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sorgenia

About US



# Highlights (Data as at 31 December 2023)

Founded in 1999 with the establishment of the free energy market, today Sorgenia is the leading private energy operator in Italy.



**920,000** customers



**4 TWh** of electricity  
sold to end customers



**190 mln m<sup>3</sup>** of natural gas  
sold to end customers



**181 €mln** EBITDA  
408 €mln PFN



**4.4 GW** of CCGT plants

(including pro-quota power at 50% of Tirreno Power plants)

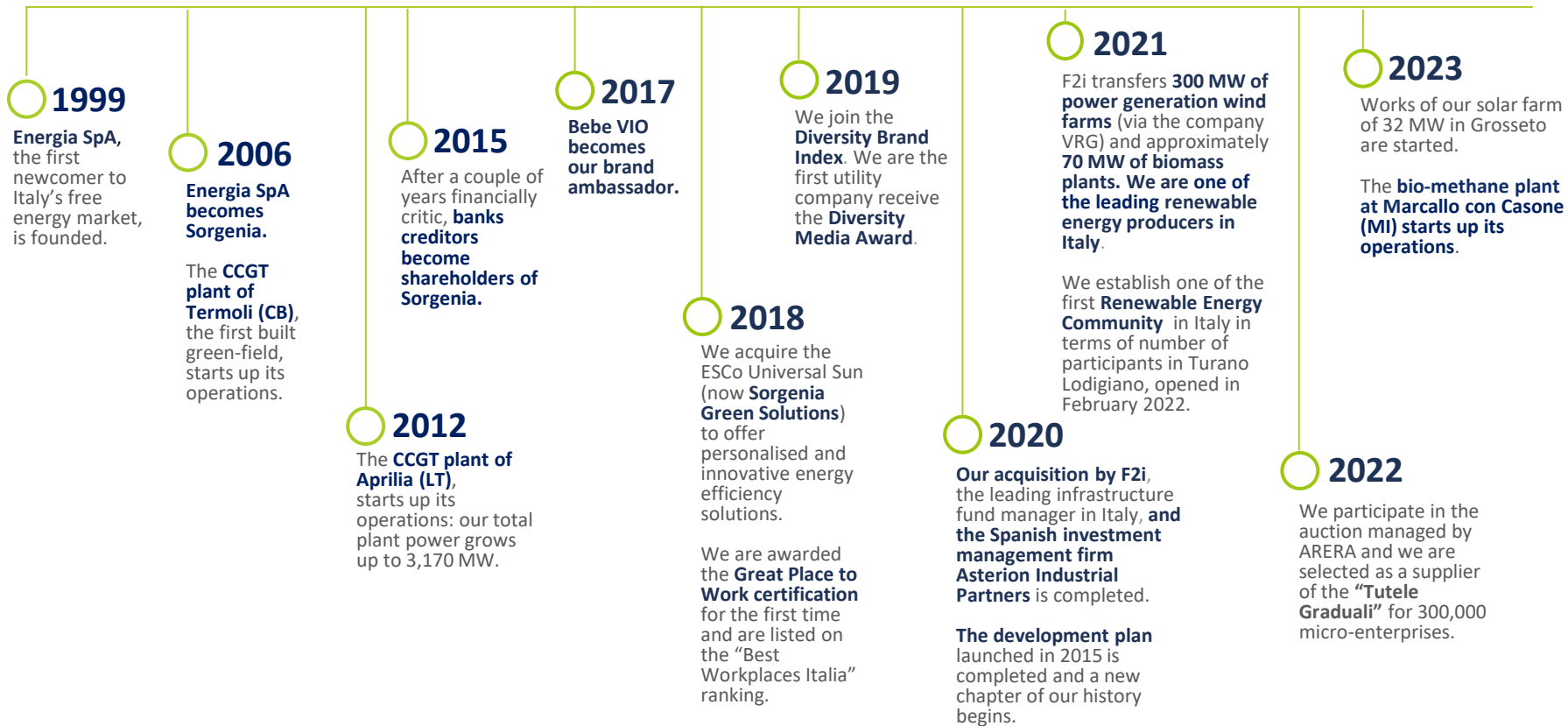


**370 MW** of renewable energy plants  
other 42 MW under construction



**643** people  
employed by the Group's companies

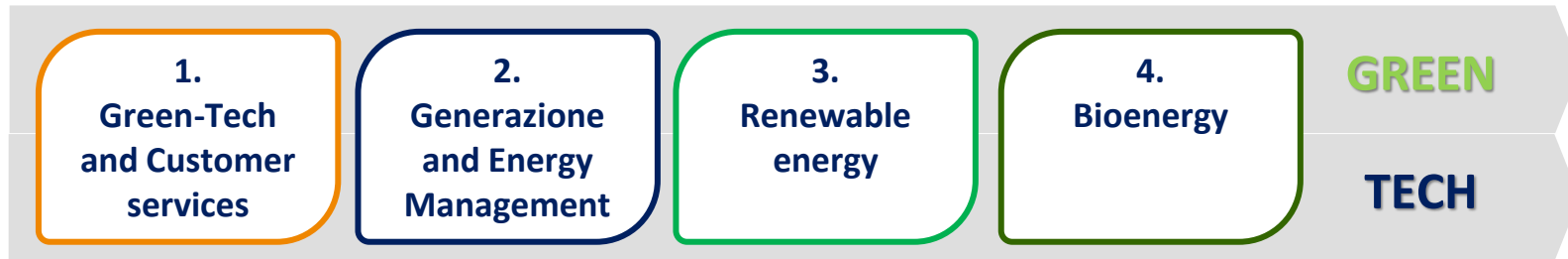
# Our history



# Our growth strategy

To make the most of the synergies between our skills and consolidate the positive impact that our actions have on people and the environment, our areas of work follow two cross-cutting principles that guide our decisions:

- **Environmental sustainability**, which has always defined our corporate identity and each and every one of our decisions
- The integration of **digital services** with the **most innovative technologies** aimed at the production and use of energy



## Green-Tech and Customer services

We offer our customers **advanced energy solutions and tools** able to play an active role in the energy transition. We guarantee a high quality and advanced customer experience thanks to personalised and digital services.

## Energy Generation and Management

We produce energy in an efficient way thanks to our modern and environmentally sustainable power generation plants.

We benefit from the **integrated management** of traditional assets and renewable technologies.

## Renewable energy

We are among the **leading wind power generators in Italy** and are committed to creating a major renewable energy park with cutting-edge and environmentally sustainable technology.

