



**Short Presentation of Business** 

2012



Short Presentation of Business of the company Elektro Maribor d.d. and the Elektro Maribor Group

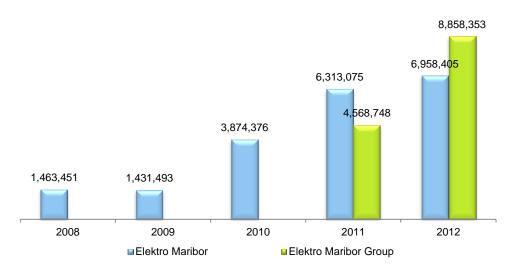
2012

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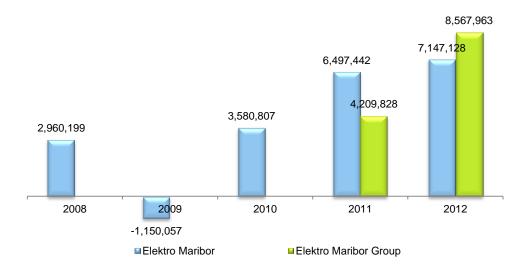
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# 1 BUSINESS PERFORMANCE OF THE COMPANY AND THE ELEKTRO MARIBOR GROUP

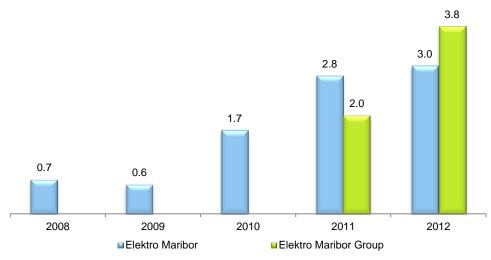
Net profits in EUR



EBIT (earnings before interest and tax) in EUR



Return on equity (ROE) in %



In 2011, the business activities of purchasing and sales were transferred to the spin-off company Energija plus d.o.o.

# 2 ACHIEVEMENTS OF THE COMPANY ELEKTRO MARIBOR

Key operational data for Elektro Maribor

Data	Elektro Maribor	Elektro Maribor	Elektro Maribor	Elektro Maribor	Elektro Maribor
	2008	2009	2010	2011	2012
Net profit in EUR	1,463,451	1,431,493	3,874,376	6,313,075	6,958,405
Return on assets (ROA) in %	0.5%	0.4%	1.2%	1.9%	2.1%
Return on equity (ROE) in %	0.7%	0.6%	1.7%	2.8%	3.0%
EBIT (earnings before interest and tax) in EUR	2,960,199	-1,150,057	3,580,807	6,497,442	7,147,128
EBITDA (earnings before interest, tax, depreciation and amortisation) in EUR	24,340,212	20,756,088	23,818,580	25,854,180	26,719,246
All income in EUR	196,727,105	202,359,760	210,662,826	75,193,463	76,077,278
Operating revenues in EUR	194,670,645	198,719,695	209,128,687	74,385,976	75,238,088
Net turnover in EUR	181,280,285	185,014,426	192,605,068	62,443,092	63,981,084
Net sales per employee from hours in EUR	218,450	226,862	237,562	81,512	82,284
Added value <sup>1</sup> in EUR	48,331,390	44,561,955	48,232,422	48,407,351	50,837,446
Added value per employee from hours in EUR	58,241	54,641	59,491	63,190	65,381
All costs and expenditure in EUR	195,263,654	200,928,267	206,788,450	68,880,388	69,118,873
Business costs and expenditure in EUR	191,710,446	199,869,752	205,547,880	67,888,534	68,090,960
Assets on 31. 12. – in EUR	321,405,893	325,829,965	339,678,973	325,272,964	324,686,272
Capital on 31. 12. – in EUR	222,565,470	223,996,963	227,856,970	232,970,045	236,243,963
Investments in EUR	31,776,183	21,322,048	27,058,937	22,897,795	19,193,117
Dividends of total capital in %	0.4%	0.3%	0.0%	0.5%	1.6%
Paid dividends	982,174	570,623	0	1,179,098	3,650,301
Paid dividend per share in EUR	0.03	0.02	0	0.0358	0.11
Distributed electricity in MWh	2,164,069	2,078,193	2,164,681	2,195,801	2,164,458
Number of consumers at the distribution network	208,688	210,434	211,633	212,418	213,425
Distributed MWh per number of consumers	10.37	9.88	10.23	10.34	10.14
Number of employees on 31. 12.	837	821	819	771	761
Average no. of employees on the basis of working hours	829.85	815.54	810.76	766.06	777.56

<sup>\*</sup> Because of the transfer of marketing activities in 2011, the data for 2011 and 2012 is not entirely comparable to the data for previous years.

