WIEN ENERGIE

Management Report 2020

Contents

1. Business activities

As Austria's largest regional energy services provider, WIEN ENERGIE supplies two million people and approximately 230,000 businesses and industrial facilities in and around Vienna with electricity, natural gas, heat, district cooling and innovative energy services. WIEN ENERGIE generates electricity and heat from renewable energy sources including solar, wind and hydropower as well as biomass in thermal waste recycling and cogeneration power (CHP) plants. WIEN ENERGIE is also active in the field of telecommunications and provides additional energy and infrastructure services. WIEN ENERGIE is a wholly owned subsidiary of WIENER STADTWERKE GmbH.

2. Legal and economic environment

Economic factors

Austria experienced an economic downturn of historic proportions in 2020. Economic performance was shaped above all by the Covid-19 pandemic and the measures taken to contain it. Nevertheless, the decrease in the GDP of -7.3% compared to 2019 was less serious than expected considering the lockdowns of various intensity that occurred during the year.

The measures taken to contain the pandemic resulted in a massive drop in consumer demand. This is reflected in losses of value added in the tourism, transport, trade, personal services, art, entertainment and leisure sectors. Domestic industrial production and the demand for exports also collapsed in line with the situation internationally.

The unemployment rate rose sharply to 9.9% from 7.4% in 2020. According to studies performed by economic research institutions, short-time work prevented an ever higher increase.

Despite the recession, inflation (CPI) remained stable. Viewed over the year as a whole, it stood at 1.4% and was therefore slightly below the previous year's level. The trend of low inflation rates of recent years therefore continues. Unexpectedly, prices in the catering sector and for food continued to rise. In contrast, the global market for crude oil resulted in a decline in prices for fuel and heating oil.

While the Federal Reserve lowered its key interest rate to below 1% in 2020 (specifically two 0.13% in the second quarter), the European Central Bank (ECB) continued its highly expansionary monetary policy intended to raise inflation and reach a price stability target of 2%. The guardians of Europe's currency braced themselves against the economic consequences of the second wave of coronavirus with packages worth billions of euros. The emergency purchase programme for government bonds and company securities was massively expanded and the volume of the particularly flexible purchase programme PEPP (Pandemic Emergency Purchase Programme) was almost doubled. The key interest rate in the eurozone has been at the record low of zero per cent for almost five years. Since mid-June 2014, banks have also had to pay interest when they deposit money with the central bank. The ECB has also been buying securities, primarily government bonds, in grand style for years as part of other

programmes. In this way, the ECB aims at stimulating the economy and moving closer to its objective of a stable price level, i.e. an inflation rate of just under 2% in the medium term.

The European Union's energy and climate policy

Coronavirus pandemic, financial framework and Next Generation EU
Economic and health policies around the world were characterised by the coronavirus pandemic in 2020. Nevertheless, medium and long-term objectives were also set for economic and energy policy. In December 2020, the European Council[1] reached agreement on the long-term EU budget for 2021 to 2027[2] and on the coronavirus recovery package "Next Generation EU".

Reduction in greenhouse gas emissions of 55%
In order to achieve the objective of a climate-neutral EU by 2050 in accordance with the Paris Agreement[3], in December 2020, the European Council approved the new binding target of reducing greenhouse gas emissions in the EU by at least 55% over 1990 levels by 2030. The European Commission intends to evaluate possibilities for how this objective can be achieved in different economic sectors – such as boosting the emissions trading system and using innovative climate-neutral technologies.

Possible changes to the political and legal framework
The European Commission continues to hold a large number of consultations with citizens and stakeholder groups. Against the background of even more ambitious climate targets, changes to numerous framework conditions affecting energy policy and legislation can be expected in the coming years. The most important consultations presently concern the EU action plan for a zero-pollution ambition for air, water and soil[4], the guidelines on state aid for environmental protection and energy subsidies[5], the upgrade of the EU emissions trading system[6], the Effort Sharing Regulation with national targets for reducing emissions[7], the evaluation and verification of the EU Energy Efficiency Directive (EED)[8], the verification of the EU regulations for renewable energies[9], the evaluation of the directive on the deployment of alternative fuels and infrastructure[10], the revision of the EU regulations in the area of waste shipment[11] and the expansion of the General Block Exemption Regulation (GBER)[12] with the objective of simplifying the combined use of national and EU financial resources under state aid legislation.

