an open data basis particularly for domestic users, companies connected on low voltage and companies with annual consumption not exceeding 200,000 standard cubic meters. This also serves to progressively "empower" the end customer, who has an incentive to identify the offering that best responds to its consumption habits, by using the free and easy to access portal.

Consumption Portal

Italian Law no. 205 of 2017 (2018 Budget Law) stated that Acquirente Unico, in its capacity as IIS manager, should attend to the creation of a dedicated portal, which makes available information on the supplies on their account, to all electricity gas consumers, including historic consumption data and the main technical and contract information (Consumption Portal). The purpose of the Consumption Portal is to increase the consumer's understanding of their consumption habits, so as to guide them in making decisions that best respond to their energy footprint.

Retail monitoring

Retail monitoring is used in the reporting and monitoring of the retail electricity and gas markets. This activity was recently reviewed by the Authority, which has ended the service by Acquirente Unico, and the inclusion of this monitoring in organisational and functional terms within the IIS. Currently, the Retail monitoring function ensures ARERA has the information and reporting required by the Integrated Retail Monitoring Text (with data partly extracted from the IIS and partly collected from operators), and makes available additional information used by the Authority to carry out its institutional activities. The information in the IIS, when processed, can meet additional ARERA requirements regarding the regulation of tariffs, services, monitoring the latter, and the more general purpose of accountability.

Italian Central Stockholding Entity OCSIT

In order to implement the EU Directive 2009/119/EC, which establishes the obligation for Member States to hold a minimum quantity of stocks of crude oil and/or petroleum products, the Italian government issued the Legislative Decree no. 249 of 31 December 2012, published in the Official Gazette no. 22 of 26 January 2013 and in force since 10 February 2013.

The measure, among other things, attributed to Acquirente Unico the functions and activities of Italian Central Stockholding Entity (OCSIT), providing in particular that OCSIT is to purchase, hold, sell, and transport “specific” stocks (finished products referred to in a list defined by the regulation) and can also organize and provide a service of storage and transport of emergency and commercial oil stocks.

As determined by the aforementioned Legislative Decree, the costs and expenses incurred by the Company to carry out OCSIT activities are covered by the contribution determined by the Italian Ministry of Ecological Transition, jointly with the Italian Ministry of Economy and Finance, and payable by the parties responsible, as identified annually by the MET, on the basis of what was released for consumption in the last year of the energy products listed in Annex C, Section 3.1, section 1 of Regulation (EC) No. 1099/2008.

OCSIT is subject to the supervision of the MET, which shall determine the guidelines for exercising its functions.

In 2021, the start of the 2021/2022 stock year took place on 1 July 2021, and will end on 30 June 2022.

On 30 July 2021, the Simplification Bis Decree Law was published in the *Official Journal of the Italian Republic*, which under Art.31-*quinquies* “Simplification of the system for holding oil safety stocks” amends and integrates Art. 7 of Italian Legislative Decree no. 249 of 31 December 2012, entrusting the following activities to OCSIT:

- the authority to ask parties obliged to pay the annual fee, for a guarantee to cover the failed payment of the fee itself;
- the authority to stipulate contract options for the purchase of products in order to hold oil stocks, pursuant to Art. 3, section 1 of Legislative Decree no. 249 of 31 December 2012 (i.e. “tickets”);
- issuing of authorisations for holding stocks abroad and for abroad.

Gasoline Fund (OCSIT)

In 2018, OCSIT's activities were further extended to include those relative to the "Gasoline Fund", pursuant to the provisions under Art. 1, section 106 of the Annual Law for the Market and Competition, based on which as from 1 January 2018 the LPG Adjustment Fund would be eliminated and the relative functions and responsibilities, as well as the relative legal receivable and payable accounts would fall under the functions performed by Acquirente Unico SpA through the Italian Central Stockholding Entity (OCSIT). Starting from 1 January 2018, ownership of the Fund for the rationalisation of the fuel distribution network pursuant to Article 6 of Italian Legislative Decree no. 32 of 11 February 1998 was also transferred to OCSIT, which involves charges for the execution of the activity, so as to ensure economic, equity and financial independence for said activities, with respect to the other tasks performed by OCSIT. The activities transferred pursuant to this paragraph were carried out on the basis of operational guidelines issued by the Italian Ministry of Economic Development and will cease when the financial resources of the cited Fund are exhausted. Starting from 1 January 2018, ownership of the GPL Fund and the Reserve Stocks Fund were also transferred to OCSIT.
Following the entry into force of said law, the following funds, which were part of the now eliminated Cassa Conguaglio GPL, were then transferred to Acquirente Unico (collectively referred to as the "Gasoline Fund"):

- Fund for rationalisation of the fuel distribution network. This fund indemnifies managers of petrol stations following their closure. The fund was developed over the years through contributions made by the managers themselves;
- Reserve stocks fund. Fund to collect receivables deriving from the eliminated National Reserve Stocks Agency;
- GPL Fund. Cassa Conguaglio employee severance indemnity fund.

Methane Cylinders Services Fund - SFBM

Art. 62-*bis*, introduced with the conversion of Italian Decree Law no. 76 of 16 July 2020 (Simplification Decree Law), entrusted Acquirente Unico with the activities relating to the technical and administrative services for the use and circulation of methane cylinders as motor fuel, as contemplated under Italian Law no. 640 of 1950. Initially these activities were entrusted on a concession basis to Ente Nazionale Metano (currently Eni S.p.A.) and managed through its subsidiary, SFBM S.p.A. (Servizi Fondo Bombole Metano), which sees to the mandatory overhaul of the cylinders used as methane fuel tanks on vehicles registered in Italy, and the checking of the cylinders' structural conditions to ensure these comply with applicable safety regulations, thus operating as a public service.

Furthermore, in terms of the aforementioned article, based on the plan prepared by Acquirente Unico, guidelines for exercising the new activities must be formulated in terms of a decree issued by the Italian Ministry of Economic Development (now MET). The same decree will also set the date from which Acquirente Unico will take over the functions of managing the "Methane Cylinders Fund".

Finally, MET Decree of 30 September 2021, in implementing the aforementioned Art. 62-*bis*, section 4, recently outlined the procedures for the takeover by Acquirente Unico regarding the methane cylinders for motor fuel, based on the acquisition of a stake in SFBM. In this regard, the Decree stipulates that AU should take out a loan for an amount not higher than the acquisition price, which in turn, equals the capital amount for the shareholding in SFBM. All the expenses incurred by AU for the acquisition and all the relevant preliminary activities are covered by a contribution made available to obligated parties so as to ensure an economic, asset and financial balance for AU, as well as for SFBM.

Fund for the energy transition in the industrial sector (FTE)

The Fund for the energy transition in the industrial sector (FTE) was established by the Italian Ministry for Economic Development, in terms of Art. 27, section 2 of Italian Legislative Decree no. 30 of 13 March 2013, as replaced by Art. 13, section 2 of Italian Decree Law no. 101 of 3 September 2019, converted with amendment by Italian Law no. 128 of 2 November 2019.

The aim of the Fund is to directly subsidise companies operating in sectors and subsectors exposed to the material risk of the relocation of carbon emissions outside of the European Union, due to the indirect emission costs transferred on electricity prices.

The MET Decree of 12 November 2021 subsequently defined the criteria, conditions and procedures for using the resources of this Fund, stipulating that its management is entrusted to Acquirente Unico, based on a specific agreement with the MET, which governs the transfer of resources to AU and the latter carrying out the administrative and management functions referring to the receipt and processing of benefit applications, the distribution of aid and the necessary controls. Art. 11, section 3 of Italian Law no. 15 of 25 February 2022, converting Italian Decree Law no. 228 of 30 December 2021 with amendments into law, contains urgent legislative measures (namely the conversion law of the Milleproroghe Decree Law), published in the *Official Journal of the Italian Republic* on 28 February 2022, and sets the deadline of

30 June 2022 for the distribution of resources from the Fund for the Energy Transition in the Industrial Sector pursuant to Art. 3, section 8 of Italian Legislative Decree no. 47 of 9 June 2020, with sole reference to the costs incurred between 1 January 2020 and 31 December 2020.

ECONOMIC FRAMEWORK

International outlook

Despite the inevitable uncertainties associated with the spread of new SARS-CoV-2 virus variants and the progression in the vaccination campaign in different countries, economic activity worldwide recorded a sustained recovery of 5.6% in 2021, according to OECD estimates[1]. This recovery on the previous year differs considerably, where certain parts of the global economy are quickly recovering, others are at risk of remaining behind, especially the lower income countries with a low vaccination rate. Based on Bank of Italy analysis[2], the growth in GDP was not the same in countries in both the advanced and emerging economies.

More specifically, among the advanced economies, the United Kingdom recorded robust growth in GDP (6.9%), whereas the United States recorded a 5.6% increase in GDP, with economic activity returning to the same levels as the end of 2019, despite the slowdown during the last part of the year due to the resurgence of the pandemic and bottlenecks in production chains.

Among the main emerging countries, economic activity increased in India by 9.4%, whereas GDP in China grew by 8.1% to its highest level since 2011, despite the year-end slowdown. Brazil and Russia recorded a less solid macroeconomic scenario, with GDP increasing by 5% and 4.3%, respectively.

The recovery in the Euro Area, with a 5.2% increase in GDP continued throughout 2021, touching on pre-pandemic levels, especially thanks to the contribution from private consumption and investments, and despite the slowdown in manufacturing due to the global shortage of semi-conductors. GDP growth varied across the individual European economies. In 2021, France recorded the highest growth (6.8%), followed by Spain (4.5%), whereas Germany recorded a more contained level of growth (2.9%), due also to the difficulties experienced by the manufacturing sector, especially the car industry. In line with economic activities, international trade flows continued to increase (10.8%) during the year, returning to pre-pandemic levels. Despite this, a significant slowdown was seen in the second half of the year, due to critical issues in terms of supply, especially regarding logistics and transport.

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[1] OECD Economic Outlook no. 110 December 2021
[2] Bank of Italy, Economic Bulletin no. 1, January 2022

In 2021, inflation in the euro area measured on the basis of the harmonised consumer price index, recorded a record increase (5%)[3] to December on twelve months, the highest since the start of the Monetary Union, with the fund component at 2%. This figure was mainly attributable to the extremely significant growth in the energy component, in addition to temporary factors.

In the second half of the year, following the upward revision of inflation and growth forecasts, returns on government securities increased in the main advanced economies. Sovereign spreads in Euro Area countries also increased in the last part of the year, due to the deterioration in the health situation with the spread of the Omicron variant.

The Federal Reserve announcement of monetary restrictions in 2022 caused a depreciation of the euro against the dollar. The ECB confirmed a more accommodating monetary policy compared to the central USA and United Kingdom banks, believing that favourable funding conditions were still essential to support a recovery in economic activity.

Domestic outlook

Italy's estimated GDP growth in 2021 (adjusted for calendar effects) is at 6.5%[4]. In the last quarter of 2021, especially due to the renewed upsurge in cases and consequent impact on consumption, the Italian economy decelerated (0.6%), compared to the result recorded in the previous quarter (2.6%).

The significant growth across the board is attributable to a number of factors, such as the strong recovery in household spending, combined with the increase investments by companies and positive overseas trade figures. Increased vaccination cover and consequent recovery in mobility drove the recovery in households' service consumption.

Added value increased in services, specifically regarding sales, accommodation and transport, which were the sectors most affected by the containment measures. Despite lower exports in the more exposed sectors with bottlenecks on the supply side, for example in the vehicle and mechanical sectors, foreign trade recorded a positive balance, thanks also to the strong recovery in summer tourist numbers. From the start of 2021, growth in Italian goods exported was higher than its main European partners.

Industrial production recorded strong growth (6.3% year-on-year to November), largely due to increased performance in the energy (12.4%) and consumer goods (9.4%) segments.

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[3] Bank of Italy Economic Bulletin 2021 no. 1, January 2022

[4] ISTAT, preliminary GDP estimate, 31 January 2022

Household consumption increased significantly, at a rate of 5.1%

The unemployment rate was at 9%, with an annual downward trend of -0.9% The employment rate returned to the same levels as prior to the pandemic (59%), whereas the inactivity rate rose from 34.6% to 35.1%

Increased employment over the 12 months is mainly due to higher number of fixed-term employees (16.4%). The data on youth employment recorded in December was a significant improvement over the previous year. For young people between 15 and 24 years of age, the unemployment rate was at 26.8% (annual variation -4.5%)[5].

In 2021, inflation in Italy recorded a 1.9% shift[6] (harmonised consumer price index), mostly attributable to price trends in energy products (+14.1% compared to 2020).

Over the last quarter of the year, financial market conditions were impacted by concerns over the spread of the Omicron variant and its repercussions for the economy, as well as expectations regarding the approach to monetary policy. These factors caused a greater aversion to risk by investors, which was seen in the slight rise in the sovereign spread in relation to German government bonds.

Finally, based on Italian Ministry of Economy and Finance programme framework, GDP growth of around 4.7% is forecast for 2022, 2.8% for 2023 and 1.9% for 2024[7]. Based on these projections, the recovery in economic activity would also be supported by the reforms and subsidies provided in the National Recovery and Resilience Plan.

[5] ISTAT, Employed and Unemployed, provisional data, 2 February 2022

[6] ISTAT, Consumer Prices, 17 January 2022

[7] MEF, Update to the 2021 Economy and Finance Document, 29 September 2021

FINANCIAL PERFORMANCE

Summary Financial statements

The income statement and balance sheet data for the 2021 financial year are shown in summary in the schedules set out in the following pages obtained by reclassifying the statutory accounting statements prepared in accordance with the Italian Civil Code.

In addition to the reclassified schedules, detailed analytical data is presented concerning:

- operating costs, separately for the different macro-areas that comprise AU activities;
- the overall trend in operating costs;
- financial management results.

The main operating highlights are also summarized in an overall synthesis, as shown in the schedule below.

Main operating highlights

For the purposes of offering a brief presentation of the global operating trend of Acquirente Unico in 2021, Table 1 shows the main economic and financial data.

Table 1: Summary of the main operating data

€ thousand	2021	2020	Changes	Changes %
Revenue from the sale of electricity	5,390,232	2,360,190	3,030,042	56%
Profit for the year	105	186	(81)	-77%
Investments in specific stocks (OCSIT) - year-end value	950,188	786,116	164,072	17%
Other Investments (tangible and intangible assets) - year-end value	10,265	8,488	1,777	17%
Shareholders' equity	8,761	8,832	(71)	-1%

Source: Internal processing, Acquirente Unico

Reclassified Income Statement

Table 2: Reclassified Income Statement 2021

€ thousand	2021	2020	Changes
REVENUE			
Revenue from energy sales to enhanced protection operators	5,390,232	2,360,190	3,030,042
Other energy related revenue	78,731	17,380	61,351
Revenue to cover costs - help desk and settlement service - electricity sector	13,721	12,270	1,451
Revenue to cover costs - water sector	1,225	706	519
Revenue to cover costs - SII	18,304	16,902	1,402
Revenue to cover costs - IIS bonus	870	-	870
Revenue to cover costs - Offer Portal	1,079	1,010	69
Revenue to cover costs - OCSIT	43,436	36,920	6,516
Revenue to cover costs - Gasoline Fund	529	527	2
Other revenue and income	481	1,387	(906)
a) Total operating revenue	**5,548,608**	**2,447,292**	**3,101,316**
COSTS			
Energy purchases	4,964,677	1,811,563	3,153,114
Purchases of energy-related services	502,297	564,471	(62,174)
Total energy costs	5,466,974	2,376,034	3,090,940
Other purchases of consumables	36	34	2
Cost of labour	20,565	18,954	1,611
Provision of services	13,742	13,336	406
- Services by the parent company	895	946	(51)
- Other services (including related costs of storage)	12,847	12,390	457
Godimento beni di terzi	41,905	33,590	8,315
- Fees for oil product storage services	40,510	32,243	8,267
- Other	1,395	1,347	48
Sundry costs	641	440	201
b) Total costs (not including amortisation/depreciation)	**5,543,863**	**2,442,388**	**3,101,475**
c) Gross operating margin (a-b)	4,745	4,904	(159)
d) Amortisation, depreciation and write-downs	4,842	4,765	77
Total Operating Costs	**5,548,705**	**2,447,153**	**3,101,552**
e) Operating income (c-d)	(97)	139	(236)
Financial management results	292	87	205
Pre-tax profit	**195**	**226**	**(31)**
Income taxes	**90**	**40**	**50**
- Current taxes	153	289	(136)
- Taxes relative to previous years	4	(26)	30
- Deferred tax assets	(67)	(223)	156
Profit for the year	**105**	**186**	**(81)**

Source: Internal processing, Acquirente Unico

Revenue

Total operating revenue (Table 2), for **€ 5,548,608 thousand**, was generated in particular from energy sales to companies serving the Enhanced Protection Market (**€ 5,390,232 thousand**). Income from energy sales, in addition to covering the cost of electricity supplies and related services (e.g. (dispatching etc.), include the fee for energy operation costs, in the adjusted amount quantified by adopting the rate of return on capital before taxes, according to the methodologies applied by ARERA (**€ 1,989 thousand**).

Total operating revenue also includes other energy-related income (unbalancing fees, etc.) amounting to **€ 78,731 thousand**, income to cover the operating costs of the activities carried out under the availing procedure and those related to IIS, OCSIT and the Gasoline Fund and, finally, other income and profit, which include the refund for personnel seconded to the Methane Cylinders Services Fund, for an amount of **€ 55 thousand**.

Taken as a whole, operating revenue increased by **€ 3,101,316 thousand** compared to the previous year. The increase was essentially due to revenue from selling electricity to enhanced protection service operators (**€ 3,030,042 thousand**) as a direct consequence of the significant increase in the cost of electricity, to the extent of causing a general increase in procurement costs, since electricity purchase and sales activity management occurs within an balanced economic regulatory regime.

Operating costs

As can be seen in the reclassified Income Statement (Table 2), total operating costs, before amortisation, depreciation and write-downs, amounted to **€ 5,548,705 thousand**, of which **€ 5,466,974 thousand** for the purchase and sale of electricity (including related services) and **€ 81,731 thousand** for other costs, including **€ 40,510 thousand** for fees paid to third parties to lease storage depots for OCSIT product stocks.

Energy purchase costs refer for **€ 4,964,677 thousand** to the purchases of electricity and **€ 502,297 thousand** to the acquisition of energy related services (dispatching and others). This item as a whole, also shows an increase of **€ 3,090,940 thousand** compared to the previous year.

With reference to the trend for total costs to purchase electricity and related services, the increase of **€ 3,090,940 thousand** seen in tables 3 and 4, can be attributed to the increase in the average unit purchase cost, including services (**€ 80.51/MWh**, corresponding to a **+145 %** change over 2020), which was only partially offset by the decrease in transactions of physical quantities (**- 2,590,314 MWh**, **-6.1%** over the previous year).

Table 3: Costs for supplying energy

€ thousand	2021	2020	Changes	Changes %
Costs for supplying energy	5,466,974	2,376,034	3,090,940	130%
Energy purchases	4,964,677	1,811,563	3,153,114	174%
Purchases of energy-related services	502,297	564,471	(62,174)	-11%

Table 4: Change in benchmark purchase costs

	2021	2020	Changes	Changes %
Quantity in MWh	40,181,307	42,771,621	(2,590,314)	-6.1%
Unit cost (Euro/MWh)	136.06	55.55	80.51	144.9%

Source: Internal processing, Acquirente Unico

Operating costs other than energy purchases totalling **€ 81,731 thousand** in 2021, referred to the administration of the structure in the different areas in which AU operates, as well as the storage of OCSIT oil products.

The schedules shown below, duly processed and highlighted in Tables 5 and 6, indicate respectively:

- operating costs by macro-expense;
- a breakdown of operating costs based on a criterion of destination, that is specifically indicating the respective area of activity, in both cases comparing the 2021 figures with those of the previous year.

Table 5 Operating costs (excluding energy costs) analysed by macro-expense

€ thousand	2021	2020	Changes	Changes %
Raw materials, supplies, consumables, and goods – excluding energy purchases	36	34	2	6%
For services - excluding energy services	13,742	13,336	406	3%
For the use of third-party assets	41,905	33,590	8,315	25%
For personnel	20,565	18,954	1,611	8%
Amortisation/deprecation and write-downs	4,842	4,765	77	2%
Other operating expense - exclusive of contingent energy liabilities	641	440	201	46%
Total	**81,731**	**71,119**	**10,612**	**15%**

Source: Internal processing, Acquirente Unico

As shown in the table above, operating costs (**€ 81,731 thousand**) increased by **€ 10,612 thousand** compared to 2020. The items which saw the most significant growth refer to the use of third-party assets (**€ 8,315 thousand**), fees paid to third parties to lease storage deposits for

OCSIT product stocks in relation to the increased average number of stock days stored., personnel costs (€ 1,611 thousand) due to the higher average number of staff and salary increases.

Table 6: Operating costs (excluding energy costs) by area of activity

€ thousand	2021	2020	Changes	Changes %
Energy Area	2,071	2,332	(261)	-11%
Help Desk and Settlement Service - Electricity sector	13,877	12,478	1,399	11%
Water Service Help Desk	1,236	711	525	74%
Integrated Information System - IIS	18,471	17,095	1,376	8%
IIS bonus	876	-	876	n.d.
Offer Portal	1,084	1,015	69	7%
Italian Central Stockholding Entity - OCSIT	43,479	36,942	6,537	18%
Gasoline Fund	582	547	35	6%
Total	**81,676**	**71,119**	**10,557**	**15%**

Source: Internal processing, Acquirente Unico

Operating costs according to the area of activity amounted to **€ 81,676 thousand**, less the costs incurred for seconded staff for the Methane Cylinders Services Fund (**€ 55 thousand**).

In terms of the breakdown, the total amount can be attributed to management in the Electricity Area (**€ 2,071 thousand**), services provided by the Energy Help Desk (**€ 13,877 thousand**) and the Water Service Help Desk (**€ 1,236 thousand**), the implementation and management of the Integrated Information System (**€ 18,471 thousand**), the IIS bonus (**€ 876 thousand**), the Offer Portal (**€ 1,084 thousand**), operating management for the OCSIT - Central Stockholding Entity (**€ 43,479 thousand**) and the Gasoline Fund (**€ 582 thousand**).

Performance in the operating area shows overall growth which essentially refers to the operating management of the OCSIT (**€ 6,537 thousand**), the development of Integrated Information System activities and the IIS Bonus (**€ 2,252 thousand**), and the Helpdesk services (**€ 1,924 thousand**).

With regard to the methods of covering operating costs, the fees related to the Electricity Division, net of other income pertaining to the same area, are covered by the adjusted remuneration for 2021, calculated according to the algorithms adopted by ARERA. The excess between the amount of the consideration and the amount of the net operating expenses to be covered, combined with the financial management results, contribute to the pretax return on invested capital.

The following is noted regarding the costs incurred by AU in 2021 for operating the other business areas that are part of the Company:

- the costs of the activities in availment (Energy and Environment Help Desk, including the water sector and Offers Portal) and the IIS Bonus are covered by payments made by the Energy and Environmental Services Fund;
- the costs of the Integrated Information System are covered by a monthly fee charged to operators of the enhanced protection electricity service, to the companies serving the open energy market and to gas sector operators;
- the cost of OCSIT operations is met by the contribution charged to the specifically concerned petroleum operators;
- costs for the Gasoline Fund are covered by the Fund for the rationalisation of the fuel distribution network, transferred to the Company.

Operating profit

The Gross Operating Margin was positive for **€ 4,745 thousand**, compared with the amount of the previous year of **€ 4,904 thousand**.
With depreciation, amortisation and write-downs (**€ 4,842 thousand**) deducted, Operating Profit of **€ 97 thousand** was achieved, down compared to the previous year's figure. This result is more than offset by the financial management positive performance, to the extent of providing a pre-tax return on capital, and to a lesser extent, covering operating costs.

Financial management results

The results of financial management and the reasons for its performance are shown in the table below.

Table 7: Financial management results: 2021-2020 comparison

€ thousand	2021	2020	Changes
Interest income on bank current accounts	85	18	67
Interest and penalties for late payment from operators	426	239	187
Other financial income	17,358	17,409	(51)
Gross financial income	**17,869**	**17,666**	**203**
Financial expense on medium-term loans	10	2,799	(2,789)
Financial expense on bond loan	14,501	14,516	(15)
Interest expense on short-term borrowings	3,064	264	2,800
Exchange rate gains and losses	2	-	2
Gross financial expense	**17,577**	**17,579**	**(2)**
Financial management results	**292**	**87**	**205**

Source: Internal processing, Acquirente Unico

In 2021, financial management achieved net income of **€ 292 thousand**, up with respect to the **€ 87 thousand** recorded the previous year.

The item other financial income includes the gross profit following the redemption during 2021 of an investment in insurance policies undertaken in 2019, with cash temporarily not utilised, referring to the bond issue for **€ 7,362 thousand**.

It should be noted further that charges on loans granted to OCSIT, relative to the medium-term loan intended for supplies of oil product stocks and the bond loan, as well as interest expense on short-term debt, due to financial payables intended to cover the requirement originating from electricity purchases on the Day Ahead Market, have a counter entry under the item Other financial income.

Pre-tax profit

Pre-tax profit equalled **€ 195 thousand**, compared to **€ 226 thousand** in 2020. This is the consequence of calculations carried out on the basis of a before tax profit rate, as defined in the Resolution adopted by ARERA.

Profit for the year

Profit for 2021 equalled **€ 105 thousand**, compared to **€ 186 thousand** in 2020.

Reclassified Balance Sheet

The reclassified Balance Sheet at 31 December 2021, compared with the previous year is detailed in Table 8:

Table 8: Summary of the equity structure 2021

€ thousand	31/12/2021	31/12/2020	Changes
NET FIXED ASSETS			
Intangible assets	4,808	4,174	634
Tangible assets	955,645	790,430	165,215
Financial assets	863	795	68
	961,316	**795,399**	**165,917**
NET WORKING CAPITAL			
Due from customers	2,167,348	757,590	1,409,758
Due from parent company	128	255	(127)
Due from subsidiaries of parent companies	13	-	13
Due from Energy and Environmental Services Fund	871	1	870
Other activities	2,968	2,375	593
Due to suppliers	(227,197)	(127,158)	(100,039)
Due to parent company	(686)	(458)	(228)
Due to subsidiaries of parent companies	(362,123)	(64,772)	(297,351)
Due to Energy and Environmental Services Fund	(24)	(10)	(14)
Other liabilities	(28,785)	(24,322)	(4,463)
Total	**1,552,513**	**543,501**	**1,009,012**
INVESTED CAPITAL	**2,513,829**	**1,338,900**	**1,174,929**
VARIOUS PROVISIONS	**(12,589)**	**(19,263)**	**6,674**
INVESTED CAPITAL NET OF PROVISIONS	**2,501,240**	**1,319,637**	**1,181,603**
COVERAGE			
SHAREHOLDERS' EQUITY	**8,761**	**8,832**	**(71)**
Share capital	7,500	7,500	-
Legal reserve	1,156	1,146	10
Profit for the year	105	186	(81)
NET FINANCIAL DEBT (CASH)			
Short-term net debt to banks and other financial institutions	644,920	557,361	87,559
Short-term debt to Energy and Environmental Services Fund	350,000	1,000	349,000
Due to parent company	400,000	-	400,000
Payables for bonds	497,731	497,225	506
Medium and long term payables to banks	599,828	364,219	235,609
Other securities	-	(109,000)	109,000
Total	**2,492,479**	**1,310,805**	**1,181,674**
TOTAL	**2,501,240**	**1,319,637**	**1,181,603**

Source: Internal processing, Acquirente Unico

InvestedCapital

Total Assets (**€ 961,316 thousand at 31 December 2021**) showed an increase (**€ 165,917 thousand**) over the previous year, mainly due to OCSIT investments in oil stock. The increase is in fact attributable to the investment made during 2021 to procure an additional ten days of stock.

Net working capital of **€ 1,552,513 thousand** mainly refers to receivables due from customers (enhanced protection service operators and, to a much lesser extent, other counterparties) amounting to **€ 2,167,348 thousand** and payables due to suppliers, for **€ 227,197 thousand**, as well as relative to subsidiaries of the parent company for **€ 362,123 thousand**. It is noted that the increase in net working capital for **€ 1,009,012 thousand** mainly refers to the increase in receivables for the enhanced protection service operators, following the marked increase in energy prices.

Invested Capital (including intangible assets) amounted to **€ 2,513,829 thousand**, which comes down to **€ 2,501,240 thousand**, net of various provisions.

Sources

Shareholders' Equity amounted to **€ 8,761 thousand**, including Net Profit of **€ 105 thousand** for the year.

The difference between Invested Capital (net of provisions) and Shareholders' Equity resulting from net debt, amounted to **€ 2,492,479 thousand** at the end of 2021, increasing by **€ 1,181,674 thousand** compared to the previous year.

This increase refers mainly to the greater need for funding in the energy area following the consistent increase in the PUN, especially during the last part of the year, and the financing undertaken to repay the second loan referring to the procurement of oil stocks, which falls due at the beginning of 2022.

ACTIVITY IN ENERGY MARKETS

Total electricity demand

In 2021, based on provisional data from Terna, electricity demand totalled 318.1 TWh ([8]), increasing by 5.05% compared to 2020 (302.8 TWh) and in line (-0.5%) with the pre-COVID levels in 2019. The increased demand in 2021 is primarily attributable to the easing of the restrictive measures that had been adopted to deal with the COVID-19 pandemic and consequent strong economic recovery. Monthly trends were positive with respect to the previous year, excluding January and February, when there was a slight contraction in respect of consumption during the corresponding months in 2020, with the months of March, April and June recording double-digit growth.

Energy demand for the enhanced protection service

Energy demand for the enhanced protection service in 2021 was at 40.18 TWh, accounting for 12.6% of total demand, and down on the previous year (14.1% in 2020), due to switching over to the open market, and above all, the significant transfer of medium and smaller companies to the enhanced protection service, which at 1 July 2021 were still under enhanced protection. It is worth noting that following the adjustment in August 2021, the final figure for enhanced protection for 2020 was adjusted downward by over 3 TWh, to 39.1 TWh, which was 2.7% lower than the advance figure for 2021. It is expected that 2021 will also be characterised by a negative adjustment for the enhanced protection, bringing the requirement for 2021 below 2020, as a natural consequence of customers transferring from the enhanced protection service.

Consumption and oil price trends ([9])

According to the International Energy Agency (IEA), the end of 2021 that was marked by new COVID cases, would have slowed down the recovery in global crude demand for 2022, whereas supply, on the contrary, would increase, providing conditions for a period of greater balance on

[8] Source: Terna SpA Provisional figures from Terna processing.
[9] Source IEA International Energy Agency Preliminary 2021 data

oil markets. In the Oil Market Report for February however, the Agency adjusted its global oil demand estimates for 2021, which shifted up to 100.24 million barrels a day in the last quarter, thanks to higher consumption in Saudi Arabia and China. It is estimated that global oil demand could grow by 3.2 million barrels a day in 2022, to reach 100.6 million barrels a day, thus surpassing the pre-pandemic levels of 99.5 million barrels a day.
The Brent benchmark for Europe fell by 15-17 dollars a barrel in November, touching on a minimum of 68.87 dollars on 1 December, before recovering to around 78 dollars a barrel at the end of 2021, coming down by almost 10 dollars on October. Nonetheless, from December onwards, Brent listings began a slow but consistent climb, reaching listings above $90/bd in the second week of February 2022.
Global oil production did begin to rise from December 2021, driven by growth in extractions in the United States and OPEC+ countries, surpassing the ceiling of 80 million barrels a day for the first time since the start of 2020.
The United States, Canada and Brazil seem destined to produce at higher annual rates than before, increasing global non-OPEC+ production by 1.8 million barrels a day in 2022, and therefore extending the upward trend in production well into 2022.
Saudi Arabia and Russia could also reach record production levels if the remaining cuts set previously by OPEC+ are completely cancelled. In this case, according to IEA, global supply would rise by 6.4 million barrels a day for 2022, compared to the increase of 1.5 million barrels a day expected for 2021.
Over the short term, additional barrels could be sourced from the strategic petroleum reserves (SPR). On 23 November, the United States announced the release of up to 50 million barrels from their SPR, with similar action undertaken by China, India, South Korea, Japan and the United Kingdom, in an attempt to ease energy prices.
Even though details regarding volumes and timing are still not available, the combined releases from SPRs could potentially amount to 70 million barrels a day. Sector stocks in OECD countries came down by 21 million barrels in October, falling to 737 million barrels, around 240 million below the most recent five-year average. The consistent increase in demand, combined with the easing in demand, has significantly placated market tensions.
Supposing that OPEC+ continues to reduce its production cuts, an excess of 1.7-2 million barrels a day could materialise between the first and second quarter of next year, bringing about a period with more peace of mind for the sector.