<sup>&</sup>lt;sup>1</sup> Added value = operating revenues – costs of material and services – other operating expenses

# 3 ACHIEVEMENTS OF THE ELEKTRO MARIBOR GROUP

Key operational data for Elektro Maribor Group

Net profit in EUR  Return on assets (ROA) in %  Return on equity (ROE) in %  EBIT (earnings before interest and tax) in EUR  EBITDA (earnings before interest, tax, depreciation and amortisation) in EUR  All income in EUR  Operating revenues in EUR  Net turnover in EUR  Net sales per employee from hours in EUR  Added value in EUR  Added value per employee from hours in EUR	4,568,748	8,858,353
Return on equity (ROE) in %  EBIT (earnings before interest and tax) in EUR  EBITDA (earnings before interest, tax, depreciation and amortisation) in EUR  All income in EUR  Operating revenues in EUR  Net turnover in EUR  Net sales per employee from hours in EUR  Added value in EUR		
EBIT (earnings before interest and tax) in EUR  EBITDA (earnings before interest, tax, depreciation and amortisation) in EUR  All income in EUR  Operating revenues in EUR  Net turnover in EUR  Net sales per employee from hours in EUR  Added value in EUR	0.00/	2.6%
EBITDA (earnings before interest, tax, depreciation and amortisation) in EUR  All income in EUR  Operating revenues in EUR  Net turnover in EUR  Net sales per employee from hours in EUR  Added value in EUR	2.0%	3.8%
All income in EUR  Operating revenues in EUR  Net turnover in EUR  Net sales per employee from hours in EUR  Added value in EUR	4,209,828	8,567,963
Operating revenues in EUR  Net turnover in EUR  Net sales per employee from hours in EUR  Added value in EUR	25,547,421	29,412,644
Net turnover in EUR  Net sales per employee from hours in EUR  Added value in EUR	188,692,425	183,612,792
Net sales per employee from hours in EUR  Added value in EUR	187,237,192	182,041,728
Added value in EUR	174,597,054	170,269,716
	214,667	203,463
Added value per employee from hours in EUR	50,137,675	55,559,342
	61,644	66,390
All costs and expenditure in EUR	184,123,677	174,754,439
Business costs and expenditure in EUR	183,027,364	173,473,765
Assets on 31. 12. – in EUR	344,134,458	346,593,000
Capital on 31. 12. – in EUR	233,562,687	238,736,555
Investments in EUR	23,298,614	19,597,779
Dividend of total capital in %	0.5%	1.6%
Paid dividends	1,179,098	3,650,301
Paid dividend per share in EUR	0.0358	0.11
Distributed electricity in MWh	2,195,801	2,164,458
Number of consumers at the distribution network	212,418	213,425
Distributed MWh per number of consumers	10.34	10.14
Number of employees on 31. 12.		
Average no. of employees on the basis of working hours	817	823

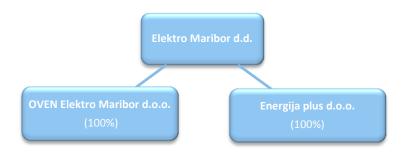
# 4 COMPANIES WITHIN THE ELEKTRO MARIBOR GROUP

The Elektro Maribor Group was created by a spin-off from the company Elektro Maribor d.d. on 1. 1. 2011.

The Elektro Maribor Group consists of the controlling company Elektro Maribor d.d. and two affiliated companies, which are 100% owned by the controlling company:

- Energija plus d.o.o.,
- OVEN Elektro Maribor d.o.o.

**Elektro Maribor Group** 



## 4.1 Presentation of the Controlling Company Elektro Maribor

#### **Basic Information**

The company Elektro Maribor d.d., a company for the distribution of electricity, is a constituent part of the national electricity system of the Republic of Slovenia and one of five companies for the distribution of electricity in the Republic of Slovenia.

Company:	Elektro Maribor, podjetje za distribucijo električne energije, d.d.
Abbreviated name:	Elektro Maribor d.d.
Seat:	Vetrinjska ulica 2, 2000 Maribor
Registration number:	5231698
Tax number:	46419853
Current account:	SI56 0451 5000 0570 965
Share capital on 31. 12. 2012:	139,773,510.27 EUR
Entry in company register:	Registered at the County Court of Maribor, entry 1/00847/00
Number of employees on 31.12.2012:	761
Supply area:	Northeast Slovenia
Size of the supply area:	3,992 km <sup>2</sup>

Basic activities of the company:

- Operations and technological development: reliable supply of electricity with minimum times of interruptions caused by internal malfunctions.
- Maintenance: maintaining the high-quality of the electricity distribution system, which ensures operational
  capacity and efficient electricity supply for consumers as determined by the project parameters upon the
  construction of facilities and objects.
- Distribution network services: building a good business relationship with the consumers in all system services of the public utility service with integrity and in a partner-like manner. The relationship needs to

be built on transparent, law abiding and flexible procedures, where consumers have the possibility to influence and co-shape certain business decisions.

 Electrical assembly services and metering laboratory: electrical assembly services for foreign customers and investments in electric power facilities.