Climate and energy strategy in Austria

Renewable Energy Expansion Act (EAG) and energy efficiency
Everyday political activities were also characterised by the coronavirus pandemic at national level. In particular, the legislative initiatives for the Renewable Energy Expansion Act and the Federal Energy Efficiency Act were expected for 2020 as part of the implementation of the climate and energy strategy of the Austrian Federal Government (#mission2030) and of the Austrian government programme for 2020–2024[13]. However, no new legal framework has so far been established. The draft evaluation report[14] on the Renewable Energy Expansion Act[15] leaves many questions unanswered and the precise text of the law remains to be seen. In order to implement the EU regulations, wide-ranging amendments will have to be made to the existing Federal Energy Efficiency Act in 2021 and a new system established for the period up until 2030. Here, too, the final legal design remains to be seen.

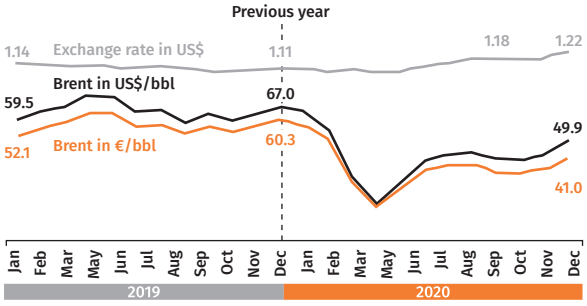
New rules for the grid reserve
Due to the delay in passing the Renewable Energy Expansion Act, it was decided at the end of December 2020 to provide new rules for the grid reserve at the federal level, and this was published at the beginning of 2021[16]. There is therefore an updated legal framework for the grid reserve. However, the specific design by the control area managers within the scope of the tenders due at the beginning of 2021 remains to be seen.

Weather trends
Like previous years, 2020 was one of the warmest years recorded in the more than 250-year history of records kept by ZAMG, Austria's Central Institution for Meteorology and Geodynamics (ZAMG). According to the preliminary statistics, it came in fifth place. The deviation from the climatological average for 1981–2010 was +1.2° C for the year as a whole. Apart from May 2020, which, as in the previous year, had a deviation below the climatological average (-0.7° C), all months of 2020 were above average, with February (+4.1° C) and April (+2.1° C) particularly standing out. 2020 was also one of the ten sunniest years since sunshine measurements in Austria began in 1925. In 2020, the sun shone for 9% longer than in an average year in the climate period covering 1981 to 2010. The volume of precipitation was also 10% above average in 2020.[17] Measured in terms of total heating degree days, the standard parameter in the energy industry for temperature-related energy requirements, demand in WIEN ENERGIE's service area during the reporting period was 9.9% lower than the comparable value of the past 30 years.

Trend in crude oil prices

While the price of oil remained fairly constant at around USD 64.30 per barrel in 2019, the coronavirus crisis triggered a price fall in February 2020. The low point of USD 17 per barrel was reached in April 2020, with individual products recording negative oil prices for the first time ever. The oil price recovered slightly over the summer, but then began to fall again slightly in September 2020 with the start of further coronavirus lockdowns. On average, the oil price decreased by 35.20% compared to the previous year. In the meantime, the USA was replaced by Russia as the largest oil producing nation. More profitable production sites in the USA can return to the market from a price level of USD 40-45 per barrel upwards. The IEA forecasts that it will take until at least the summer of 2021 before a vaccine is able to have a positive impact on the demand for oil. Until then, high case numbers are expected to put the brakes on economic development and traffic volumes.