With regard to the global refinery sector, the increase of 3.8 million barrels a day expected for 2021, is lagging in respect of demand, despite the fact that usage rates at plants have returned to levels that are higher than prior to the pandemic. Industrial OECD stocks came down by 60 million in December, essentially due to demand for medium distillates.

Trend of the euro/dollar exchange rate

The euro/dollar exchange rate in 2021 saw slightly less volatility than the previous year, nonetheless recording a downward trend. An exchange of € 1.22/$ was recorded at the beginning of the year, which then stabilised at around 1.20 until June 2021. A slight downward trend was seen from mid-year, reaching € 1.13/$ in December 2021. The average annual figure was € 1.18/$, which was higher than 2020.

Figure 1: Brent price vs euro/dollar 2015-2021

Source: Brent prices and EUR/USD exchange rate (Bloomberg)

Trends in the price of electricity[10]

In 2021, the price to purchase electricity (SNP) on the Day Ahead Market (DAM) rose to the historic high of € 125.46/MWh (€ 86.99/MWh the previous high reached in 2008), which was realised with a significant progression over the course of the year bringing listings from € 60.71 /MWh in January to € 281.24 /MWh in December, completely reversing the downward trend that had begun in 2019 and become more acute in 2020 due to the restrictive measures adopted to deal with the COVID-19 pandemic. This trend was significant in terms of its international dimension, involving all the major European electricity markets, originating in the run by thermo electric generation costs, and increased by the record listings for gas, coal and CO2. The sharp increase compared to the previous year (+€ 86.54 /MWh) was common to the Italian and main European markets (Germany and France: € 97/109 /MWh, + € 61/77 /MWh), which is rooted as mentioned before, in the rapid and progressive escalation in gas (PSV and TTF: approx. € 46/47/MWh, + € 37/MWh) and CO_2 prices (€ 54/ton, +€ 29/ton). The increased NSP refers across the whole of 2021, reaching a level of particular intensity especially in the final quarter of the year, when the price of electricity in Italy rose on average to € 242/MWh, corresponding to the rapid progression, which between October and December, drove the PSV to € 97/MWh (peaking at € 119/MWh in December) and CO_2 to € 69/ton (peaking at € 80/ton in December). All hourly groups, as well as the minimum and maximum hourly price levels appear affected by the significant increases: the peak price rose to € 141.55/MWh, with the peak/baseload ratio coming down to 1.13 (-0.03 vs 2020), returning to 2019 levels; the minimum hourly in the last quarter was never below € 94/MWh, touching on € 130/MWh in October; the maximum hourly reached the record level of € 533.2/MWh in December. Furthermore, regarding the SNP in the F1, F2, F3 bands in the months of March, April, May and August 2021, the value in the F2 band was systematically higher than F1, confirming the trend already seen over the last few years. This trend can still be attributed especially to the strong spread of production from renewable sources, in particular photovoltaic, which as it is known, is mostly responsible for the so-called peak shaving, namely the reduction of the SNP during peak hours.

Volumes also recorded an upward rebound trend (290.4 TWh), returning to similar levels as the 2015-2019 five-year period after the historic lows reached in 2020 and linked to the COVID-19 pandemic, and the concurrent drop in thermal and hydroelectric supply, which was higher only

[10] Source: Newsletter GME January 2021

than the levels recorded over the two-year period 2005–2006, and attributable to economic recessions (high costs for gas generation, low water availability) and structural phenomena (progressive decommissioning of coal plants). The recovery in volumes after the lockdown was especially marked in certain months of the year, when purchase levels were at the maximum levels of the last decade or thereabouts (August, November and December), with a concurrent drop in supply, going down to a minimum not experienced since 2007 (472.4 TWh, -4.6%). Following on from the maximum historic figures, direct trading on the market managed by GME (221.3 TWh), with consequent jump in market liquidity to the highest levels ever reached 76.2% Trends that were similar to the SNP were seen on a regional basis, where listings increasing sharply, were between € 123/125 / MWh on the mainland and at € 129 / MWh in Sicily.
The sharp increase in volumes traded on the market is mainly attributable to domestic operators, both in terms of buying and selling, and foreign sales, whereas trading by institutional operators had come down.

There were far-reaching changes in 2021 to the Intraday Market (IM), which took on a new market design at the end of September, intended to ensure entry into the European XBID continuous market. In this context, during the year, 26 TWh was traded on the IM during the year, of which 6.9 TWh refers to trading conducted on the new market structure. Just over 256 thousand couplings were concluded on the XBID as from 22 September, for a total of 0.7 TWh, of which 74% couplings traded with foreign counterparties. With regard to pricing, the net difference between the listings observed on the old system, at just above € 82 / MWh, and those recorded on the new structure, between € 232/246 / MWh, reflects the decisive change of pace following by the spot electricity prices in the latter part of the year in response to the intense progression in gas and CO2 pricing. In general terms, even after the start of the XBID, average prices confirmed the trend already recorded on the IM during previous years, therefore remaining at similar or lower levels to the corresponding DAM values.

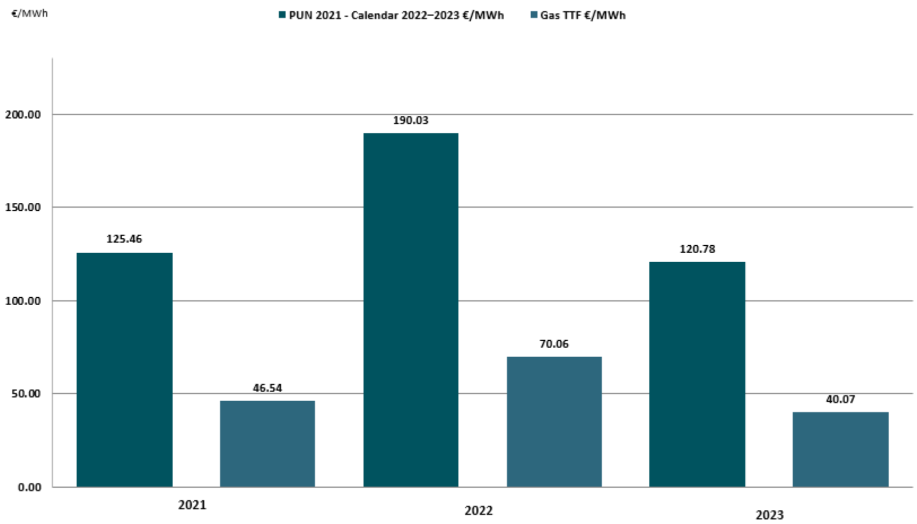
The Forward Electricity Market (FEM), which in 2021 had traded volumes for 22 GWh, the annual baseload product relating to 2022 closed the trading period just below € 257/MWh, reflecting the high listings recorded on the sport market in December. Transactions on the OTC Registration System once again fell to their lowest levels since 2011.

The volume traded by Terna on the dispatching services market decreased compared to 2020, when greater uncertainty regarding the real-time evolution of entries and deliveries on the network, relating especially to the lockdown period, had forced Italian TSOs to seek more recourse to the market. Specifically, in 2021, Terna's increasing purchases on the market reversed the multi-year growth trend, returning to 2017 levels (11.4 TWh, -23% compared to 2020), whereas its decreasing sales on the market, whilst falling year-to-year, remained high and at the peak levels since 2011 (7.8 TWh, -20% compared to 2020).

504 trades on price unit differential' products were recorded on the MPEG (-55% on 2020), for a total of 0.29 TWh traded (-60%), referring almost entirely to the baseload profile. Less the few months of operations in 2016, data shows a drop to a minimum historic low in trades, which were especially low in the months of April, July and October. The average trading price for daily baseload products was at € 0.23 / MWh, which is essentially in line with 2020 levels (-€ 0.01 / MWh), showing increasing growth towards the end of the year, whereas the peakload price, limited to only two trades referring to February, was at € 0.11 / MWh.

The graph in figure 2 shows the average SNP value for 2021 and the spot price for gas traded on the TTF platform. The average annual values of prices for the annual electric baseload product and the calendar for gas traded on the TTF platform, calculated on 2020, are shown for 2022 and 2023.

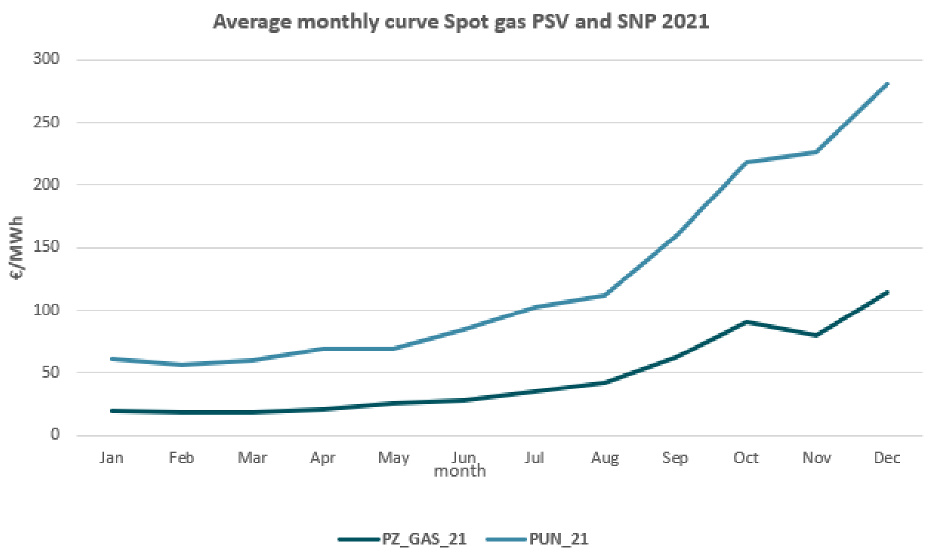
Figure 2 SNP and TTF Gas Trends



Source: TTF Gas prices (Bloomberg); SNP (Energy Markets Manager - GME S.p.A.)

A reading of the graph shows that in 2021, the correlation between gas and electricity prices was even more evident when the pricing for both commodities rose significantly. In fact, also due to the structure of the Italian generation fleet, most of the time the marginal is almost always a turbogas. In 2021, the considerable growth in the SNP was accompanied by some of the highest gas listings in recent years, especially in the last quarter of the year, when, against an average quarterly gas price of around € 95/MWh, the SNP consistently remained above € 200/MWh, with prices for both commodities having more than quadrupled compared to the start of 2021.
This phenomenon is even more apparent from an analysis of Figure 3, showing the average monthly performance for the SNP in 2021, compared to the monthly spot price for gas on the PSV.

Figure 3 SNP and PSV spot Gas Trends

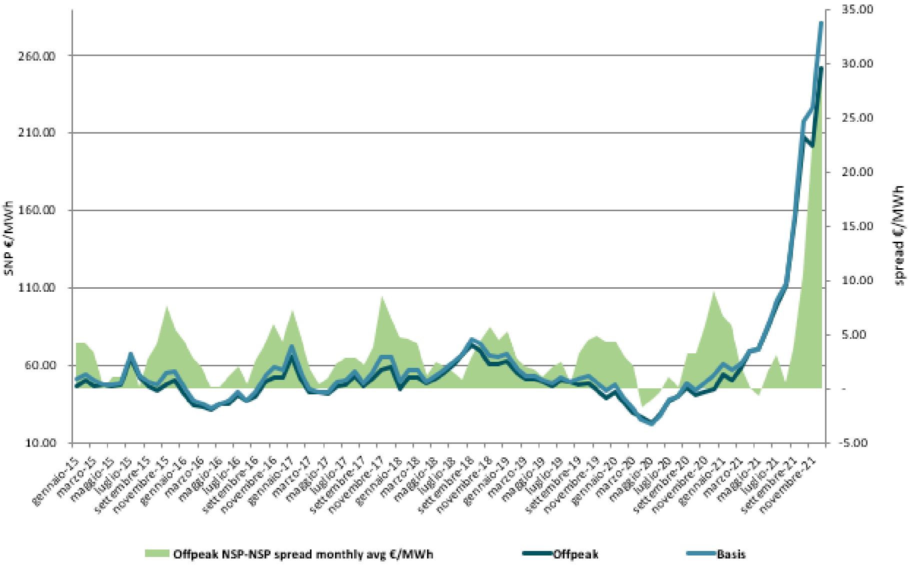


It is easy to see how the correlation between gas and electricity prices in 2021, became more consolidated in the face of rising and significantly higher prices. Furthermore, the speed of SNP growth was higher than for gas, especially in the fourth quarter of 2021, with prices well above the historic averages in the case of both commodities.

Figure 4 represents the average monthly SNP (all hours of the month) and the SNP in the Off-Peak hours (from 8:00 pm to 8:00 am from Monday to Friday and all hours on Saturday and Sunday).

Figure 4: SNP Price Trends[11] 2015–2021z

[11] SNP: Single National Price, Article 42.2(c) of the Integrated Text on the Electricity Market, approved by Italian Ministerial Decree dated 19 December 2003, as amended



SNPdata source: Gestore dei Mercati Energetici- GME S.p.A.

Electricity supply

Acquirente Unico guarantees the supply of electricity to customers of the Enhanced Protection Service.

Following Resolution 633/2016/R/eel, reforming t he conditions for the Enhanced Protection Service, Acquirente Unico obtains its supplies exclusively on the DAM Market, without signing any type of hedging contract.

The table below provides a comparison between 2021 and 2020 for purchases for the Enhdance Protection Service.

Table 9: Electricity procurement for the Enhanced Protection Service 2021 vs. 2020

Type of supply	2021 GWh	2021 %	2020 GWh	2020 %	Change	Change %
a) Purchases on the MPE						
a.1) DAM	39,747.8	98.92%	43,196.8	100.99%	(3,449)	-7.98%
Total purchases spot markets	**39,747.8**	**98.92%**	**43,196.8**	**100.99%**	**(3,449)**	**-7.98%**
b) Unbalances	433.5	1.08%	(425.1)	-0.99%	858.6	-201.98%
Total energy purchases (a+b)	**40,181.3**	**100.00%**	**42,771.7**	**100.00%**	**(2,590)**	**-6.06%**

Source: Internal processing, Acquirente Unico.

A decrease in electricity requirements was seen in 2021 compared to the previous year, going from 42.77 TWh to 40.18 TWh, approximately 6% less.

During 2021, this requirement (40.18 TWh) was met solely through purchases from the power exchange (DAM). Whilst continuing to participate on the MPEG platform on a daily basis, no purchases were made on this platform.

More specifically, 39.7 TWh were purchased on the Day Ahead Market, at a unit cost of € 119.6/MWh, whereas the unit cost in 2020 was € 40.9/MWh, the equivalent of € 40.9/MWh; the average annual cost of supplies, also considering unbalances, was € 121.6/MWh in 2021, compared to € 41.95/MWh in 2020, excluding costs relative to energy services.

Unbalances

Under ARERA Resolution no. 111/06, in 2021, the time offsets between the final and binding programs to cover the energy needs of the Enhanced Protection Service amounted to 433.5 GWh, around 1% of total requirements.

Costs of energy supply

Energy supply costs for 2021, including service costs and net of the profits other then transfer unbalancing etc.), amounted globally to € 5,388,243 thousand, of which € 4,885,946 thousand was for the purchase of energy and the remaining € 502,297 thousand for dispatching and other service costs (Table 10).

Table 10: Energy supply costs (€ thousand)

€ thousand	2021	2020	Changes
Total cost of energy purchases net of other revenue	4,885,946	1,794,183	3,091,763
Total dispatch cost	497,390	558,360	(60,970)
Total cost for other services	4,907	6,111	(1,204)
Total cost for dispatch and other services	502,297	564,471	(62174)
Total cost of energy net of other revenue	**5,388,243**	**2,358,654.0**	**3,029,589**

Source: Internal processing, Acquirente Unico

Electricity sales to companies operating in the enhanced protection service

At the end of 2021, there were 98 companies providing the enhanced protection service, down by 10 with respect to the previous year, once again showing the marked acceleration in the consolidation underway between enhanced protection operators, as it was to be expected in view of the possible elimination of this service.

The quantities invoiced monthly by Acquirente Unico to the enhanced protection service operators are defined based on the resolution made by ARERA, ARG/elt 107/09 (Integrated Settlement Text, TIS), as amended.

The invoicing and payment settlement methods are instead governed by ARERA Resolution ARG/elt 156/07, as amended (Integrated Sales Text ARERA Resolution 491/2020/R/eel).

In 2021, following the settlement of balances by Terna with dispatching users, Acquirente Unico made balancing adjustments for all operators of the enhanced protection service for the energy sold in 2020, as well as for the late adjustments for the previous five years (2015-2019).

Sale price

The sale price of electricity for operators of the enhanced protection service is determined by the criteria set by ARERA resolution no. 301/12 and is equal to the sum of four components:

a) the weighted average unit costs incurred by Acquirente Unico in the hours included in a given time slot (F1, F2, F3), for the respective amounts of electricity;

b) the unit cost incurred by Acquirente Unico as a dispatching user for the enhanced protection service in the hours included in said bands;

c) the unit price recognized for Acquirente Unico of electricity purchases and sales for the enhanced protection market;

d) the unit cost sustained by Acquirente Unico to cover financial charges generated by using financing channels to purchase electricity on the day ahead market destined for enhanced protection customers.

Table 11 shows the trend in the sale price in individual months of 2021, broken down by hourly bands.

Table 11: Sale prices for 2021 (€/MWh)

	Monthly Total 2021 (€/MWh)											
	January	February	March	April	May	June	July	August	September	October	November	December
F1	88.019	80.443	76.114	89.024	89.336	107.322	123.321	130.203	180.400	254.097	285.951	344.277
F2	78.230	76.656	81.548	91.597	93.761	108.565	122.059	136.552	182.000	252.811	250.748	312.640
F3	66.727	59.446	67.846	78.229	78.270	92.878	106.176	118.511	159.491	208.685	209.887	262.250
Average	**77.659**	**72.182**	**75.169**	**86.283**	**87.122**	**102.922**	**117.185**	**128.422**	**173.964**	**238.531**	**248.862**	**306.389**

Source: Internal processing, Acquirente Unico.

Gradual standard service – Electricity

Implementing the Authority's directives, in April 2021 Acquirente Unico carried out the tender procedures to assign the Gradual standard service for small and medium companies, for the period 1 July 2021 - 30 June 2024. On completion of the foregoing procedures, A2A Energia S.p.A., Axpo Italia S.p.A., Hera Comm S.r.l. and Iren Mercato S.p.A. were declared as the winners.

Supplier of last resort and Default distribution service - Gas

Based on the guidelines provided by the Authority, in the month of September 2021, Acquirente Unico carried out the tendering procedures to identify suppliers of last resort and the natural gas default distribution service for the next thermal years (1 October 2021 - 30 September 2023).

Enel Energia SpA and Hera Comm Srl emerged as the winners of the last resort supply service.

Hera Comm Srl was the winner of the distribution default service.

ACTIVITIES IN SUPPORT OF OPERATORS AND END USERS

Energy and Environment Consumer Help Desk

The Energy and Environment Consumer Help Desk (Help Desk) functions on the basis of three-year projects approved by the Authority for Energy, Networks and the Environment (ARERA) and 2021 represented the second year of activities carried out in relation to the objectives set in the "2020-2022 Operating Project", approved by Resolution of 10 December 2019, 528/2019/E/com, with objectives updated during the year by the "Indirect gas bonus customer project 2021–2022" and the "Help Desk Update 2021–2022 Project", both of which were approved by the Resolution of 3 August 2021, 343/2021/A.

The update to the three-year Project was made necessary to ensure the Help Desk's management of the activities envisaged by Resolution 63/2021/R/com in order to identify possible centralised gas supplies for domestic heating use, entitled to the gas social bonus. Furthermore, the Resolution approved the proposed update to the "2020–2022 Operating Project" for the activities relating to the protection system with regard to claims and disputes from customers and end users, always taking into account the Help Desk activities related to the mechanism for automatically recognising social bonuses.

These Resolutions therefore ensured continuity in the services already guaranteed by the Help Desk in previous years, and extended their use to all sectors regulated by ARERA.

In 2021, the Help Desk therefore continued to operate as the single reference point for the effective management of disputes and requests for information from electricity and gas consumers and users of the integrated water service, pursuant to the Authority's Resolution 383/2016/E/com and TICO (Reformed Authority Protection System - STAR), as well as Resolution 55/2018/E/idr, amended by Resolution 142/2019/E/idr, and responded to district heating related pursuant to Resolution 537/2020/E/tlr of 15 December 2020 and the information requests coming from users of waste services, pursuant to Resolution 197/2018/R/rif.

During the year, the Help Desk assisted Italian citizens in resolving disputes through the Settlement Service, with this procedure a prerequisite condition for accessing the ordinary courts,

while the Special Procedures (also known as SMART Services) helped to resolve specific types of issues (Settlement Procedures or SMART Help Services: social bonuses, Cmor cancellation pursuant to the amendment of Resolution 99/12, unrequested contracts pursuant to Articles 8 and 9, Resolution 153/12, lack of indemnity, double billing), and responded to requests for information on specific issues (Special Procedures disclosures or SMART Info Services: Cmor amount and supplier, transfer supplier, switching date and supplier).
The Help Desk also offered its services to users of the Integrated Water Service, handling second level Complaints and through the Conciliation Service in order to provide support to resolving the problems emerging with its managers. The option of choosing between the two procedures was eliminated as from the middle of 2019 for users of managers required to participate in conciliation, with this tool the only possible procedure, as had already occurred for electricity and gas sector customers.
In the second half of 2021, in implementing the Decision of 20 July 2021, 6/2021 – DACU, the new activity was launched for the submission of the "Declaration forms" to use the centralised methane gas supplies for domestic heating usage to the Help Desk by those potentially eligible for the gas bonus for condominium heating that had received the "Indirect gas bonus customers" letter sent by the Integrated Information System (IIS). The new procedure, managed entirely on-line via the *Customer Help Desk Portal*, starts up checking by the IIS as to whether the conditions needed to be eligible for the Bonus exist, and identify the range of those entitled to the Bonus and not having any gas utility for heating purposes, and that therefore cannot be traced in the system managed by the IIS, because the utilise centralised heating system.
During the period, the **Toll Free Number Verde 800.166.654** continued to provide an important information service to energy sector and environmental sector customers relative to the social bonus, and in particular to "indirect gas bonus customers" on the tools for resolving disputes with suppliers, on consumer regulations and rights, on the cases in progress with the Help Desk, on the Offers Portal-Consumption Portal and accredited Procurement Groups.
The Help Desk also managed requests for information, complaints, cases and notifications coming from Waste sector users, including separate collection, urban and similar waste.
In this context, and thanks to the commitment by a team of 120 employees supported by a co-sourcer managing the toll-free number and a team of external arbitrators, a set of organisational and technological skills has been established, with a deep understanding of sector regulations

and trends in regulated sectors, as well as the ability to manage relationships with all the players in the energy and environment markets.

Based on these skills, in 2021, the Help Desk, in close cooperation with the Authority and through continuous discussions with over 800 operators/managers in different sectors, managed:

- **630,083** calls received at the 800 166 654 toll free number;
- **118,877** requests for SMART Help and SMART Info services, information requests and notifications;
- **37,232** indirect gas bonus customer declaration forms;
- **20,428** conciliation requests;
- **4,870** water-related complaints.

It is noted that all services are assessed on the basis of strict service level agreements (SLAs) with the Authority which call for an assessment of case management times and the quality of actions activated by the Help Desk.

In the same way, the Call Centre at 800 166 654 has to meet the SLAs pursuant to Resolution 413/2016/R/com of 21 July 2016, the new text integrating the commercial quality of sales services and amending the regulation of the commercial quality of the electricity and natural gas distribution service, in terms of the commercial code of conduct and Bolletta 2.0, such as accessibility to the system, average operator waiting time and the level of service.

All services are also subject to Customer Satisfaction surveys once the telephone call or file is completed.

The Help Desk submits monthly and quarterly reports, providing details on the activities performed and results achieved, and identifying proposals intended to strengthen consumer protection and ensure the utmost transparency, publishing these results on a quarterly basis on the website www.sportelloperilconsumatore.it, which can also be accessed via the Authority's website.

The website provides all the information needed to understand Help Desk services and outcomes and access to the Customer Help Desk Portal (Portal), to fully manage one's requests online, from sending the request to adding documentation, checking on pertinent documents and determining the case status.

Over the period, security levels were strengthened to protect the personal data managed by the Help Desk, with the introduction of a SPID and Strong authentication (using an OTP – One-Time Password) to gain access to the Customer Help Desk Portal; the two formats can be used on an alternative basis. All Help Desk services are available from a PC, mobile and iPad, whereas the Settlement Service can also be reached using the dedicated App.

During the year, all Help Desk resources continued to work "remotely" in response to the COVID emergency, underway since March 2020, in full compliance with the service levels stipulated by the Authority. In this context, the Help Desk also provided the necessary online training to update the skills of its resources.

Contact Centre

In 2021, the Contact Centre offered free answers via the toll free number 800.166.654 and in writing with regard to opportunities and consumer rights relative to the electricity, gas, integrated water services and environmental markets (district heating and waste), tools for resolving disputes with suppliers, procedures to obtain social bonuses (electricity, gas and water), and the Bonus for indirect gas customers, the Electricity and Gas Offer Portal, Procurement Groups accredited by the Authority and on the status of cases in progress with the Help Desk. The Contact Centre with an internal AU team and a team managed by the co-sourcer awarded the service, able to guarantee the needed flexibility for the structure in the face of any sudden increases in calls.

During the period, the *Toll Free Number* managed **630,083** calls during its service hours (Monday-Friday, 8:00 am to 6:00 pm, excluding holidays), as well as **10,050** written requests for information. Requests for information pertaining to the procedure and communication addressed to indirect customers for the purposes of being eligible for the gas bonus for centralised heating purposes, represented 73% of the total contacts via the toll free number 800.166.654 and 40% of all written requests, resulting in having to manage over 5,600 calls on a daily basis, with significant peaking in volumes.

During 2021, the Toll Free Number achieved the following service levels:

- ***90%*** service level (operator responses/calls) vs. the 85% established in the TIQV;
- ***97%*** service accessibility (telephone lines availability) vs 95% set by the TIQV;

- *229* seconds average waiting time to speak to an operator (including messages from the automatic answering system) vs the 180 seconds set by the TIQV, pertinent to the peaking in calls following the bulk posting to indirect gas customers;
- *96%* of consumers were satisfied with the service received, based on the evaluation given by around *56%* of consumers contacting the Toll Free Number.

It is noted that the Contact Centre provides an important function as an *incubator* for new employees to be inserted in other Help Desk units, with a view to professional development and integration between the various areas.

Special Procedures and Notifications

Requests for SMART Services (Special information and settlement procedures) and Notifications from consumers are identified, registered and classified by the *Special Procedures Unit* which, in terms of creating a digital file, analyses requests and, based on the subject, verifies the data requested from the Integrated Information System (IIS), or sends relevant information requests to the operators involved until the issue is fully resolved or informs the Authority of issues falling under its responsibility.

The Unit operates with:

- a Technical Secretariat, for the registration, creation of files and distribution of incoming documents, which also provides support to operators/managers with regard to the authorisation procedure for the Operators - Managers Portal and for resolving any technical/management problems;
- a *team of experts* specialised in dealing with various issues in the sector.

In 2021, 308,918 documents were handled, ensuring they were registered and sorted on the same day they arrived at the Help Desk. 114,007 new requests to activate SMART services and notifications were analysed and handled, 37,232 indirect gas bonus customer statements, and 34,476 responses from customers/users and operators/managers.

During the period, 96% of the customers/users who requested support expressed a positive assessment of the service received.

Settlement Service

As from 2017, conciliation is the main tool available to end energy and gas customers to resolve second level disputes relative to issues governed by the Authority, as well as a necessary condition to access the ordinary courts.
The service came into operation on 1 July 2018 (Resolution 55/2018/E/idr) and also serves users of the integrated water service as an alternative to presenting second level complaints to the Help Desk. Since 1 July 2019, for users associated with managers required by the Authority to participate in conciliation procedures (Resolution 142/2019/E/idr), this is the only tool that can be activated to resolve disputes with their suppliers. For all other users, the option to choose between a complaint and settlement is still valid. The Authority has established that managers who are not obligated by the above resolution can in any case voluntarily adhere to the procedure for a minimum period of two years. In this case, their users are classified in the same way as those of obligated managers.
With effect from July 2021, the Service also manages conciliation requests from district heating customers (district heating and cooling).
The conciliation procedures within the Service are entirely managed online with no costs for the end customer/user, in the presence of a specifically trained mediator for the electricity and environmental sectors, in compliance with the European regulations on energy and alternative dispute resolution (ADR).
Presentation of conciliation requests, as well as meetings and management of cases, is done by accessing the Service web platform, combined with virtual rooms in which the parties meet in the presence of a mediator made available free of charge by the Service, who works to support an agreement between customers/users and operators/managers, recognises and handles single sign-on digital signatures for the minutes which, we recall, are enforceable documents for the energy sector.
The Service operates through a Manager, a Technical Secretariat and a team of Acquirente Unico mediators supported by a team of external mediators selected through agreements with the Rome Chamber of Commerce and Milan Arbitration Chamber, in order to guarantee necessary flexibility to the structure in terms of organisational requirements or any sudden uptake in requests.

Over the period in question, the Service received 20,428 requests, involving more than 360 sellers and distributors in the energy sector, 79 water sector managers and 4 district heating operators.
80% of conciliation requests were accepted by the Service and led to an agreement between the parties after an average of around *55 days* with a minimum of *8 days*
95% of participants in conciliations were satisfied with the service received and the result achieved.

Monitoring and Services

The structure provides monitoring and reporting regarding the performance of the services offered by the Help Desk, prepares periodic reports for the Authority and AU, and identifies qualitative service levels for processes. It also defines and updates operating procedures and tools in the face of regulatory changes in the sectors managed, as well as training to update the skills of AU and external resources who support the various services. Its activities also include actions intended to improve relations with external parties (Authorities, Consumer Associations, operator/managers, etc.).

Integrated Information System

There number of operators working on the retail market in 2021 for both the electric and gas sectors included approximately 800 electricity operators (including distribution companies, dispatch users, enhanced protection service operators, sellers, Terna and Cassa per i Servizi Energetici e Ambientali), around 850 gas operators (including distribution operators, transport operators, distribution users, sales companies and balancing users) and about 600 water operators (Managers of the integrated water service).
With regard to the number of active users:

- the electricity sector recorded around 37 million active delivery points;
- in the gas sector, the number of active users came to about 22 million delivery points.

Processing of the data handled by the IIS in the Official Central Register shows a progressive increase in electricity supplies active on the open market, going from 21.5 million to 23.3 million during the year, corresponding to the decrease in supplies provided through the Enhanced Protection Service, which fell from 15.2 million to 13.5 million.

The table below indicates supplier changes in the electricity sector, highlighting transfers between the Open Market and protection regimens.

