

## Dear customer

### Target level for the security of supply in electricity distribution

The electricity connection in question is located in a zoned area. According to the Electricity Market Act, the target level for the security of supply in electricity distribution in zoned areas is that network damage caused by storms or snow load does not result in power outages lasting for more than 6 hours. The target level must be achieved by 2036.

### The Elenia Weatherproof electricity network will achieve the target level according to the set schedule

Elenia has approximately 76,000 kilometres of electricity network, of which 60% is currently underground. Since 2009, we have constructed all new and renovated electricity networks as underground cabling. We are replacing the overhead lines of the distribution network with weatherproof underground cabling. This also allows us to ensure that the requirements of the Electricity Market Act are met in our network.

### Maintenance throughout the year with the aid of 3D aerial photography

We take care of the condition of the electricity network using modern methods. Clearance work is carried out as required and the need for it is determined on the basis of photographing the medium-voltage network from a helicopter. In this way, we know which parts of our network need clearance.

### Elenia's voluntary compensation for outages lasting over 6 hours

We outperform the legal requirements by paying our customers voluntary compensation for outages lasting over 6 hours, in line with our customer promise.

**More information:** [www.elenia.fi/en/services/our-promises](http://www.elenia.fi/en/services/our-promises)

