

Distribution

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In 2019, we reached 7.4 million customers, including 4.1 million electricity and 3.3 million natural gas customers.

Colombia



Peru



No. 1 in the market

377 employees

75.2% market share

127 kilometers of gas pipelines

952,682 customers

11,038 kilometers of distribution networks

61 substations

100% availability of gas distribution assets



4% market share

245,990 customers

11 provinces where we are present

605 employees 377 Cantalloc and 228 ElectroDunas



14 transformer substations

6,000 kilometers of distribution networks

2,444 distribution substations

5,402 square kilometers distribution area



146 workers

360 kilometers of gas pipelines

3 operating centers

3 City Gates

1,750 kilometers of distribution networks

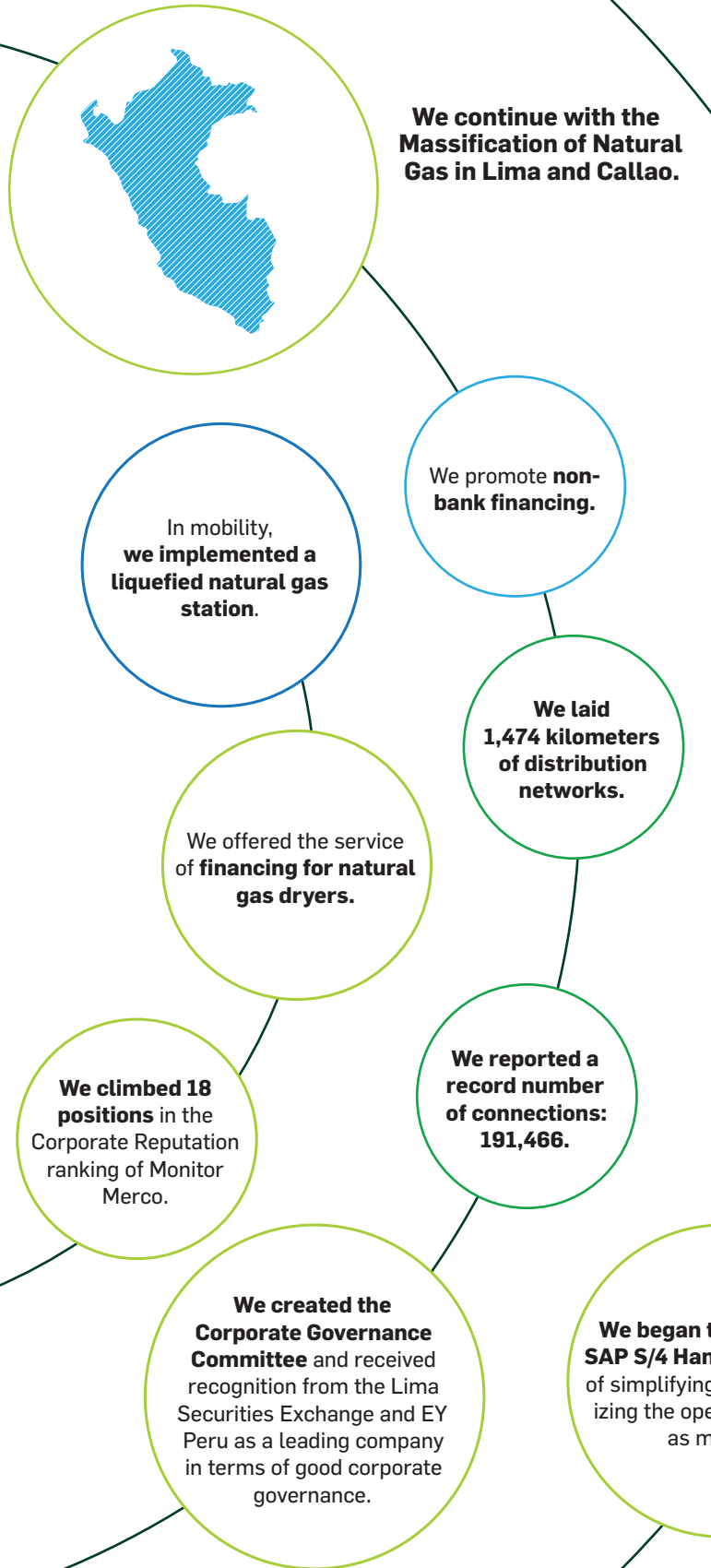
Over 61,000 customers

99% availability of the distribution system

100% completion of the maintenance plan

Peru - Cálidda

Our achievements in 2019



Our challenges

We will lay 1,600 kilometers of distribution networks.

In this way, we will reach 1.2 million customers.

We will position NGV/LNG as clean and sustainable fuel alternatives for urban and inter-city transportation

We will increase capacity at our City Gates

We will maintain our investment grade credit rating and obtain low rate financing in the market for USD 120 million to expand our networks



Cálidda employees at the Lurin City Gate in Lima

Peru - Electro Dunas

Our achievements in 2019



In August, the Lima Securities Exchange awarded 100% of Dunas Energía S.A.A. shares to Grupo Energía Bogotá.

We are the Peruvian distribution company with the best SAIFI and SAIDI service quality indicators.

We integrated the good corporate governance principles into our structure.

We powered up the Pedregal (18.3 MW) Distribution Generation Plant.

We financed the development of the Chincha Archaeological Museum.

Through Cantaloc we continue to expand services and growing in ELD's northern area.

We strengthened training in Occupational Safety and Health (OSH) and completed 100% of the Annual Plan.

We improved the lost time incident frequency indicator by over 100%.

Our challenges

We will ensure the profitable growth of the business with new expansion projects in distribution, sub-transmission and generation, by expanding the concession, by searching for businesses with private parties, venturing into micro-credit and greater engagement of customers.

We will strengthen and move forward in our OSH culture in all processes to take care of our people.

We will implement shared value initiatives in line with the scope of the projects and our business objectives.

We will improve customer perceptions and customer service by creating a virtuous connection to develop new products and services.

We will aim for operating efficiencies in our processes by optimizing resources, reducing losses, increasing automation and digitalization processes.

We will incorporate innovation and new technologies in order to grow and develop the distribution business (automation through smart metering, smart grids, storage, digital substations, LED lighting, energy efficiency).

We will consolidate growth of Cantaloc with third parties.

We will expand Perú Power Company's offerings to industry with the development of cogeneration and energy efficiency projects.



Employees at the facilities in Ica, Peru

Peru - Contugas

Our achievements in 2019



Record number:
We reached over **60,000 connections**, which implies that natural gas is rapidly becoming a mass market and that every day more families enjoy this safe and environmentally-friendly energy source.

Our Shared Value program **NutriContugas** won the award for the **best Sustainability project during the 10th Co-responsible Awards event** held in Spain, with the participation of over 600 Latin American companies.

Despite nearly one and a half million hours worked, **we reported no incapacitating accidents and no fatalities.**

97% of workers received at least four OSH training sessions.

We refinanced a syndicated loan on September 30, 2019, in the amount of USD 355 million

Our challenges

We will implement the Savings and Synergy Plan to achieve greater operating efficiency.

We will implement the Sustainability Model and we will effectively measure the social investment and shared value initiatives, promoting and demonstrating our Social Awareness.

We will undertake a cultural transformation driven by cultural attributes and based on the development of competencies.

We will ensure the profitable growth of the business by receiving awards for new expansion projects and by engaging in businesses with private parties.

We will implement the Vision Zero initiative and we will advance in the OSH culture in all our processes to care for our people, with a Vision of Zero Accidents, Life Comes First.



Contugas employee at the Chinchá Operations Center in Peru