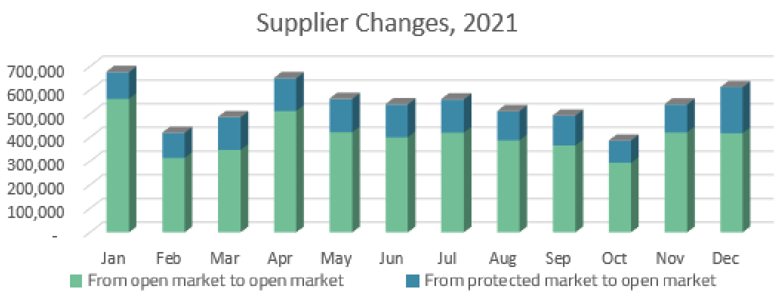
Table 12: Chages in supplier between the Open Market and Protection Regimens

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
From open market to open market	562,621	314,148	347,713	511,917	421,536	400,566	419,896	387,444	366,741	293,129	420,949	417,406	4,864,066
From protected market to open market	112,791	103,767	137,783	137,791	139,439	138,128	139,388	123,049	125,428	93,430	117,782	195,111	1,563,887
From open market to protected market	3,467	3,406	2,825	3,254	3,959	3,530	3,179	2,588	2,499	1,727	2,366	2,023	34,823
Total supplier changes	**678,879**	**421,321**	**488,321**	**652,962**	**564,934**	**542,224**	**562,463**	**513,081**	**494,668**	**388,286**	**541,097**	**614,540**	**6,462,776**

Source: Internal processing, Acquirente Unico.

The subsequent graph shows the trend in supplier changes in the electricity sector.

Figure 5: Trend in supplier changes



Source: Internalprocessing, Acquirente Unico.

Around 380,000 users activated Last Resort Services in 2021. The table below shows activation requests occurring during the year, distinguishing between activations under the Enhanced Protection and Safeguard Systems.

Table 13: Number of activations during the period

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Last Resort Activation	37,353	5,526	3,297	4,838	4,308	5,030	20,363	1,875	2,876	2,435	2,315	4,642	94,858
Enhanced Protection Activation	6,697	5,524	4,674	3,391	5,312	3,787	3,513	2,740	4,634	2,846	6,258	8,255	57,631
Enhanced Protection Activation	-	-	-	-	-	-	212,395	994	5,356	1,382	2,010	3,267	225,404
Number of total last resort activations	**44,050**	**11,050**	**7,971**	**8,229**	**9,620**	**8,817**	**236,271**	**5,609**	**12,866**	**6,663**	**10,583**	**16,164**	**377,893**

Source: Internal processing, Acquirente Unico.

The most significant developments in IIS activities in 2021 included:

- Start-up of the automatic recognition of Social Bonuses to those eligible.
- Re-engineering of Transferring for the electricity industry with concurrent change of commercial counterparty, and development of the Information Service for Activating Contracts (IV).
- Development of the gas transferring to manage the Energy Service.
- Start-up and Management of the Enhanced Protection Service and relevant allocation procedures.
- Completion of the processes to acquire new flows of gas metering: change to the communication standards for the gas sector, acquisition of delivery points technical data and change of meters.
- Adjustment to the new zone configuration 2021 for the electricity sector in all commercial processes and IIS metering to ensure the correct allocation of the monthly settlement.
- Development of a process to define the residual Balancing User associated with ReMi.
- Definition of procedures and rules to calculate the Conventional Transport Capacity associated with the gas Delivery Point.
- Development of the Portal to compare commercial offers for electricity and gas, to receive additional new offers, introduction of the new Sales Code of Conduct.
- Introduction of tools in the Consumption Portal to measure Customer Satisfaction and implementation of new Capacity Market fee.
- Development of the Consumption Portal functions to allow end users access to their own supply data in the IIS and development of access functions for SMEs.
- Completion, optimisation and development of processes managed in both sectors.
- Retail Market Monitoring for electricity and natural gas.

Again in 2021, close cooperation with ARERA continued when standardising flows and re-engineering and developing new market processes.
With regard to business activities, due to the consolidation of the IIS' central role, it was possible to implement the new automatic system for recognising national social bonuses - pursuant to Italian Decree Law 124/19 with effect from 1 January 2021 for the electricity, gas and water bonus, with the aim of ensuring payment to all those that are eligible, without the latter having to submit a specific application for eligibility. Specifically, Art. 57-*bis*of Italian Decree Law 124/19 amended the rules regarding social bonuses, stipulating that as from 1 January 2021, social

bonuses for the supply of electricity and natural gas were automatically recognised to anyone with an Equivalent Economic Situation Indicator (ISEE) that was valid, and fell within the limits set by applicable legislation, entitling them to the payment of the social bonus. In this respect, the Data Protection Authority was consulted, and procedures were defined in compliance with applicable regulations, for INPS to transfer the relevant data to the Integrated Information System, so as to automatically identify those entitled to the social bonus. Responsibility for paying the social bonus was therefore transferred from the Municipalities (which had expressed an opinion on the application submitted by parties) to the IIS Manager, with the social aim of bridging the gap between potential beneficiaries and those effectively receiving the social bonuses, ensuring the broadest spectrum of those entitled to receive this form of subsidy.

Electricity Industry

Relative to commercial processes, the main developments in 2021 involved:

- Start-up of the Enhanced Protection Service.

The Enhanced Protection Service was formulated by ARERA to support the move over to the open market by small companies and micro-enterprises, in which regard, the price protection service would be eliminated (enhanced protection market) as from 1 January 2021. On 1 January 2021, the IIS automatically transferred into the Enhanced Protection Service, without any interruptions to their supply of electricity, small-sized companies with no more than 50 and no less than 10 employees and/or annual turnover not higher than €10 million and not lower than € 2 million, only with low voltage connected delivery points; micro-enterprises with less than 10 employees and annual turnover not higher than € 2 million with at least one delivery point, with contract-based committed power of more than 15 kW, which at 1 January 2021 did not have an electricity supplier on the open market. Up until 30 June 2021, the Enhanced Protection Service was provided by the enhanced protection provider. As from 1 July 2021 and for three years, the Enhanced Protection Service is provided by vendors selected on the basis of specific tender procedures managed by Acquirente Unico.

- Re-engineering of the Transfer with concurrent change to commercial counterparty.

During the first quarter of 2021, procedures were formulated for end customers in the electricity industry to acquire an active delivery point; more specifically, the end customer was given the option of choosing the commercial counterparty during the contract transfer stage. Specific techniques and operating procedures were soon defined for the process to ensure the introduction of the Enhanced Protection Service reform as from 1 July, on a transitory basis only for non-domestic customers (small enterprises), which would then become operational for all customers as from 30 September 2021, in accordance with Resolution 135/2021/R/eel. This intervention makes it possible for the customer to change the holder of the contract, and currently, to also change the supplier at the same time, with a single submission of the application, both in the case of using the pre-existing seller only for the transfer, and in the case of a submission to a new seller to concurrently undertake the transfer and switching.

- The engineering of the automatic system for paying the electricity social bonus.

During the first half of the year, technical specifications were defined with the functional requirement to implement the flows to acquire the single declaration forms ["dichiarazioni sostitutive uniche (DSU)"] from INPS, as well as the technical specification and functional requirements to realise the social bonus transmission process for the electricity industry to all the relevant commercial counterparties holding supply contracts, in order to provide the contribution to eligible customers, whilst guaranteeing that the payment of the bonus is unambiguous and that the supply is correctly identified. The process became operational from July 2021.

Additionally, management of activities begun the previous year continued, as detailed below:

- Management of the Official Central Register (RCU). The Register collects official data relative to all energy delivery points installed on distribution networks connected to the Italian transport network: around 44.4 million delivery points counted, of which around 7.5 million points not energised, constantly updated by IIS users with an average frequency of around 12,000 daily changes. IIS accredited companies operating in the electricity sector include 1 transport company, 169 distribution companies, around 600 distribution users and sales companies and 120 enhanced protection operators.
- Management of information flows relevant to balancing the network and forecasting consumption (settlement), begun with Resolution 57/2013/R/com. The activities include monthly management of identifying information for delivery points served on the open market and adjustments to mistakes in attributing delivery points to dispatch users by distributors, as governed by Resolution 308/2013/R/com, as well as managing half-yearly adjustment of data regarding area deliveries.

- Daily acquisition of activation request results, contract deactivation and termination due to arrears for delivery points coming from distribution companies, with concurrent updating of the RCU, as envisaged in Resolution 82/2014/R/eel. An average of approximately 27,000 daily changes were managed.
- Provision of the Pre-check service, governed by Resolution 2/2014/R/eel. An average of around 75,000 queries were sent by sellers each day to verify a match between the POD and the identifying information for the end consumer owning the delivery point in the RCU.
- Management of the switching process, implementing Resolution 487/2015 and subsequent amendments. The activity starting in June 2016 refers to the management of around 540,000 switching requests on average a month.
- Management of the transfer process, implementing Resolution 398/2014/R/eel and subsequent Resolution 161/2015/R/eel. The activity starting in June 2015 refers to the management of around 132,000 transfer requests on average a month.
- Management of the Indemnity System. Around 318,000 new requests for indemnity were submitted in 2021 by outgoing operators.
- Management of procedures to apply the television fee in the electricity bill, implementing the provisions under the 2016 Stability Law. During 2021, the IIS made around 22.5 million charges per month, continuing to provide the important results for the government budget achieved the previous year.
- Acquisition of electricity consumption metering data for all active delivery points. For all delivery points not handled on an hourly basis, around 40 million monthly readings were managed in 2021, also considering the number of adjustments for the readings, as envisaged in Resolution 402/2015/R/eel. For points on which a 2G meter is installed, readings with details every 15 minutes were acquired on a daily basis, as envisaged in Resolutions 248/2017/R/eel and 700/2017/R/eel, for around 21.9 million points. Finally, with regard to the approximately 14.7 million points involved in hourly processing for the purposes of settlement, as provided in Resolution 640/2014/R/eel, the IIS continued with monthly acquisition of the readings taken the previous month, with details every 15 minutes.
- Electricity measurements made available in a centralised manner to dispatch users and enhanced protection service operators. Resolution 594/2017/R/eel assigned IIR to serve as the sole interface to make measurement data available to distributor companies and

dispatch users. As of January 2018, the IIS has officially served as the centralised service that collects, saves and disseminates measurement data, recorded from the older meters (1G) and from the second generation (2G) meters, as well as managing, through the RCU, "system relations", connecting each delivery point, distributor, end user, dispatch user and commercial party.

- 6 corporate changes were managed, which referred to around 282,000 points (End Customers), in which regard, continuity in supply and the correct management of commercial and metering flows were guaranteed.
- In 2021, in terms of electricity, 4 distribution contracts were terminated and 10 dispatching contracts were terminated referring to about 260,000 points, in which regard continuity in supplies was guaranteed with the prompt activation of the last resort service.

Gas Sector

The activities required to reform the gas market continued during 2021, as required by Resolution 72/2018/R/gas and subsequent amendments, which had assigned a central role to the IIS in determining the annual withdrawal per DP, in defining the standard withdrawal standard and managing the gas chain. The IIS' central role in market processes and management of consumption reading flows was further strengthened, as envisaged in Resolution 434/2017/R/gas.

The main activities in this area involved:

- Determination of annual withdrawals and determination of standard withdrawal profiles based on the IIS.

In the first half of 2021, metering data was processed as needed for the IIS to calculate annual consumption for all DPs, measured annually, monthly and daily, based on the provisions in Resolution 132/2019/R/gas. Additionally, all DPs were assigned a standard withdrawal profile based on their category of use, withdrawal class and climate zone, for use in the subsequent thermal year. This activity was completed by the IIS in August 2021.

- Determination of the physical items for the gas withdrawn by each Balancing User for each gas day and the fees for the daily balancing.

As from February 2021, with reference to January, metering data was processed for approximately 500,000 Delivery Points processed daily, 140,000 monthly and 21.1 million DP processed annually, to determine the gas volumes withdrawn by each Balancing User for each gas day, for the daily balancing of the physical and economic items. In the summer of 2021, the first annual adjustment session was processed referring to the Integrated Information System, which made it possible to adjust the physical items for gas withdrawn and consequently also the economic items relative to 2020.

Relative to commercial processes, the main developments in 2021 involved:

- The engineering of the automatic system for paying the gas social bonus.

During the first half of the year, technical specifications were defined with the functional requirement to implement the flows to acquire the single declaration forms ["dichiarazioni sostitutive uniche (DSU)"] from INPS, as well as the technical specification and functional requirements to realise the social bonus transmission process for the gas industry to all the relevant commercial counterparties holding delivery points, in order to provide the contribution to eligible customers, whilst guaranteeing that the payment of the bonus is unambiguous and that the supply is correctly identified. The process became operational from July 2021. In the second half of 2021, services were implemented and introduced to identify those eligible for the indirect gas bonus (condominium supplies), as well as services for the Consumer Help Desk to assist end customers regarding the social bonus.

- Reform in assigning transport capacity.

With Resolution 147/2019/R/gas, the Authority undertook to simplify the processes for assigning transport capacity to delivery points in the transport network interconnected with distribution networks (hereinafter: "city-gates") and the corresponding capacity at the aforementioned exit points from the national network, with automatic assignment to BU in relation to the end customers serviced. The proposed intervention forms part of the broader reform, essential to developing the retail market, aiming to make the processes directly related to supplying end customers more efficient, and which involve transport, distribution, wholesale and retail companies. During 2021, following the central role assigned to the IIS in managing the mapping of the gas chain, and the monthly and annual settlement activities, technical specifications were defined with the functional requirements to start the reform regarding the allocation of capacity. Testing with the main transport companies and balancing entity began in October 2021.

During the year, management of processes begun the previous years continued and was strengthened, as indicated below:

- Careful updating of the GAS RCU, accreditation of commercial counterparts, in order to make possible extension of the pre-check and switching service. IIS accredited companies operating in the gas sector include 7 transport companies, 190 distribution companies, over 600 distribution users and sales companies and 111 balancing users. Within the GAS RCU, delivery points, of which an average of 21.9 million are active and 3.5 actionable, are updated with a frequency of around 11,000 changes per day, received from distributors following activation, deactivation, transfer and switching operations and amending identifying data for delivery points.
- Management of settlement flows (TISG), implementing Resolution 418/2015/R/com and subsequent amendments. From July 2016, the IIS officially manages the relevant flows. In addition, implementing Resolution 312/2016/R/gas, since 1 October of the same year, by the end of each month the IIS publishes the sum of the annual deliveries associated with each delivery point on the distribution networks, aggregated by delivery point on the transport network and detailed by the standard delivery profile type.
- Management of the gas transfer, implementing Resolution 102/2016/R/com. The IIS manages an average of 82,000 transfers each month.
- Management of gas switching, implementing Resolution 77/2018/R/com. The IIS manages an average of 248,000 switches each month.
- Management of the Indemnity System. Around 155,000 new requests for indemnity were submitted in 2021 by outgoing operators.
- Updating relationships between Balancing Users and Delivery Points in the distribution network already on a proprietary basis, confirmation/rejection of applications for coupling received at the IIS from Distribution Users, as well as Distribution Users (DU) to update the relationship following events that could create a change.
- Activating the default transport activation process for delivery points where a BU-DU-DP relationship is not closed, with the aim of guaranteeing natural gas balancing in relation to withdrawals from transport system delivery points in the absence of the relative Balancing User, pursuant to Resolution 249/2012/R/gas. As from December, procedures and applications became operational to manage flows going towards BUs, DUs and transport companies to activate the default transport.

- Acquisition and making available gas metering, as required by Resolution 488/2018/R/gas.

Portal for comparison of offers for electricity and gas

The Comparison Portal, established under section 61 of the Annual Market and Competition Law, no. 124 of 4 August 2017, serves to collect and publish current offers for the retail electricity and gas sale market, in particular for domestic users, companies connected in low voltage and companies with annual consumption not exceeding 200,000 standard cubic meters). Creation of the Portal was governed by Resolution 51/2018/R/com. PHASE I focused on comparing PLACET offers (acquisition of offers, definition and development of algorithms to calculate annual costs and consumption estimates, design and development of portal interface). In PHASE II, all adjustments needed to manage other types of offers on the free market were analysed and executed, as well as the filters and functions envisaged in the Resolution. The Portal has been fully operation since December 2018, with over 5,000 offers compared. As envisaged in Decision DMRT/EMS/3/2018, the IIS prepares control reports on a monthly basis in relation to the obligation for sellers to publish PLACET offers. Also, as envisaged under Resolution 51/2018/R/com, a report is prepared on a quarterly basis with traffic data, Offer Portal performance and the number of offers available on the Portal, with update frequency. Reports produced also include PLACET prices and contracts signed, as part of activities involving retail monitoring, market analysis and commercial appropriateness.
Market offers and operator requests were also constantly monitored in 2021. Based on the monitoring, implementation of a new report was assessed, which allows comparison of new offer types offered on the market by operators.

Consumption Portal to allow electricity and gas end users to access their consumption data

The Consumption Portal, planned under the 2018 Budget Law (Italian Law 205 dated 27 December 2017), was established to allow end users to access their electricity and gas consumption data in the IIS. Access to the Portal, which is done after SPID authentication, allows end users and SMEs to view all the information regarding the supply of electricity and natural gas on their account, including historic consumption data and other information about supplies, both technical and contractual. It is presented in a simple and secure way, free of charge, particularly with reference to domestic users, companies connected through low voltage and companies with annual consumption not exceeding 200,000 standard cubic metres (scm). The goal is to increase awareness of individual energy consumption habits and individual energy footprints by making this information accessible. Creation of the Portal was governed by Resolution 270/2019/R/com, effective as from 1 July 2019.

A website external to the IIS was created, in which interfaces for end user access were created, integrated with SPID authentication as well as the search and navigation functions which allow customers to consult readings and consumption for the last 36 months, with varying levels of detail based on the commodity and the type of meter installed. An archive was created for daily collection of data relative to electricity and gas RCU supplies and correlated readings. This archive is the official database for Portal queries. Additionally, specific querying services for the archive were developed and specific application servers and data servers have been set up virtually to process query requests coming from the Portal interface, so as to not interfere with the ordinary operations in the IIS in executing market transactions. The data obtained can also be download by users at any time, in the most common digital formats. As established under Resolution 270/2019/R/com, the IIS prepares on a quarterly basis a report containing traffic data, user habits and the performance of the Consumption Portal. It also creates a yearly report containing an assessment of its technological adequacy and any needs for technological updates.

Other activities

In 2021, in its role as IIS Manager, AU provided the necessary technical support to the Authority in defining development guidelines for processes to be managed through the IIS. This support involved the issuing of the following deeds:

- Resolution 635/2021/R/com of 30 December 2021, which as from 1 January 2022 updates the rate components destined to cover general charges and additional components in the electricity and gas sectors. Instructions to the Cassa per energy and environment services. Instructions relating to the electricity and gas bonus.
- Consultation 567/2021/R/com of 9 December 2021 - Guidelines on the standardisation of the “offer code” and inclusion in the Official Central Register - RCU).
- Resolution 570/2021/R/eel of 9 December 2021 - Update to the provisions of the Integrated Settlement Text regarding conventional withdrawals profiling.

- Consultation 502/2021/R/gas of 16 November 2021 - Application aspects of the reform for the conferral of capacity pursuant to the Authority's Resolution 147/2019/R/gas.
- Report 327/2021/I/com of 27 July 2021 - Monitoring developments in the retail electricity and gas markets.
- Resolution 290/2021/R/gas of 6 July 2021- Public procedures to identify last resort suppliers for distribution default service, as from 1 October 2021.
- Resolution 257/2021/R/com of 22 June 2021- Amendments and supplements to the Authority's Resolution 63/2021/R/com regarding the procedures for the payment of any prior instalments of the 2021 social bonuses, management of social bonuses for withdrawal points on the distribution network that is not interconnected, information for end customers and social bonus for physical hardships.
- Resolution 223/2021/R/com of 27 May 2021 - Procedures for transmissions from the Italian National Pension Fund (INPS) to the Integrated Information System managed by Acquirente Unico S.p.A., of the data needed for the process that automatically recognised the electricity, gas and water bonuses for economic hardships.
- Resolution 191/2021/R/com of 11 May 2021 - Simplification of disclosure obligations for retail monitoring.
- Resolution 135/2021/R/eel of 30 March 2021 - Completion of the procedures for end customers in the electricity industry to acquire an active delivery point; introduction of the option of choosing the commercial counterparty during the contract transfer stage and information service for activating contracts.
- Resolution 134/2021/R/gas of 30 March 2021 - Additional provisions regarding the entry into force of the reform of the processes for the conferral of capacity to exit points and delivery by the transport network.
- Resolution 97/2021/R/com of 9 March 2021 - Deferral of the entry into force of Articles 13 and 14 of the Commercial Code of Conduct for the sale of electricity and natural gas to end customers, approved by the Authority's Resolution 426/2020/R/com.
- Report 71/2021/I/com of 23 February 2021 - Retail monitoring. Report for 2019.
- Resolution 63/2021/R/com of 23 February 2021 - Application procedures for the automatic recognition of those eligible for electricity, gas and water social bonuses due to economic hardship.

- Resolution 53/2021/R/eel of 16 February 2021 - Completion of the regulation for enhanced protection service for small companies in the electricity sector, pursuant to Italian Law no. 124 of 4 August 2017 and amendments to the Authority's Resolution 491/2020/R/eel.
- Resolution 28/2021/R/eel of 26 January 2021 - Adjustment to the regulation for assigning the enhanced protection service for small companies in the electricity sector, pursuant to Italian Law no. 124 of 4 August 2017 and amendments to the Authority's Resolution 491/2020/R/eel.

Data available on the IIS was also extracted, processed and analysed to support ARERA, aimed at the regulations to be defined for the COVID emergency, the defining of tariff components for the Enhanced Protection Service, and defining tenders to assign the Last Resort Service for the electricity and gas industries.
Additionally, activities continued relative to operating management and development of technological infrastructure and software applications created to provide services, ensuring operations for all accredited operators in both sectors. Over 10,420 end users utilised the IIS web portal for operators, as well as essentially all the main accredited IIS users, connected in advanced mode, resulting in at total of 108 communication ports (CP) managed.

Retail Market Monitoring for electricity and natural gas

Based on that established in Resolution 173/2019/A, as from 1 July 2019 "Retail Monitoring" activities ended the availment regime on the account of the Authority, and were inserted as an organisational and functional unit within the Integrated Information System. Due to its central role in managing both commercial processes and readings relative to the retail electricity and gas markets, the Authority made the IIS responsible for monitoring market trends, extending the areas and objectives to be handled.
The support provided to the Authority in obtaining and processing data and representative benchmarks was strengthened in 2021, while technical interface activities continued with sales and network operators required to participate in the retail monitoring system. In order to reduce the informational requirements originally established for market operators, as well as to provide exemplary data collection, the use of databases in the IIS was intensified. These are also used to

integrate the information used to calculate some of the benchmarks established in the TIMR. A total of 12 data collections from operators were managed during the year.

Retail monitoring analyses were aimed at observing non-payment issues, the default service, the Last Resort supply service, closing invoices, period invoices, impact of estimated consumption with respect to effective consumption, economic renegotiation, both on the open and enhanced protection markets, and monitoring of PLACET offers (free pricing under conditions similar to protection). The commitment to analysing market phenomena was again confirmed in 2021, with 24 reports for the Authority and 20 processed reports on indicators for publication.

Italian Central Stockholding Entity (OCSIT)

At the start of the year, the MET communicated the actual costs incurred by OCSIT during 2020. The final figures showed total costs that were lower than those planned in the budget. More specifically, the actual costs amounted to €53,737 thousand, compared with an estimate of € 56,511 thousand, with a saving of € 2,774 thousand. The difference will be paid to operators following the publication of the Italian Interministerial Decree.

Regarding new stock obligations, the Decree of 16 March 2021 established the security stocks and specifications for crude and/or oil products for the stock year 2021, establishing the total security stocks and specifications that must be held by the system as from 1 July 2021. Article 4 of the Decree in question assigned storage requirements for specific Italian stocks relative to the year in course. Specifically: 27 days for OCSIT and 3 days for required entities.

The increase from 17 to 27 stock days compared to the previous year is a direct consequence of the effects of the COVID-19 pandemic, which caused a consistent reduction in imports of energy products and consumption, determining higher cover for stock obligations equal to the oil products held in OCSIT depots.

Acquisitions relating to the additional 10 days of stock compared to the previous year referred to 305,827 tons of oil products, located as follows:

- 229,490 tons of diesel, of which 50,000 in Volpiano (prov. Turin), 20,000 in Naples, 35,000 in Cremona, 1,000 in Sarroch (prov. of Cagliari), 60,000 in Gaeta (prov. of Latina), 15,000 in Calenzano (prov. of Florence) and 48,490 in Ravenna;
- 46,000 tons of petrol, of which 23,000 in Cremona, 8,000 in Falconara (prov. of Ancona), 11,000 in Rome and 4,000 in Volpiano (prov. of Turin);

• 30,337 tons of Jet Fuel, of which 20,337 in Rome and 10,000 in Naples.

Disbursements to purchase products, totalling € 164,072 thousand, were covered with the residual amounts deriving from the bond loan issued in February 2019. With these purchases, the storage requirements relative to OCSIT reached 2,013,764 tons of oil products, with cumulative outflows during the period from 2014-2021 of around € 950 million.

In July 2021, a tender was launched to procure the funds required to purchase stock, for a maximum loan amount of € 500 million. The tender was successful, and in December 2021 a loan contract was signed with lender banks for an amount of € 500 million. In addition to covering the expenses already incurred to purchase specific stocks for the current year, 2021/2022 stocks, the loan will be used to repay the funding falling due in March 2022.

In October, after its annual review, the international ratings agency Standard & Poor's improved the Company's credit rating to "BBB/A-2", with a positive outlook, in line with the rating assigned to the Republic of Italy.

The receipt of the contribution due on a monthly basis from operators for the January-June 2021 period was received regularly.

Within the deadline of November 30, OCSIT communicated its forecast for costs and expenses for 2022 (Budget 2022) to the General Department for infrastructure and security of the energy and geo-mining systems (DGISSEG0, held by the MET.

Simply for informational purposes, we note that the total market value for the stocks held by OCSIT at 31 December 2021 was € 1,225,221 thousand, with unexpressed capital gains of € 275,032 thousand with respect to the total average purchase value.

During 2021, the OCSIT initiated tenders to reposition certain products in which regard, the counterparties had not exercised the extension for an additional 5 stocking years. More specifically, tenders were initiated for 11,028 tons of Jet Fuel and 6,714 tons of diesel. The tender is expected to be awarded in the first few months of 2022.

Furthermore, in the scope of the normal storage renewal activities following the expiry of contracts, in order to comply with the quantities of bunker fuel oil and in compliance with Legislative Decree no. 112/2014, during 2021, OCSIT put in place the measures needed to adapt part of the stocks of fuel oil held to the new specifications in terms of International Maritime Organization (IMO) directives, with the new limit of 0.5%in the amount of sulphur in bunker fuel oil (in force from 1 January 2020).

The table below shows the valuation of stocks in the balance sheet at 31/12/2021, separately by type of product supplied and held, with the indication of the relative quantities according to the tax records.

Products	Quantity (Tons)	Amounts (euro)
Gasoline	363,758	189,194,682
Diesel	1,383,481	640,575,464
Jet fuel	235,821	111,094,509
BTZ fuel oil	30,704	9,323,924
Total	**2,013,764**	**950,188,579**

Gasoline Fund (OCSIT)

The activities of the Gasoline Fund continued during 2021 (former Cassa Conguaglio GPL), which was transferred to Acquirente Unico, through OCSIT, on the basis of Article 106 of Italian Law 124 of 4 August 2017.

In particular, there were two main operating drivers:

1. payment of environmental contributions and indemnities;
2. credit collection activities.

In respect of the first point, work to process cases continued regarding those where the Technical Committee established within the MET provides an annual assessment of compliance and proposes payment. In fact, the Gasoline Fund is responsible for carrying out preparatory controls prior to payment. We note that the results achieved were shared during the Technical Committee meeting for restructuring the fuel distribution network, held on 22 July via video call with the MET, with the main sector associations attending. At the meeting, OCSIT provided information about the accounting situation of the Gasoline Fund, indicating the overall balance of bank current accounts and cash and cash equivalents, net of various provisions and indemnities approved.

With regard to the point relating to the collection of previous contributions, during 2021, the GF carried out and completed out-of-court activities regarding entities which had partially paid their contributions in terms of the law and those which have never paid. Having completed the out-of-court recovery stage and prior to initiating recovery through the courts, the GF in agreement

with the Ministry, and in view of the number of entities involved, the fragmentation of the amounts demanded and the possibility of obtaining additional results from credits that were still open, put the out-of-court credit recovery relating to the mandatory contribution payable to Acquirente Unico S.p.A. out to tender, in terms of Ministerial Decree 19/04/2013 and subsequent amendments. The tender is expected to be awarded in the first quarter of 2022.
In conclusion, we note that applicants had received the required information notice presented to the European Commission - Directorate General for Competition in 2019, regarding presumed government aid in favour of oil companies for the reclamation of contaminated sites.

OTHER CORPORATE ACTIVITIES

Human Resources

Personnel initiatives in 2021 focused on consolidating involvement, which due to the remote working caused by the pandemic, had been weakened.
More specifically, measures were introduced to reduce "distancing" between people, and to create opportunities for virtual and non-virtual meetings.

Development Centre

The first initiative introduced was the creation of the AU "Development Centre", namely a space dedicated to people, a development process for skills based primarily on self-assessment, with the aim of practising self-feedback, developing the ability to explore and balance one's skills in the present, so as to be directed and guided towards the emerging future, thus benefiting the individual and the entire organisation. The AU HR model is evolving increasingly on the basis of the criteria of personal responsibility, with the knowledge that each person has acting as the driving force.
The entire Development Centre set-up was formulated to closely follow the skills model that AU intends consolidating and developing. The first two pilot editions, which were conducted remotely, involved 27 new recruits on a fixed contract, below the age of 40.

AU e-learning platform

Another initiative introduced was to provide AU with a platform that could manage the on-boarding process, which was strongly impacted by recruitments finalised remotely, with digital training courses created for the entire population. The on-boarding content crated dealt with topics such as:

- business and culture
- administrative procedures
- mandatory training

The section dedicated to all staff provided content such as:

- the digital transformation
- reskilling

Commentato [US1]: •Refuso nel testo in IT "digital trasformation"
La parola corretta è transformation

Corporate team building

In support of the remote initiatives, AU scheduled a live initiative for the end of 2021 (team building). The initiative involved the company staff component in an experiential theme-based course, aimed at rediscovering the “Added value of physical attendance”.

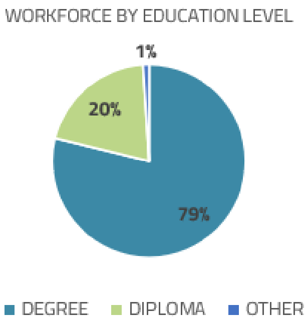
Workforce development

2021 registered an increase of 21 units in the number of employees (full-time employees and contractors), up from the 281 at 31 December 2020 to 302 at 31 December 2021.

This increase was due to the development of activities, above all those relative to the Integrated Information System and the Consumer and Conciliation Area.

Overall, the composition of AU’s workforce at 31 December 2021, as compared to 2020, shows stability in the presence of university graduates, who represent 79% of company workforce (i.e. holders of bachelor’s and master’s university degrees).

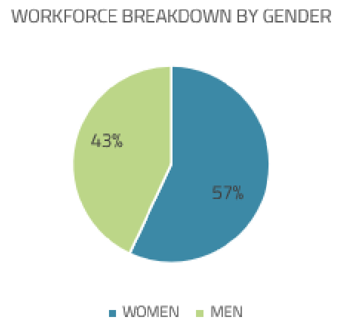
Figure 6: Workforce breakdown by education level



Source: Internal processing, Acquirente Unico, at 31 December 2021

The ratio between the male and female component is shown below:

Figure 7: Workforce breakdown by gender



Source: Internal processing, Acquirente Unico, at 31 December 2021

Training tosupport skills development

The training provided in 2021 ha referred to the following topics:

- Safety pursuant to Legislative Decree 81/08 and subsequent amendments and BLSD
- General Data Protection Regulation - GDPR - general training

Management of safetyin the workplace and workers' health

The respect of Health and Safety in the Workplace represents a key component for Acquirente Unico in its corporate strategies and processes, on a similar basis to sustainability and economic efficiency.

The focus on protecting the psychological-physical integrity of workers aims to ensure that this is always guaranteed, in compliance with applicable legislation, international standards, hygiene and safety in the workplace.