The company has established the following management systems:

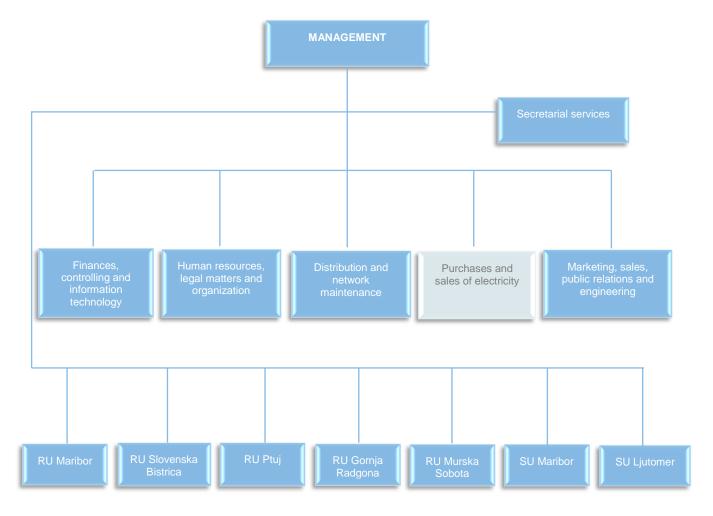
- Quality control system according to the standard ISO 9001:2008,
- Environmental management system according to the standard ISO 14001:2004,
- Metering laboratory management system according to the standard ISO/IEC 17020:2004,
- Healthy and safety at work system according to the system BS OHSAS 18001:2007,

The company owns a basic Family-Friendly certificate.

## Organization

The company is a joint-stock company for which the provisions of the Companies Act (CA) apply.

The organizational structure of the company Elektro Maribor on 31. 12. 2012



The following business activities and duties take place within individual organizational units: maintenance of the distribution network, distribution of electricity, provision of services and technical support activities. The area of purchasing and sales of electricity has been part of the new spin-off company Energija plus d.o.o. as of 1. 12. 2011.

## Vision, Mission, Values and Strategy

#### Vision

To reinforce the leading company as the provider of advanced electric services for the consumers, founding on excellence and innovative operation, while at the same time ensuring sustainable and competitive services for the consumers and guaranteeing responsibility towards the social and natural environment, as well as the employees.

To be acknowledged as a friendly company with great responsibility to its owners and employees, consumers and the social environment.

To reduce business, social, employment and natural risks by means of quality operations and development.

#### Mission

To provide high-quality electricity to the population and economy in an environmentally-friendly way for competitive prices and in a reliable, satisfactory and safe manner, as well as to ensure high-quality living standards and to entice economic development.

To perform business activities in accordance with Slovenian and European law and achieve business excellence.

To encourage efficient energy use and use of renewable energy sources and invest in the development and application of new technologies.

To protect the population and environment from risks associated with the use of energy technology.

To fulfil the expectations of the owner and enable creative work positions for the employees.

To enable the transition to low-carbon society through development and an active role of the consumers with the production of electricity from renewable energy sources and by encouraging efficient energy use.

#### **Values**

To establish our business operations in compliance with ethical and legal norms and according to the quality policy and business excellence.

Good relationship towards:

- The consumers; based on respect, trust, efficiency and safety;
- The social environment; based on responsibility, regularity and transparency;
- The employees; based on respect, ensuring an appropriate working environment, enabling professional realization and personal development;
- The business partners; based on responsible interaction;
- The owners; based on stability and perspective of input and created profit;
- The natural environment; based on sustainable development.

## **Key Strategies in 2012**

The company Elektro Maribor realized some changes in the first quarterly of 2012, which significantly influenced the operation of the company and prepared a revisited business plan. The revised business plan followed the realization of key strategies such as:

- Lowering of the long-term borrowing,
- Optimizing operations, ensuring adequate financial sources and rationalization of operational costs,

- Setting up an internal audit and risk management system,
- Systematic upgrade of the management system in the Distribution control centre (DCV) by integrating technical information databases,
- Systematic distribution and use of resources and means for the execution of maintenance processes, investments and consumption in the operational area,
- Systematic updates of the process for notifications in the event of black-outs,
- Execution of strategic projects of the company,
- Development of the company's personnel to ensure the continuous development of the company

#### **Strategic Policies**

Up to 2015, the business activities of the company will remain focused on realizing strategic goals and ensuring efficient response to potential unforeseen changes in operating conditions.

In the long-term, the company will strive to:

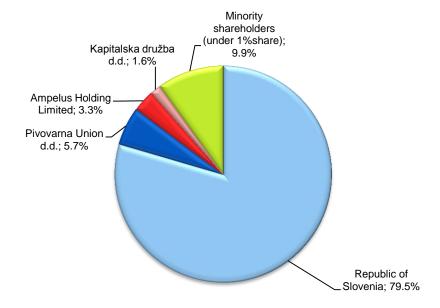
- Implement the recommendations and guidelines of the majority owner, primarily in achieving profitability and dividends,
- Execute the contractual obligations in the Contract for the lease of electric distribution infrastructure and services for SODO d.o.o.,
- Optimize operation and rationalize costs,
- Lower long-term borrowing and ensure a safe environment for the employees.