## Bioenergy

We are the **fourth largest producer of biomass energy in Italy**.

We are designing a virtuous and innovative model that allows the development of circular economies at the local level, starting with waste products.

# The Group structure

Aggiornato al 31.12.2023



# Our commitment to the environment

Our desire to protect the environment and our planet guide all of our business decisions and underpin our relations with our customers. We constantly pursue environmental projects, working together and collaborating with the Greeners community of loyal customers and environmental advocates.

## Protecting our forests

We are working in partnership with the non-profit organisation Rete Clima to protect Italy's forests.

Examples:

- Adoption of **15,000 m<sup>2</sup>** of forest on the Piana del Gaver and **35,000 m<sup>2</sup>** near the Croce Domini Pass (BS), in collaboration with our partners Greeners and no-profit Rete Clima.
- Funding of **Oltrebosco** project, in collaboration with CAI and Federforeste, to enhance the importance of forests' ecological impact through their safeguard.
- **Reforestation** of the surroundings of our Terano-Lodigiano plant, in order to create within the year **a forest of 50 hectares**, of which **32 hectares have already been completed**.

## Protecting and studying our oceans

For two years (2022-2023) we supported the M.A.R.E. project organised by the Caprera Sailing Centre and the One Ocean Foundation to analyse the condition of the Tyrrhenian Sea.

Sailing on board the catamaran ONE, our colleagues studied for two years the health conditions of protected marine areas, keeping the environmental impact of our mission at its lowest.

First, we mapped the Tyrrhenian, then the Ionian and the Adriatic coasts, **doing plogging activities** (beach cleaning) in the areas the catamaran visited during its scientific mission – aiming to raise awareness about the role everyone can play to help the environment.