The adoption of virtuous policies and measures regarding health and safety in workplace has allowed Acquirente Unico S.p.A. to obtain significant benefits and advantages, including in financial terms.

As from 2015, and thanks to the adoption of an effective Workplace Safety Management System, which was certified (as from 2019 according to the international UNI ISO 45001:2018 standard), AU was able to access the request to reduce the premium rate payable to INAIL (5%reduction of the average tariff rate for the prevention of OT/23) and benefit both from a reduction in the premium and exemption from administrative liability for legal persons, companies and associations (as envisaged under Art. 30 of Italian Legislative Decree 81/2008).

Included among the more significant initiatives during 2021, undertaken by Acquirente Unico, with regard to social responsibility relating to health and safety in the workplace, we note the Campaign for the prevention of heart risks, with the installation of 3 Automated External Defibrillators (AED) at company premises, and participation in the regional "Safe heart" campaign in Lazio, as well as voluntary training provided to emergency teams and employees interested in using the AED and resuscitation and removal of obstruction techniques.

During 2021, the management of measures to counter cases of COVID-19 continued, with the constant updating of the COVID Protocol, which is now in its fourth edition, and the implementation of green pass checking measures, when accessing company offices.

The measures undertaken by AU include confirmation of being able to work remotely for most employees and the increased number of employees that asked to work on a teleworking basis.

Of significance are the activities related to managing health surveillance, which after the suspension in 2020, due to the pandemic, resumed on a regular basis, with 135 health surveillance inspections and 41 conducted for new recruits.

Following the adoption of the Company Operations Continuity Plan in 2020, the relevant measures were implemented, directed at ensuring continuity in the services provided by Acquirente Unico. In particular, the implementation of the Service Availability Service made it possible to effectively manage 3 critical flooding events, which had threatened business continuity during 2021, without however comprising work being properly conducted and the provision of services.

Corporate Information Systems

Energy Area

Information system activities in support of the Energy Operations Department, concentrated at the start of 2021 on creating and starting production on the Enhanced Protection Tenders Portal. System development began in 2020, with the objective of managing public tenders assigning enhanced protection services for small businesses, which as from 2021, are no longer entitled to the enhanced protection service and have not yet signed a supply contract on the open market.

The development of the Portal concentrated on the functions for receiving documentation from tender participants to check on the formal requirements, analyse bids, define the adjudication algorithm and notices to participants.

Additional work was done during 2021 to strengthen the AU Back Office functions in managing tenders, automatically generating standard forms for bids and in managing notifications using certified emails. Both user and technical documentation was also revised and extended.

At the end of January 2021, AU published the Regulation for the tender procedures referring to the assignment of the enhanced protection service, specifying in particular the procedures whereby vendor companies interested in participation could register and then use the Enhanced Protection Tenders Portal. Tender procedures were started in February, with the acceptance of applications to participate from operators, and subsequent checking that they had the necessary prerequisites. Two tender sessions were held in April, and the final classification was published on the AU website at the end of May.

Technical and functional interventions were also undertaken in the Energy Area during 2021, on the BelVis application used to forecast electricity consumption and pricing.

The technical work referred to the server systems and Data Base with the updating of the versions of the BelVis and BelVysion applications needed to ensure effective system and producer support.

Interventions on a functional level referred to updating the forecast system to the new market areas structure and the new enhanced protection process. In the case of the first, the necessary developments and configurations were made to manage new data flows, the forecasts and reporting for the 7 market areas. In the case of the second, development maintenance mainly involved the forecast data and algorithms so as to manage the impact of forecasts on demand arising from customers exiting the enhanced protection.

Consumer and Conciliation Area

During 2021, work continued to extend and strengthen the Help Desk Portal, which includes the services provided via the web to electricity, gas and water consumers and operators.

The online forms for consumers include the Settlement Service, support for Information, Reporting and the Social bonus, as well as Claims and Reporting for the water services.

The area reserved for operators includes the Settlement form, and the Operators-Managers Portal for the remaining services.

Finally, the Portal has a Back Office area for files to be managed by internal Help Desk users.

The most significant intervention undertaken during 2021 referred to the introduction of the SPID (Public Digital Identity System) authentication system, which combines with the previous method for accessing the Portal with a username, password and OTP (One-Time Password).

Implementation was highly complex, both from a technical perspective, as well as the authorisation procedure that was necessary to add the Help Desk Portal to the services accessible via the SPID.

From a technical perspective, the software architecture that undertakes the user authentication process was changed, adapting the pre-existing applications to the technical rules required by AgID (Agency for a Digital Italy).

Once the application developments were completed and having received approval from AgID on the required testing, the Help Desk Portal was then included in the services accredited to the so-called "SPID Federation", thus allowing users to access the Portal by using their authentication credentials issued by an Identity Provider recognised by AgID.

Additional functions were included in the Help Desk Portal to allow users that had already submitted files using a "classical" account, to associate their files to the new SPID utility.

The access service to the Help Desk Portal using SPID authentication was activated at the end of April 2021.

As from May, work was done to add an additional module to the Help Desk Portal, called "District Heating". This is intended to receive and manage applications for dispute resolution, requests for information and reporting by district heating users.

The development involved the Portal areas intended for district heating end customers and operators, and the back office for the management of files by users within AU.

The new module became operational at the beginning of July 2021.

A development project that was especially significant involving both the Portal and the Help Desk CRM system referred to managing the "automatic bonus". As from 2021, the social bonus for electricity and gas supplies became automatic, in other words, without needing to submit a application, for all households meeting the requirements in the regulation. The bonus is automatic, given that it is based on data provided by INPS and the Integrated Information System (IIS).

A specific category of users that can benefit from the automatic bonus are the "indirect gas customers"; namely those that do not directly hold a supply contract for natural gas for their place of residence, but rather use a condominium based natural gas unit for their domestic use (centralised supply). In this case, the bonus beneficiary is not necessarily the registered holder of the supply, and it is therefore not possible to automatically pay the contribution. A specific procedure therefore needs to be initiated in this regard. These customers are notified of their position via hard-copy notifications, and must then complete an online application form for subsequent checking and the future payment of the bonus.

The number of customers falling into this category is potentially very high and sending out the letters will be staggered over time to avoid an enormous load of applications being received at the same time, which would then put pressure on the IT systems and operating structures that need to manage them.

More specifically, the Help Desk Portal represents the point of entry for customers' requests, and the system is highly exposed to the effects of a large number of customers seeking access at the same time, which could cause a deterioration in performance, and even temporarily block certain services.

To assess the system's capacity, a stress test was conducted on the Help Desk Portal systems in October, to verify the actual capacity for dealing with significant numbers of accesses simultaneously and to obtain information that can improve the robustness of the system.

It was decided to intervene in two different areas following the test. Firstly, strengthening the sub-system involved in the authentication of users at the time of accessing the Portal, with the addition of devices that distribute and balance the load over several server systems. Secondly, by physically subdividing the different software modules that make up the Portal, and distributing them on separate machines to provide greater processing capacity to the modules under more stress and to avoid repercussions for the modules intended for other services. These interventions began at the end of 2021 and should be completed by the beginning of 2022.

The CRM system also underwent development maintenance by internal resources, to as to automate the entry and management of new files as much as possible, and stagger document flows over the course of the day.

In November 2021,there was an increase of up to 300%in the volumes processed by the CRM compared to the previous month, without any significant criticality being experienced.

In the scope of the interventions aimed at greater dissemination and accessibility by consumers to the Help Desk Portal, during the second half of 2021, work was undertaken to adapt the authentication procedures to those required by the Electronic identity Card (EIC).

The software development largely followed what had already been done for the SPID authentication, even though the user technical identification procedures are different to the SPID, because they require an additional physical tool to acquire the codes stored in the EIC card. Authorisation procedures have been initiated with the Ministry of the Interior to subscribe to the EIC Federation, and the new service is expected to start in 2022.

Italian Central Stockholding Entity (OCSIT)

During 2021, development was undertaken on the i-Sisen and Scorte applications, which are respectively used for the statistical analysis of energy transactions within Italy and for sector Operators to communicate required stocks to the Italian Ministry of Economic Development (MED). Both applications were used by specific MED offices and are managed by OCSIT.
In January 2021, development was undertaken on the algorithm for the allocation of safety stock obligations ("Rule") between all obligated companies and OCSIT. The use of the rule application is defined from year to year by Ministerial Decree to determine the safety stocks for crude and oil products for the following year to the one when they are released for consumption. Software development involved a mechanism for calculating the safety stock obligations based on parameter values entered in the system.
The new functions were released for operation at the end of February 2021.
A subsequent intervention during March referred to implementing an automatism to improve the level of control for indicating any "out of stock" positions in respect of individual obligated economic operators, and the daily national coverage status. With this new function, information on the total national coverage and obligated economic operators in the event of out-of-stock positions, is sent on a daily basis via email to OCSIT contacts, and is also made available via a report under the "reporting" section on the i-Sisen-Scorte portal.
By far the most significant and complex intervention undertaken during 2021 was the integration of the MOS (Monthly Oil Statistics) in the i-Sisen system.
The MOS file is the monthly *Oil and Gas* questionnaire, providing data relating to oil products managed by Italian companies to the International Energy Agency (IEA). The MOS includes information on sales, procurements, product imports and exports and the safety stocks held by Italy on an obligated or storage basis.
In recent years, the MOS questionnaire was mainly administered using Microsoft Access database tools and on Excel worksheets. It therefore became necessary to provide the MOS with

a technology infrastructure that was more stable and more importantly, integrated with the i-Sisen application that is the point of reference for national energy statistics.
The most intense work was already undertaken at the start with the recovery of information on the data integration mechanisms that channel into MOS, by analysing and understanding the Access interrogations, as well as interviewing staff that had been using the system for years.
Once an understanding of the MOS data flows had been established, the problem of standardising data needed to be dealt with, following what had already been processed by i-Sisen and their translation in the migration process.
The ultimate difficulty referred to the algorithms to be used to integrate information not in the MOS, but which was crucial in the i-Sisen integration process. This information was in external archives for example, or in the MOS but in an unstructured format.
Given the complex nature of the work, the integration project was broken down into different stages that took up most of the year, from April until December 2021.
Developments in the OCSIT IT platform based on the Oracle JD Edwards Enterprise One (JDE E1) product were implemented in 2021, to support online tender procedures and to manage supply contracts for storage capacity and oil products used in security stocks.
Most activities were carried out on the technology front, and concentrated mainly on updating the Tender Portal software architecture, with the installation of more recent versions of Oracle software components in the Portal, and in some cases, with the migration of application from the Microsoft to the Linux platform.
With regard to system updating, during the second half of the year, an analysis was carried out to adapt the JD Edwards suite to the new 9.2 version. The decision to go ahead with the upgrade was made due to the ORACLE announcement that it would shortly no longer providing support for the version currently being used at AU. The new version also adds important functions to the product and improves overall security. As a result, the upgrade also involved updating the server operating systems and Oracle database.
The upgrade project is planned for the second half of 2022.

Central systems and for IT security

Work continued at the start of 2021 on the verification and fine tuning of the new Disaster Recovery (DR) infrastructure that became operational at the end of 2020.

The remote Disaster Recovery site has replaced the more traditional format used in the past, which had a similar technology infrastructure, albeit with inferior characteristics compared to the primary site, and was constantly updated with the data processed in the production system.
This option made it necessary to maintain and constantly keep updating a structure that was not normally operational, with a consequent waste of technical and financial resources. The trend in recent years, which has also been adopted by AU, is to use Cloud-based infrastructure, which replicates the information system on a Service Provider's proprietary system outside of the company, which specialises in managing complex IT infrastructure.
This significantly reduces the technical, organisational and financial commitment required by corporate structures, related to procuring systems, their configuration, maintenance and operational management and the necessary technological upgrading.
Following this format, a Disaster Recovery service was activated in the Cloud at the end of 2020 for Acquirente Unico's Data Centre infrastructure. An assessment was made of the different solutions available on the market, and the specific technological infrastructure of the AU Data Centre that had been upgraded with the hyper-converged Nutanix solution. The solution identified for the Cloud Disaster Recovery service was Nutanix Xi-Leap, supplied by the same company in the scope of their Cloud services.
Integrating the new DR solution, the Nutanix platform also hosts an IaaS (Infrastructure as a Service) type infrastructure, where the virtual machines are placed that are always active related to the Oracle Database environment, in this case replicated with native Oracle Data Guard tools to ensure the correct application consistency.
Failover tests were carried out at the start of 2021 as indicated in the Disaster Recovery Plan, in order to ensure that the primary Data Centre services were correctly taken over in the event that the latter was unavailable for an extended period. Failback tests were also conducted to simulate the return to operations at the primary site.
Another aspect that underwent review during the year regarding the adoption of Cloud solutions for IT infrastructure referred to the back-up system for information system data.
For a few years now, AU has adopted a data backup solution that used both internal Data Centre and Cloud systems.
First level backup, which contains the more recent copies, uses the storage systems installed at the primary Data Centre, whereas the longer term backup, used to file less recent copies that are less likely to require recovery, is hosted on a Cloud basis with a national service provider.

From March and over the course of 2021, detailed analyses were made of the Microsoft Azure Cloud solution, by the provider's specialists and with those from the Veeam product, that has been used for some years now by AU to backup its central systems.

Microsoft Azure is an open cloud platform of Microsoft that provides one of the most extensive ranges of cloud services globally, with technical infrastructure as a service (IaaS), the basic application platform as a service (PaaS) and software as a service (SaaS).

Between June and July 2021, backup testing was done, using a trial subscription to Azure made available by Microsoft, and with the support of platform specialists. The tests conducted were successful, and an Azure subscription will be undertaken, with the relative storage services that will be used for longer-term backup.

The backup project within the Azure platform will become active at the start of 2022.

Contact with Microsoft specialists were consolidated during 2021, especially once the subscription was activated in January for the three-year usage of the "Microsoft Enterprise Agreement" software licences and services linked to public administrations in the scope of the relative Consip Agreement.

The subscription provides for the use of the Microsoft Office suite products that have already been used for some time by AU, as well as many other Cloud based applications. This includes Teams, which was widely used by AU employees during the health emergency to effectively organise working remotely, in the so-called Smart Working format.

Other applications included in the subscription are OneDrive for the storage of user files and SharePoint as a repository for company documents, which will be rolled out at AU through training and pilot projects.

In the context of network systems and the perimeter security of the AU information system, various solutions were analysed to strengthen the firewall infrastructure that was no longer adequate in terms of the new requirements of the Disaster Recovery systems and Cloud backup.

An assessment was made of the solutions proposed in the scope of the Consip Agreement, called "LAN 7". The final choice were the firewalls from the company Check Point, which were considered the most appropriate to replace the current Palo Alto firewalls.

The purchase order was finalised for the devices at the end of October, and the migration project is scheduled for the beginning of 2022.

One of the more significant projects that will be undertaken during 2022 and where preparatory had already been done the previous year, refers to the introduction of VDI infrastructure to virtually manage users' desktop PCs.
The acronym VDI (Virtual Desktop Infrastructure) refers to technology that can create desktop environments that single users on the company network can see on their own physical devices (computer or tablet), without the resources that these refer to (files and programmes) being physically present on the device itself. The desktop environments are hosted on a centralised server that distributes them to end users.
During 2021, different architecture and solutions were examined to implement VDI infrastructure, using the hardware and software resources installed at the AU Data Centre, and using services that were entirely Cloud based.
The VDI solution provides advantages both in terms of security and standardising work stations. In the VDI context, data sits on the server instead of the end user's device, making it possible to protect the data in the case of theft or a breakdown in the PC.
The VDI model also allows for work stations to be configured in a standard format, by installing certified applications that are constantly updated on a central basis, without having to intervene on individual PCs. In addition, the PC does not need to have especially high performance characteristics, because the computational load is transferred to the server systems.
In the scope of the IT services provided by the parent company, at the start of the year, GSE began a project to physically separate the ERP environments, dividing the GSE server systems from those dedicated to AU.
The ERP system was implemented at GSE in the early 2000s, to also include Group companies, with the customisation of the Oracle Applications solution (now Oracle e-Business Suite), covering the Accounting, Receivables and Payables cycle, Procurements and Human Resources functions. Over time, the different modules extended interfaces with external applications, partly managed by GSE and partly implemented independently by AU.
The system is currently installed in a unitary format at the GSE Information System. The purpose of the project undertaken is to subdivide the ERP application environments into distinctive server machines between GSE and AU so as to make the two companies independent in the future management and development of the system. The separation project will be completed in the first half of 2022.

Prevention of IT risks

The ongoing COVID-19 health emergency during 2021 and consequent continued recourse made to Smart Working, using remote IT work stations, i.e. outside of the company network, continued to represent one of the major risks for IT security.
One of the first measures adopted was to equip portable PCs with a disc encryption system that prevented access to the data on the device in the case of theft or loss.
Nonetheless the most significant problem for work station security referred to the remote access to company application and Internet content.
To allow portable PCs to access company services the use of a VPN was extended to almost all employees during 2021. This refers to a connection between the remote PC and systems installed at the company via a protected and encoded Internet channel, creating a Virtual Private Network.
There is the risk of a security incident in the case of Internet navigation from work stations without a VPN connection, because connectivity is controlled solely from the user's private devices. Solutions were therefore adopted that allowed access to be controlled to the Internet from remote work stations, using similar methods to those used within the corporate network.
During 2021, a software product was installed on certain user work stations, which creates a Web Proxy system outside of the company based on a Cloud solution.
This system reduced IT risks related to Internet access, by classifying the potentially dangerous sites and with anti-malware checking on known threats.
The product makes it possible to define and customise several security policies for accessing Internet sites, with the activation of filters in respect of certain content categories.
Furthermore, in automatic mode, the system recognises the connection mode to the Internet: if the work station is within the company network the Proxy system already used for fixed work stations is activated, whereas the Web Proxy is activated when the device is external.
The trial phase with the first group of users gave positive results, and the product will be introduced into all portable PCs from the beginning of 2022.
Once again in terms of the security of portable devices, a test installation of a software product was made during 2021 on certain users, providing advanced protection for the work station.
The system in question protects from known attacks and zero days, i.e. attacks where the relative countermeasures against the virus have not yet been created.

One of the most relevant functions refers to blocking malware originating from web navigation or email attachments, before they reach the device. All files received via email or downloaded by a user through a web browser are first sent to a Cloud sandbox, emulating the threats, so as to check for possible malware.

With regard to ransomware type threats, the products uses behavioural protection systems, identifying potentially damaging action in advance, such as the encryption of files and compromised backups. An additional function offered by the software is protection from phishing, i.e. preventing the theft of credentials, by preventing the user from entering their credentials on sites that are potentially dangerous.

The system offers various means of protection and configuration in respect of external devices such as USB keys and discs. One of the policies adopted by AU requires for example, that before inserting a USB device in a PC port, scanning is done on the device to check for possible malicious files and then an encrypted partition is created for company documents.

Once again, the trials in this regard were positive, and the product will be distributed to all portable PCs in 2022.

With regard to server infrastructure security, an incident occurred during November, causing the encryption of a server machine.

The ransomware type incident was caused by a vulnerability in a software product installed on the server and intended to provide an Internet Portal service. The compromise on the server did not have repercussions however, as this referred to a machine with only application type content, and it was possible to quickly restore the server and correct the vulnerability encountered from backup.

In order to prevent this type of attack, and monitor the security status of all server infrastructure machines an MDR (Managed Detection and Response) service was introduced, with the aim of providing 24h monitoring over for all systems, with automatic checking in real time of process activities so as to identify any malicious situations from the moment they arise.

To assess the overall security level of AU IT infrastructure, a model proposed by AgID for the Public Administration was adopted at AU during 2021.

This refers to a questionnaire on the IT security measures existing in the organisation, which include checks of a technological, organisational and procedural nature. According to the complexity of the information system they refer to, the measures can be implemented gradually based on three implementation levels: minimum, standard and advanced. The minimum level is the one that every Public Administration, regardless of their type and size, must conform to. The standard level is considered as the reference basis in terms of security; the advanced level must be adopted by organisations with more exposure to risks, but is also viewed as a target for improvement by all other organisations.

The AgID questionnaire was completed in 2021, using the internal skills and experience of the organisation. The possibility of using the support of external professionals was assessed once this activity was completed, so as to obtain methodology feedback on the approach followed, and also to examine specific security controls that were open to different interpretations by the internal specialists.

In this regard, and in more general terms, at the end of October, in order to assess the security level of various components in the AU IT system, a specialist support project was started using the services made available by the Consip Agreement "SPC Cloud - Lotto 1". The project envisages security specialist intervention for an assessment, based on the AgID model, to classify company information for the Vulnerability Assessment and Penetration Test, so as to assess AU systems' level of vulnerability and resistance to attacks. The project will be implemented in the first half of 2022.

Communication Activities

During 2021, online tools became the consolidated format for managing relations with our stakeholders, which was also in line with the pandemic-related regulations. Despite the change in approach and the organisation of activities, we nonetheless managed to achieve most of our set objectives.

Acquirente Unico is positioned as servicing the system: a public company that conducts its activities to the benefit of al market players, whilst providing its input in terms of analyses and proposals for the full transition underway in the energy scenario. The debate on the end of enhanced protection, focus on vulnerable consumers, as well as social bonuses were some of the issues involving Acquirente Unico, who interpreted its role in the debate as the technical and services voice within the energy overview. The pursuit of this objective was based on constant interaction with representatives from consumer organisations and companies, and by taking part in public meetings, which were mostly conducted in a webinar or online format.

Another objective of primary importance pursued by corporate communications was to support, guide and inform the consumer, with the implementation of social channels, the creation of video tutorials and by continually updating the Offers Portal and Consumption Portal.
More specifically, the implementation of social channels included a total revamp of the graphics and language used to provide the consumer with user friendly, engaging, recognisable and clear content, especially in the message conveyed.
This approach resulted in more organic, frequent and systematic communications, and consequently in growing trends, recording a significant increase over the last few months of the year.
With regard to this period, the Acquirente Unico website recorded a 35%increase compared to the first part of the year. The increase in traffic on the AU internet site was also driven in relation to the renewed and more intense activity on the social media channels. There was in fact a 10% increase on average in traffic, corresponding to posts published on our company social channels.
In addition, the development of social channels made it possible to better publicise content and issues of interest, concentrating traffic and engaging with the end user.
Another aspect that was pursued further, was the production of videos and tutorials to inform the consumer in the most effective way possible, on issues that have a direct impact: for example, the Social Bonuses or how to effectively use the Offers Portal.
Finally once again in 2021, Acquirente Unico continued its commitment to the European context, participating in various initiatives promoted by the European Commission in implementing the Europe regulatory framework, especially with regard to energy digitalisation and consumer empowerment.

Litigation management

Credit and dispute management with respect to companies that provide the enhanced protection service

With respect to management of AU's trade receivables, in the event of a default on payment at maturity, AU intervenes, preliminarily out of court, with informal contacts and reminders, and then through the courts, with appeals for an injunction.
With respect to the nature of these receivables and the debtors, note the following.

AU's receivables mainly derive from the sale of electricity, on the basis of the standard contract approved by Resolution ARG/elt.76/08. In November 2010, the Authority, with Resolution Arg/elt. 208/10, amended the Standard Contract, introducing the obligation of issuing a security deposit as an alternative to guarantees. By virtue of that provision, AU may write to the competent judicial authorities to secure the release of the deposit for enhanced protection service by operators/distributors that have defaulted in the release of the collateral required by Article 10 of the Standard Contract.

In the same resolution, the Authority specified that AU could apply the standard contract with respect to its counterparts, regardless of the actual signing of the contract.

The entities from which AU has overdue receivables are mainly municipalities (or public capital entities), holders of a distribution concession issued by the MED, against which there are remedies under the Code of Civil Procedure on the subject of enforcement proceedings.

The risk of non-collection of trade receivables by AU with respect to the enhanced- protection service operators is generally modest, either due to their nature (they are certain, liquid and payable, being regularly invoiced according to the regulatory provisions in force) and the types of legal entities liable, taking into consideration that such credits are backed by adequate guarantees. The Budget does nonetheless make provision for overdue accounts. Receivables are recognised in the Balance Sheet less the relevant Provision for write-downs on receivables, as detailed in the Notes to the financial statements.

Other disputes in progress

During 2021, AU was the counterparty in certain disputes linked to the former Cassa Conguaglio GPL put forward by entities who were not paid, entirely or partially, the indemnities pursuant to the Italian Ministerial Decree of 7 August 2003, or contributions pursuant to the Italian Ministerial Decree of 19 April 2013, or who were not paid, entirely or partially, the indemnities or contributions following the verifications that were required by the former Cassa Conguaglio GPL prior to disbursement.

In 2021, a dispute was concluded successfully for AU where it had taken over from the former Cassa Conguaglio GPL. A first level appeal had been filed on appeal by the losing party. AU filed its entry of appearance and statement of defence.

AU was also called to court as a third party by a company regarding a procedure to cancel the fee due to the default of an electricity consumer managed by the IIS. In 2021, judgement was reserved following the pre-trial hearing.

Summary proceedings were undertaken to recover debts owed to AU/OCSIT in respect of a companies obliged to pay the contribution, with proceedings ending in favour of AU/OCSIT in respect of a debtor company of OCSIT; the latter has however filed an appeal against the order issued by the first level Court.

It is noted further that a single labour law dispute was underway in 2021, and another dispute was concluded with a settlement that did not involve costs for AU.

Activities of the Financial Reporting Manager

The activities carried out by the Financial Reporting Manager, with specific reference to issuing formal certification regarding the 2021 financial statements, can be summarised as follows:

- Maintaining the procedural system associated with processes used for accounting and budgeting, in cooperation with the relevant offices;
- Issuing of the internal standard "2021 Financial Statements Circular", containing specific rules for company departments involved in the process of preparing the annual accounts, together with the request for letters of certification sent to the managers of the various processes (within AU and the parent company, for the activities carried out under services agreements), relative to their areas of responsibility, to ensure proper processing and representation of the data used to prepare the financial statements and report on operations. This regulation was backed by internal operational planning, which is constantly monitored in terms of the deadlines set;
- Conducting of specific tests, on a sampling basis, regarding the compliance of administrative-accounting processes.

Activities of the Corruption Prevention and Transparency Manager

Italian Law no. 190 of 6 November 2012 on "Measures for the prevention and repression of corruption and lawlessness in the public administration", contains rules to prevent and curb corruption and illegality in the public administration sector, and states that transparency is an essential element for the prevention of corruption itself.

ANAC Decision no. 8 of 17 June 2015 extended the provisions of the aforementioned law to public administration subsidiaries and, therefore, to AU, a publicly held company entirely held by GSE, in turn wholly owned by the Ministry of Economy and Finance (MEF).

MEF Directive of 25 August 2015 issued guidelines for the implementation of the regulations referring to the prevention of corruption and transparency in companies controlled or invested in by the MEF.

The 2016 ANAC PNA, approved with Resolution 831 of 3 August 2016, implements the relevant legislative changes which occurred with reference to Italian Legislative Decree no. 97 of 25 May 2016 "containing the revision and simplification of provisions on prevention of corruption, publicity and transparency, amending Italian Law no. 190 of 6 November 2012 and Italian Legislative Decree no. 33 of 14 March 2013, pursuant to Article 7 of Italian Law no. 124 of 7 August 2015, on the reorganisation of public administrations" and to Legislative Decree no. 50 of 18 April 2016, the Italian Public Contracts Code.

The changes brought by Legislative Decree 97/2016 relative to transparency clarify the nature, content and approval procedures for the PNA, delimiting the subjective scope of application for the regulations, as well as redefining publication obligations on public administration websites together with the new generalised right to civil access for deeds, documents and information not subject to mandatory publication.

Additionally, Legislative Decree 97/2016 establishes that the Corruption Prevention Manager and Transparency Manager must be combined into a single role, referred to as the Corruption Prevention and Transparency Manager, and prescribes that this role be strengthened, also through organisational changes if needed.

With Resolution ANAC no. 1134 of 8 November 2017, containing "New guidelines to implement regulations to prevent corruption and for transparency by companies and private entities controlled and invested in by public administrations and public economic entities", that already contained in Determination 8 of 2015 was substantially confirmed, while the notion of a controlled company was extended for the purposes of the applicability of anti-corruption regulations.

With the 2018 PNA, ANAC, continuing with the previous updates made to the PNA, also provided instructions on how to adopt the PTPC, on requirements regarding preventing corruption and ensuring transparency, while also recognising the roles and powers held by the Corruption Prevention and Transparency Manager, substantially confirming that already established in Resolution 840 of 2 October 2018.

With the 2019 update to the PNA, approved with Resolution no. 1064 of 13 November 2019, ANAC focussed its attention on indications regarding the general section of the PNA, revising and strengthening in a single guideline document all the instructions given in previous updates and plans, adding additional instructions matured over time which were the subject of specific regulatory deeds.

With Resolution no. 469 of 9 June 2021, ANAC adopted the new "Guidelines to protect whistleblowers of crimes or irregularities that they have become aware due to a work relationship, pursuant to Art. 54-*bis* of Italian Legislative Decree no. 165/2001 (whistleblowing)", which replaces the previous guidelines adopted under Decision no. 6 of 28 April 2015 (and the relative attachments), which were cancelled to all effects.

AU has complied with these regulatory directives since 2015, when the Corruption Prevention and Transparency Manager position was introduced, and appointed from the Board of Directors.

During 2021, the AU Corruption Prevention and Transparency Manage mainly saw to the following:

- preparation of the 2021–2023 Three-Year Corruption Prevention and Transparency Plan (TCPTP), which was approved by the BoD on 30 March 2021, and subsequently updated on 25 June 2021, and published on the company website in the Transparent Company section;
- updating of the corruption risk areas mapping, which is also significant for preparing the 2022 TCPTP;
- updating the Transparent Company section on the website, to ensure compliance with applicable legislation on anti-corruption and transparency;
- monitoring compliance with publication requirements by the corporate structures responsible for publication, relative to the data and information required under current legislation, with particular reference to the completeness, clarity and updating of the information;
- annual check that Managers have signed the declaration that there are no causes for incompatibility, pursuant to Italian Legislative Decree 39/2013;

- protecting, through the "Whistleblower protection company procedure", whistleblowers from any form of retaliation, discrimination or penalisation, also ensuring the confidentiality of the whistleblower's identity. The Procedure was prepared taking ANAC recommendations and current regulations into account. No notifications were received during 2021;
- guaranteeing the operation of Civic Access indicating, within AU's website in the Transparent Company section, the methods and email addresses to exercise this right in terms of Simple Civic Access and Generalised Civic Access. Simple Civic Access allows anyone to request documents, data or information which administrations are required to publish. Generalised Civic Access or Freedom of Information Act - FOIA access allows anyone to request documents, data or information that go beyond those which administrations are required to publish. In 2021, no Civic Access request was made, either in the form of Simple Civic Access or Generalised Civic Access;
- in conjunction with the company Human Resources function, provide training on anti-corruption and transparency, with a special training/information module prepared and provided especially for Managers.

Data Protection Manager activities

A role responsible for promoting (by providing information and consulting) and checking (through monitoring) correct compliance with regulations pertaining to the processing of data by the company, the Data Protection Manager ("**DPM**"), contemplated by Regulation (EU) 2016/679 relative to protection of natural persons with regard to the processing of personal data ("**GDPR** - General Data Protection Regulation) independently interacts with structures, and particularly, with the Legal Affairs department, undertakes the implementation of the regulations on data protection and prepares the relevant company rules.
2021 as the third year since the DPM came into office, was characterised by the regulations introduced to contain the epidemic risk, with significant implications for the protection of personal data. This consolidated the DPM activities with an increase in data subjects asking to exercise their rights, and an u ptake in contacts with consultants on the matter of privacy. Relations were also strengthened with similar independent administrative authorities in the scope of the DPM network.