Trend in oil prices

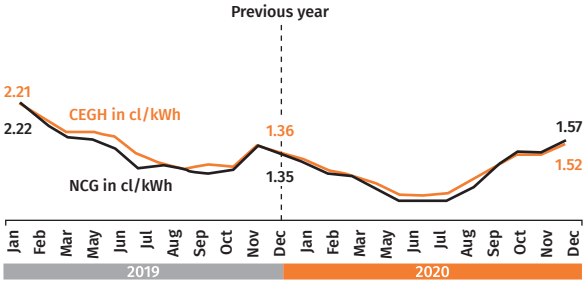


Source: Thomson Reuters (ICE monthly average)

Trend in natural gas prices

The oversupply of gas and especially liquefied natural gas (LNG) has caused a steady decline in prices since the end of 2018. The coronavirus crisis, the associated reduction in demand and the mild winter of 2019/2020 finally pushed the price of gas on the Austrian trading platform Central European Gas Hub (CEGH) below 0.6 ct/kWh. Due the global oversupply of LNG, the gas price was on the same low level around the world. The low price led to gas producers cancelling LNG deliveries, which reduced pipeline flows. This caused the price of gas in Europe to climb again to the level of short-term marginal costs, although it continued to remain well below the price level of 2019. On average, it was 32.38% lower. Europe's natural gas storage facilities were filled to 74% of capacity at the end of 2020, and were thus clearly much emptier than in the previous year (88%).

Trend in gas prices

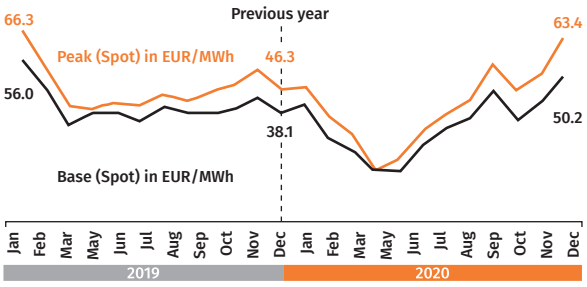


Source: Thomson Reuters (EEX monthly average market price)

Trend in electricity prices

Events on the electricity market were also dominated by the coronavirus crisis and the decline in economic activity. Additionally, a very mild winter – with a record feeding-in of wind energy in February – was followed by an unusually sunny spring. In April and May 2020, the price of electricity reached its lowest level of around 17-18 EUR/MWh for peak load power and base load power. The reason for this can mainly be traced to the collapse in demand caused by lockdowns. Electricity prices recovered over the summer of 2020 to end the year at 50.2 EUR/MWh (base) and 63.4 EUR/MWh (peak). Compared to the previous year, base load power lost an average of 17.38% and peak load power 14.13%. Low-cost primary energy sources continue to have a significant impact on the price of electricity. The relevance of the gas price is increasing following Germany's decision to phase out coal. Concerns that the autumn and winter lockdowns of 2020 would have a similar impact on the price of electricity as the spring lockdown did not initially materialise.

Trend in electricity prices



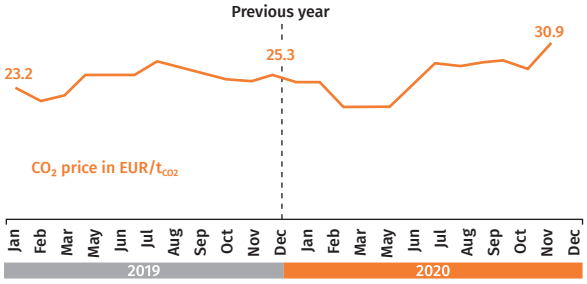
Source: Base/Peak (EEX monthly average market prices) AT

Trend in prices for CO_2 emission rights

In contrast to the prices of energy sources, the price of CO_2 remained stable during the coronavirus crisis and did not experience a significant decline. However, the upward trend of recent years has levelled off. Buying interest continues, despite the reduction in CO_2 emissions caused by the coronavirus crisis. In December

2020, the price of CO_2 was over EUR 30 per tonne. The average for the year was EUR 24.90 per tonne and therefore about the same level for the previous year of EUR 24.81 per tonne. Apart from the economic recovery, discussions held by the EU Commission on more ambitious emissions reduction targets were responsible for the price increase, which began in the summer of 2020. The EU's emissions trading system (ETS) was joined by new CO_2 fiscal structures such as Germany's CO_2 tax, which spurred on the rising trend.