# Our commitment to people

Working to build a more sustainable world means taking care of the people who inhabit it so that everyone can freely express who they are and help to create a better society.



## #sempre25novembre

Established in 2018, this is one of the first campaigns in Italy to raise awareness about violence against women.

Through the years we raised money, donated energy to shelters and talked with young people. We gave voice to women who came out of situations of violence, and to those who stood beside them.

In 2023, thanks to the support of the F2i Group and its other member companies, we helped **raise awareness of the 1522 emergency number**, communicating it in airports, pharmacies, social and digital spaces.

Due in part to the credibility of our efforts, we were the first service company awarded the **Diversity Media Award**.

1522 NUMERO ANTI VIOLENZA E STALKING



## Spesa Sospesa

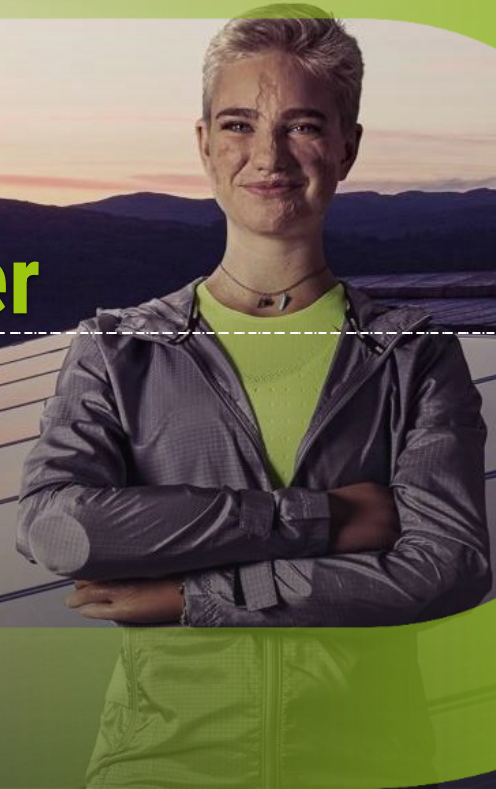
Established in 2020 in the middle of the pandemic, the initiative is an example of circular solidarity to help families in need.

**Spesa Sospesa** fights waste by giving those most in need access to necessities: thanks to blockchain technology, we can track every movement, from donation to goods' delivery, which is being done by a network of nonprofit local partners, **with the sponsorship of 26 Italian municipalities**. Thanks to Spesa Sospesa, **we help people in need and fight food waste**.

In 2023 alone, we donated **more than €200,000**, for a total of **more than 1.3 million euros** donated in the initiative's three years of operation.

2.

# Green-tech and Customer Services



# Sorgenia: 25 years on the free energy market

We are the leading operator for online electricity and gas sales, with over **20% of all online sign-ups** on Italy's energy market.

We also operate on the B2B market, serving businesses and professionals with a network of high-profile consultants distributed evenly across the country.

**25 years**

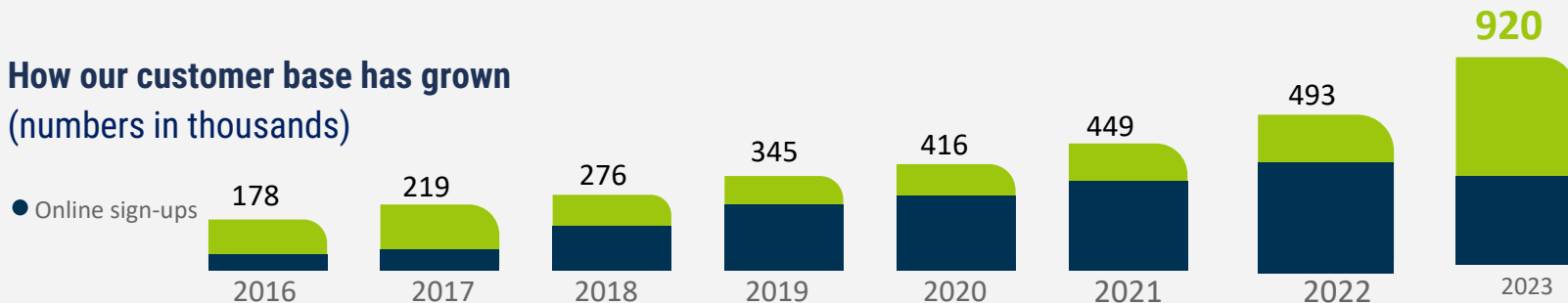
**Our experience on the free market.**  
We were the first company to be established with the deregulation of the energy market.