#### Share Ownership Structure

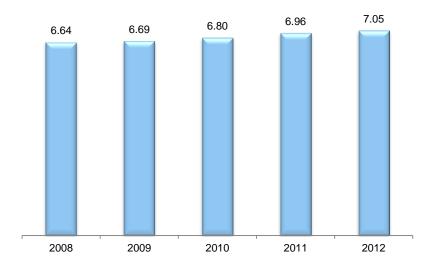
The share capital of Elektro Maribor amounts to 139,773,510 EUR and is divided into 33,495,324 ordinary registered shares. Each share holds the same portion and amount in the share capital. The shares of the company are not traded on a regulated market.

At the end of 2012, the company had 1,347 shareholders, whereas at the end of 2011 there had been 1,360. The largest shareholder is the Republic of Slovenia with a 79.5% share. Four shareholders own over 1% share.

Share ownership structure on 31.12.2012



Fluctuation of the accounting value of a share (in EUR)



# 4.2 Presentation of the Affiliated Company Energija plus

#### **Basic Information**

Company:	Elektro Maribor Energija plus podjetje za trženje energije in storitev, d.o.o.
Abbreviated name:	Energija plus d.o.o.
Seat:	Vetrinjska ulica 2, 2000 Maribor, Slovenija
Registration number:	3991008000
Tax number:	88157598
Current account:	SI56 04515 00018 53305
Share capital:	8,000,000.00 EUR
Entry in the register of companies:	County Court Maribor
Date of entry in the companies' register:	Srg 2011/23297 20. 6. 2011, Srg 2011/36929 1. 12. 2011
Founder:	Elektro Maribor d.d.
Director of the company:	Bojan Horvat
Toll-free number of the call centre:	080 21 15
General email:	info@energijaplus.si
Website:	www.energijaplus.si
Number of employees on 31. 12. 2012	57

The company Energija plus takes care of purchasing and sales of electricity. Purchasing also includes trading, concluding contracts on the purchases of electricity with manufacturers, concluding contracts on the supply of electricity with the end consumers and other contracts in the two-way trading. Trading electricity takes place throughout the year.

The sales and trading takes place in all segments on the Slovenian market, both with large business systems, as well as with households. The company provides the customers with electricity, which is proportional to their needs and also offers individual treatment for all clients.

#### Organization

The company is organized as a limited liability company and in according with Article 55 of the CA classified as a large company.

#### Vision, Mission, Values and Strategy

The company follows the four strategic guidelines: openness, credibility, continuity and equal treatment of all customers.

#### **Vision**

To become a credible partner for organizations, the young generation and the employees in development and in achieving a sustainable future.

#### Mission

The company Energija plus offers products for the entire energy supply and efficient energy use based on the best value for the customers.

#### **Values**

- **Excellence** we wish to be the best at what we do.
- Creativity our work contributes to the development.
- Diversity our attitude builds trust among partners.
- Sustainable development we preserve the environment and provide for the people.

#### **Key Strategies for Development**

- Customers: differentiating product and service offer, development of new products in the area of renewable energy sources; development of services for efficient energy use (consulting); active recruitment of new customers.
- Internal operation: optimization of operations; risk management; ensuring financial resources; introduction of modern management tools to monitor the execution of set goals and project management; organic growth and dynamic adjustment of the organizational structure.
- Employees: targeted education; ensuring internal knowledge transfer; proactive development of a motivational and reward system.
- Environment: active cooperation in shaping the projects, which are financed by the resources of the ECO Fund.
- Technology: development of a modern business infrastructure; introduction of modern technologies and approaches for work; ensuring adequate technological solutions.

#### Share Ownership Structure

The company Energija plus was founded in 2011 by a spin-off of purchasing and sales for the electricity sector from the company Elektro Maribor. The company is 100% owned by the founding company Elektro Maribor d.d. and has a share capital of 8 million EUR.

The modification concluded on 1. 12. 2011 when the company first acted as an independent legal entity.

## 4.3 Presentation of the Affiliated Company OVEN Elektro Maribor

#### **Basic Information**

Company:	OVEN Elektro Maribor, d.o.o.		
Seat:	Vetrinjska ulica 2		
Address:	p.p. 1553, 2001 Maribor		
Registration number:	1708503		
Tax number:	SI22034412		
Current account:	SI56 2410 0900 4370 202		
Share capital:	38,792.00 EUR		
Entry in the register of companies:	Okrožno sodišče v Mariboru, entry 1/11291/00		
Owner:	Elektro Maribor, d.d.		
Director of the company:	Miroslav Prešern		
Phone:	02 / 22 00 782		
Fax:	02 / 22 00 781		
Website:	www.oven-em.si, www.planet-oven.si		
No. of employees on 31. 12. 2012:	5		

The company holds the status of a qualified manufacturer of electricity. The company owns and manages five small hydroelectric power stations, one medium size hydroelectric power stations and sixteen small solar power stations.

## Organization

The company is organized as a limited liability company and according to Article 55 of the CA classified as a micro-company.

#### Vision

- To become a significant regional partner in the area of renewable energy sources.
- To work in the area of education, training and consulting, above all in the area of efficient energy use.
- To operate and perform business activities according to the highest ecological standards.