In accordance with the GDPR, during 2021 the DPM undertook to:

- develop and update tools to monitor company compliance with the GDPR, such as the Privacy Dashboard (updated twice a year for the Chief Executive Officer) and the annual Report on the activities carried out;
- provide general GDPR training for new recruits, and working in conjunction with the HR function to provide specific training courses on Data Breaches, which will be made available on the company e-learning platform. The general GDPR training was conducted over two sessions (both in November 2021), with 51 new recruits participating. In December, in conjunction with the Communication function, the DPM completed the 4 “information bullets” on the protection of data, which will be made available to future new recruits before they begin working;
- inform and raise awareness in company departments through information notes on documents of interest, selected from official websites on personal data protection. 24 informational documents were sent in 2021;
- provide their observations to the Legal department with regard to the documents they produced and sent to the DPM, including the updating of the Processing Registry;
- participate in meetings of the Working Group (“WG”) established to support the activities needed to comply with privacy regulations and to handle data breaches, preparing the relevant minutes of the meetings. The Working Group met 6 times in 2021, of which 5 to assess possible data breaches (extraordinary meetings), on the following dates:

feb.-21	apr.-21	may.-21	oct.-21
1	2	2	1
1 extraord.	2 extraord.	1 ord.	1 extraord.
		1 extraord.	

- update the Data Breach Registries relating to activities carried out by AU in its capacity as controller and processor of personal data processing. During 2021, 4 personal data breaches were recorded with AU as controller and 1 breach with AU-as processor;
- updating of the Register for requests by data subjects to exercise their rights, received on the specific DPM email address. 44 requests were managed in 2021, more than double

from the previous year. The increase is attributable to the introduction of the automatic bonus, with this the main issue in the requests received (24 out of 44);

- provide consulting on aspects inherent to the protection of personal data with regard to various areas, including the choice of software to manage whistleblowing reports, the creation of an AU Suppliers Register, checks on COVID-19 Green Passes, checks on the security status of information systems;
- provide an opinion — with observations — on the DPIA referring to the processing of data undertaken through the Energy and Environment Consumer Help Desk;
- work with the relevant functions (IIS and Legal Affairs) and act as a point of contact with the Data Protection Authority regarding requests for information from said Authority, as addressed to AU in October 2021. Following a positive meeting with the Authority, no additional action was taken by the Authority.

During the year, the DPM and the assigned resource attended conferences and training courses on issues related to the protection of personal data, for a total of around 60 hours.

In addition, the DPM continued to interact with counterparties of independent administrative authorities to discuss issues and matters of common interest, in the scope of the relative Network. The Network is a consolidated entity that was also recognised by the Data Protection Authority in its Annual Report to Parliament. It met 10 times during 2021, and prepared rules for its operation, with AU acknowledged as a full member of this network.

RELATIONS WITH THE PARENT COMPANY AND ITS SUBSIDIARIES

During 2021, AU obtained support from GSE through special service contracts, relative to leasing of its headquarters and other associated services, for the provision of IT services and assistance and consulting work on a continuous basis.
With reference to the economic relationship with other subsidiaries of GSE S.p.A., the counterparties of Acquirente Unico are Gestore dei Mercati Energetici – GME S.p.A., and the company Ricerca sul Sistema Energetico – RSE S.p.A.
Relations with the parent GSE and the subsidiaries GME and RSE, in terms of the balance sheet and income statement are set out below. These schedules compare 2021 with the previous year.

Relations with GSE

Receivables, totalling € 128 thousand, refer to the reversal of electricity costs relative to the parent company.
Payables for € 400,687 thousand refer to the loan amount received from the parent company to purchase electricity on the DAM and assessments for costs relating to service contracts.
The economic cost components are represented, almost entirely, by expense for service contracts and leasing of the property used as the company headquarters.
Further details are explained in the Notes to the Accounts.

Table 14: Summary of relations between Acquirente Unico and GSE S.p.A.

€ thousand	2021	2020	Changes
Receivables			
Non trade receivables	128	255	(127)
Total	**128**	**255**	**(127)**
Payables			
Payables for infra-group VAT	500	9	491
Payables for service agreements and other	187	448	(261)
Payables for intercompany loans	400,000	-	400,000
Total	**400,687**	**457**	**400,230**
Revenue			
Other revenue	155	133	22
Total	**155**	**133**	**22**
Costs			
Costs for service agreement	1,972	2,028	(56)
Total	**1,972**	**2,028**	**(56)**

Source: Internal processing, Acquirente Unico

Relations with GME

Regarding relations with GME, as shown in Table 15, the main balance sheet item consists of payables relative to electricity purchases and related services (€362,123 thousand), for the portion not yet settled. The increase in this item amounted to €297,351 thousand.

The main income statement item is represented by costs for purchases on the spot electricity market for € 4,754,738 thousand, compared to € 1,767,435 thousand the previous year. The increase refers to the significant increase in energy prices, especially at the end of 2021.

Table 15: Summary of relations between Acquirente Unico and GME S.p.A.

€ thousand	2021	2020	Changes
Accrued income and prepaid expenses			
Prepaid expenses consideration on Data Reporting Platform	1	1	-
Total	**1**	**1**	**-**
Payables			
Payables for purchases of energy and related services	362,123	64,772	297,351
Total	**362,123**	**64,772**	**297,351**
Costs			
Cost for purchases spot electricity market	4,754,738	1,767,435	2,987,303
Cost of services spot electricity market	1,303	1,406	(103)
Cost for data reporting services (REMIT)	3	1	2
Total	**4,756,044**	**1,768,842**	**2,987,202**

Source: Internal processing, Acquirente Unico

Relations with RSE

Regarding relations with RSE, as shown in Table 16, the balance sheet item consists of receivables for € 13 thousand, with an income statement entry under revenue for € 54 thousand referring to the reversal of the costs of personnel working on the AU/RSE/European Commission project.

Table 16: Summary of relations between Acquirente Unico and RSE S.p.A.

€ thousand	2021	2020	Changes
Receivables			
Receivables for sundry services	13	-	13
Total	**13**	**-**	**13**
Revenue			
Other revenue	54	-	54
Total	**54**	**-**	**54**

Source: Internal processing, Acquirente Unico

Information about additional related parties

The Company has multiple relations with direct or indirect subsidiaries of the Ministry of Economy and Finance, which in turn holds 100% of the capital of the parent company GSE. The main transactions are conducted with the major players in the Italian energy industry, such as the Enel Group, ENI and TERNA. All transactions with related parties take place at market prices in accordance with the conditions that would apply to third-party counterparts.

BUSINESS OUTLOOK

Electricity supply

The demand from the enhanced protection market forecast for 2022 is approximately 33 TWh. In consideration of the fact that the Reformed Enhanced Protection was introduced as of 1 January 2017, which establishes that Acquirente Unico obtains supplies through the Spot Energy Markets (DAM and MPEG), again no physical forward contract will be stipulated in 2022.

Consumer and Conciliation Area

2022 represents the last management year authorised by ARERA with the three-year Operating Project 2020-2022 and subsequent Resolution of 3 August 2021 343/2021/A. In the II half of ‘22, the Help Desk therefore needs to submit its proposal for the new Operating Project for the three-year period 2023-2025.

The proposal should particularly take into consideration volumes and activities related to the management of indirect gas bonus customers, the mandatory conciliation obligation now extended to water sector operators, the increased level of security for the protection of personal data managed by the Help Desk and the termination of the Enhanced Protection system as from 1 January 2024 for end electricity domestic customers.

Managing the declaration forms of indirect gas bonus customers for centralised heating use will be subject to checking and optimised during the I half of 2022 by Acquirente Unico together with ARERA, so as to identify the actual grouping of this type of customer and make the payment of this bonus automatically as far as possible. The three-year Project proposal must take into account potential changes to the current procedure, and at the same time, consider the experience gained over the first period of conducting this activity.

With regard to the Settlement Service, as from 1 January 2022, the Help Desk will see an increase in the counterparties potentially involved in cases with users (and obligated to participate), from 45 to 94 water sector operators, in terms of Resolution 301/2021/E/com. These operators have already been contacted and informed by the Help Desk during the II half of 2021, in order to facilitate their registration on the Help Desk portal and access the Service online procedures.

The new operating Project must also take into consideration the impact of the terminated Enhanced Protection as from 1 January 2024 for end domestic electricity users, and consider the campaigns by operators to acquire these customers.

Finally, it should be remembered that the predominant use of online procedures requires high levels of security in the procurement of personal data; an Electronic identity Card (EIC) will therefore be introduced in 2022 for logging in to the Customer Help Desk Portal.

2022 will also be a very busy year in terms of training for all Help Desk resources, specifically to optimise their knowledge and skills in the area of settlements, with focus on the procedures available in different markets and European countries, and the dynamics of negotiation.

Integrated Information System

The most significant developments in IIS activity expected in 2022 mainly regard:

- Completion of the development and management of the regimen for the automatic recognition of the electricity and gas social bonuses to those that are eligible, and start of the non-interconnected Water Bonus and Electricity Bonus in terms of Resolutions 63/2021/R/com, 257/2021/R/com, 223/2021/R/com, 200/2021/R/gas, 223/2021/R/com, 257/2021/R/com, 277, 277/2021/r/com, 343/2021/A and Decision 11/DACU/2020.
- Start of the gas transport capacity transfer process. By the start of the new thermal year in October 2022, applications to manage gas transport capacity will be begin as per Resolution 147/2019/R/gas, serving as the fulcrum of the gas settlement reform which assigns allocated capacity to balancing users as a function of the BU/DU/DP relationship, eliminating distorting market effects on capacity attributable to the portfolio effect.
- Development of the Offer Comparison Portal. The analysis and development of applications will continue in 2022 in order to handle additional types of offers with respect to those already managed. Changes will be made to tracking, a simulation will be implemented for PO expenditure with actual user consumption, the IIS processes will be updated with the incorporation of all offer codes and a “Savings Calculation” section created. Developments will depend on the extent of the changes, complexity of the new expenditure calculation functions and validation by the Authority, ensuring minimum time frames for the developments.

- Evolution of the Consumption Portal. The development of new functions is planned in 2022, implementing the provisions of the 2018 Budget Law and following its release in 2019. For example, to allow end users to access an increasing amount of data found in the IIS with a longer timeframe. Further, the activities related to process management assigned to the Gestore, the use and development of technological infrastructure and the software for services supply will continue.
- Retail Market Monitoring for electricity and natural gas. In 2022, analysis and monitoring activities will be developed for retail markets and for other areas relative to regulation, including prices and services, which are functional to the Authority carrying out its institutional activities. The possibility of extracting information from the IIS will make it possible to expand the number of phenomena newly identified, as well as providing more details about phenomena already monitored in past years. Consequently, reporting will increase in terms of size and frequency. The growing use of the information from the IIS will not only provide more timely and accurate observations, but a progressive reduction in checks on data collected from operators. The project shared with the Authority will be gradually implemented over the course of 2022, which ends certain processes to obtain data from operators, strengthening the central role of the IIS as the informational tool for the sector, while reducing the burden on managers with obligations. Activities will continue to support the Authority in managing the remaining data collected from managers with obligations.

Italian Central Stockholding Entity OCSIT

As established in the Guidelines issued by the Ministry dated 31 January 2014, OCSIT will inform the Director General for infrastructure and the security of energy and geo-mining systems (DGISSEG) of the Ministry of Ecological Transition of the actual costs incurred by the same during 2021 (or expenditure accounts), for determining the amount and adjusting the contribution. Regarding new stock obligations, the Ministerial Decree not yet issued will establish the total security stocks and specifications that must be held by the system from 1 July 2022. Following publication in the *Official Journal of the Italian Republic* of the Italian Interministerial Decree determining the 2021 contribution, OCSIT will proceed with invoicing the contributions for the period from 1 July 2021 to 30 June 2022 and the simultaneous reimbursement regarding settlement of the difference between budgeted and actual costs.

The Decree of the Italian Ministry of Ecological Transition of 11 January 2022 "Simplification of the system for holding oil safety stocks" was published in the *Official Journal* on 15 February 2022. The Decree implements the changes to the mandatory stock system introduced with the conversion of the Simplification *Bis* Decree.
Also in February, tenders were awarded to reposition certain products in which regard, the counterparties had not exercised the extension for an additional five stocking years.
The process to renew the list of suppliers/buyers will start in the next few months, following the publication of the relevant GUCE tender.
Finally, the repayment of the second loan taken out in 2017 is expected in March.

With regard to the Gasoline Fund, the tender was awarded in February 2022, for the service for out-of-court debt collections relating to the mandatory contribution payable to the Gasoline Fund in terms of Italian Ministerial Decree 19/04/2013 and subsequent amendments.

OTHER INFORMATION

Concerning the overall provision in Article 2428, section 1 of the Italian Civil Code, for the description of the "principal risks and uncertainties" to which the Company could be exposed, the respective negotiations are described in the specific chapters and sections of the Report on Operations, which set out the relevant content relating to the various regulatory, operational and organizational areas dealt with.

We refer, in particular, to the following sections of the report:

- The juridical-legal regulation and its implications, particularly with respect to the regulatory laws and rules applicable, are highlighted among the "key elements of the legislation and reference areas. This section examines, more specifically, the salient regulatory aspects relative to each area of business activity;
- Any element of uncertainty concerning the Company's receivables is summarized in the subsection on "management of credit and disputes with the companies providing the enhanced protection service" in the section "Management of Disputes". The Notes also show the amount of receivables, a breakdown by sub-item and provide a comparison with the previous year, as well as changes in the specific Provision for write-downs;
- In the subsection on management of disputes, under "Other Disputes", there is also a description of the salient facts concerning possible legal disputes (other than t hose pertaining to the performance of credit positions) and their implications;
- In the sections "Central systems and for IT security" and "IT risk prevention activities", within the chapter on Business Information Systems, the equipment dedicated to physical and logistical security are briefly described, which guarantee the confidentiality, integrity and availability of corporate information, functional to preventing and containing risks that could potentially affect data. In this area, the tools used to ad dress situations of temporary unavailability of one or more systems are briefly described, such as the sites for disaster recovery and business continuity.

With regard to the indications provided in section 3 of Article 2428 of the Italian Civil Code, it should be noted that the Company does not hold, nor has it purchased or sold during the year, either through trust companies or nominees/holding companies, any treasury shares or shares of its parent company.

Also note that the Company did not carry out research and development in 2021.

Finally, pursuant to Article 2428, section 3(6-*bis*), Italian Civil Code, information is provided below regarding the use of financial instrument liabilities. The asset instruments were fully settled at the start of 2021.

In order to finance its requirements, the Company also made use of the following methods:

- Issuing of a bond loan to finance the purchase of fixed assets.

In this context, the Company is in general exposed:

- to liquidity risk, with reference to the availability of financial resources adequate to pay financial liabilities taken on and to support its operations.

The risk is mitigated specifically by:

- adequate debt capacity, supported when necessary by the possible disposal of assets under neutral conditions, after authorisation by the relevant entities.

The Company's strategy for managing financial policies is monitored by the Board of Directors and implemented by the Chairman of the Board of Directors, in the context of the powers and proxies assigned to him.

2021 Financial Statements

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Balance Sheet

Assets

ASSETS		Partial	Total		Partial	Total	Changes
		31/12/2021 Euro			31/12/2020 Euro		
A) UNPAID SHARE CAPITAL DUE FROM SHAREHOLDERS							
B) FIXED ASSETS							
I. Intangible assets							
3) Industrial patent and intellectual property rights		3,041,995			3,551,446		(509,451)
4) Concessions, licences, trademarks and similar rights		4,549			3,176		1,373
6) Assets under construction and advances		1,013,203			16,675		996,528
7) Other		748,440			602,327		146,113
			4,808,187			**4,173,624**	**634,563**
II. Property, plant and equipment							
4) Other assets		3,046,871			4,313,821		(1,266,950)
5) Assets under construction and advances		2,409,780			-		2,409,780
6) Specific stocks of oil products		950,188,578			786,116,196		164,072,382
			955,645,229			**790,430,017**	**165,215,212**
III. Financial Assets							
	Due within 12 months			Due within 12 months			
2) Receivables:							
d-*bis*) due from others	64,636	862,629		58,784	795,442		67,187
			862,629			**795,442**	**67,187**
Total Fixed Assets			**961,316,045**			**795,399,083**	**165,916,962**
	Due after 12 months			Due after 12 months			
C) CURRENT ASSETS							
I. Inventories		-			-		-
II. Receivables							
1) Due from customers		2,167,347,890			757,590,181		1,409,757,709
4) Due from parent company		128,025			254,558		(126,533)
5) Due from subsidiaries of parent companies		12,664			-		12,664
5*bis*) Tax receivables		293,607			109,341		184,266
5-*ter*) Deferred tax assets		1,109,560			1,037,615		71,945
5-*quater*) Due from others		328,354			148,650		179,704
6) Due from Energy and Environment Services Fund		871,183			1,108		870,075
			2,170,091,283			**759,141,453**	**1,410,949,830**
III. Financial assets not held as fixed assets							
6) Other securities		-			109,000,000		(109,000,000)
			-			**109,000,000**	**(109,000,000)**
IV. Cash and cash equivalents							
1) Bank and postal accounts		629,450,122			111,109,439		518,340,683
3) Cash and cash equivalents		1,839			2,999		(1,160)
			629,451,961			**111,112,438**	**518,339,523**
Total current assets			**2,799,543,244**			**979,253,891**	**1,820,289,353**
D) ACCRUED INCOME AND PREPAID EXPENSES							
Accrued income		68,333			-		68,333
Prepayments		1,168,089			1,079,616		88,473
Total accrued costs and deferrals			**1,236,422**			**1,079,616**	**156,806**
TOTAL ASSETS			**3,762,095,711**			**1,775,732,590**	**1,986,363,121**

Liabilities

LIABILITIES		Partial	Total		Partial	Total	Changes
		31/12/2021 Euro			31/12/2020 Euro		
A) SHAREHOLDERS' EQUITY							
I. Capital		7,500,000			7,500,000		-
IV. Legal reserve		1,155,200			1,145,906		9,294
IX. Profit for the year		105,394			185,883		(80,489)
Total shareholders' equity			**8,760,594**			**8,831,789**	**(71,195)**
B) PROVISIONS FOR RISKS AND CHARGES							
2) Taxes including deferred liabilities		20,168			16,281		3,887
4) other		2,392,327			2,155,688		236,639
4.a) provision for restoration, Ministerial Decree 2013		4,807,658			9,735,377		(4,927,719)
4.b) provision for use of future financial residual sums (former Cassa GPL)		4,986,530			6,980,105		(1,993,575)
Total provisions for risks and charges			**12,206,683**			**18,887,451**	**(6,680,768)**
C) EMPLOYEE SEVERANCE INDEMNITY			**381,876**			**376,364**	**5,512**
	Due after 12 months			Due after 12 months			
D) PAYABLES							
1) Bonds	497,730,977	497,730,977		497,224,846	497,224,846		506,131
4) Due to banks							
a) short term		899,371,471			488,595,425		410,776,046
b) medium and long term	599,828,457	599,828,457		364,218,698	364,218,698		235,609,759
5) Due to other lenders		375,000,000			179,878,701		195,121,299
7) due to suppliers		227,197,232			127,158,149		100,039,083
11) Due to parent companies		400,686,495			457,509		400,228,986
11-*bis*) due to subsidiaries of parent companies		362,123,182			64,771,992		297,351,190
12) Tax payables		824,301			563,071		261,230
13) Payables to social security institutions		1,120,038			1,062,255		57,783
14) Other payables		14,750,314			10,624,658		4,125,656
15) Due to Energy and Environment Services Fund		350,023,883			1,009,493		349,014,390
Total payables			**3,728,656,350**			**1,735,564,797**	**1,993,091,553**
E) ACCRUED COSTS AND DEFERRED INCOME							
Accrued costs		12,090,208			12,072,189		18,019
Total accrued costs and deferrals			**12,090,208**			**12,072,189**	**18,019**
Total liabilities			**3,753,335,117**			**1,766,900,801**	**1,986,434,316**
TOTAL SHAREHOLDERS' EQUITY AND LIABILITIES			**3,762,095,711**			**1,775,732,590**	**1,986,363,121**

2021 Financial Statements

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Income statement

INCOME STATEMENT	Partial	Total	Partial	Total	Changes
	2021 Euro		2020 Euro		
A) PRODUCTION VALUE					
1) Revenue from sales and services					
a) revenue from the sale of electricity	5,390,232,021		2,360,190,031		3,030,041,990
b) other energy-related revenue	78,731,633		17,380,226		61,351,407
c) revenue to cover non-energy operating costs	79,163,398		68,335,249		10,828,149
		5,548,127,052		**2,445,905,506**	**3,102,221,546**
5) Other revenue and income					
a) contingent assets related to energy	308,723,365		187,285,544		121,437,821
b) income and other revenue	481,034		1,386,257		(905,223)
		309,204,399		**188,671,801**	**120,532,598**
Total production value		**5,857,331,451**		**2,634,577,307**	**3,222,754,144**
B) PRODUCTION COSTS					
6) Raw materials, supplies, consumables and goods					
a) energy purchases on the electricity market	4,754,738,186		1,767,434,607		2,987,303,579
b) unbalancing fees	207,164,378		43,070,459		164,093,919
c) other energy purchases	2,774,602		1,057,854		1,716,748
d) other	35,976		34,357		1,619
		4,964,713,142		**1,811,597,277**	**3,153,115,865**
7) Services					
a) dispatching, services related to energy	502,297,339		564,471,450		(62,174,111)
b) sundry services	13,742,476		13,335,547		406,929
		516,039,815		**577,806,997**	**(61,767,182)**
8) Use of third party's assets					
a) storage	40,509,626		32,243,075		8,266,551
b) other	1,395,084		1,347,006		48,078
		41,904,710		**33,590,081**	**8,314,629**
9) Personnel					
a) wages & salaries	14,999,703		13,805,697		1,194,006
b) social security contributions	4,117,131		3,822,931		294,200
c) termination indemnities	1,002,606		897,911		104,695
e) other costs	444,984		427,570		17,414
		20,564,424		**18,954,109**	**1,610,315**
10) Amortisation, depreciation and write-downs					
a) amortization of intangible assets	2,902,654		2,989,642		(86,988)
b) depreciation of tangible fixed asset	1,521,551		1,520,732		819
d) write-downs of receivables in current assets and cash/cash equivalents	417,780		254,341		163,439
		4,841,985		**4,764,715**	**77,270**
14) Other operating costs					
a) Contingent liabilities relating to energy	308,723,365		187,285,544		121,437,821
b) other charges	641,036		440,289		200,747
		309,364,401		**187,725,833**	**121,638,568**
Total production costs		**5,857,428,477**		**2,634,439,012**	**3,222,989,465**
Difference between value and production costs (A-B)		**(97,026)**		**138,295**	**(235,321)**
C) FINANCIAL INCOME AND EXPENSE					
16) Other financial income					
a) long term receivables	640		714		(74)
c) securities recognised under current assets not held as fixed assets	7,361,522		309,093		7,052,429
d) other income	10,506,515		17,356,663		(6,850,148)
		17,868,677		**17,666,470**	**202,207**
17) Interest and other financial charges					
b) other	17,575,136		17,579,196		(4,060)
17-*bis*) Exchange rate gains and losses	1,668		(61)		1,729
		17,576,804		**17,579,135**	**(2,331)**
Total financial income and charges		**291,873**		**87,335**	**204,538**
D) ADJUSTMENTS					
Total impairment of financial assets		**-**		**-**	**-**
Profit before taxes (A-B+C+D)		**194,847**		**225,630**	**(30,783)**
20) Income taxes, current, deferred and prepaid					
a) current taxes	153,144		288,209		(135,065)
b) taxes relative to previous years	4,366		(25,980)		30,346
c) deferred tax liabilities and assets	(68,057)		(222,482)		154,425
		89,453		**39,747**	**49,706**
21) Profit of the year		**105,394**		**185,883**	**(80,489)**

2021 Financial Statements

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Statement of Cash Flows

STATEMENT OF CASH FLOWS	2021	2020
A. Cash flows from operating activities		
Net income	105,394	185,883
Income taxes	89,453	39,747
Interest expense	17,577,682	17,579,790
(Interest income)	(17,869,555)	(17,667,125)
(Capital gains)/Capital losses deriving from disposal of assets	-	10,285
1. Profit (loss) for the year before income taxes, interest, dividends and capital gain/losses on sale of assets	**(97,026)**	**148,580**
Adjustments for non-cash items that had no counterpart in the net working capital		
Allocations to provisions	2,223,206	2,155,688
Employee termination benefits	1,002,606	897,911
Depreciation of fixed assets	4,424,205	4,510,374
Other adjustments to non-cash items	(6,921,294)	(1,943,919)
Total adjustment to non-cash items	**728,723**	**5,620,054**
2. Cash flows before changes in net working capital	**631,697**	**5,768,634**
Change in net working capital		
- Decrease (increase) in amounts due from customers	(1,409,692,305)	(54,498,935)
- Decrease (increase) in amounts due from parent company	126,533	(130,951)
- Decrease (increase) in amounts due from subsidiaries of parent companies	(12,664)	-
- Decrease (increase) in amounts due from Electricity Sector Adjustment Fund	(870,075)	59,131
- Decrease (increase) in prepayments and accrued income	(156,806)	(505,412)
- Increase (decrease) in amounts due to suppliers	99,868,278	20,265,230
- Increase (decrease) in amounts due to parent company	228,986	382,225
- Increase (decrease) in amounts due to subsidiaries of parent companies	297,351,190	(14,645,342)
- Increase (decrease) in amounts due to Energy and Environment Services Fund	14,390	(6,457)
- Increase (decrease) in accrued costs and deferred income	18,019	(380,466)
- Other changes in net working capital	4,129,900	(269,393)
Total changes in net working capital	**(1,008,994,554)**	**(49,730,370)**
3. Cash flows after changes in net working capital	**(1,008,362,857)**	**(43,961,736)**
Other adjustments		
Interest received	17,804,151	18,085,221
(Interest paid)	(16,982,386)	(16,974,159)
(Income tax paid)	(206,712)	(83,258)
(Use of provisions)	(2,983,661)	(2,816,604)
Total other adjustments (other receipts/payments)	**(2,368,609)**	**(1,788,799)**
Cash flows from operating activities (A)	**(1,010,731,466)**	**(45,750,536)**
B. Cash flows from investment		
- (Investments) divestments in property, plant and equipment	(166,736,763)	(125,749,995)
- Increase/(decrease) in amounts due to suppliers for property, plant and equipment	14,664	67,959
- (Investments) divestments in intangible assets	(3,537,216)	(2,301,342)
- Increase/(decrease) in amounts due to suppliers for intangible assets	156,141	443,106
- (Investments) divestments in financial fixed assets	(67,187)	(81,324)
- (Investments) divestments in financial assets not held as fixed assets	109,000,000	(28,000)
Cash flows from investments (B)	**(61,170,361)**	**(127,649,596)**
C. Cash flows from financing		
Third-party funding	*1,590,417,939*	*232,554,431*
Increase (decrease) in payables for bonds	-	-
Increase (decrease) in short-term borrowing from banks and other financial institutions	605,812,091	241,554,431
Increase (decrease) in short-term amounts due to Energy and Environment Services Fund	349,000,000	(9,000,000)
Increase (decrease) in short-term borrowing from parent companies	400,000,000	-
Receipt (repayment) of medium-long term loans from banks	235,605,848	-
Own funds	*(176,589)*	*(53,057)*
(Dividends paid)	(176,589)	(53,057)
Cash flows from financing activities (C)	**1,590,241,350**	**232,501,374**
Increase (decrease) in cash (A+B+C)	**518,339,523**	**59,101,242**
Cash at January 1	**111,112,438**	**52,011,196**
bank and postal accounts	111,109,439	52,006,765
cash and cash equivalents	2,999	4,431
Cash on December 31	**629,451,961**	**111,112,438**
bank and postal accounts	629,450,122	111,109,439
cash and cash equivalents	1,839	2,999
Total cash flows (A+B+C)	**518,339,523**	**59,101,242**

2021 Financial Statements

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Notes

Structure and content of the financial statements

The structure and content, as well as the classification of items in the balance sheet, income statement, statement of cash flows and Notes, are compliant with the provisions of Articles 2424, 2424-*bis*, 2425, 2425-*bis* and 2425-*ter* of the Italian Civil Code, as well as the documents issued by the OIC (Italian Accounting Body).
As established under Article 2423, section 6 of the Italian Civil Code, the financial statements were prepared in euro units, without decimal places, while in the Notes, in compliance with current regulations, values are expressed in thousands of euro.
All asset and liability items at 31 December 2021 are presented alongside the corresponding amounts for the previous year, in accordance with Article 2423, section 5 of the Italian Civil Code. Evaluation of these items is done in accordance with the general principles of prudence and accrual and with an eye to the business as a going concern, while also taking the substance of the operations into account.
During the year, no exceptional cases occurred which made it necessary to make use of derogations pursuant to Article 2423, section 5 of the Italian Civil Code. Financial statement items were measured in compliance with the provisions of Article 2426 of the Italian Civil Code.
For a better representation of the equity, financial and economic status of the Company, the reclassified balance sheet and income statement have been prepared in summary form accompanying the report on operations. All the information deemed necessary to give a true and fair representation is also provided, even if not specifically required by law. In compliance with the provisions of Article 2423 *ter* (Structure of the balance sheet and income statement), some items in the accounts have been appropriately adapted and added.
The most significant accounting standards adopted for preparing the financial statements at 31 December 2021, as well as with regard to the content and changes in the relative individual items are outlined below.

Accounting standards and measurement criteria

For the preparation of annual accounts for 2021, the measurement criteria set forth in Article 2426 of the Italian Civil Code have been adopted, interpreted and supplemented by the accounting standards prepared and issued by the Italian Accounting Body (OIC).

Intangible assets

Fixed assets are recognised at purchase cost, including any accessory charges, pursuant to Article 2426, section 1 of the Italian Civil Code, and systematically amortised in each year on a straight line basis.

The item "Industrial patent and intellectual property rights" is amortized over an estimated useful life of three years.

Concessions, licenses, trademarks and similar rights are amortized over a period of ten years.

The item Intangible Assets was amortised over the period of presumed useful life for three years.

In the event that, regardless of previously recorded amortization, there is an impairment loss, the asset is written down correspondingly. If in subsequent years the reasons that justified the write-down cease to apply, the asset is returned to its original value, up to the value that the asset would have had if the impairment loss had never taken place.

Tangible assets

Specific OCSIT stock products are classified as tangible assets as they are held on a long-term basis.

They are recognised at purchase cost, including any directly attributable accessory costs, net of any write-downs for impairment loss. A possible drop in current prices does not represent an indicator the loss of value, in that the possible realisation of the stocks would presumably arise only in situations of extreme severity and, in particular, in the event of serious shortages in oil resources, which suggests a reasonably presumed related rise in prices. In the event that the realisable value of OCSIT stocks are lower than the value shown in the accounts, the negative difference would, in any case, be fully covered, in accordance with Article 1, section 8 of MED Decree of 31/01/2014 (Official Guideline).

Tangible assets relating to Other assets are stated at acquisition cost, also including accessory charges directly attributable, and are depreciated on a straight-line basis each year using rates that are determined in relation to their possible residual utility. In particular:

- Fixed client PCs and laptops are depreciated over a three-year period;
- Other assets are depreciated over a five-year period.

If there is an impairment loss, regardless of the previously recorded depreciation, the asset is written down correspondingly. If in subsequent years the reasons that justified the write-down

cease to apply, the asset will be restored to its original value up to the value that the asset would have had if the impairment loss had never taken place.
The costs of ordinary maintenance, as not affecting the level or the potential use of the assets, are charged to the income statement in the year they are incurred. However, maintenance costs with an incremental value are allocated to the related assets and depreciated over the residual useful life of the assets.

Financial assets

Financial assets include receivables due from employees for amounts loaned in accordance with the current contractual regulation in force. The item is recognised at its nominal value, in that effects deriving from the application of the amortised cost criteria are irrelevant, taking the time factor into account.

Receivables and payables

Receivables are recognised using the amortised cost criteria, taking the time factor into account, as well as the presumable realisable value.
Receivables are shown net of any provision for write-downs on receivables, appropriate determined to express their presumable realisable value. These receivables are classified according to their nature and purpose, under “financial assets” or “current assets”.
Payables are recognised using the amortised cost criteria, taking the time factor into account, that coincides with the nominal value in the absence of transaction costs and implicit financial components.
Bond loans are recognised at the time of subscription in accordance with the amortised cost criteria, taking temporal factors into account. The cost includes transaction costs, including expenses to issue bond loans and the issue discounts.