**Approx. 920,000**

Electricity and natural gas customers.

**We guarantee sustainable energy in a simple and easy-to-share way.**

## How our customer base has grown (numbers in thousands)

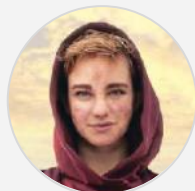


# Brand reputation and value

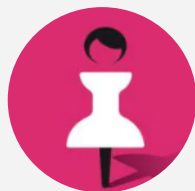
Over the years we've build a unique and recognisable brand identity which is closely linked to our system of values and to our business.



For seven years, Sorgenia is part of the **Diversity Brand Index**.



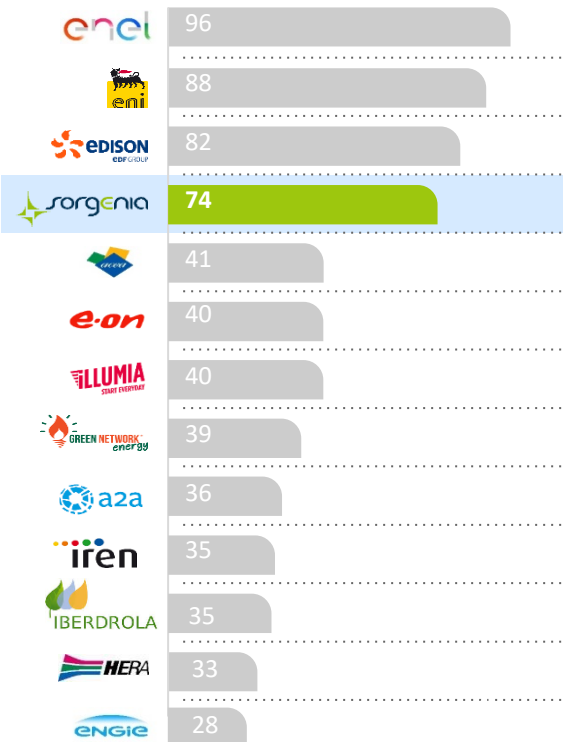
Since 2017, the brand ambassador and face of Sorgenia has been the paralympic fencing champion **Bebe Vio**, an emblem of Sorgenia's values of openness, inclusivity and a growing environmental awareness.



Since 2018, Sorgenia has promoted the **#sempre25novembre** initiative to confront violence against women. The project has generated significant impacts in terms of brand equity and has been well received by existing and prospective customers alike.

## Brand awareness: energy operators in Italy

GfK – Multiclient Research Energy, Target Family



## for private customers



Electricity



Gas



Fibre



Solar



Battery  
energy storage  
systems



EV charging  
stations



Heat pumps



MyNextMove  
App

## for businesses



Solar



Battery energy  
storage system



EV  
Charging  
Stations



Energy  
diagnostics



Relamping



Electricity



Gas



Fibre

### 100% digital

From signing up to checking bills and monitoring consumption: **with Sorgenia, everything is done online!**

### 100% green

All energy supplied to customers that sign up online comes from **renewable sources**.

We acquire and offer services to our business customers through our digital platform and a **network of qualified professionals located across the country.**

# Green-tech: transitioning to a new consumption model

Our aim is to continue to provide our customers with more tools and skills to enable them to play an active role in the energy transition.

**Green-techs** (from photovoltaic systems to storage systems, from heat pumps to charging stations for electric cars) can be economically beneficial to the customer and help secure our supply system, transforming the current generation and consumption model to a more sustainable and distributed one.



