1. The dynamics of indicator «Getting electricity»

<table>
<thead>
<tr>
<th>Year</th>
<th>Steps</th>
<th>Connection time (day)</th>
<th>Connection cost (% of income per capita)</th>
<th>Unified indicator of reliability of electricity supply and transparency of electricity supply, included</th>
<th>Points</th>
<th>Total</th>
<th>Rating (place)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>power outages</td>
<td>power outages automatic monitoring system</td>
<td>power outages automatic recovery system</td>
<td>Regulatory control</td>
</tr>
<tr>
<td>According to DB 2017 report</td>
<td>4</td>
<td>138</td>
<td>80.3</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>1</td>
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<tr>
<td>According to DB 2018 report</td>
<td>3</td>
<td>127</td>
<td>78.9</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>1</td>
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<tr>
<td>According to DB 2019 report</td>
<td>3</td>
<td>72</td>
<td>70.3</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Projected after 05/05/18 will be included in Report 2020</td>
<td>2</td>
<td>max 50</td>
<td>70.3</td>
<td>1-2</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>
### Improvement actions taken in 2018

1. Reduction of steps by 1 point:
   - unification of steps for application and joint contract signing; the subscriber deals with the Company twice, when giving the application and in the end of the work completed (when registering the meter)

2. Reduction of dates by 55 days, according to DB 2019 report and results of improvement for business processes,

3. Software solutions (digitization)
   - 3.1. Automation of business processes,
   - 3.2. Implementation of GIS system,
   - 3.3. Automation of issuing permits and approvals between Company and the Municipality of Yerevan city,
   - 3.4. Introduction of automated dispatching system – through the automatic power-off accounting system.
3. Improvement Actions: 2018 Plan

1. Reduction of steps by 1 point:
   unification of steps for application and contract submission,

2. Reduction of dates by 10 days as a result of improvement of business processes and automation of future advancements,

3. Software solutions (digitization)
   3.1. strengthening of automation of business processes,
   3.2. expansion of GIS system (location of free capacities in Yerevan, Gyumri and Vanadzor maps),
   3.3. development of unified platform for solutions and decision making, automation of issuing permits and approvals between public utilities, local authorities and other interested bodies,
   3.4. upgrading of automated dispatching system through remote and communication systems
   3.5. improvement of the business process of connection to the electrical network.

4. Procurement mechanisms
   4.1. distributing instructions for the connection to the power network in different languages
   4.2. distribution of the annotation roller, describing the process of connection to the electrical network
4. Getting electricity - business process description

1. Application
2. Preparation of technical specifications and schema definition
3. Connection and power supply contract
4. Prepayment
5. Construction
6. Full payment
7. Connection to electric network

01. Till 01.07.2017
02. From 01.06.2017 till 01.01.2018
03. From 01.01.2018 till 01.05.2018
04. After 01.05.2018

04.1. After 01.07.2019 (after changes in RA Government decision 596) parallel to point 4
4. Getting electricity - business process description

a) After 01.05.2018

1. Application, contract for connection and supply
   - Prepayment
   - Technical condition preparation, structure solution
   - Construction
   - Connection to the grid
   - Full payment

b) After 01.07.2019 (based on the modification of RA Government Resolution 596)

1. Application, necessary documentation
   - Connection and supply contract signing together with the permission on construction
     - Prepayment
     - Construction
     - Connection to the grid
     - Full payment

Certificate of property, passport

Act on meter placement

50 days

45 days
Automatic power outages monitoring system

- by the 110 kV air line of the system operator’s SCADA
- from internal mini SCADA systems of substation 110/35/10 k (20 SS)
- schedule of planned power outages
- data on power outages provided by subscribers
- providing access to information for relevant services / on-line
- getting information about power outages
- The introduction of information on power outages, their causes, switching, restoration of power supply into electronic dispatching logs and automatic reporting (monitoring)
- From automated system of control and metering of energy

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