#### Share Ownership Structure

The company OVEN Elektro Maribor was founded in 2002 with the spin-off of the activity of electricity production from Elektro Maribor d.d. The company is 100 % owned by its founder Elektro Maribor and has a share capital in the amount of 38,792 EUR.

# 4.4 Presentation of Associated Companies

Apart from its affiliated companies with a 100% ownership share, the company Elektro Maribor also holds long-term financial investments with over 20% share in:

• The company Moja energija d.o.o., Jadranska cesta 28, Maribor 33.33 %,

The company Eldom d.o.o., Obrežna ul. 170, Maribor
 25.00 %,

• The company Informatika d.d., Vetrinjska ul. 2, Maribor 21.96 %.

## 5 MANAGEMENT AND GOVERNANCE

Each company within the group has its own management, as shown in the following presentations for each individual company.

# 5.1 Management and Governance of the Company Elektro Maribor

The company Elektro Maribor is governed by a two-tier management system. The management board runs the company, which is supervised by the supervisory board. The management of the company is founded on legal provisions, the Articles of the Association as the basic legal act of the company and internal regulations, which were drawn up in accordance with the standards of the International Organization for Standardization (ISO).

Although the shares of the company Elektro Maribor are not listed on stock exchange, the company follows the principles of Corporate Governance Code, which was consensually formed and adopted by the Ljubljana Stock Exchange, the Slovenian Directors' Association and the Managers' Association on 8. 12. 2009.

#### Management

The management of the company Elektro Maribor runs the company independently and at their own responsibility. The management board represents the company. The Articles of Association determine that the management board has one member, who is appointed and recalled by the supervisory board of the company. The management term is 4 years with the possibility of reappointment.

Chairman of the Board (as of 12. 3. 2012): MA Boris Sovič

Representative of the company (as of 11. 3. 2012): Silvo Ropoša, BSc, electrical engineer.

#### Supervisory Board

The supervisory board has six members, four of which are representatives for the shareholders and two members as representatives for the workers. The supervisory board is appointed at a shareholders' meeting with a majority of votes of present shareholders, apart from the two members appointed by the works council. The members of the supervisory board are appointed for a period of 4 years and may be reappointed upon the completion of the term. The supervisors can elect a chairperson and vice-chairperson among their members.

Representatives for the capital:

- Roman Ferenčak chairman,
- MA Srečko Kokalj vice chairman,
- Dr. Matjaž Durjava member,
- Drago Naberšnik member.

Representatives for the workers:

- Miro Pečovnik,
- Maksimilijan Turin.

#### **General Meeting**

The shareholders can exercise their rights with regard to the company at a general or shareholders' meeting. The management board of the company convenes a general meeting at their own initiative, upon demand from the supervisory board or a demand from the shareholders of the company, which represent at least 5% of the share capital of the company. The shareholders regularly receive information on business operation and all significant terms with the help of interim reports, as well as information published online.

## 5.2 Management and Governance of the Company Energija plus

The company has one senior manager – the director, who runs the company at his responsibility and at the same time acts as a representative for the company. The term of the director is 4 years with the possibility of reappointment. The partner appoints the director.

Director of the company: Bojan Horvat

In accordance with the rules of central governance as described in the CA, the company does not have a supervisory board. The supervisory function is provided by the sole partner, that is the chairman of the board of the founding company – Elektro Maribor, who also represents the general meeting of the company.

## 5.3 Management and Governance of the Company OVEN Elektro Maribor

The company has one senior manager – the director, who represents the company. The director runs the company to the benefit of the company, independently and at his own responsibility. Director is appointed and recalled by the supervisory board for a period of four years with the possibility of reappointment.

Director of the company: Miroslav Prešern

The founder of the company has direct governance over the company, as well as indirect governance via the director and supervisory board, as well as other organs of the company. The members of the supervisory board are appointed and recalled by the founder. The company has a supervisory board, which consists of three members:

- Miroslav Pečovnik chairman
- Franc Vindiš member
- Peter Kaube member

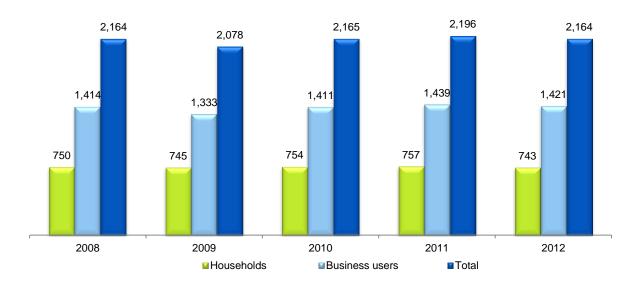
The general meeting of the company is represented by its sole partner, that is the chairman of the board of the founding company – Elektro Maribor.