Trend in prices for CO_2 emission rights



Source: Thomson Reuters (ICE monthly average)

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2 REGULATION (EU, Euratom) 2020/2093 OF THE COUNCIL of 17 December 2020 laying down the Multiannual Financial Framework for the years 2021 to 2027, OJ L 433 I/11, 22.12.2020
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4 https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/12588-EU-Action-Plan-Towards-a-Zero-Pollution-Ambition-for-air-water-and-soil (19.1.2021)
5 https://ec.europa.eu/germany/news/20201112-leitlinien-umweltschutz-und-energiebeihilfen_de
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10 https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/2111-Evaluation-of-the-Alternative-Fuels-Infrastructure-Directive (19.1.2021)
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12 https://eur-lex.europa.eu/summary/DE/0802_4
13 From Responsibility for Austria, government programme 2020-2024, https://www.wienerzeitung.at/_em_daten/_wzo/2020/01/02/200102-1510_regierungsprogramm_2020_gesamt.pdf (7 January 2019, German only)
14 https://www.oesterreich.gv.at/Gesetzliche-Neuerungen/Begutachtungsentwurf/eag-paket.html (7.1.2019)
15 Federal Law Gazette No. 68/2020
16 Amendment of the Electricity Management and Organisation Act 2010, Federal Law Gazette I 2021/17
17 https://www.zamg.ac.at/cms/de/klima/news/2020-war-sehr-warm-nass-und-sonnig

3. Course of business, financial and non-financial performance indicators

Income statement

Income statement in accordance with IFRS in EUR million	2020	2019	±	± %
Revenue	1,948.1	1,677.4	270.7	16.1
Other operating income	38.9	40.7	-1.8	-4.4
Cost of materials and services	-1,153.5	-1,080.8	-72.7	-6.7
Personnel expenses	-219.2	-212.4	-6.8	-3.2
Depreciation and amortisation	-140.5	-123.3	-17.2	-13.9
Effects from impairment tests	84.1	74.5	9.6	13.0
Other operating expenses	-210.9	-206.8	-4.1	-2.0
(Operating) profit from investments accounted for using the equity method	38.0	64.4	-26.4	-41.0
Earnings before interest and tax (EBIT)	**385.0**	**233.6**	**151.5**	**64.8**
Financial result	-21.6	-30.7	9.1	29.7
Earnings before tax (EBT)	**363.5**	**202.9**	**160.6**	**79.1**
Tax on income and revenue	-3.5	-0.4	-3.1	n. e.
Profit/loss for the period	**360.0**	**202.5**	**157.5**	**77.8**
OCI non-recyclable	84.9	80.9	4.0	4.9
OCI recyclable	64.3	-173.6	237.9	137.0
Other comprehensive income	**149.2**	**-92.7**	**241.9**	**261.0**
Total comprehensive income	**509.2**	**109.8**	**399.4**	**363.7**

Revenue
Revenues are much higher than the previous year, which is primarily due to higher revenues from gas sales. These resulted partly from adjustments to the procurement strategy and partly from increased trading activity due to highly volatile prices. Sales of services and telecommunications also increased. In contrast, electricity revenues fell, mainly due to fewer call-offs from congestion management. Sales of heat are also below the level of the previous year due to lower gas prices and the resulting lower district heating tariffs.

Other operating income
In contrast to 2019, other operating income includes, in particular, income from damages arising from the restructuring procedure at a contractual partner. In addition, there was income from the reversal of impairment losses, which were higher than for the previous year. The opposite effect arises primarily from lower investment income on the part of FACILITYCOMFORT due to the sale of investments in the previous year, which resulted in a slight drop in other operating income overall.