Short-term securities

Securities which are not acquired for long-term holding are recognised among current assets. These short-term securities are recognised at purchase cost and measured on the basis of the lesser between cost and the realisable value presumable from market performance.

Cash and cash equivalents

Cash and cash equivalents at the end of the year are indicated at their nominal value.

Accruals and deferrals

They are determined according to the accrual basis.

Provisions for risks and charges

Provisions for risks and charges include costs and charges of a specific nature, certain or likely, but for which, at year end, the amount and/or the date of occurrence are undetermined. The provisions reflect the best possible estimate based on the information available. Risks for which the emergence of a liability appears merely possible are indicated in specific notes.
Provisions for risks and charges include the Provision for use of future financial residual sums - former Cassa GPL, established in previous years after the Gasoline Funds were transferred to the company,contained within the Cassa Conguaglio GPL. As part of the operation, the assets and liabilities transferred were identified, as well as the relative criteria for initial recognition. More specifically, in the absence of a fee for said transfer, the assets were recognised at their presumable realisable value, the liabilities at their repayment value, and the difference between the asset and liability values at the initial recognition date was recognised in a specific provision for charges, referred to as the Provision for use of future financial residual sums - former Cassa GPL. The reason for this is that the difference cannot affect the Company's equity given the impossibility of Acquirente Unico benefiting or suffering from any residual excess or deficits deriving from management of the Gasoline Fund, even in the extreme case of an early dissolution of the Gasoline Fund, and given that the Company has no requirement, following the elimination of the financial resources, to liquidate any repayment requests accepted relative to the contributions required for environmental costs to restore locations following rationalisation of the fuel distribution network. This structure makes it so AU's income statement relative to management of the Gasoline Fund can only end up breaking even and classifies the positive difference between the assets and liabilities recognised as a certain and determined liability, even

if the amount is estimated and the date of attribution uncertain, which led to its classification within provisions for risks and charges.

Employee severance indemnity

The provision for employee severance indemnities is established in compliance with laws and labour contracts in force and reflects the liabilities accrued in respect of all employees at the balance sheet date, net of advances paid under the law, as well as amounts paid in supplementary pensions. Following the entry into force of Law 296 of 27 December 2006 (2007 Financial Law), employee severance indemnity is also reduced for the amounts transferred to the Treasury Fund set up with INPS (Italian State Social Security Entity) and other additional social security funds.

Revenue and Costs

They are recognised in accordance with the principle of prudence and economic attribution and are net of rebates and discounts. Revenue from services and the sale of goods is recognised when the service is supplied or on transfer of ownership of the goods.
Revenue and costs relating to the purchase and sale of electricity are supplemented with appropriate accounting estimates, based on the provisions of the law and the Authority in force during the period in question. These estimates, which are typical of the activities carried out by the Company, are the result of calculations performed by the technical and commercial departments based on available information, including by comparison with the main counterparts.
With reference to the purchase and sale of electricity and related services, the application of the legislation referable to AU, as well as the general principles of proper accounting for accruals and correlation between revenue and expenses, involving the achievement of equivalence, by means of appropriate accounting estimates, between revenue and corresponding costs. The coverage of the costs of the purchase and sale of energy complies, in particular, with the provisions of the following standards:

- Article 4, section 6, of Italian Legislative Decree No. 79/99, which provides that the balance of the accounts is ensured by AU. AU's principle of balancing has been, among other things, referred to by Article 4 of the Decree of the Minister of Productive Activities of 19 December 2003;

- Article 18.4 of the Integrated text on the provision of enhanced protection electricity sales and protection of end users — TIV, annexed to AEEGSI Resolution 301/2012 — which, in stipulating that the criteria for determining the price of electricity sold to operators of the enhanced protection service, establishes, essentially, that AU should cover its own operational costs in terms of managing energy related activities.

As regards revenue covering operating costs, accounting is done:

- Assuming accounting equilibrium between revenue covering costs and related costs, in accordance with the applicable laws on the matter;
- Assuming the existence of official acts of the supervisory authorities that enable the recognition of the fees and their amount on an accrual basis, based on the principle of reasonable certainty of the maturation of these fees (on a case by case, they may be the acts that approve the final statements or, pending these, the acts which formally authorize the budget for the year, as long as the final balance is kept within the limits of the budget itself).

Income taxes for the period

Current taxes on income are recognised with a balancing of payables/tax receivables, net of advanced payments and withholdings, based on the estimated taxable income, determined in accordance with the provisions in force and taking into account the applicable tax benefits and credits.
In application of OIC document no. 25, if the requirements are met, deferred and prepaid taxes are recorded based on temporary differences between gross statutory profit and taxable income. If the recalculation shows a prepaid tax charge, it is registered among deferred tax assets only to the extent that there is reasonable certainty of its future recovery.

Conversion criteria for items in other currencies

Assets and liabilities originally expressed in another currency are converted in the financial statements at the exchange rate in effect at the time of the transaction. Effects of any conversions to exchange rates at the end of the year are entirely irrelevant.

System for keeping separate accounting records for economic and equity items relative to the Integrated Information System (IIS) the Italian Central Stockholding Entity (OCSIT) and the Gasoline Fund

As established in the Authority's Resolution Arg/com/201/10, with reference to the IIS, and in Italian Legislative Decree no. 249 of 31/12/2012, relative to OCSIT, and in Italian Law no. 124 of 4 August 2017, with regard to the Gasoline Fund, AU has adopted specific systems to ensure distinct accounting for the economic and equity items relative to the IIS, OCSIT and Gasoline Fund, as if their business was performed by a separate entity.

More specifically, based on appropriate methodological models approved by senior management, AU prepares special separate annual accounts for the IIS, OCSIT and the Gasoline Fund, to be submitted to the regulators (ARERA and MED), respectively, for IIS within 60 days of the approval of the annual financial statements, for OCSIT within 90 days of the approval of the annual financial statements and for the Gasoline Fund within 150 days of the approval of the annual financial statements.

The separate annual accounts comprise, in summary, the following reports:

- Balance sheet;
- Income statement;
- Accounting details and comments in the notes on the criteria and methodologies adopted.

Regarding the financial reporting information that pertains to AU S.p.A., the following points are noted:

- In specific chapters of the Report on Operations, there is summary information regarding the development and management of the IIS, OCSIT and Gasoline Fund;
- In one table, which is also included in the Report on Operations, the operating costs of AU S.p.A. are broken down by macro-area of activities. This table specifically records operating costs economically assigned to the IIS, OCSIT and Gasoline Fund;
- An analysis of the respective tables of the Notes to these annual accounts shows separately, where relevant and significant, the amounts of the balance sheet and income items relating to business under accounting separation.

Information about commitments, guarantees and potential liabilities not recognised in the balance sheet

Pursuant to that established in Article 2427, point 9 of the Italian Civil Code, below is the total amount of commitments, guarantees and potential liabilities not recognised in the balance sheet.

Commitments - € 135,156 thousand

This item shows future commitments deriving from the stipulation of contracts to store oil products owned by OCSIT, relative to the 2022-2027 period.

Collateral and personal guarantees received - €1,234,133 thousand

The item mainly refers to the sureties, totalling a guaranteed amount of €1,232,890 thousand, issued in favour of AU, by banks or parent companies, in the interest of the companies providing the enhanced protection service for which the Company invoices energy.
These sureties, issued pursuant to article 10 of the contract for the sale of electricity between AU and the companies operating the enhanced protection service, as updated by the Authority's Resolution ARG/n Elt. 208/10, guarantee AU's receivables due from the companies operating the enhanced protection service, for an amount of no less than 1/6 of the annual cost, including VAT, sustained by each operator in the previous calendar year to supply energy to its customers on the protected market.
Of note in this context, the surety for €1,150,000 thousand at 31/12/2021, issued in favour of AU by Servizio Elettrico Nazionale S.p.A., guaranteeing the obligations arising from the contract for the sale of electricity.
Finally, it also includes mortgages on real estate, with a secured total of €1,243 thousand, issued by employees against the provision of loans by the Company for purchase of their first home.

Potential liabilities

There are currently no potential liabilities that are not recognised in the balance sheet.

Information pursuant to Article 2423, section 4

The criteria used by the Company to implement the provision contained in Article 2423, section 4 are illustrated below, with particular regard to the definition of irrelevance of the effects of any discrepancy.

In particular, the significance of the relevance of the fundamental qualitative characteristics necessary to guarantee the utility of the information provided in the annual financial statements is explained.

Given that relevance is understood to be a specification of the concept of significance, information is relevant if its omission or imprecise representation is able to influence the decisions that potential users make on the basis of the annual financial statements, whether they are internal (company bodies, management) or external (stakeholders). More specifically, relevance is an aspect that must be related to the specific company providing accounting information, based upon the nature or size (or both) of the element to which the information refers, in the context of the specific annual financial statements for the individual company. Therefore, relevance depends upon the amount and nature of the omission or error based upon the specific circumstances. The amount or nature of the information, or a combination of both, may be the determining factor.

Given that it is for the most part quantitative, the determination of relevance is expressed through specific threshold parameters, in order to determine whether, in relation to a financial statement element, an error or omission has enough influence on the level of information and news provided by the financial statements, considering their nature and the circumstances in question. This determination requires that parameters be determined in a relativistic manner, looking at the size of the company and its characteristics.

The operating situation of Acquirente Unico (AU) is outlined in relation to the following variables:

- compliance with legal operational conditions, in the light of the fact that legal and regulatory provisions do not allow for "free" determination of profit for the year;
- the characteristics of the business performed and operating dimensions;
- the interests of the stakeholders most worthy of attention and protection.

In this context and in the light of the current management conditions, the following threshold parameters are identified:

- total operating revenue (for energy sales to operators within the enhanced protection service, etc.): reference value 0.1%;
- operating costs (personnel expense; external services, such as consulting or similar; expenses relative to company bodies; general expenses and for company logistics, etc.): reference value 2.5%;

- Balance sheet value of technical fixed assets consisting of stocks of oil products: reference value 0.5%;
- gross financial debt: reference value 0.5%;
- shareholders' equity: reference value 1%

In order to identify the acceptable margin of error, in terms of irrelevance, two types of factors are considered:

- the amount of the individual error (measurement of tolerable non-compliance for an individual case);
- the amount of the cumulative error, that is the maximum acceptable distortion of the sum, or simultaneous presence of multiple errors, provided that they relate to different cases (sum of the amount of all the events/cases of non-compliance).

In the first case (specific margin of error), the maximum amount is equal to the average of the values achieved in a given year of the 5 parameters proposed. In the second case (total margin of error), the maximum tolerance is equal to the sum of the values achieved in each of the parameters considered.

Proposed allocation of profits

The proposed allocation of the profits for 2021 (€105 thousand), to be submitted to the attention of the Company's Shareholders' Meeting for approval, is as follows:

- 5% of profits to the Legal Reserve, in the amount of €5 thousand;
- 95% of profits as dividends to be paid to the Shareholder, in the amount of € 100 thousand.

Subsequent events

The outbreak of hostilities between the Russian Federation and Ukraine, with consequent pressure on commodity and electricity markets, has resulted in the Company needing to deal with the financial requirements related to the NSP increase. Top management and the relevant organisational units are following market developments, monitoring economic-financial forecasts and putting in place the necessary financial instruments.

BALANCE SHEET

ASSETS

FIXED ASSETS € 961,316 thousand

Intangible assets – € 4,808 thousand

The analysis of this item and changes during the year are as follows:

€ thousand	Industrial patent and intellectual property rights	Concessions, licences, trademarks and similar rights	Assets under construction and advances	Other	Total
Position as at 31/12/2020					
Original cost	17,302	12	17	5,231	22,562
Depreciation	(13,751)	(9)	-	(4,628)	(18,388)
Balance as at 31/12/2020	**3,551**	**3**	**17**	**603**	**4,174**
Changes in financial year 2021					
Increases	1,966	2	1,013	555	3,536
Entering services	-	-	(17)	17	-
Depreciation	(2,475)	(1)		(426)	(2,902)
Balance of changes in financial year 202	**(509)**	**1**	**996**	**146**	**634**
Position as at 31/12/2021					
Original cost	19,268	14	1,013	5,803	26,098
Accumulated amortisation	(16,226)	(10)	-	(5,054)	(21,290)
Balance as at 31/12/2021	**3,042**	**4**	**1,013**	**749**	**4,808**

The item “Industrial patents and intellectual property rights” for € 3,042 relates to basic and specific software application packages, with the related evolutionary maintenance.
Increases recorded during the year (€1,966 thousand) are mainly due to investments made by the Integrated Information System, to develop new functions associated with the implementation of the System itself and for the software component associated with the extension and development of the technological platform.
Further increases during the year refer to software licenses for database management and virtualisation of systems and, finally, for licenses for various software products, mainly used to manage IT infrastructure, IT security and for system monitoring.
Concessions, licenses, trademarks and similar rights (€4 thousand) mainly include the costs incurred by the Company for registration of the OCSIT trademark.

Assets under construction, for € 1,013 thousand, relate to software development for the new IIS technology platform, which will be operational at the beginning of next year.

The item Other intangible assets, for € 749 thousand, refers to application software for the operating system, developed for the specific needs of AU and related customisation, mainly for the following features:

- demands prediction;
- calculation and prediction of sales prices;
- Help Desk Portal including the Operators Portal, Customers Portal and Settlement Platform to manage requests presented by consumers;
- Stocks and i-Sisen platform to manage energy statistics and monitor petroleum stock requirements;
- the Oracle JD Edwards system for managing OCSIT operating processes.

Increases during the year to the item "Other intangible assets" (€ 555 thousand) mainly refer to the following activities:

- extension of the Enhanced Protection Tender Portal;
- strengthening of the Help Desk Portal with the development of new functions, such as the introduction of the SPID authentication system and module for managing heating district users' disputes;
- evolutionary maintenance of the Stocks, i-Sisen and SisenBI applications with integration of the MOS (Monthly Oil Statistics) system in i-Sisen.
- upgrading of Tender Portal software infrastructure with the installation of the more recent versions of the Oracle JD Edwards system.
- adapting the consumption forecast system to the new market area structure.

Tangible assets– € 955,645 thousand

The breakdown of the item and changes occurring during the year are summarised in the table below:

€ thousand	OCSIT specific stocks	Assets under construction and advances	Other assets	Total
Position as at 31/12/2020				
Original cost	786,116	-	10,561	796,677
Accumulated depreciation	-	-	(6,247)	(6,247)
Balance as at 31/12/2020	**786,116**	**-**	**4,314**	**790,430**
Changes in financial year 2020				
Increases	164,072	2,410	255	166,737
Depreciation	-	-	(1,522)	(1,522)
Balance of changes in financial year 2021	**164,072**	**2,410**	**- 1,267**	**165,215**
Position as at 31/12/2021				
Original cost	950,188	2,410	10,816	963,414
Accumulated depreciation	-	-	(7,769)	(7,769)
Balance as at 31/12/2021	**950,188**	**2,410**	**3,047**	**955,645**

The item primarily relates to year-end stocks of oil products for OCSIT, considered as a long-term investment (€ 950,188 thousand).

Again with reference to OCSIT stocks, increases, which totalled € 164,072 thousand, consist of purchases made during the year in the amount of an additional ten stock days, and include an increase of € 449 thousand to adapt a portion of the fuel oil stocks held to the new specifications set by the International Maritime Organisation (IMO), with the new limit of 0.5% set in the amount of sulphur in bunker fuel oil.

Considering the loan contracts granted to purchase OCSIT stocks, it should be noted, in compliance with Article 2447-*decies* of the Italian Civil Code, that income deriving from the sale of the stocks in question, corresponding to revenue deriving from the possible sale of specific stocks, is constrained for use exclusively to repay loans, as established in Article 2447-*bis*, section 1, letter b of the Italian Civil Code. Under these same loan contracts, the beneficiary AU has undertaken not to create or permit the existence of any encumbrance on the stocks in question.

The sale of OCSIT stocks can occur only with the prior authorisation decision made to that end by the government authority and the proceeds deriving from the sale will be granted, as a priority, to the proportional repayment of the debt contractually taken on by OCSIT to purchase oil products and hence debt taken on either by making use of bank loans or issuing bonds. Should the realization value of said stocks be different from the value recorded in the accounts, the positive difference shall be used to cover OCSIT costs and expenses, while the negative difference will be fully covered by the contribution under Article 7, sections 4 and 5 of Italian Legislative Decree 249/2012, in accordance with article 1, section 8 of MED Decree dated 31 January 2014 (Official Guideline).

The valuation of the stocks in question at 31/12/2021, analysed by type of product and with the indication of their amount, is set out in a separate version of the Report on Operations.

In compliance with the provisions of Article 2426, section 10 of the Italian Civil Code, the difference is set forth in the following table between the budgeted cost of stocks in question, by category of goods, and value at the end of the year.

PRODUCT STOCKS OF OCSIT – DIFFERENCES BETWEEN THE CARRYING AMOUNT AT 31/12/2021 AND THE VALUATION AT MARKET PRICE

€ thousand	Carrying cost	Values at market prices at 31/12/2021	Differences
Gasoline – Super Unleaded	189,195	242,163	52,968
Automotive diesel	640,575	822,381	181,806
Jet fuel	111,095	147,102	36,007
BTZ fuel oil	9,324	13,575	4,251
Total	950,189	1,225,221	275,032

The positive difference shown in the table between the carrying amount for stocks and the market price is € 275,032 thousand, attributable to the trend in prices for petroleum products.

In any case, it is held that these differences, even in the case of a negative difference, that is a value at market prices less than the amount recognised in the financial statements, are not of a permanent nature to the extent that they give rise to writedowns, because given their specific nature as "strategic" stocks, any sale would be expected only in situations of extreme need, for lack of oil supplies, which therefore makes it reasonable to assume that the realisable value would be not less than the historic value.

It is noted further that in the case of the sale of the stocks in question, if the realisation value is different from the value recognised in the financial statements, the negative difference will be fully covered by the contribution under Article 7, sections 4 and 5 of Italian Legislative Decree 249/2012, in accordance with Article 1, section 8 of the MED Decree dated 31 January 2014 (Official Guideline).

Assets under construction, for €2,410 thousand, relate to hardware development for the new IIS technology platform, which will be operational at the beginning of next year.

The item Other assets for € 3,047 thousand, mainly refers to the extension and development of the IIS technological platform and other hardware assets associated with the Integrated Information System.
This also includes the cost of hardware for user workstations (desktop PCs, mobile PCs and accessories) composing the AU's IT infrastructure, which is mainly composed of server systems, storage equipment, security systems and network devices.
The increases in 2021 equalling € 255 thousand, are for the most part associated with investments made by the IIS and, to a lesser extent, to strengthening AU's IT infrastructure.

Financial fixed assets – € 863 thousand

This item includes loans made to employees in accordance with the applicable contractual provisions (first home purchase, important family needs, etc.), for an amount of € 863 thousand.
The detailed table, inserted to complete the presentation of the assets, shows the amount of receivables collectible within and beyond five years.

CURRENT ASSETS – € 2,799,543 thousand

RECEIVABLES – € 2,170,091 thousand

The indication of amounts due within and beyond 5 years is shown in the schedule, to complete analysis of assets.

Receivables due from customers – € 2,167,348 thousand

The breakdown of this item is shown in the following table:

€ thousand	31/12/2021	31/12/2020	Changes
Receivables for selling electricity to enhanced protection service operators	2,095,126	692,965	1,402,161
Receivables from enhanced protection operators for Integrated Information System fees (IIS) - protected electricity market	938	596	342
Receivables due from enhanced protection operators for Integrated Information System fees (IIS) - open market	1,663	876	787
Receivables from gas operators for Integrated Information System (IIS) fees	1,497	932	565
Receivables from gas operators for Integrated Information System (IIS) fees for management of RAI fees	34	34	-
Receivables due from operators for fees to cover OCSIT costs	66,268	58,013	8,255
Receivables, Gasoline Fund Ministerial Decree 2013	14,861	16,126	(1,265)
Receivables, Gasoline Fund Legislative Decree 98	2,871	2,873	(2)
Receivables - National reserve stocks fund	25	25	-
Receivables for interest pursuant to Ministerial Decree 2013 - Gasoline Fund	295	304	(9)
Accrued interest on arrears	145	80	65
Other energy-related receivables	253	1,853	(1,600)
Total receivables due from customers	**2,183,976**	**774,677**	**1,409,299**
Provision for write-downs on receivables - energy	(331)	(123)	(208)
Provision for write-downs on receivables Ministerial Decree 2013	(12,593)	(13,461)	868
Provision for write-downs on receivables Gasoline Fund Legislative Decree 98	(2,782)	(2,782)	-
Provision for write-downs on receivables National reserve stocks fund	(17)	(17)	-
Provision for write-downs on receivables for interest pursuant to Ministerial Decree 2013 - Gasoline Fund	(295)	(304)	9
Provision for write-downs on receivables - OCSIT	(610)	(400)	(210)
Total	**2,167,348**	**757,590**	**1,409,758**

The increase in the item as a whole, relative to the previous year, is mainly due to the increase in receivables due from enhanced protection service operators and, to a lesser extent, to the increase in receivables due from operators for fees to cover OCSIT costs.

The change in receivables for electricity sales, which is up on 2020 by € 1,402,161 thousand is attributable to the increase in electricity prices at the end of year compared to the same period the previous year.

The item mainly refers to the receivable for the sale of electricity to companies providing the enhanced protection service (€ 2,095,126 thousand). This amount is mainly due to the establishment of the credit for attribution to November and December 2021. In relation to this credit, invoices are issued respectively in the months of January and February 2022. Almost all invoices have been collected at the date these Notes were prepared. The amount of receivables for sales of electricity to enhanced protection service operators is shown net of the specific provision for write-downs on receivables (€ 331 thousand), to align them with the presumed realisable value. This alignment follows an examination of the positions with regard to the enhanced protection service operators overdue at the end of the year, taking into account the extent to which they are overdue, issuing of guarantees, instigation of lawsuits, etc. Compared to the end of the previous year, the Provision in question, with regard to receivables accrued for the enhanced protection service, saw the following changes:

€ thousand	Amount
Provision as at 31/12/2020	**123**
Provisions	208
Uses/ Releases	-
Provision as at 31/12/2021	**331**

The change in receivables due from operators for fees to cover OCSIT costs, which was up on 2020 by € 8,255 thousand, is attributable to no billing on the contribution during the year, pending the publication of the Italian Interministerial Decree. The amount for these receivables is shown net of the provision for write-downs on receivables for € 610 thousand, to cover the risk on non-payment, which increased over the year by € 210 thousand.

The item also includes receivables deriving from the transfer of the assets/ liabilities of the eliminated Cassa Conguaglio GPL to Acquirente Unico SpA. In particular, this included:

- receivables due from those holding "oil" authorisation and managers of roadside fuel distribution systems within the ordinary network deriving from the refinancing of the Fund to rationalise the fuel distribution network pursuant to article 6 of Ministerial Decree 19/04/2013. These receivables were not recognised in the accounts by the previous management of the eliminated Cassa Conguaglio GPL – Gasoline Fund Management, and therefore the AU/ Gasoline Fund Offices first reconstructed the nominal value of the same prior to initial recognition in the financial statements. During the year, the value of receivables relating to Italian Ministerial Decree 2013, came down on 2020 by € 1,265 thousand following the collections made in the period. These receivables are recognised net of a provision for write-downs on receivables for € 12,593 thousand, which came down by € 868 thousand over the year.
- the residual receivables to be collected relative to contributions due pursuant to Italian Legislative Decree 32/1998, deriving from financing of the Fund to Rationalise the Fuel Distribution Network for the years 1998, 1999 and 2000 had already been recognised in

the 2018 financial statements, written down for around 96% of the initial value, in order to take their presumable realisable value into account.

The item also includes: receivables for payments to cover the costs of the Integrated Information System, for the portion pertaining to the enhanced protection service operators in the electricity industry (€ 938 thousand), for the portion relating to users of the electricity dispatching service (€ 1,663 thousand), and for the portion pertaining to gas sector operators (€ 1,497 thousand); other energy-related receivables for € 253 thousand.

Receivables due from parent company – € 128 thousand

The item mainly includes the receivable due from the parent company due to the attribution of a portion of electricity costs invoiced to AU but relative to GSE.

Receivables due from subsidiaries of parent companies – € 13 thousand

The item refers to the receivable from the company RSE for the reversal of the costs of personnel working on the AU/RSE/European Commission project.

Tax receivables – € 294 thousand

The item is recognised net of current tax liabilities, which amount to € 153 thousand.

Deferred tax assets – € 1,110 thousand

The item includes receivables for deferred tax assets against temporary differences related to provisions for staff bonuses (IRES and IRAP), unpaid directors' fees (solely for IRES), and to amortisation/depreciation exceeding the fiscally deductible portion (solely for IRES).

This item is recognised to the extent that future recovery is reasonably certain. It increased over the previous year by € 72 thousand.

Changes in receivables for prepaid taxes are shown in the table below:

€ thousand	IRES	IRAP	Total
Prepaid taxes at 31/12/2020	**932**	**106**	**1,038**
Decreases	(489)	(96)	(585)
Increases	549	107	656
Prepaid taxes at 31/12/2021	992	117	1,109

The decreases refer to the reversal of prepaid taxes:

- for the portion of fees to directors paid during the year (€ 7 thousand, solely for IRES purposes);
  to recover amortisation/depreciation not deducted in previous years (€ 6 thousand, solely for IRES purposes);
- to pay staff bonuses, against allocations not deducted in 2020 (€ 477 thousand for IRES purposes and € 96 thousand for IRAP purposes).

The increases refer to temporary differences that can be deducted in future years, relative:

- to the portion of directors' fees not paid during the year (€ 7 thousand, solely for IRES purposes);
- to the portion of amortisation/depreciation exceeding the portion deductible for tax purposes (€ 9 thousand, solely for IRES purposes);
- the provision for employee bonuses not paid during 2021 (€ 534 thousand for IRES purposes and € 107 thousand for IRAP purposes).

The schedule below shows amounts and changes in temporary differences deductible during the year to which prepaid taxes refer, broken down by macrotype. These latter are calculated using the rates in effect (24%for IRES, - 4.82%for IRAP, as foreseeable for the period in which said differences will presumably be passed on), to the extent provided by law (see Article 2427, section 14, Italian Civil Code).

€ thousand

Deductible temporary differences	Taxes	2020	Increases	Decreases	2021
Directors' fees	IRES	41	28	(28)	41
Excess amortisation	IRES	1,665	38	(23)	1,680
Employee bonuses and redundancy incentives	IRES/IRAP	2,113	2,223	(1,987)	2,349
Total		3,819	2,289	(2,038)	4,070

Receivables due from others– € 328 thousand

The following is a detailed breakdown of the item and changes over the previous year:

€ thousand	31/12/2021	31/12/2020	Changes
Advances to suppliers	140	2	138
Receivables from seconded personnel - ARERA	16	15	1
Due from others - Gasoline Fund	76	76	-
Other	96	56	40
Total	**328**	**149**	**179**

Receivables due from Energy and Environment Services Fund – € 871 thousand

This item refers to the cover for costs relating IIS Bonus related activities.

FINANCIAL ASSETS NOT HELD AS FIXED ASSETS – € 0

Other securities – € 0

The balance at 31 December 2021 for this item was brought to zero, after the settlement at the start of year of the entire investment in insurance policies undertaken in 2019, with cash temporarily not utilised, referring to the bond issue.

The net value of the disinvestment operation was higher than the amount of € 109,000 thousand recognised for these financial assets.

The capital gain for € 7,362 thousand was recognised under Other Financial Income.

CASH AND CASH EQUIVALENTS – € 629,452 thousand

The breakdown of the item is shown in the following schedule:

€ thousand	31/12/2021	31/12/2020	Changes
Bank deposits	629,450	111,109	518,341
Cash and cash equivalents	2	3	(1)
Total	629,452	111,112	518,340

The item Bank deposits includes the cash held by AU at 31 December 2021. The increase in cash is attributable to main concurrent factors: on the one hand, with regard to the energy area, the increased NSP at record levels, with the consequent provision for higher financial requirements compared to the same period the previous year, to deal with the payments owing on the DAM at the opening of the 2022 working year; on the other hand, the increase in this item refers to higher cash levels held by OCSIT, in anticipation of the medium-term loan repayment that would be made at the start of the next period.

More specifically, cash attributable to the energy area amounted to € 234,979 thousand, and € 377,144 thousand attributable to the OCSIT area, which were almost fully directed at the repayment of a five-year loan falling due at the start of 2022.

The additional cash for € 12,898 thousand refers to the OCSIT division, of which € 12,390 thousand to the Gasoline Fund and € 508 thousand paid as a security deposit by certain operators during tender pre-qualification stages, as an alternative guarantee to bank sureties.

The remaining amounts essentially refer to bank deposits referring to the IIS for € 3,504 thousand and € 925 thousand in the form of security deposits, issued by certain enhanced protection service operators, as an alternative guarantee t bank sureties.

ACCRUED INCOME AND PREPAID EXPENSES – € 1,236 thousand

This item mainly consists of prepaid expenses relative to insurance, postage, fees for technical support for software, hardware maintenance, etc.

This item increased by € 157 thousand compared to 2020.

Art. 2427 of the Civil Code, under para. 6 includes the indication for each item, in the amount of the receivables with a residual duration exceeding five years, broken down by geographical area. The table below provides a breakdown of receivables in relation to the maturity period:

€ thousand	Within 12 months	From 2 to 5 years	Over 5 years	Total
Receivables under financial assets				
Due from others	64	261	537	862
Total financial receivables	**64**	**261**	**537**	**862**
Current receivables				
Due from customers	2,167,348	-	-	2,167,348
Due from parent company	128	-	-	128
Due from subsidiaries of parent companies	13	-	-	13
Tax receivables	294	-	-	294
Deferred tax assets	1,109	-	-	1,109
Due from others	328	-	-	328
Due from CSEA	871	-	-	871
Total current receivables	**2,170,091**	**-**	**-**	**2,170,091**
Total	**2,170,155**	**261**	**537**	**2,170,953**

Amounts due after a year relate to the portion of loans disbursed to employees, recognised under the item financial fixed assets.

It should be noted that all claims due are from national counterparts.

TOTAL ASSETS€ 3,762,096 thousand

LIABILITIES

SHAREHOLDERS' EQUITY – € 8,761 thousand

Changes in Shareholders' equity during 2021 and during the previous year are shown in the schedule below:

€ thousand	Share capital	Legal reserve	Profit for the year	Total
Balance as at 31/12/2019	**7,500**	**1,143**	**56**	**8,699**
Destination of profits 2019:				
- legal reserve	-	3	(3)	-
- dividend distribution	-	-	(53)	(53)
Profit for financial year 2020				
- Profit for the year	-	-	186	186
Balance as at 31/12/2020	**7,500**	**1,146**	**186**	**8,832**
Destination of profits 2020:				
- legal reserve	-	10	(10)	-
- dividend distribution	-	-	(176)	(176)
Profit for financial year 2021				
- Profit for the year	-	-	105	105
Balance as at 31/12/2021	**7,500**	**1,156**	**105**	**8,761**

With respect to the individual components of shareholders' equity, there is also an analysis by origin, the possibility of utilization and the distribution of reserves:

Nature/Description	Amount € thousands	Possibility of use	Portion available
Share Capital	7,500		
Legal Reserve	1,156	B	1,156
Total	**8,656**		**1,156**

Key: A) for share capital increase; B) to cover losses; C) for distribution to shareholders

Share capital – € 7,500 thousand

The value of the share capital, which is fully paid, equals € 7,500,000 and is represented by 7,500,000 ordinary shares of nominal value of € 1.

Legal reserve – € 1,156 thousand

Profit for the year – € 105 thousand

The item represents the net profit for 2021.

PROVISIONS FOR RISK AND CHARGES – € 12,207 thousand

Provision for taxes, including deferred – € 20 thousand

The provision includes the allocation for taxes, including deferred, against temporary differences for IRES purposes related with interest on interest on arrears receivable.

Changes in the provision for deferred taxes are shown in the following table:

€ thousand	Amount
Provision as at 31/12/2020	16
Provisions	5
Used	(1)
Balance as at 31/12/2021	20

Provisions refer to temporary differences taxable in subsequent years, relative to interest on arrears accruing during the year but not yet received (€ 5 thousand).