During 2023, thanks to a network of specialized professionals in the area, activated in order to always guarantee an efficient and sustainable service, we have installed:

- **26 MWe of photovoltaic systems**, including:
  - 8 MWe of private plants
  - 18 MWe industrial plants
- **16.3 MWh of storage batteries**

# Renewable Energy Communities (REC)

A Renewable Energy Community (REC) is a collective of people who **share renewable energy and clean energy**. RECs represent an **innovative green energy use model**.



## Collective commitment

Renewable Energy Communities enable their members to use the energy produced by the community itself.



## Social return

Collective action for more sustainable and responsible consumption.



## Economic return

Community members receive an economic return for energy returned to the grid and self-consumed.



## Environmental return

Reduction in CO<sub>2</sub> emissions thank to renewable energy generation.

In February 2022, we launched Lombardy's first **renewable energy community in Turano Lodigiano**, which will produce around **50,000 kWh of energy per year** thanks to two photovoltaic plants with a total installed capacity of 45 kW.

In 2023, the community of **Bertonico (LO)** became operational: a total of 34 kW of photovoltaic systems, serving 5 households and 2 municipal utilities.



# Standing shoulder to shoulder with businesses



We guide our customers towards **efficiency, growth** and sustainability.

**The companies that select us as their energy partners have access to the full extent of our knowhow in the industry and the best technical solution for each situation.**



**Services to increase energy efficiency and digital solutions for companies** through advanced energy management, involving:

- precise analysis of consumption
- creation of a database for energy and systems
- continual analysis of consumption and generation of benchmarks
- identification of cutting-edge products to save energy and protect the environment



# Our touchpoints and customer satisfaction



## Customer care

A group of experts always available for our customers



## Mysorgenia app

An innovative tool designed to offer our customers an even simpler experience.

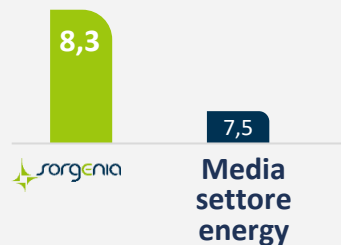


## Energy Corner

Energy bills are transformed into an interactive tool designed to offer personalised tips to save energy and increase sustainability

## Customer Satisfaction

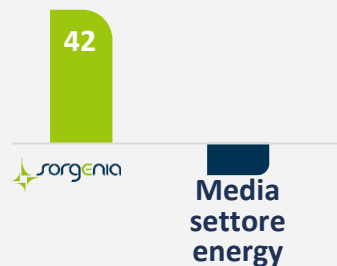
*"On a scale of 1 to 9, how satisfied are you with Sorigenia?"*



[On a scale from 1 to 9]

## Net Promoter Score (NPS)

*"On a scale of 0 to 10, how likely are you to recommend Sorigenia?"*



[How NPS is calculated:  
% Promoters - % Detractors]



Certified since 2015 by the international body DNV for the quality of end-customer service management processes.



Evaluated in 2022 by **Consumerism Non Profit** (a consumer protection association) about customer service, contract transparency, and employee protections.



Designated in 2023 by the **Altroconsumo** association as a "recommended provider" for electricity and gas supply.

## Carbon Footprint

By responding to a few simple questions about lifestyle, mobility and habits around the home, customers can **find out their own carbon footprint** and receive personalised tips on how to improve it.



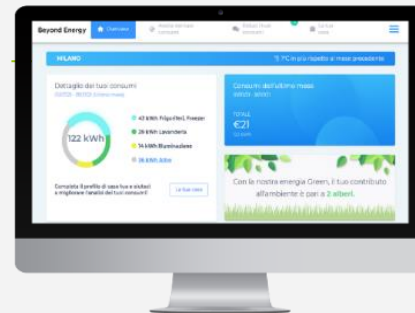
## Energy check-up

**25 questions on six areas of home efficiency**, to get a personalized energy check-up and proposals for solutions to improve home comfort, efficiency, and sustainability. A digital service driving the customer to environmental, energy, and economic benefits.



## Beyond Energy

This tool enables customers to **monitor their energy use, broken down by each appliance** and receive personalised tips on how to reduce energy consumption.



## Greeners

The **community of customers that promotes and rewards positive actions that helps to improve our planet: customers who put our advice into practice each day.**



3.