Cost of materials and services
The cost of materials and services is above the value for the previous year. This is primarily due to higher gas purchases for resale. An opposite effect was caused by the drop in gas consumption due to less electricity being generated and the lower gas price. In addition, there was a partial use or reversal of the provision for a foreign electricity procurement right, for which a provision was formed in the previous year.

Personnel expenses
Salary expenses and the expenses for pensions are higher than in 2019.

Depreciation and amortisation
Annual depreciation and amortisation increased, mainly due to the reversals of impairment losses for CHP plants in the previous year.

Effects from impairment tests
Reversals of impairment losses for the CHP plants are higher than in the previous year.

Other operating expenses
Here, the increase was mainly due to higher costs for the provision of staff as well as higher legal and consulting expenses.

(Operating) profit from investments accounted for using the equity method
(Operating) profit from investments accounted for using the equity method is lower than in the previous year due to declines in income at WIEN ENERGIE Vertrieb GmbH & Co. KG and ENERGIEALLIANZ Austria GmbH.

Earnings before interest and tax (EBIT)
The use or reversal of the provision for a foreign electricity procurement right and the higher specific Clean Spark Spread in particular resulted in a much higher increase in earnings before interest and tax compared to 2019.

Financial result
Higher investment income at VERBUND Hydro-Power GmbH and VERBUND AG as well as a lower interest expense in connection with long-term personnel provisions resulted in an improvement in the financial result.

Profit for the period
In total, WIEN ENERGIE GmbH achieved a profit for financial year 2020 of EUR 360.0 million, EUR 157.5 million higher than the previous year.

OCI
The change mainly arises from the valuation of the outstanding electricity and gas derivatives of WIEN ENERGIE and of WIEN ENERGIE Vertrieb GmbH & Co KG on the reporting date. Overall, this gives total comprehensive income of EUR 509.2 million, which is EUR 399.4 million higher than the previous year.

Condensed balance sheet in accordance with IFRS in EUR million	2020	2019	±	±%
Non-current assets	3,338.1	2,769.7	568.4	20.5
Current assets	672.5	756.5	-84.1	-11.1
Total assets	**4,010.6**	**3,526.3**	**484.3**	**13.7**
Equity	992.6	565.2	427.5	75.6
Non-current liabilities	2,351.0	2,474.8	-123.8	-5.0
Current liabilities	667.0	486.3	180.7	37.2
Total equity and liabilities	**4,010.6**	**3,526.3**	**484.3**	**13.7**

Non-current assets
Non-current assets mainly comprise property, plant and equipment, shares in associates and other non-current financial assets. The increase is attributable to investing activities on the one hand and to the fair value measurement of financial instruments on the other.

Current assets
Current assets comprise inventories, trade receivables, current financial assets, other current assets as well as cash and cash equivalents. The reduction compared to the previous year is mainly due to a decline in receivables from cash pooling caused by the negative cash flow. This is offset primarily by the increase in stocks of CO_2 emission allowances and the receivables from security services, taxes as well as deliveries and services.

Equity
Equity consists of nominal capital, capital reserves, revenue reserves and other reserves, as well as other comprehensive income (OCI). After deduction of the dividend paid to Wiener Stadtwerke GmbH, the positive total comprehensive income leads to an increase in equity.

Non-current liabilities
Around 59% of these items are attributable to pension provisions. The formation of the pension provisions increases long-term liabilities, but this effect is outweighed by the utilisation or reversal of the provisions for a foreign electricity purchase right, which was disposed of in the last financial year. Altogether, this results in a significant drop in non-current borrowed capital. Apart from this, non-current liabilities also include, in particular, lease liabilities, liabilities from long-term Group financing of WIENER STADTWERKE and a liability to WIENER NETZE GmbH arising from the purchase of interests in WIEN ENERGIE Vertrieb GmbH & Co KG.

Current liabilities
The largest proportion of current liabilities is made up of trade receivables, which are primarily responsible for the increase in this position. Moreover, higher liabilities arising from the measurement of the gas derivatives at the reporting date are the main factor contributing to the increase in current liabilities.