Utilisations refer to the reversal of deferred taxes relative to the portion of interest on arrears received during the year (€ 1 thousand).

The table below shows the changes (increases and decreases) of temporary differences taxable during the year, relative to deferred taxes. These are calculated using the rates in effect (24% IRES, as foreseeable for the period in which said differences will presumably be passed on), to the extent provided for under current law (see Article 2427, section 14, Italian Civil Code).

€ thousand

Taxable temporary differences	Taxes	2020	Increases	Decreases	2021
Late Interest	IRES	70	20	(4)	86
Total		**70**	**20**	**(4)**	86

Other provisions – € 2,392 thousand

The item refers to the Provision for bonuses (€ 2,392 thousand), which includes charges for variable bonuses (MBO) for Company top management and employees (senior and middle managers). It also includes the estimated cost for the corporate performance bonus (CPB) and the one-time bonuses for employees.

The changes in the provision in question are represented in the following table:

€ thousand	Amount
Provision as at 31/12/2020	**2,156**
Provisions	2,223
Uses/ Releases	(1,987)
Balance as at 31/12/2021	**2,392**

Provision for restoration, Italian Ministerial Decree 2013 – € 4,808 thousand

The item includes amounts for cases still being decided upon, that is those which are being investigated but have not yet been definitively concluded, relative to contributions for the environmental costs to restore locations to be paid by the owners of fuel distribution systems pursuant to the Ministerial Decree of 2013. The amounts requested have been recognised within this provision and not recognised as payables given that, following the subsequent investigations, they could be recognised for different amounts.
Following the directives issued by the MED Technical Committee and the AEB Management Committee, the Provision was utilised for €6,390 thousand against the settlement of certain cases, and an amount of €1,463 thousand was set aside for new cases.

Provision for use of future financial residual sums – formerly Cassa GPL – € 4,987 thousand

The provision in question also derives from the transfer of the liabilities of the Gasoline Fund provided for under Italian Law 124 of 2 August 2017 and mainly includes amounts for cases approved with reservations by the Gasoline Fund Technical Committee. In this case, they refer to cases for which a positive opinion has been issued by the Technical Committee but for which the availability of cash or cash equivalents has not yet been determined (known as cases with reservations). The provision was utilised during the year to release € 529 thousand to the income statement to cover the Gasoline Fund operating costs, and for € 1,533 thousand following the determination of the effective contribution to be paid after completion of the Technical Committee's work for the cases referring to the indemnities pursuant to Italian Legislative Decree 32/98 and for € 1,463 thousand as a provision for new cases.
The provision was increased during the period for € 1,127 thousand after the division of financial resources was redetermined for the cases to be settled, and by €405 thousand following the release of the write-downs on receivables after certain positions were closed.

EMPLOYEE SEVERANCE INDEMNITY – € 382 thousand

The changes during the year 2021 are detailed in the table below:

€ thousand	Amount
Balance as at 31/12/2020	376
Provisions	1,003
Used	(9)
Other changes	(988)
Balance as at 31/12/2021	382

The fund covers all entitlements to severance benefits accrued through 31 December 2021 for employees, due by law.

Other changes include the portion of the additional contribution of 0.50% under Article 3 of Italian Law 297/82, for the employees' share of severance indemnity pay transferred to supplementary pension funds (FONDENEL and FOPEN), and the amount accrued in the year and transferred to the Treasury Fund set up with INPS.

PAYABLES – € 3,728,656 thousand

Bonds – € 497,731 thousand

The item refers to the payable for the bond loan of a nominal € 500,000 thousand, with a 7 year duration, maturing on 20 February 2026 and with an annual 2.8% coupon, issued on 20 February 2019 by Acquirente Unico to cover OCSIT's financial requirements. The value of the bond issue was recognised in the financial statements using the amortised cost criteria, taking into account the value of the issue discounts, given that the bond was issued at the price of 99.506% (offer price), in addition to other accessory costs directly attributable to the operation.

Payables due to banks – € 1,499,200 thousand

The breakdown is as follows:

€ thousand	31/12/2021	31/12/2020	Changes
Short term	899,372	488,595	410,777
Medium and long term	599,828	364,219	235,609
Total	**1,499,200**	**852,814**	**646,386**

The item "short-term payables"for € 899,372 thousand, shows an increase of € 410,777 thousand compared to 31/12/2020, and is broken down into the following components:

- financing to purchase electricity for the enhanced protection with a maturity not exceeding two months (so-called "hot money" operations), for € 460,000 thousand;
- financing to purchase electricity for the enhanced protection with a maturity not exceeding the year (so-called "fixed-maturity" operations), for € 75,000 thousand;
- loans originally over the medium-long term for OCSIT requirements, with repayment envisaged for the beginning of 2022, for € 364,304 thousand;
- payables for interest expense to be paid, accrued on bank current accounts, for € 68 thousand.

The increase recorded in short-term borrowings reflects the higher requirements resulting from the energy purchases compared to the previous year, as a consequence of the energy price record levels reached during the last part of the year.

The medium and long term debt for € 599,828 thousand, recorded an increase of € 235,609 thousand and refers to the following items:

- financing to purchase electricity for the enhanced protection with a maturity after the year (so-called "bilateral fixed term bilateral line"), for € 100,000 thousand;
- medium - long term financing the OCSIT function activities for € 499,828 thousand.

This "bullet" type loan, namely with the capital repayment at three-years on 31 December 2024, is the third loan obtained from OCSIT in the scope of the business plan envisage the establishment and holding of oil safety stocks for Italy and intended to cover the requirements arising both from purchasing specific stocks and the repayment of debts falling due. The loan in question for a nominal amount of € 500,000 thousand, was fully repaid at the end of 2021, so as to take advantage of the favourable market conditions at the time, and is intended to be used for € 364,320 thousand to repay the five-year loan obtained from OCSIT in 2017 and falling due at the beginning of 2022.

The loan that has recently been obtained, similar to the previous ones from 2017 and 2014, was not subject to personal or real guarantees in favour of the financial institutes, subject to the provision of an escrow account, to which any proceed deriving from the sales of the stocks in question will be transferred.

Payables due to other lenders – € 375,000 thousand

The item fully refers to payables due to factoring institutions, following the transfer of a December 2021 invoice transferred to a factoring company relative to a major enhanced protection operator, which made a request to AU to extend the payment deadline to the beginning of 2022. The granting of the extension and the transfer operations were shared with and agreed upon between Acquirente Unico and the Authority for Energy, Networks and the Environment. It should be noted that the collection of the invoice, which occurred regularly in the initial days of 2022, allowed the company to repay the factoring company the advanced sums. Costs incurred for the operation were charged to the enhanced protection company, as required by the Authority.

Payables due to suppliers – € 227,197 thousand

The item, which shows an increase of €100,039 thousand with respect to the previous year, is broken down into three sub-items. The classification shown below is intended to provide separate representation, in terms of the debtor profile, of electricity supply activities (to which must be added payables due to GME), with respect to OCSIT operations and other payables due to suppliers, as well as other payables due to suppliers.

Debts for purchases of energy and related services – EUR 207,709 thousand

The item includes payables due against invoices already received or to be received at 31.12.2021, for the dispatching services by Terna, excluding those in respect of GME, a company subject to parent company control.

The amount payable to Terna at 31/12/2021 is shown below, compared to the corresponding amount in 2020.

€ thousand	31/12/2021	31/12/2020	Changes
Payables to Terna for dispatching and other energy-related services	207,709	114,446	93,263
Total	**207,709**	**114,446**	**93,263**

Thus, the payables recorded mainly relate to costs incurred attributable to November and December 2021. The item increased by € 93,263 thousand.

Payables for purchases of oil products and storage services - € 7,067 thousand

This item refers to the amount to be settled relative to invoices received and to be received, relative to petroleum product stock storage services provided by depots, accruing during the year and maturing in months after 31 December 2021. The item increased by € 1,003 thousand on the previous year.

Payables - Gasoline Fund - € 4,486 thousand

The item includes the amount recognised as payable relative to restoration cases under Ministerial Decree 2013, which were settled by the Technical Committee. Following the completion of the work, the Technical Committee issues a compliance opinion indicating the effective contribution to be paid, on the basis of the expenses effectively incurred by the requesting party. Hence there are no uncertainties relative either to the existence of the obligation or the relevant amount.

During 2021, the account saw changes both due to the payment of cases already approved and finalised, for € 2,808 thousand, and due to the recognition of additional cases approved by the MED Technical Committee, for € 5,264 thousand.

The item also includes payables for the contribution to be paid relative to requests pursuant to the Italian Ministerial Decree of 7 August 2003. The item underwent a change compared to the previous period, following the payment of contributions for indemnities, pursuant to Italian Legislative Decree 32/98 for € 2,058 thousand, as well as to register new cases in compliance based on the opinion issued by the MED Technical Committee, for a total of € 1,633 thousand.

Other – € 7,935 thousand

€ thousand	31/12/2021	31/12/2020	Changes
Payables due to advisers and suppliers for invoices to be settled	1,948	2,036	(88)
Payables due to advisers and suppliers for invoices to be received	5,987	2,057	3,930
Total	**7,935**	**4,093**	**3,842**

The item includes the amounts of payables due to other suppliers and consultants, for invoices already received and to be settled, as well with respect to invoices to be received at the reporting date. This item increased by € 3,842 thousand with respect to the previous year.

Payables due to parent companies - € 400,687 thousand

The breakdown is as follows:

€ thousand	31/12/2021	31/12/2020	Changes
for VAT due	500	9	491
for sundry services	187	448	(261)
for intercompany loans	400,000	-	400,000
Total	**400,687**	**457**	**400,230**

The item increased by €400,230 thousand compared to the previous year, due primarily to the short-term funding provided by the parent company to cover requirements related to energy purchases.

Payables due to subsidiaries of parent companies € 362,123 thousand

€ thousand	31/12/2021	31/12/2020	Changes
Payables due to GME for purchases of energy and related services	362,123	64,772	297,351
Total	**362,123**	**64,772**	**297,351**

The item refers to existing payables due to GME, entirely consisting of payables relative to purchases of electricity and related services.

To adequately represent the overall phenomenon of current payables associated with energy industry transactions (also for services), a reconciliation table is provided below, which does not relate to a specific Balance Sheet item. The table indicates total payables relative to energy components which, in the mandatory statutory schedule, are broken down into two distinct items.

Payables due to suppliers for energy components

€ thousand	31/12/2021	31/12/2020	Changes
Payables to Terna for dispatching and other energy-related services	207,709	114,446	93,263
Payables due to GME for purchases of energy and related services	362,123	64,772	297,351
Total	**569,832**	**179,218**	**390,614**

Tax payables – € 824 thousand

The item, which consists primarily of amounts due to the tax authorities for withholdings on employee wages, increased by €261 thousand with respect to 31 December 2020. Note that current tax liabilities, totalling €153 thousand, have been deducted from the tax credits.

Payables due to social security institutions – € 1,120 thousand

The item is detailed in the following table:

€ thousand	31/12/2021	31/12/2020	Changes
Payables to INPS	843	797	46
Other payables	277	265	12
Total	**1,120**	**1,062**	**58**

The item includes liabilities relating to contributions paid by the Company, levied on wages paid, on charges that accrued and were not paid to personnel for holidays accrued but not taken, overtime and other allowances, as well as deductions from employee

Other payables – € 14,750 thousand

The breakdown is as follows:

€ thousand	31/12/2021	31/12/2020	Changes
Advance payments for operating fees subsequent years - Energy area	175	1,380	(1,205)
Advance payments for operating fees subsequent years - Institutional activities in availment	1,275	1,415	(140)
Advance payments for operating fees subsequent years - OCSIT	11,631	2,774	8,857
Advance payments for operating fees subsequent years - IIS	-	1,988	(1,988)
Non-interest-bearing deposits released by enhanced protection service operators and for participation in OCSIT	952	2,344	(1,392)
Payables to employees and similar	658	639	19
Other payables - Gasoline Fund	55	77	(22)
Other minor payables	4	8	(4)
Total	**14,750**	**10,625**	**4,125**

This item, which increased by € 4,125 thousand compared to the previous year, refers mainly to the share of the fees to cover operating costs, already invoiced or approved in 2021 but pertaining to future years. Advance payments for operating fees relative to institutional activities in availment refer to the difference between the amount of fees received up until 31/12/2021 against costs for activities provided in availment (Energy and Environment Consumer Help Desk, Water Service and, within the IIS, for the Offer Portal) and the corresponding amount of final costs accruing during the same year. These amounts, related to payments made by CSEA and authorised by ARERA, against the institutional activities carried out by AU, pursuant to the regulations in effect, are also represented, when appropriate, for the purposes of the provisions under Italian Law 124/2017.
The item also includes the debts recorded against the security deposit granted in favour of AU by certain providers of the protected service (€ 952 thousand) and debts to employees (€ 658 thousand).

Payables due to the Energy and Environment Services Fund (CSEA) € 350,024 thousand

The item Payables to the Fund for Energy and Environment Services (CSEA) can be broken down as follows:

- Advances paid by CSEA for DAM electricity purchases for € 350,000 thousand. These refer to advances paid by CSEA, following an agreement which saw its structure approved by the Authority with a specific resolution (822/2016/R/EEL of 29 December 2016). The amount recognised corresponds to the total amount for the advance made available to allow AU to deal with the temporal misalignment between incoming and outgoing cash flows following amendments made to the payment terms on the Day Ahead Market (effective as from 1 December 2016);
- Other payables due to the Fund for Energy and Environment Services (CSEA) for € 24 thousand against amounts to be recognised in the "Account for equalisation of costs to buy and dispatch electricity for the enhanced protection service".

The item above is also represented, as appropriate, for the purposes of the provisions under Italian Law 124/2017.

ACCRUED COSTS AND DEFERRED INCOME - € 12,090 thousand

The item refers to deferred income for € 20 thousand, referring to the costs for solidarity contributions to FISDE, and for € 12,070 thousand due to the accrued costs for interest on the bond loan, which will mature on 20 February 2022.

Regarding the breakdown of debts in relation to their residual maturity, it is specified that all liabilities listed on the balance sheet will expire within a year, except for the bond loan for € 497,731 thousand, which will mature on 20 February 2026, the loan for € 500 million which will mature on 31 December 2024 and the loan for € 00 million, which reaches maturity on 27 June 2023.

The following table shows the model with the breakdown of the debts of the Company by geographic area.

€ thousand	Italy	Other EU countries	Non-EU countries	Total
Bonds	497,731	-	-	497,731
Due to banks	1,499,200	-	-	1,499,200
Due to other lenders	375,000	-	-	375,000
Due to suppliers	227,197	-	-	227,197
Due to parent companies	400,687	-	-	400,687
Due to subsidiaries of parent companies	362,123	-	-	362,123
Tax payables	824	-	-	824
Payables due to social security institutions	1,120	-	-	1,120
Other payables	14,750	-	-	14,750
Payables to CSEA	350,024	-	-	350,024
Total payables	**3,728,656**	**-**	**-**	**3,728,656**

TOTAL SHAREHOLDERS' EQUITY AND LIABILITIES - EUR 3,762,096 thousand

INCOME STATEMENT

PRODUCTION VALUE – € 5,857,331 thousand

Production value amounts to € 5,857,331 thousand (€ 2,634,577 thousand the previous year).

Revenue from sales and services – € 5,548,127 thousand

The item includes the sub-items described below.

It should be noted that revenue earned are recorded exclusively against national counterparts.

a) Revenue from sales of electricity – € 5,390,232 thousand

This item pertains to revenue from the sale of energy for companies providing the enhanced protection service, attributable to 2021, inclusive of the findings for the amounts invoiced in the first two months of 2022, attributable to November and December 2021. The amount is adjusted and supplemented by accruals for adjustment components. An increase of € 3,050,042 thousand was recorded compared to 2020, as a direct consequence of increased energy prices.

b) Other energy-related revenue – € 78,731 thousand

The item pertains to the components listed in the following table, which shows the changes relative to the previous year.

€ thousand	2021	2020	Changes
Revenue for balancing fees	75,811	16,327	59,484
Revenue for non arbitrage fees	2,920	1,053	1,867
Total payables	**78,731**	**17,380**	**61,351**

Compared to the previous year, the item as a whole increased by € 61,351 thousand.

c) Revenue to cover non-energy operating costs – € 79,163 thousand

The item includes the fees to cover the costs of operation of the various types of institutional activities, governed by the current relevant regulations in effect. In particular, this means, based on the case, fees paid by the Energy and Environment Services Fund, or invoiced directly to operators who are debtors, in relation to the type of activities performed.

It is noted that the amount invoiced to the enhanced protection service providers, to cover operating costs in the area of energy, is included under revenue from the sale of electricity, as it is not separately charged from the economic components of the cost for the purchase of energy and related services.

€ thousand	2021	2020	Changes
Revenue to cover costs of institutional activities in availment			
Revenue to cover costs - Reformed Authority Protective System - STAR (former Consumer Help Desk and Settlement)	13,466	12,270	1,196
Revenue to cover costs - Help Desk Indirect Gas Bonus Customers	255	-	255
Revenue to cover costs - Water	1,225	706	519
Revenue to cover costs - Offer Portal	1,079	1,010	69
Revenue to cover costs - IIS Bonus	870	-	870
Total revenue to cover costs of institutional activities in availment	**16,895**	**13,986**	**2,909**
Revenue to cover costs - IIS	18,303	16,902	1,401
Revenue to cover costs - OCSIT	43,436	36,920	6,516
Revenue to cover costs - Gasoline Fund	529	527	2
Total	**79,163**	**68,335**	**10,828**

This item increased by € 10,828 thousand over the previous year, mainly due to the increase in fees for coverage of the OCSIT, IIS and the STAR Project.

Revenue deriving from fees paid by CSEA relative to institutional activities performed in availment and the Offer Portal are represented in the table, when appropriate, also for the purposes of the provisions under Italian Law 124/2017.

Other revenue and income – EUR 309,204 thousand

The item pertains to the sub-items described below.

a) Contingent assets pertaining to energy – € 308,723 thousand

The item pertains to the economic effects of adjustments related to energy, for the period 2015 (and earlier) – 2020, defined on the basis of assessments made by the technical departments of the Company, based on the information available.

€ thousand	2021	2020	Changes
2015 and earlier			
load profiling adjustment and various - TERNA	506	2,584	(2,078)
load profiling adjustment and various - enhanced protection operators	707	7,200	(6,493)
Total	**1,213**	**9,784**	**(8,571)**
2016			
load profiling adjustment and various - TERNA	674	2,515	(1,841)
load profiling adjustment and various - enhanced protection operators	2,035	-	2,035
Total	**2,709**	**2,515**	**194**
2017			
load profiling adjustment, dispatching, unbalance, etc. - TERNA	1,926	12,991	(11,065)
load profiling adjustment and various - enhanced protection operators	5,461	-	5,461
Total	**7,387**	**12,991**	**(5,604)**
2018			
load profiling adjustment, dispatching, unbalance, etc. - TERNA	6,755	12,943	(6,188)
load profiling adjustment and various - enhanced protection operators	229	-	229
Total	**6,984**	**12,943**	**(5,959)**
2019			
load profiling adjustment, dispatching, unbalance, etc. - TERNA	9,132	149,052	(139,920)
load profiling adjustment and various - enhanced protection operators	4,482	-	4,482
Total	**13,614**	**149,052**	**(135,438)**
2020			
load profiling adjustment, dispatching, unbalance, etc. - TERNA	276,815	-	276,815
general adjustment	1	-	1
Total	**276,816**	**-**	**276,816**
TOTAL	**308,723**	**187,285**	**121,438**

b) Other income and revenue– € 481 thousand

The item includes the components listed in the table below, with evidence of the relevant changes that occurred relative to 2020.

€ thousand	2021	2020	Changes
Reimbursement costs seconded personnel ARERA	35	29	6
Other income and revenue	355	238	117
Other contingent assets	91	1,119	(1,028)
Total	**481**	**1,386**	**(905)**

The item decreased by € 905 thousand on the previous year, as 2020 had included the release of the provision for write-downs on receivables following the collection of a discounted receivable in previous years.

PRODUCTION COSTS - € 5,857,429 thousand

Production costs totalled €5,857,429 thousand (€ 2,634,439 thousand the previous year). The difference of €3,222,989 thousand is commented under the individual sub-items.

Costs for raw materials, supplies, consumables and goods - € 4,964,713 thousand

The item essentially refers to costs for the purchase of energy through the various channels of supply that AU uses, in compliance with the reference regulatory framework (€ 4,964,677 thousand).

The item also includes purchases not related to energy (consumables, stationery, etc.) for a residual amount of €36 thousand.

The schedule below shows a more detailed breakdown of costs for the purchase of electricity by type of supply, indicating specific changes relative to the previous year. Details pertaining to the amount of energy transacted are fully described in the related sections of the report.

€ thousand	2021	2020	Changes
Cost purchase of energy			
Purchase of energy on the electricity market	4,754,738	1,767,435	2,987,303
Balancing fees for consumption units TERNA	207,164	43,070	164,094
Other purchases of energy			
Non arbitrage fees	2,775	1,058	1,717
Total	**4,964,677**	**1,811,563**	**3,153,114**

Costs for the purchase of electricity increased by €3,153,114 thousand with respect to 2020. Note that the counterparty is GME, for purchases of energy on the spot electricity market, for a total amount of €4,754,738 thousand.

Costs for services – € 516,040 thousand

The item primarily includes charges for services related to energy (dispatching and others), amounting to € 502,298 thousand, plus costs for various services, which amounted to € 13,742 thousand.

Charges for services pertaining to energy have been mainly charged by Terna S.p.A. (€ 500,197 thousand). Details on individual items in the cost of services related to energy are set out in the following prospectus, with a comparison with the previous year. These services decreased by € 62,173 thousand with respect to the previous year, mainly due to two phenomena: the decrease in uplift charges for € 80,853 thousand and the increase in the costs of essential system security units (ESSU) for € 19,607 thousand.

€ thousand	2021	2020	Changes
Dispatching cost	**497,390**	**558,360**	**(60,970)**
Consideration Procurement Resources Service in the Market for Dispatching - UPLIFT	299,199	380,052	(80,853)
Consideration Coverage of costs of the Essential System Security Units - ESSU	104,773	85,166	19,607
Consideration Coverage of Costs entered for Operation DIS	15,953	15,656	297
Availability of the Production Capacity CD	29,736	28,231	1,505
Consideration cover costs Remuneration of Service Load Interruptibility - INT	46,934	48,270	(1,336)
Contribution to AEEGSI Decision 232/2015/A	795	985	(190)
Other services related to energy	**4,908**	**6,111**	**(1,203)**
Consideration to cover costs for wind production Modulation Res. 5/10 AEEG - TERNA	2,833	3,677	(844)
Costs for aggregate measures for withdrawal TERNA	769	1,027	(258)
Costs for GME operations	1,303	1,406	(103)
Costs for services from GME for data reporting pursuant to REMIT regulation	3	1	2
Total	**502,298**	**564,471**	**(62,173)**

With reference to the trend for total costs to purchase electricity and related services, the increase of € 3,090,976 thousand shown in the tables below, can be attributed to the combined effect of the reduction in transactions of physical quantities (- 2,590,314 MWh, -6.1% with respect to the previous year) and the increase in the average unit purchase cost, including services (+80.51 €/MWh, corresponding to a 144.9%change with respect to 2020).

€ thousand	2021	2020	Changes	Changes %
Costs for supplying energy	5,467,010	2,376,034	3,090,976	130%
Total	**5,467,010**	**2,376,034**	**3,090,976**	**130%**
	2021	**2020**	**Changes**	**Changes %**
Quantity in MWh	40,181,307	42,771,621	(2,590,314)	-6.1%
Unit cost (Euro/MWh)	136.06	55.55	80.51	144.9%

Costs for other services, amounting to € 13,742 thousand, may be summarized as follows:

€ thousand	2021	2020	Changes
Service contracts with parent company	895	946	(51)
Service contracts managed with third parties (maintenance, other building services, etc.)	1,883	1,428	455
Directors fees	174	174	-
Statutory auditors fees	43	43	-
Supervisory board fee IT Lgs. Decr. 231/01	34	34	-
Fees for technical, legal and notarial and administrative consulting	1,256	1,187	69
Maintenance and IT services	4,505	4,159	346
Communication fees	233	257	(24)
Fees for project contracts	15	45	(30)
Employees costs	202	85	117
Costs for administration of work	745	246	499
Expenses for external services, call centre activities	1,514	1,043	471
Technical committee to rationalise fuel networks - Gasoline Fund	68	63	5
Transportation costs and rent	65	72	(7)
Additional costs for OCSIT stock storage	635	1,264	(629)
Toll-free number	856	706	150
Bank and insurance services expenses	361	1,350	(989)
Other services	258	234	24
Total	**13,742**	**13,336**	**406**

The item increased by € 406 thousand compared to the previous year due to combined effect of the following changes: increase in services related to office operating costs (€ 455 thousand), increase in IT maintenance and services (€ 346 thousand), increase in temporary work services (€ 499 thousand), increase in external call centre services (€ 471 thousand), decrease in ancillary costs for OCSIT stock storage (€ 629 thousand) and the decrease in bank and insurance services expenses (€ 989 thousand), mainly attributable to the reduced costs from managing the insurance policy investments, following the redemption at the beginning of 2021.

Costs for use of third-party assets – € 41,905 thousand

The item consists of the following two sub-items:

- fees for oil products storage services € 40,510 thousand. These refer to the costs paid to third parties to lease storage depots for OCSIT product stock. The item increased by € 8,267 thousand on 2020, in relation to the increased number of average days-stocked stored;
- Other – € 1,395 thousand. The sub-item consists mainly of the rent paid to lease the properties used as the Company's offices (€ 285 thousand). The item increased by € 48 thousand with respect to 2020.

Personnel costs – € 20,565 thousand

The items that make up overall personnel costs are summarised in the table below, with shows changes with respect to 2020.

€ thousand	2021	2020	Changes
Salaries and wages	15,000	13,806	1,194
Social security contributions	4,117	3,823	294
Termination indemnities	1,003	898	105
Other costs	445	427	18
Total	**20,565**	**18,954**	**1,611**

The item includes the amounts allocated, as noted in the schedules and comments for the corresponding liability items in the balance sheet, for variable remuneration components, on the basis of the economic accrual principle.

The following tables show, for the last two years and for each contractual category, monthly changes in the workforce, the level at year-end and the average level:

Staff numbers - 1.1 - 31/12/2021

	Numbers at 31 Dec. 2020	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Numbers at 31 Dec. 2021	Average workforce
Senior Managers	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12.00
Middle Managers	31	31	31	31	31	31	31	31	31	33	33	33	33	33	31.67
Administrative Pe	238	240	240	241	242	247	250	259	259	256	254	256	257	257	250.08
Total	**281**	**283**	**283**	**284**	**285**	**290**	**293**	**302**	**302**	**301**	**299**	**301**	**302**	**302**	**293.75**

Average personnel cost 2021: € 70,006.55 Average work force 2021 no. 293.75 Personnel cost 2021 € 20,564,424.41

Staff numbers - 1.1 - 31/12/2020

	Numbers at 31 Dec. 2019	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Numbers at 31 Dec. 2020	Average workforce 2020
Senior Managers	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12.00
Middle Managers	26	32	32	32	32	32	32	32	32	31	31	31	31	31	31.67
Administrative Pe	223	219	219	223	223	223	225	226	225	233	237	239	238	238	227.50
Total	**261**	**263**	**263**	**267**	**267**	**267**	**269**	**270**	**269**	**276**	**280**	**282**	**281**	**281**	**271.17**

Average personnel cost 2020: € 69,897.51 Average work force 2020 no. 271.17 Personnel cost 2020 € 18,954,108.65

The item increased by € 1,61 thousand with respect to the previous year, essentially due to the average increase in the workforce.

Amortisation, depreciation and write-downs - € 4,842 thousand

The item consisted of amortisation/depreciation for € 4,424 thousand and write-downs on current receivables for € 418 thousand.

Amortisation/depreciation, calculated as already noted in regards to fixed assets, refers to intangible assets for € 2,903 thousand and to tangible assets for € 1,521 thousand. The item increased by € 77 thousand, relative to the previous year.

Other operating costs – € 309,364 thousand

The item is divided into sub-items analysed below.

a) Contingent liabilities pertaining to energy – € 308,723 thousand

The table shown below details the contingent liabilities pertaining to energy. These items are matched, in terms of amounts, by similar revenue items recorded in non-recurring income related to energy, as a consequence of the effect of institutional management, mentioned in the section on accounting principles.

The table below records sub-items of detail regarding the various types existing, separately for the timing of the generation of the contingent liabilities for the period 2015 (and earlier) and 2020.

€ thousand	2021	2020	Changes
2015 and earlier			
load profiling adjustment and various - TERNA	1,213	9,784	(8,571)
load profiling adjustment and various - enhanced protection operators	-	-	-
Total	**1,213**	**9,784**	**(8,571)**
2016			
load profiling adjustment and various - TERNA	2,709	1,968	741
load profiling adjustment and various - enhanced protection operators	-	547	(547)
Total	**2,709**	**2,515**	**194**
2017			
load profiling adjustment and various - TERNA	7,388	1,023	6,365
load profiling adjustment and various - enhanced protection operators	-	11,968	(11,968)
Total	**7,388**	**12,991**	**(5,603)**
2018			
load profiling adjustment and various - TERNA	6,983	8,480	(1,497)
load profiling adjustment and various - enhanced protection operators	-	4,463	(4,463)
Total	**6,983**	**12,943**	**(5,960)**
2019			
load profiling adjustment and various - TERNA	13,614	98,624	(85,010)
load profiling adjustment and various - enhanced protection operators	-	50,428	(50,428)
Total	**13,614**	**149,052**	**(135,438)**
2020			
load profiling adjustment and various - TERNA	77,076	-	77,076
load profiling adjustment and various - enhanced protection operators	199,740	-	199,740
Total	**276,816**	**-**	**276,816**
TOTAL	**308,723**	**187,285**	**121,438**

b) Other charges– € 641 thousand

The breakdown is as follows:

€ thousand	2021	2020	Changes
Entertainment expenses	72	37	35
Contingent liabilities	228	183	45
Taxes	84	74	10
Internship expenses	4	26	(22)
Association fees	72	87	(15)
Altri oneri	181	33	148
Total	641	440	201

The item increased by €201 thousand with respect to the previous year.

FINANCIAL INCOME AND EXPENSE – € 292 thousand

Net financial income and expenses, equal to € 292 thousand, comprises gross income of € 17,869 thousand, against gross expenses of € 17,577 thousand. The analysis of individual items follows.

Other financial income – € 17,869 thousand

The breakdown is as follows:

- **long-term receivables - € 1 thousand**

The item consists of accrued interest on loans to employees.

- **securities recognised under current assets not held as fixed assets – € 7,362 thousand**

The item includes the gross profit following the redemption during 2021 of an investment in insurance policies undertaken in 2019, with cash temporarily not utilised, referring to the bond issue.

- **other income – € 10,507 thousand**

This item consists mainly of the portion of the OCSIT contribution charged to petroleum operators, for € 9,885 thousand, associated with the coverage of financial charges relative to OCSIT operations.

Remaining income refers mainly to interest on extensions on payables due from customers, interest on arrears and penalties charged to enhanced protection service operators of € 426 thousand and interest income accrued on bank accounts held by the Company for € 196 thousand.

Interest and other financial expenses – € 17,577 thousand

- **Other – € 17,575 thousand**

The amount is mainly attributable to financial expense relative to payables due by OCSIT. The expenses for € 17,302 thousand, essentially include interest on the bond loan for € 14,501 thousand, the interest expense relative to financing contracts to purchase specific stocks for € 2,791 thousand. The item also includes € 10 thousand for the amounts charged to OCSIT by banks for interest on short-term overdrafts.

The balance is associated with short term debt only associated with purchases of electricity on the DAM for enhanced protection. In particular:

- interest and charges associated with the use of short-term hot money operations and bank overdrafts, for € 269 thousand;

- interest payable due to CSEA, for € 4 thousand, in relation to an advance provided following an agreement which saw its structure approved by the Authority with a specific resolution (822/2016/R/EEL of 29 December 2016).