# Energy Generation and Management

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# Advanced technology for energy that serves people

Developed as a greenfield technology between 2006 and 2012, our **combined cycle gas turbines (CCGT)** were constructed using the best available technology in terms of efficiency and environmental compatibility.

The combined cycle system produces energy through two natural gas turbines and one turbine that uses the steam generated by the exhaust gas emitted by the gas turbines. The use of a sustainable fuel like natural gas and the high level of efficiency compared to a traditional power station reduces emissions to a minimum, does not produce dust emissions and occupies a smaller surface area.

Furthermore, production can be configured so that the system can quickly operate when needed and produces the amount of energy required to meet the demand of the national grid, making these systems the perfect complement to renewable power which by their very nature are non-programmable.

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# The Group plants

## ● Sorgenia plants

	Technology	Commercial operations date	100% installed capacity (MW)
Lodi	CCGT	2011	800
Termoli	CCGT	2006	780
Aprilia	CCGT	2012	790
Modugno	CCGT	2010	810

## ● Tirreno Power plants

	Technology	Commercial operations date	100% installed capacity (MW)
Vado Ligure	CCGT	2007	793
Torrevaldaliga	CCGT	2005	1,176
Naples Levante	CCGT	2009	401

100%  
of installed  
capacity

Pro-quota at  
50%  
of installed  
capacity



# The 4 Sorigenia combined-cycle plants

**Termoli (CB)**



2006

**Modugno (BA)**



2010

**Bertonico - Turano  
Lodigiano (LO)**



2011

**Aprilia (LT)**



2012



## Generation Efficiency

**More than 3 TWh**  
of electricity produced and sold

**628 mln m<sup>3</sup>**  
of natural gas consumed

**52%**  
medium yield

Data in 2023

## Zero Liquid Discharge (ZLD) Water System

The Modugno, Aprilia and Lodi plants are equipped with an industrial wastewater treatment system known as **ZLD – Zero Liquid Discharge**, because it concentrates water discharge and recovers the water in the final phase.

The only waste produced by the system is a non-hazardous solid waste consisting of the salt contained in the water.

**At the Modugno plant, the water supply system is even more environmentally sustainable: it only uses water released from the Bari Ovest treatment plant.**

## Environmental management of production processes

ISO 14001  
EMAS (*Eco-Management and Audit Scheme*)



## Health and safety management

ISO 45001

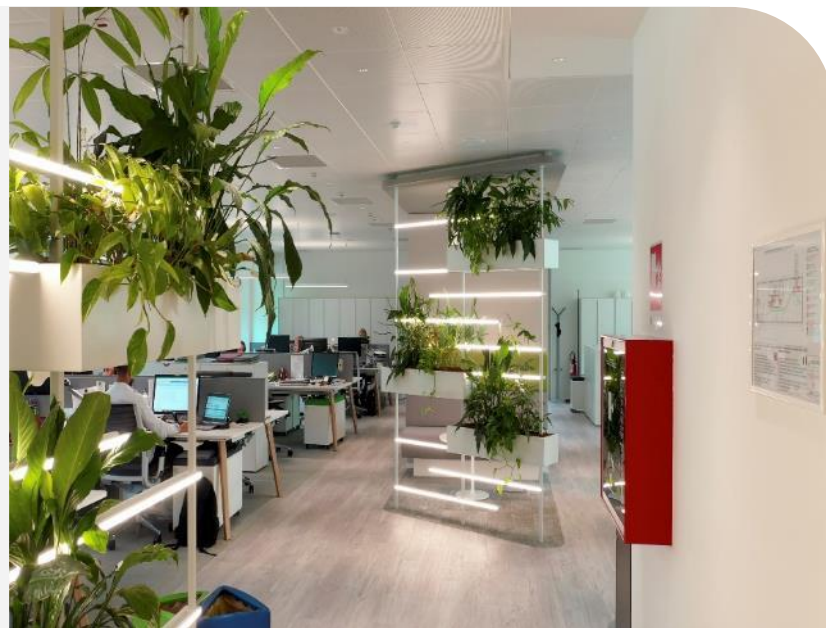
Energy management is essential when handling company assets and customers' needs, as it can **reduce commodity risk and offer competitive solutions.**

## The scenario

In recent years, the Italian electricity network has **experienced frequent periods of instability**, originating from the Russian-Ukrainian conflict and the subsequent reshaping of gas supply sources. In 2023, volatility in wholesale markets has also been driven by the increase of the overall renewable energy's production.