## 6 DISTRIBUTION OF ELECTRICITY

#### Use of Network

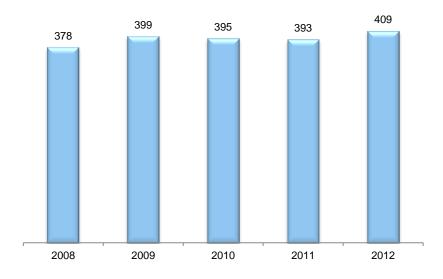
In 2012, we distributed 2,164,458 MWh of electricity through the network of Elektro Maribor at 213,425 monitoring stations. The use of electricity lowered in 2012 with regard to 2011 by 1.4%; of which 1.8% for households and 0.5% for medium voltage business users and 2.6% low voltage business consumers. Maximum power (MW) was greater by 0.5% than in 2011, whereas peak power was greater by 4%.

The fluctuation of the amounts of distributed electricity (in GWh)



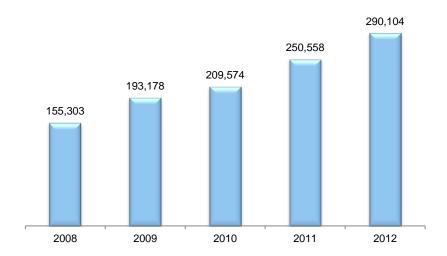
Whereas the use itself is lowering, the peak load is growing. This stems from the increase of burden on existing connected users (consumers and manufacturers) and acquisition of new consumers. Along with the changes in the dynamic of economic activities, the growth of peak load was significantly influenced by climatic factors, meaning the low temperatures in February of 2012. As of 2005, peak power has grown at an average rate of 2.2% per year.

Fluctuation of peak power (in MW)



In 2012, the production facilities included in the distribution network of Elektro Maribor produced 290 million kWh (290 GWh) of electricity, which is 16% more than the previous year. From 2005–2012 the production had increased by four times. The production facilities, which have contributed to this, are mainly small hydroelectric power plants, biogas and natural gas power plants and solar power plants. In 2005, the distribution network had 40 power plants with the combined power of 38 MW, whereas in 2012 there were 1,149 connected with the joint power of 139 MW.

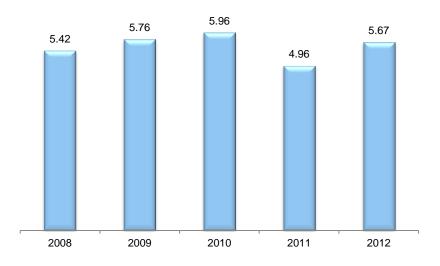
The fluctuation of electricity acquisition from production facilities (in MWh)



## Purchasing of Electricity for the Requirements of SODO d.o.o.

For the purpose of covering losses in the network in 2012, there were 122,718 MWh of electricity purchased for the amount of 6,734,774 EUR. For other purposes of SODO, there were 215 MWh of electricity purchased in the amount of 11,819 EUR. The purchase price for electricity was 54.88 EUR/MWh. The recognized price for the purchase of energy to cover losses by the AGEN-RS was for 2012 59.51 EUR/MWh and the recognized amount for losses by AGEN-RS for 2012 was 5.86% according to distributed amounts. Achieved losses for 2012 were 5.67% according to distributed amounts.

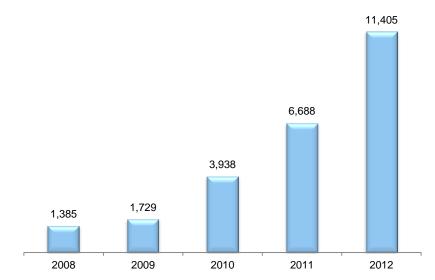
The fluctuation of the percentage of losses in the network according to the distributed electricity (in %)



## Changes of Suppliers of Electricity

In 2012 in the distribution area of Elektro Maribor 11,405 monitoring stations, 9,443 of which were households and 1,962 business users, switched to another supplier of electricity, which is more than 5% of the entire population at monitoring stations in the distribution area of Elektro Maribor and the most so far. The number of changes of suppliers has increased by almost 12 times since 2007, when the market opened for household consumers.

The fluctuation of the number of changes for suppliers of electricity

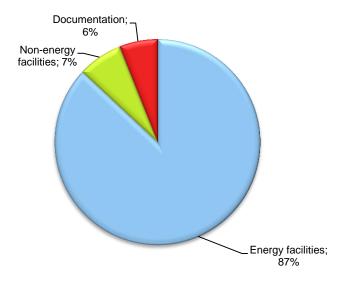


# 7 INVESTMENTS

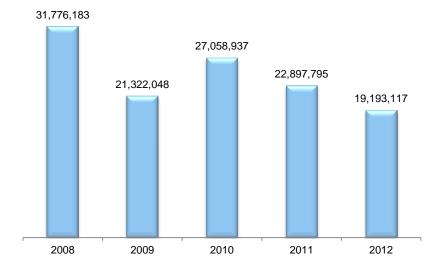
# 7.1 Investments of the Company Elektro Maribor

The realized investments in 2012 amounted to 19,193,117 EUR and were 6% lower with regard to planned investments and 16% lower than the previous year.