Investments in accordance with IFRS in EUR million	2020	2019	±	±%
Property, plant and equipment	137.2	99.5	37.6	37.8
Intangible assets	22.5	17.3	5.2	30.3
Financial assets	80.3	11.9	68.4	n. e.
Total gross investments	**240.0**	**128.7**	**111.3**	**86.5**

Investments in property, plant and equipment primarily relate to the expansion of renewable energy generation plants (especially photovoltaic installations, water, wind and regenerative heat), cooling centres and existing installations.

The increase in investments in intangible assets compared with 2019 is attributable to higher capital expenditure for software development as well as usage rights for telecommunications networks. The “KIT” IT project and the digitalisation programme mainly accounted for the higher level of investments than in the prior year.

The increase in financial investments is primarily attributable to the reallocation of cash reserves from the cash pool to the WIENER STADTWERKE fund.

Non-financial performance indicators

Performance data of WIEN ENERGIE GmbH incl. proportionate equity amount in GWh	2020	2019	±	±%
Calorific production	5,623.1	6,213.6	-590.5	-9.5
Biomass	84.5	67.8	16.7	24.6
Hydropower	816.4	766.8	49.6	6.5
Wind power	295.1	332.4	-37.2	-11.2
Photovoltaics	31.1	17.5	13.6	77.4
Total electricity production	**6,850.2**	**7,398.0**	**-547.8**	**-7.4**
CHP WIEN ENERGIE	3,474.7	3,329.2	145.6	4.4
Waste and special waste incineration (in-house)	1,374.3	1,374.6	-0.2	0.0
Peak-load boiler	106.2	189.1	-82.9	-43.8
Geothermal and ambient energy	110.9	97.7	13.2	13.5
Heating centres	229.4	239.9	-10.5	-4.4
Biomass power plant	98.4	44.8	53.6	119.6
Acquisition waste heat	1,150.4	1,146.8	3.6	0.3
- Network losses	-584.1	-571.9	-12.2	2.1
Sales district heating	**5,960.3**	**5,850.1**	**110.2**	**1.9**

Calorific electricity generation in 2020 was below the volume for the previous year, primarily due to lower demand from congestion management.

The joint enterprise WIEN ENERGIE Bundesforste Biomasse Kraftwerk GmbH & Co KG produced 24.6% more electricity than in 2019 because the power plant was shut down in the previous year upon expiry of the subsidy tariff.

The generation of electricity from hydropower was slightly higher than in the previous year. The determining factor for this was the acquisition of further hydropower plants.

The generation of electricity from wind power fell by 11.2% compared to the previous year because of less favourable wind conditions.

The generation of electricity from solar energy rose by 77.4% in 2020 compared to the previous year due to numerous photovoltaic systems being put into operation.

The heating degree totals in 2020 were 2.5% above the value for the previous year. Lower outside temperatures resulted in higher district heating sales. The increased demand was covered by increased heat extraction from CHP facilities, the biomass power plant that was put back into operation and by heat pumps, all with a reduction in the use of the peak-load boiler.

4. Employees

WIEN ENERGIE GmbH had an average of 2,167 employees (full-time equivalents, excluding trainees and apprentices) in financial year 2020. At the end of 2020, the share of women was 29.5%. A total of 58 people with special needs were employed. The training of a total of 43 apprentices and trainees will safeguard WIEN ENERGIE's future needs for specialists in the technical and commercial divisions.

Average number of employees in ø FTE	2020	2019	±	± %
Total	**2,167**	**2,185**	**-18**	**-1**
Apprentices and trainees	43	37	6	15

Current employees of WIEN ENERGIE GmbH in average FTEs (full-time equivalents); apprentices and trainees were not considered in the total. Rounding differences not eliminated.

The personnel policy of WIEN ENERGIE GmbH pursues the overriding aim of safeguarding the competitiveness and hence the commercial success of the company. A key element of personnel management is the endeavour to offer all staff an innovative and attractive working environment.

Corporate culture
The company-wide cultural programme "WE Spirit" started 2020 with the focus for the year on COURAGE. The COURAGE initiative covered the focal points of "COURAGE to lead", "COURAGE to decide" and "COURAGE to confront". The objective behind this is to strike out on new paths with COURAGE and also to "dare to do something". However, some of the planned campaigns only make sense as attendance events and were therefore postponed to 2021.