Our experience in energy management and efficient power plant management has granted us to **quickly modulate our production according to market needs.**

**We have thus ensured the continuity of the supply required by the national power grid and contributed significantly to the flexibility and stability of the Italian power system.**





# Energy management: current and future goals



## Availability

Operation of continuous cycle turbines in line with the production and balancing plans requested by the grid operator



## Flexibility

- Rapid start-up and capacity modulation in the widest possible range
- Organisational flexibility to respond to market opportunities



## Reliability

Management of preventive, predictive, short- and long-term planned maintenance and repairs



## Health, safety and environment

- People safety
- Respect for the environment



## Efficiency

- Performance monitoring
- Revamping of technological systems



## Innovation

- Cybersecurity, augmented reality, big data for predictive maintenance
- Transition from single-technology plants to multi-technology plants

4.

# Renewable energy

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# A growth strategy to serve Italy

**We are the sixth largest wind operator in Italy**, with seven wind farms with a total installed capacity of **300 MW**.

**Developing renewable energies is a key component of our growth plan** and aligns with the National Recovery and Resilience Plan (NRRP) and European targets for renewable energy, decarbonisation and climate action: for Sorgenia, consolidating renewable energy production in our country is a major responsibility and has become even more so in the light of serious international scenarios and their consequences on Italian and European energy stability.

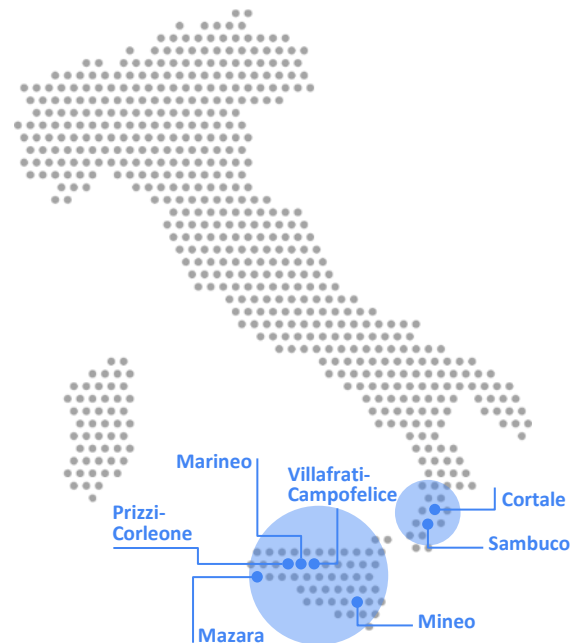
**We have a major development pipeline of new renewable plants**, some of which have already been authorised. We also intend to optimise and extend the useful life of existing plants.

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# Our wind farms and development projects

Plant	Entry into operation	Installed capacity (MW)
Villafrati Campofelice (PA)	2008	30
Marineo (PA)	2009	22
Prizzi – Corleone (PA)	2009	60
Mazara del Vallo (TP)	2008 2020	48 18
Mineo (CT)	2011	42
Sambuco (CZ)	2012	20
Cortale (CZ)	2011	60
<b>Total power</b>		<b>300</b>



# Sorgenia's wind farms

**Marineo**



**Sambuco**

**Mineo**



**Campofelice**

**Mazara**



**Prizzi**



**Cortale**





## Environmental benefits

**0.5 TWh**  
of electricity produced and sold  
**239,000 tonnes of**  
CO<sub>2</sub> emissions avoided

Data in 2023

## No impact, no waste

The **environmental impacts** of our wind farm are **virtually zero**: they are entirely emission-free and no industrial wastewater is produced. **Wind farms are also effectively neutral in terms of waste**: most waste is generated during maintenance work, waste recovery and recycling is optimised.