- **Gains and losses on exchanges € 2 thousand**

INCOME TAXES € 90 thousand

Details of these costs, together with the changes relative to the previous year, are summarized in the following table:

€ thousand	2021	2020	Changes
Current taxes	**153**	**289**	**(136)**
IRAP	133	109	24
IRES	20	180	(160)
Taxes relative to previous years	**4**	**(26)**	**30**
IRES	4	4	-
IRAP	-	(30)	30
Deferred and prepaid taxes	**(67)**	**(223)**	**156**
IRES - deferred	4	(85)	89
IRES - prepaid	(60)	(126)	66
IRAP - prepaid	(11)	(12)	1
Total	**90**	**40**	**50**

a) Current taxes – € 153 thousand

The balance of current taxes refers to IRAP (€ 133 thousand) and to IRES (€ 20 thousand) accruing during the year.

b) Taxes relative to previous years - € 4 thousand

The balance of taxes relative to previous years refers to IRES (€ 4 thousand) for the amounts redetermined on submission of the tax declaration for the amounts at the reporting date of 2020.

c) Deferred tax assets and liabilities – € 67 thousand

The balance of this item is as follows:

- € 71 thousand for prepaid taxes, of which € 60 thousand relative to IRES and € 11 thousand for IRAP. The amount is related to deductible temporary differences accruing in 2021, on the assumption of their future recovery. Future recoverability is evaluated on the basis of estimates made, including through analysis of tax legislation and forecasts of consequent effects on future taxable bases;
- € 4 thousand for deferred taxes, the balance determined through the use of the provision for deferred taxes, for the portion of interest on arrears accruing in previous years, received

during the year, net of provisions, relative to interest on arrears ascertained during the year in question but not yet received.

Reconciliation between the theoretical tax rate with the effective tax rate

In accordance with document OIC 25, the schedules below provide, for IRES, the detail of the reconciliation between income tax from the accounts and the theoretical charge and for IRAP, determination of the taxable amount.

€ thousand

Reconciliation IRES	Taxable	IRES
Result before current, deferred and prepaid taxes	190	
Theoretical tax burden (24.00%)		46
Temporary differences taxable in future years	(20)	
Temporary differences deductible in future years	2,289	
Reversal of taxable temporary differences from previous years	4	
Reversal of temporary differences from previous years	(2,037)	
Differences that will not be reversed in subsequent years	(344)	
TAXABLE INCOME	82	
IRES CURRENT PROFIT AND LOSS ACCOUNTS		20

The temporary differences relative to IRES (taxable and deductible in subsequent years) are analysed with reference to the items to which they refer (prepaid tax receivables and provision for deferred taxes).

The differences which will not be reversed in subsequent years (€344 thousand) are mainly due to non-deductible contingent liabilities, expenses relative to non-core vehicles, telephones, to the ACE 2021 innovation deduction and decreases, consisting of the additional employee severance indemnity deduction, the IRAP deduction and the increase due to depreciation of tangible assets.

€ thousand

Reconciliation IRAP	Taxable	IRAP
Difference between value and cost of production	(97)	
Costs not relevant for IRAP	20,982	
Deductions	(17,454)	
Total	**3,431**	
Theoretical tax burden (rate 4.82%)		165
Reversal of temporary differences from previous years	(1,986)	
Differences that will not be reversed in subsequent years	1,320	
TAXABLE IRAP	2,765	
IRAP current year		**133**

The temporary differences deductible in subsequent years are analysed with reference to the items to which they refer (prepaid tax receivables).

The differences that will not reverse in subsequent years are essentially due to costs for non-deductible services for IRAP purposes and to losses on receivables and insignificant contingent liabilities; deductions refer to items envisaged under IRAP regulations (article 11, Legislative Decree 446/97).

PROFIT FOR THE YEAR € 105 thousand

Profit for 2021 refers to the difference between pre-tax profit (€ 195 thousand) and the tax liability for the year (€ 90 thousand), which in turn is represented by the sum of current taxes, taxes for previous years and deferred tax assets and liabilities.

The result before taxes, in more detail, is quantified as such as a result of the effects of a rate of return before tax liabilities, in accordance with ARERA regulations.

STATEMENT OF CASH FLOW

The Company prepared the statement of cash flows following the structure established under accounting standard OIC 10.

Below are brief comments on the main items.

Cash flows deriving from operating activities – € (1,010,731 thousand)

This item amounts to -€ 1,010,731 thousand, compared to the -€ 45,750 thousand recorded the previous year.

The flow in question, more specifically, consists of profits "adjusted" for income tax, interest (-€ 97 thousand), adjustments for non-monetary elements (€ 728 thousand), changes in net working capital (-€ 1,008,995 thousand) and other adjustments (-€ 2,369 thousand).

Cash flows deriving from investments – € (61,170 thousand)

This item shows outgoing flows correlated with investments in fixed assets, net of payables due to suppliers for the fixed assets themselves.

Cash flows from financing activities – € 1,590,241 thousand

The cash in question refers to the increase in payables to banks and reflects the greater need for funding in the energy area following the significant increase in the PUN, especially during the last part of the year, and the loan undertaken to partially repay the second loan intended for the procurement of oil stocks, which falls due at the beginning of 2022.

Increase in cash and cash equivalents – € 518,339 thousand

The amount in question, equal to the sum of cash flows specifically identified amounted to € 518,339 thousand, against the €59,101 thousand generated the previous year. This resulted in a total amount of cash and cash equivalents of €629,452 thousand at 31 December 2021, of which € 629,450 thousand consisting of bank deposits and €2 thousand from cash and cash equivalents.

OTHER INFORMATION

With reference to Article 2497-*bis*, section 4, there is a summary of significant financial data from the last approved financial statements (financial year 2020) for the parent company which provides management and coordination of Acquirente Unico. Gestore dei Servizi Energetici GSE S.p.A., with its registered office in Rome, in Viale Maresciallo Pilsudski, 92, prepares the consolidated financial statements.

€ thousand

Balance Sheet	Amount
Assets	
Unpaid share capital due from shareholders	-
Fixed assets	100,080,119
Current assets	4,903,715,822
Accruals and deferrals	1,448,114
Total Assets	**5,005,244,055**
Liabilities	
Shareholders' equity	56,600,020
Share capital	26,000,000
Reserves	23,207,983
Profit for the year	7,392,037
Provisions for risks and charges	31,696,913
Employee severance indemnity	1,889,012
Payables	4,881,138,033
Accruals and deferrals	33,920,077
Total liabilities	**5,005,244,055**
Income statement	
Production value	13,990,570,723
Production costs	13,989,629,036
Financial income and expenses	6,929,413
Total impairment of financial assets	-
Income taxes	(479,063)
Profit for the year	**7,392,037**

The absence of the following circumstances are also noted:

- equity investments, held directly or through a trust company or third parties, in subsidiaries and associates;
- trade receivables and payables due after more than five years and debts secured by collateral on corporate assets;
- financial charges recorded in the year to assets entered in the balance sheet;
- income from equity investments;
- revenue or cost elements of an exceptional amount or impact. To that end, we note that both contingent assets and liabilities associated with electricity management, duly analysed in terms of amounts and commented upon in this document, are not of an exceptional nature, in that they are the consequence of management of adjustments and similar phenomena, the latter of which are recurring, natural and subject to specific technical rules, within the context of the electricity system;
- recognition of deferred tax assets, for the portion recognised in the financial statements relative to losses during the year or in previous years;
- advances and loans granted to directors and statutory auditors;
- issuing of bonus shares, bonds convertible to shares, warrants, options and securities or similar items;
- financial leasing transactions that involve the transfer to the lessor of the larger part of the risks and benefits inherent to the assets which involved in the lease.
- With reference to point 22-*bis* of Article 2427 of the Italian Civil Code, transactions with related parties are carried out under normal market conditions, in compliance with the conditions that would apply to independent counterparts.

We note further the fees paid for the independent audit for € 34 thousand and for the other services provided by the audit form for €4 thousand (mainly for the audit regarding the signing of tax returns and audit of separate annual accounts).

Finally, on the basis of the provisions under Article 26 of Italian Legislative Decree 33 of 2013, applying to Acquirente Unico, as from the 2018 financial year, following the methods established in Article 1, section 126 of Italian Law 124 of 2017, contributions and indemnities disbursed by the Company during financial year 2021 following the transfer to it of the functions and responsibilities of the former Cassa Conguaglio GLP, pursuant to Article 1, section 106 of the cited Italian Law 124 of 2017, amount to a total of € 4,866,498.

2021 Financial Statements

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Report of the Board of Statutory Auditors and the Independent Auditors

ACQUIRENTE UNICO S.p.A.

Sede in Roma, Via Guidubaldo del Monte, 45
Capitale sociale: Euro 7.500.000, i.v.
Registro Imprese di Roma, P.IVA e Codice Fiscale: 05877611003
R.E.A. di Roma n. 932346
Socio unico: Gestore dei Servizi Energetici – GSE S.p.A. D. Lgs. n. 79/99
Società soggetta alla direzione e coordinamento di GSE S.p.A.

Relazione del Collegio Sindacale all'Assemblea degli Azionisti ai sensi dell'art. 2429, comma 2, del Codice Civile

All'Assemblea degli Azionisti di ACQUIRENTE UNICO S.p.A..

Spettabile Azionista,

il Collegio in carica per il triennio 2020-2022 è stato nominato nel corso dell'Assemblea ordinaria tenutasi il 30 dicembre 2020.

Nel corso dell'esercizio chiuso al 31 dicembre 2021 la nostra attività è stata ispirata alle disposizioni di legge e alle Norme di comportamento del collegio sindacale di società non quotate emanate dal Consiglio Nazionale dei Dottori commercialisti e degli Esperti contabili, pubblicate a dicembre 2020 e vigenti dal 1° gennaio 2021.

Di tale attività e dei risultati conseguiti La portiamo a conoscenza con la presente relazione.

Viene sottoposto all'esame dell'Azionista il bilancio d'esercizio della Società in epigrafe indicata alla data del 31 dicembre 2021, redatto in conformità alle norme italiane che ne disciplinano la redazione, che evidenzia un risultato d'esercizio pari ad Euro 105.394. Il bilancio è stato messo a nostra disposizione nel termine di legge, ad esito del Consiglio di amministrazione che ne ha approvato il progetto, tenutosi in data 29 marzo 2022.

Per quanto concerne l'esercizio 2021, il Collegio Sindacale:

- dà atto preliminarmente di aver ottenuto le informazioni dall'Organo amministrativo relative al generale andamento della gestione e sulla sua prevedibile evoluzione, nonché sulle operazioni di maggior rilievo, per dimensioni e caratteristiche, effettuate dalla Società. Limitatamente ai documenti consegnati e di cui ha potuto prendere visione, il Collegio ha svolto le funzioni previste dagli artt. 2403 e seguenti del Codice Civile, ispirando la propria attività anche alle Norme di Comportamento del Collegio Sindacale raccomandate dal Consiglio Nazionale dei Dottori Commercialisti e degli Esperti Contabili, ed attesta pertanto che le azioni poste in essere dalla Società sono conformi alla legge e allo Statuto Sociale e non sono manifestamente imprudenti, in potenziale conflitto di interesse o in contrasto con le delibere assunte dall'Assemblea o tali da compromettere l'integrità del patrimonio sociale;

- ha partecipato alle assemblee dell'Azionista ed alle riunioni del Consiglio di Amministrazione e, sulla base delle informazioni disponibili, non ha rilievi particolari da segnalare;
- ha vigilato – per quanto di propria competenza – sull'adeguatezza del sistema amministrativo e contabile nonché sull'affidabilità di quest'ultimo a rappresentare correttamente i fatti di gestione, mediante l'ottenimento di informazioni dal soggetto incaricato della revisione legale dei conti e l'esame dei documenti aziendali. A tale riguardo non ha osservazioni particolari da riferire. Si segnala altresì che, ai sensi dell'art. 26 dello Statuto Sociale - che ha introdotto la figura del Dirigente Preposto alla redazione dei documenti contabili societari di cui all'art. 154-*bis* del D. Lgs. n. 58/98, come successivamente modificato e integrato -, il Dirigente Preposto ha inviato, dietro apposita richiesta dello scrivente Collegio, la "Circolare di bilancio per l'esercizio 2021" contenente le istruzioni e le procedure operative per la redazione del bilancio stesso. Il Collegio ritiene che le procedure indicate nella ricordata Circolare siano adeguate, in relazione alle caratteristiche dell'impresa, per la formazione del bilancio dell'esercizio chiuso al 31 dicembre 2021;
- ha intrattenuto sistematici scambi di comunicazione con la Deloitte & Touche S.p.a., società alla quale è affidato l'incarico di revisione legale dei conti e di certificazione del bilancio, e dai quali non sono emersi dati ed informazioni rilevanti che debbano essere evidenziati nella presente relazione. Lo scrivente Collegio rileva altresì di aver incontrato la società di revisione stessa a margine delle proprie verifiche sul bilancio di cui all'odierno commento, al fine di un confronto finale sulle proprie rispettive relazioni da cui ha appreso che non le sono stati attribuiti incarichi per servizi che possano compromettere l'indipendenza della società di revisione; alla stessa società di revisione è stato inoltre attribuito l'esame dei conti separati *(Unbundling)* del Sistema Informativo Integrato (SII) istituito presso la Società ai sensi del Decreto Legge 8 luglio 2010, n. 105 convertito con modificazioni in Legge 13 agosto 2010, n. 129, dell'Organismo Centrale di Stoccaggio Italiano (OCSIT) attribuito alla Società ex D.lgs. 31 dicembre 2012, n. 249 e per effetto di quanto stabilito dal comma 106 dell'art.1 della L. 4 agosto 2017, n. 124, del c.d. "Fondo benzina".
- ha acquisito conoscenza e vigilato sull'adeguatezza dell'assetto organizzativo della

Società, anche tramite la raccolta di informazioni dai Responsabili delle strutture aziendali interessate; a tale riguardo, il Collegio ha chiesto aggiornamenti sulle attività svolte nell'esercizio 2021 da parte delle Direzioni e, ove disponibili, sono stati acquisiti i relativi documenti informativi;

- in ordine all'attuazione della normativa sulla responsabilità amministrativa delle persone giuridiche, a fronte di specifico incontro con l'Organismo di Vigilanza, prende atto che nel corso del 2021 tale Organismo ha monitorato l'applicazione del Modello Organizzativo e Gestionale (MOG) e del Codice Etico da parte delle strutture aziendali che presidiano i processi a rischio reato, per garantire l'osservanza e l'applicazione delle procedure organizzative e dei presidi di controllo; il Collegio Sindacale, anche in occasione dell'incontro tenutosi con l'Organismo di Vigilanza, non ha ricevuto da quest'ultimo segnalazioni di particolari criticità;
- Il Collegio Sindacale prende atto che la relazione sulla gestione comprende una descrizione esaustiva di tutte le attività di Acquirente Unico S.p.A. e che nell'anno 2021, oltre all'attività di approvvigionamento di energia elettrica per il mercato tutelato, sono proseguite le ulteriori attività della Società fra cui quelle relative all'OCSIT, al SII ed al Fondo Benzina (OCSIT), oltre a quelle relative allo Sportello per il Consumatore Energia e Ambiente ed al Servizio conciliazione;
- il sottoscritto Collegio Sindacale della Società, investito della materia, ha rilasciato nel corso del corrente anno 2022 il seguente parere favorevole richiesto e di competenza:
    - ✓ in data 29 marzo 2022 in merito alla politica adottata dalla Società in materia di retribuzione degli Amministratori con deleghe, anche in termini di conseguimento degli obiettivi affidati agli Amministratori con riferimento alla parte variabile, ai sensi dell'art. 4 del Decreto del Ministro dell'Economia e delle Finanze n. 166/13; conseguentemente, ha ritenuto coerente a tale politica il processo di consuntivazione degli obiettivi come esposto nella relazione in materia di retribuzione dell'Amministratore con deleghe di cui alla medesima normativa, predisposta per l'esercizio precedente;
- il Collegio scrivente rileva peraltro che nel corso dell'esercizio 2021 ha rilasciato il seguente parere favorevole richiesto e di competenza:
    - ➢ in data 24 febbraio 2021, in merito alla determinazione degli obiettivi per l'anno 2021 collegati alla parte variabile del compenso riconosciuto *ex* art. 2389, terzo comma del Codice Civile, all'Amministratore con deleghe della Società;

- nel corso dell'attività di vigilanza, come sopra descritta, non sono emersi ulteriori fatti significativi tali da richiederne la menzione nella presente relazione;
- nel corso dell'esercizio 2021 e ulteriormente fino alla data di emissione della presente relazione non sono pervenute denunce *ex* art. 2408 Codice Civile;
- il Collegio Sindacale ha quindi esaminato il progetto di bilancio d'esercizio della Società al 31 dicembre 2021, redatto dagli Amministratori ai sensi di legge e da questi comunicato al Collegio Sindacale, unitamente ai prospetti e agli allegati di dettaglio e come già più in alto riferito, nella riunione del Consiglio di Amministrazione del 29 marzo 2022.

Il documento contabile in esame, redatto in conformità alle previsioni dell'art. 2423 e seguenti del Codice Civile, come anche modificato dal D. Lgs. 139/2015, espone un utile pari ad Euro 105.394.

Si riporta qui di seguito una sintesi dello stato patrimoniale e del conto economico.

ATTIVO

Importi espressi in Euro	*31 dicembre 2021*	*31 dicembre 2020*
Crediti verso soci per versamenti ancora dovuti	-	-
Immobilizzazioni	961.316.045	795.399.083
Attivo circolante	2.799.543.244	979.253.891
Ratei e risconti	1.236.422	1.079.616
TOTALE ATTIVO	**3.762.095.711**	**1.775.732.590**

**

PATRIMONIO NETTO E PASSIVO

Importi espressi in Euro	*31 dicembre 2021*	*31 dicembre 2020*
Patrimonio netto		
I Capitale	*7.500.000*	*7.500.000*
IV Riserva legale	*1.155.200*	*1.145.906*
VII Altre riserve (riserva straordinaria)		-
IX Utile (perdita) d'esercizio	*105.394*	*185.883*
Totale patrimonio netto	**8.760.594**	**8.831.789**
Fondo per rischi ed oneri	12.206.683	18.887.451

T.F.R. di lavoro subordinato	381.876	376.364
Debiti	3.728.656.350	1.735.564.797
Ratei e risconti	12.090.208	12.072.189
TOTALE PATRIMONIO NETTO E PASSIVO	**3.762.095.711**	**1.775.732.590**

CONTO ECONOMICO

Importi espressi in Euro	*31 dicembre 2021*	*31 dicembre 2020*
Valore della produzione	5.857.331.451	2.634.577.307
Costi della produzione	5.857.428.477	2.634.439.012
Differenza tra valore e costi di produzione	**(97.026)**	**138.295**
Proventi e oneri finanziari	291.873	87.335
Risultato prima delle imposte	**194.847**	**225.630**
Imposte sul reddito dell'esercizio	89.453	39.747
UTILE DELL'ESERCIZIO	**105.394**	**185.883**

Con riguardo all'esame del bilancio di esercizio 2021 si riferisce quanto segue:

- non essendo demandata al Collegio Sindacale la revisione legale dei conti, esso ha vigilato sull'impostazione generale data allo stesso e sulla sua generale conformità alla legge per quel che riguarda la sua formazione e struttura e, a tale riguardo, non ha osservazioni particolari da riferire;
- lo scrivente Collegio ha svolto sul bilancio le attività di vigilanza previste dalla Norma 3.8. delle "Norme di comportamento del collegio sindacale di società non quotate", consistenti in un controllo sintetico complessivo volto a verificare che il bilancio sia stato correttamente redatto. La verifica della rispondenza ai dati contabili spetta, infatti, all'incaricato della revisione legale;
- il Collegio Sindacale ha verificato l'osservanza delle norme di legge inerenti alla predisposizione della relazione sulla gestione e della nota integrativa e, a tale riguardo, non ha osservazioni particolari da riferire;
- nella propria relazione al bilancio, rilasciata in data 13 aprile 2022, la Società di Revisione ha attestato che, a suo giudizio, il bilancio di esercizio « *fornisce una rappresentazione veritiera e corretta della situazione patrimoniale e finanziaria della Società al 31 dicembre 2021, del risultato economico e dei flussi di cassa per l'esercizio chiuso a tale data in conformità alle norme italiane che ne disciplinano i criteri di*

redazione »; ha altresì attestato che la relazione sulla gestione « *è coerente con il bilancio d'esercizio di Acquirente Unico S.p.A. al 31 dicembre 2021 ed è redatta in conformità alle norme di legge »*; ha infine rilasciato la dichiarazione di cui all'art. 14, co. 2, lettera e) del D. Lgs n. 39/10, attestando di non avere nulla da riportare;

- il Collegio non rileva elementi ostativi alla proposta del Consiglio di Amministrazione di distribuzione degli utili all'azionista nella misura di Euro 100.124, che è costituita dall'importo dell'utile totale di esercizio, pari ad Euro 105.394, al netto della riserva legale pari al 5%;
- per quanto a conoscenza, gli Amministratori, nella redazione del bilancio, non hanno derogato alle norme di legge ai sensi dell'art. 2423, comma 4, del Codice Civile;
- non sono state rilevate operazioni atipiche o inusuali e gli Amministratori, nella relazione sulla gestione e nella nota integrativa, hanno illustrato i rapporti di natura finanziaria, gli scambi commerciali e le prestazioni di servizi tra le Società del Gruppo;
- il Collegio Sindacale ha verificato la rispondenza del bilancio ai fatti ed alle informazioni di cui ha avuto conoscenza in seguito all'espletamento dei propri doveri e non ha osservazioni al riguardo.

Il Collegio sindacale, stante lo scenario nazionale e internazionale caratterizzato dal perdurare della pandemia da coronavirus e dalle conseguenti misure restrittive poste in essere, a livello globale, per il contenimento del virus e la gestione dell'emergenza e stante la natura di attività regolata, tipica della gestione svolta dall'Acquirente Unico, prende atto di quanto emerso in occasione dei ripetuti incontri tenutisi con i vertici aziendali, ovvero che l'attività svolta dalla società non è stata sostanzialmente influenzata nel suo andamento reddituale e finanziario dall'impatto del Covid-19 ed altresì che la natura stessa di attività regolata, tipica della gestione svolta dalla Società, non potrà comunque essere influenzata nel corso del corrente esercizio 2022, sotto il profilo reddituale e finanziario, dall'impatto del Covid-19. Nella Nota Integrativa gli Amministratori della Società ricordano che, nel corso del 2021, è proseguita la gestione delle misure per il contrasto al contagio da Covid-19 mediante il continuo aggiornamento del Protocollo Covid, giunto alla quarta edizione, nonché l'implementazione della misura di controllo della certificazione verde (c.d. *green pass*) in occasione degli accessi alle sedi aziendali. Viene infine evidenziato che, tra le misure intraprese dalla Società, vi è anche quella della conferma del ricorso al lavoro da remoto e/o a distanza per gran parte del proprio personale dipendente e l'aumento di dipendenti che hanno richiesto di svolgere l'attività lavorativa in regime di telelavoro.

Considerando anche le risultanze dell'attività svolta dal soggetto incaricato della revisione legale dei conti, che sono illustrate nella relazione della società di revisione, il Collegio Sindacale esprime parere favorevole all'approvazione del bilancio d'esercizio chiuso il 31/12/2021, in conformità a quanto disposto dal Consiglio di Amministrazione.

Roma, 13 aprile 2022

Il Presidente
PROF. GIOVANNI LOMBARDO

Il Sindaco effettivo
DOTT.SSA CONCETTA LOPORTO

Il Sindaco effettivo
DOTT. GIORGIO MARRONE

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RELAZIONE DELLA SOCIETÀ DI REVISIONE INDIPENDENTE
AI SENSI DELL'ART. 14 DEL D. LGS. 27 GENNAIO 2010, N. 39

All'Azionista Unico di
Acquirente Unico S.p.A.

RELAZIONE SULLA REVISIONE CONTABILE DEL BILANCIO D'ESERCIZIO

Giudizio

Abbiamo svolto la revisione contabile del bilancio d'esercizio di Acquirente Unico S.p.A. ("Società") costituito dallo stato patrimoniale al 31 dicembre 2021, dal conto economico, dal rendiconto finanziario per l'esercizio chiuso a tale data e dalla nota integrativa.

A nostro giudizio, il bilancio d'esercizio fornisce una rappresentazione veritiera e corretta della situazione patrimoniale e finanziaria della Società al 31 dicembre 2021, del risultato economico e dei flussi di cassa per l'esercizio chiuso a tale data in conformità alle norme italiane che ne disciplinano i criteri di redazione.

Elementi alla base del giudizio

Abbiamo svolto la revisione contabile in conformità ai principi di revisione internazionali (ISA Italia). Le nostre responsabilità ai sensi di tali principi sono ulteriormente descritte nella sezione *Responsabilità della società di revisione per la revisione contabile del bilancio d'esercizio* della presente relazione. Siamo indipendenti rispetto alla Società in conformità alle norme e ai principi in materia di etica e di indipendenza applicabili nell'ordinamento italiano alla revisione contabile del bilancio. Riteniamo di aver acquisito elementi probativi sufficienti ed appropriati su cui basare il nostro giudizio.

Responsabilità degli Amministratori e del Collegio Sindacale per il bilancio d'esercizio

Gli Amministratori sono responsabili per la redazione del bilancio d'esercizio che fornisca una rappresentazione veritiera e corretta in conformità alle norme italiane che ne disciplinano i criteri di redazione e, nei termini previsti dalla legge, per quella parte del controllo interno dagli stessi ritenuta necessaria per consentire la redazione di un bilancio che non contenga errori significativi dovuti a frodi o a comportamenti o eventi non intenzionali.

Gli Amministratori sono responsabili per la valutazione della capacità della Società di continuare ad operare come un'entità in funzionamento e, nella redazione del bilancio d'esercizio, per l'appropriatezza dell'utilizzo del presupposto della continuità aziendale, nonché per una adeguata informativa in materia. Gli Amministratori utilizzano il presupposto della continuità aziendale nella redazione del bilancio d'esercizio a meno che abbiano valutato che sussistono le condizioni per la liquidazione della Società o per l'interruzione dell'attività o non abbiano alternative realistiche a tali scelte.

Ancona Bari Bergamo Bologna Brescia Cagliari Firenze Genova Milano Napoli Padova Parma Roma Torino Treviso Udine Verona

Sede Legale: Via Tortona, 25 - 20144 Milano | Capitale Sociale: Euro 10.328.220,00 i.v.
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Il Collegio Sindacale ha la responsabilità della vigilanza, nei termini previsti dalla legge, sul processo di predisposizione dell'informativa finanziaria della Società.

Responsabilità della società di revisione per la revisione contabile del bilancio d'esercizio

I nostri obiettivi sono l'acquisizione di una ragionevole sicurezza che il bilancio d'esercizio nel suo complesso non contenga errori significativi, dovuti a frodi o a comportamenti o eventi non intenzionali, e l'emissione di una relazione di revisione che includa il nostro giudizio. Per ragionevole sicurezza si intende un livello elevato di sicurezza che, tuttavia, non fornisce la garanzia che una revisione contabile svolta in conformità ai principi di revisione internazionali (ISA Italia) individui sempre un errore significativo, qualora esistente. Gli errori possono derivare da frodi o da comportamenti o eventi non intenzionali e sono considerati significativi qualora ci si possa ragionevolmente attendere che essi, singolarmente o nel loro insieme, siano in grado di influenzare le decisioni economiche prese dagli utilizzatori sulla base del bilancio d'esercizio.

Nell'ambito della revisione contabile svolta in conformità ai principi di revisione internazionali (ISA Italia), abbiamo esercitato il giudizio professionale e abbiamo mantenuto lo scetticismo professionale per tutta la durata della revisione contabile. Inoltre:

- abbiamo identificato e valutato i rischi di errori significativi nel bilancio d'esercizio, dovuti a frodi o a comportamenti o eventi non intenzionali; abbiamo definito e svolto procedure di revisione in risposta a tali rischi; abbiamo acquisito elementi probativi sufficienti ed appropriati su cui basare il nostro giudizio. Il rischio di non individuare un errore significativo dovuto a frodi è più elevato rispetto al rischio di non individuare un errore significativo derivante da comportamenti o eventi non intenzionali, poiché la frode può implicare l'esistenza di collusioni, falsificazioni, omissioni intenzionali, rappresentazioni fuorvianti o forzature del controllo interno;

- abbiamo acquisito una comprensione del controllo interno rilevante ai fini della revisione contabile allo scopo di definire procedure di revisione appropriate nelle circostanze e non per esprimere un giudizio sull'efficacia del controllo interno della Società;

- abbiamo valutato l'appropriatezza dei principi contabili utilizzati nonché la ragionevolezza delle stime contabili effettuate dagli Amministratori, inclusa la relativa informativa;

- siamo giunti ad una conclusione sull'appropriatezza dell'utilizzo da parte degli Amministratori del presupposto della continuità aziendale e, in base agli elementi probativi acquisiti, sull'eventuale esistenza di una incertezza significativa riguardo a eventi o circostanze che possono far sorgere dubbi significativi sulla capacità della Società di continuare ad operare come un'entità in funzionamento. In presenza di un'incertezza significativa, siamo tenuti a richiamare l'attenzione nella relazione di revisione sulla relativa informativa di bilancio, ovvero, qualora tale informativa sia inadeguata, a riflettere tale circostanza nella formulazione del nostro giudizio. Le nostre conclusioni sono basate sugli elementi probativi acquisiti fino alla data della presente relazione. Tuttavia, eventi o circostanze successivi possono comportare che la Società cessi di operare come un'entità in funzionamento;

- abbiamo valutato la presentazione, la struttura e il contenuto del bilancio d'esercizio nel suo complesso, inclusa l'informativa, e se il bilancio d'esercizio rappresenti le operazioni e gli eventi sottostanti in modo da fornire una corretta rappresentazione.

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Abbiamo comunicato ai responsabili delle attività di governance, identificati ad un livello appropriato come richiesto dagli ISA Italia, tra gli altri aspetti, la portata e la tempistica pianificate per la revisione contabile e i risultati significativi emersi, incluse le eventuali carenze significative nel controllo interno identificate nel corso della revisione contabile.

RELAZIONE SU ALTRE DISPOSIZIONI DI LEGGE E REGOLAMENTARI

Giudizio ai sensi dell'art. 14, comma 2, lettera e), del D.Lgs. 39/10

Gli Amministratori della Società sono responsabili per la predisposizione della relazione sulla gestione di Acquirente Unico S.p.A. al 31 dicembre 2021, incluse la sua coerenza con il relativo bilancio d'esercizio e la sua conformità alle norme di legge.

Abbiamo svolto le procedure indicate nel principio di revisione (SA Italia) n. 720B al fine di esprimere un giudizio sulla coerenza della relazione sulla gestione con il bilancio d'esercizio della Società al 31 dicembre 2021 e sulla conformità della stessa alle norme di legge, nonché di rilasciare una dichiarazione su eventuali errori significativi.

A nostro giudizio, la relazione sulla gestione è coerente con il bilancio d'esercizio di Acquirente Unico S.p.A. al 31 dicembre 2021 ed è redatta in conformità alle norme di legge.

Con riferimento alla dichiarazione di cui all'art. 14, co. 2, lettera e), del D.Lgs. 39/10, rilasciata sulla base delle conoscenze e della comprensione dell'impresa e del relativo contesto acquisite nel corso dell'attività di revisione, non abbiamo nulla da riportare.

DELOITTE & TOUCHE S.p.A.

Gianfranco Recchia
Socio

Roma, 13 aprile 2022

2021 Financial Statements

Acquirente Unico S.p.a.

Fully paid-up share capital € 7,500,000

Sole shareholder pursuant to Art. 4 of Italian Lgs Decree 79/99 Gestore dei Servizi Energetici - GSE S.p.A.

Entity with direction and coordination powers: GSE S.p.A.

Registered offices - 00197 Rome – Via Guidubaldo Del Monte, 45

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Economic and Administrative Registry of Rome no. 932346