Structure of investments in 2012



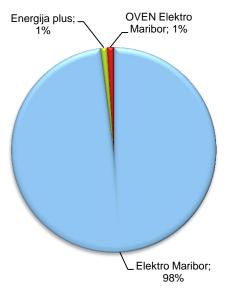
Fluctuation of investments (in EUR)



# 7.2 Investments of the Group

The investments of the Elektro Maribor Group in 2012 amounted to 19,597,779 EUR. The biggest share (98%) are investments of the company Elektro Maribor d.d..

Structure of investments by individual companies (in %)



The company Energija plus in 2012 merely invested in an upgrade of the existing information system in the area for accounting electricity supply.

Investments of the company OVEN Elektro Maribor mainly related to the construction of the new solar power plant MFE OVEN – Bavaria – IT.

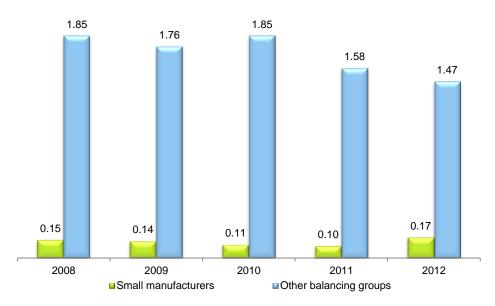
# 8 PURCHASING AND SALES OF ELECTRICITY

The activity of purchasing and sales of electricity is done by the affiliated company Energija plus.

## 8.1 Purchasing of electricity

In 2012, the company according to futures contracts and other purchases, purchased 1,635 GWh of electricity and sold 177 GWh of electricity to other balancing groups and in this way ensured all the electricity, which we then sold to the end users.

Fluctuation of purchases of electricity (in TWh)

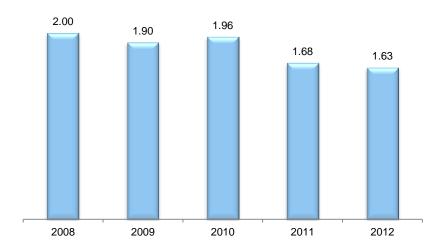


Apart from purchasing electricity from the nine traders of electricity on the basis of annual and biannual contracts with various price models, we also purchase electricity from over 300 smaller manufacturers. In addition to a favourable price, we search for environmental goals and strive to increase the percentage of energy from RES in our portfolio.

## 8.2 Electricity Sales

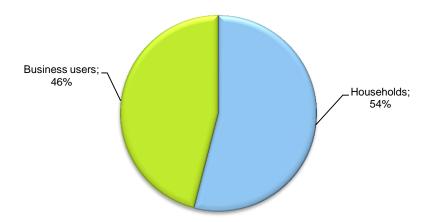
Total amount sales in 2012 (household and business users and other balancing groups) amounted to 1.63 TWh of electricity, which was somewhat lower than planned, mostly because of the economic situation and migration of consumers to other suppliers. Smaller sales also reflected in a slightly lower income than planned.

Fluctuation of sales of electricity by amount (in TWh)



By the end of 2012, the sales of electricity were according to the number of monitoring stations 171,752 households and 17,210 business users (information taken from the website of the Ministry of Infrastructure and Spatial Planning, information portal on energy industry, EPOS E-reporting).

Share of sold amounts to end users



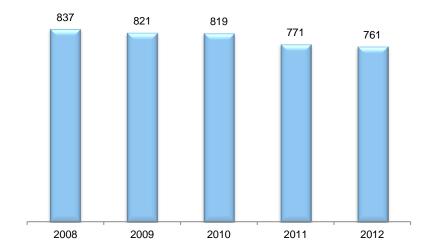
## 9 EMPLOYEES

In the Elektro Maribor Group we are aware that in order to achieve our goals one key factor are satisfied and professionally trained employees. In the process of hiring new workers we act according to the three-way contract, which gives us the opportunity to first look for new employees within the Elektro Maribor Group. In the event that adequate personnel is not found within the group, we turn to the Employment Service of Slovenia.

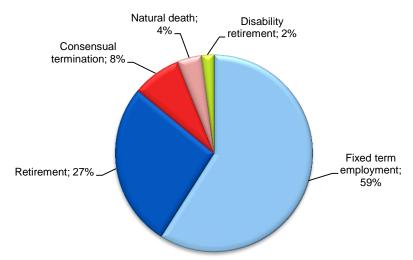
## 9.1 Employees in the Company Elektro Maribor

By the end of 2012, the company Elektro Maribor employed 761 people, of whom 667 men and 94 women. With regard to 2011, the number of employees reduced due to a larger number of retirements. We hired 68 workers for a limited period of time; 47 of whom construction workers. Construction workers were employed for a period between June and December due to urgent investment works. In 2012, 78 workers left the company.

Fluctuation of the number of employees (state at the end of the year)



Structure of leaves of employees in 2012

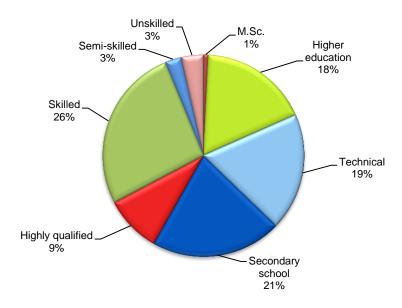


In 2012, the average age of workers was 42.4 years; 42.1 for men and 44.5 for women. The average period of employment was 22.8 years. The average age and period of employment have minimally increased in the last couple of years.