## Environmental management of production processes

UNI EN ISO 14001

## Health and safety management

UNI ISO 45001

5.

# Bioenergy



# A driver of the circular economy

**We are now the second largest Italian operator in the bioenergy industry**, with three plants for a total capacity of 70 MW.

The plants are mainly powered by forest biomass originating from woodland management and clearing. The plants play an important role in sustainable forest management, in reducing hydro-geological and fire risks and in supporting the timber supply chain.

Energy generation from biomass, and bioenergy more generally, represents a **key element of the circular economy, with benefits for the national system** - by reducing dependency on fossil fuels - and for the local regions, by optimising by-products which would otherwise be processed as waste.

We are also committed to **optimising the reuse of process waste**, mainly combustion ash.

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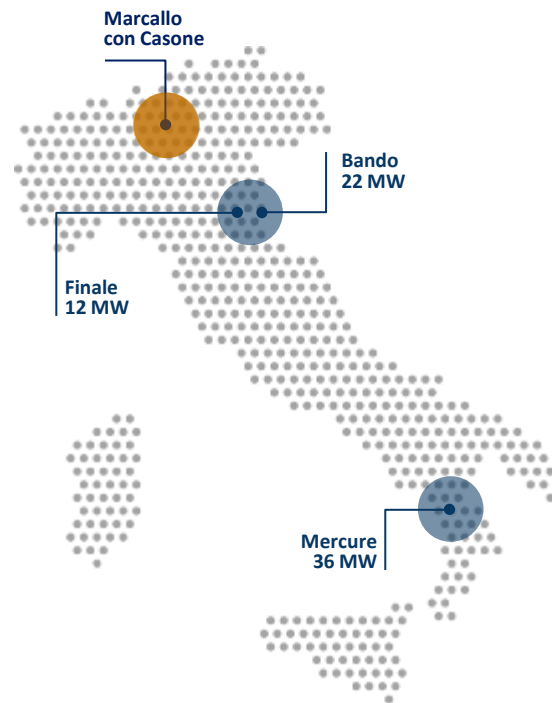




# Our biomass plants and development projects

Plant	Entry into operation	Installed capacity (MW)
Bando d'Argenta (FE)	2001	22
Finale Emilia (MO)	2016	12
Mercure	2016	36
<b>Total power</b>		<b>70</b>

Plant	Entry into operation	Entry into operation
Marcallo con Casone	2023	4





## Environmental and supply chain benefits

**0.4 TWh**  
electricity produced and sold

**177,000 tonnes of**  
CO<sub>2</sub> emissions avoided

**582,000 tonnes of**  
biomass used

Data in 2023

## Constant monitoring

Our biomass plants adopt the best available technologies to reduce emissions and are constantly monitored using certified systems.

We give special attention to the Mercure plant which is in the Pollino National Park, with a monitoring network consisting of **10 air quality control stations** which produce daily readings.

## Short supply chain

The Supplying of the raw material is one of the more important aspects of biomass generation and is strictly regulated.

Our aim is to promote and prioritise the **short supply chain**. Furthermore, we ensure that all biomass used meets the required sustainability criteria, checking the origin of the material using advanced traceability systems.

## Health and safety management

## Environmental management of production processes

UNI EN ISO 14001

UNI ISO 45001

# Biomethane: the Marcallo plant

Our development plan includes the construction of seven **biomethane** plants, following a virtuous and innovative model that will enable us to develop **circular economies at local level**, starting with waste products.

## The Marcallo con Casone plant

At Marcallo con Casone (MI) we are constructing a **plant with a high energy output fuelled by urban solid waste**, fully optimising the organic waste collected using separated waste collection systems: the waste is transformed into 100% sustainable biomethane without emitting any odorous emissions or greenhouse gases.

The recovery process enables the production of a **high-quality fuel** that can replace coal and petrol used in industrial processes, as well as a pollutant-free **agricultural fertiliser**.

The plant **has already been completed**: an initial test has been conducted and the corresponding Preliminary Acceptance Certificate (PAC) has already been signed.

**It will transform 35,000 tonnes of organic waste into 4 million cubic metres of biomethane each year.**





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