	2008	2009	2010	2011	2012
Average age of employees (in years)	41.9	42.4	41.9	42.3	42.4
Average period of employment for employees (in years)	21.6	22.0	22.2	22.6	22.8

In 2012, the number of employees with higher education increased and at the same time the number of unskilled and semi-skilled workers lowered.

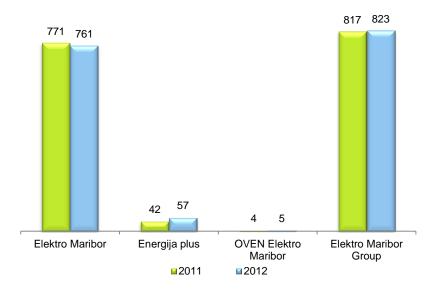
Structure of employees according to their education on 31. 12. 2012



# 9.2 Employees within the Group

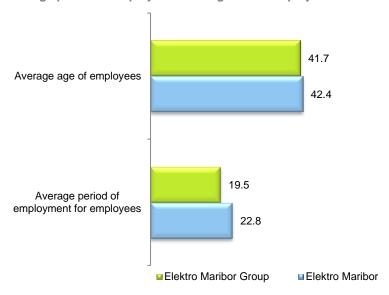
At the end of 2012, the Elektro Maribor Group employed 823 people. According to 2011, the number of employees increased due to new employments for an indefinite period of time in the affiliated company Energija plus d.o.o.

Fluctuation of the number of employees (at the end of the year)



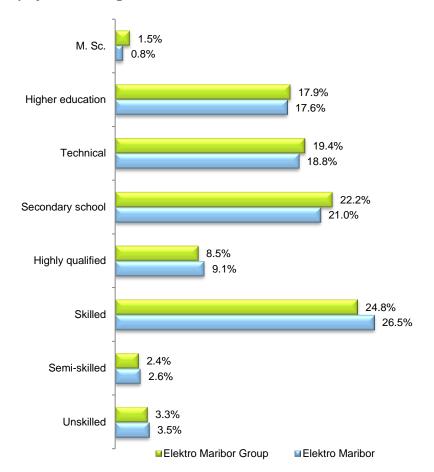
In the Elektro Maribor Group in 2012, the average age of employees was 41.7 years. The average period of employment was 19.5 years. Among the employees of the group, there were 685 or 83% men and 138 or 17% women.

Average period of employment and age of the employees in 2012



In 2012, the number of workers with a higher education increased and at the same time the number of unskilled and semi-skilled workers lowered.

Structure of employees according to their education on 31. 12. 2012



## 10 CONTACT INFORMATION

#### Elektro Maribor d.d.

Elektro Maribor d. d.

Vetrinjska ulica 2, SI - 2000 Maribor

Phone: (02) 22 00 000 Toll-free numbers:

080 21 05 - 24-hour service for calling-in black-outs and disturbances at the network

080 21 01 - general information

Fax: (02) 25 22 241 and (02) 22 00 108

Website: http://www.elektro-maribor.si

E-mail: info@elektro-maribor.si

#### Regional units

**RU** Maribor

Vodovodna ulica 2, 2000 Maribor, tel.: (02) 22 00 300, fax: (02) 33 26 905

RU Slovenska Bistrica

Kolodvorska ulica 21a, 2310 Slovenska Bistrica, tel.: (02) 22 00 500, fax: (02) 81 81 246

RU Gornja Radgona

Lackova ulica 4, 9250 Gornja Radgona, tel.: (02) 22 00 800, fax: (02) 22 00 808

RU Murska Sobota

Lendavska ulica 31a, 9000 Murska Sobota, tel.: (02) 22 00 700, fax: (02) 52 31 443

RU Ptuj

Ormoška cesta 26a, 2250 Ptuj, tel.: (02) 22 00 600, fax: (02) 77 60 901

## Service units

SU Ljutomer

Ulica Rada Pušenjaka 5, 9240 Ljutomer, tel.: (02) 22 00 850, fax: (02) 58 21 492

SU Maribor

Veselova ulica 6, 2000 Maribor, tel.: (02) 22 00 451, fax: (02) 42 01 369

## Energija plus d.o.o.

Energija plus d.o.o.

Vetrinjska ulica 2, SI - 2000 Maribor

Toll-free number:

080 21 15 – general information Website: <a href="http://www.energijaplus.si">http://www.energijaplus.si</a>

E-mail: info@energijaplus.si

#### OVEN Elektro Maribor d.o.o.

OVEN Elektro Maribor d.o.o.

Vetrinjska ulica 2, SI - 2000 Maribor

Telephone: (02) 22 00 782

Fax: (02) 22 00 781

Website: http://www.oven-em.si



Short Presentation of Business of the company Elektro Maribor d.d. and the Elektro

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