New working model
Driven by the "WE Spirit" and confirmed by the experiences of the exceptional situation during the pandemic, WIEN ENERGIE introduced a flexible working model in 2020. All employees whose areas of activity allow flexible working are now able to choose when and where they work. The improved work-life balance, a self-determined way of working, personal responsibility and flexibility are intended to make WIEN ENERGIE even more sustainable and attractive for its employees as a modern and innovative employer.

Training and education
In 2020, employees invested a total of 778 days in internal and external professional and personal development training. Due to the restrictions imposed by Covid-19, there were fewer training and development days compared to the previous year.

Occupational health management
Occupational health management was confronted with special challenges in 2020 due to developments concerning Covid-19. At the beginning of the pandemic, initial measures (protective measures, maximum staff numbers, etc.) were taken together with occupational healthcare and the departments were supported in safeguarding critical infrastructure. Several measures were taken under the topic "gesund@WienEnergie" (healthy@WienEnergie). For example, fitness courses were moved to online formats, diet counselling was offered for people working from home, "Stay healthy" packages were distributed and a "Fit & healthy" health check was offered. The offer of ergonomic measures was supplemented with online workshops in order to familiarise employees with health measures suitable for everyday working from home. Regardless of the pandemic, the new WIEN ENERGIE company surgery was opened at the Town Town location; company surgeries at the other locations will follow during 2021.
ationen an den anderen Standorten folgen 2021.

5. Environmental and social issues

Vienna has not only ranked as the world's most liveable city in the global Mercer Study for many years, but has also been voted the world's greenest city in the "The World's 10 Greenest Cities of 2020" ranking of the consulting agency Resonance. At the same time, the population is continuing to grow; thus Vienna will remain an especially dynamic conurbation. However, this poses major challenges in terms of energy supply, mobility and climate protection. Environmental protection is firmly anchored in the business activities of WIEN ENERGIE. WIEN ENERGIE therefore relies on innovations in the area of energy supply and continuously strives to increase energy efficiency in all areas.

Sustainability is one of the central pillars of WIEN ENERGIE's corporate strategy. This is based, on the one hand, on the sustainability management of WIENER STADTWERKE, with its annual review and updated sustainability programme signed off on by the Management Board, and, on the other, on an integrated management system (IMS) which covers the aspects of quality management (ISO 9001), environmental protection (ISO 14001/EMAS) and occupational health and safety (OHSAS 18001).

"Renewable Energy in Austria" 2020
In conducting the representative study entitled "Renewable Energy in Austria", the Vienna University of Economics and Business, the Alpen-Adria University Klagenfurt, Deloitte Austria and WIEN ENERGIE have been investigating Austrians' attitudes to renewable energy annually since 2015. The survey of over 1,000 people shortly before the outbreak of the coronavirus crisis shows two key results: a high acceptance of renewable energies and a broad endorsement of climate policy measures. WIEN ENERGIE is helping to raise acceptance of renewable energy in Austria with appropriate initiatives, projects and products. In the field of generation, WIEN ENERGIE is focusing on diversification. This entails:

1. Expansion of electricity generated from renewable sources

- **Focus on solar power**
  Solar power is the most suitable form of renewable energy for urban areas. Increased usage of this form of electricity is crucial for achieving the climate targets by 2030. WIEN ENERGIE further accelerated the development of photovoltaics in 2020 and on average constructed one new solar power plant every week. Despite the coronavirus restrictions, 26 megawatts (MW) of photovoltaic output were installed in the past year – a new annual record.

- **Solar initiative: How Vienna is becoming a solar city**
  Solar partnerships with Viennese schools and kindergartens as well as with Vienna's health, social and sports facilities aim to advance the expansion of photovoltaics in the city, and all of the roofs of these facilities are to be equipped with solar power plants where technically feasible.

  A public housing building in Ottakring was also converted into a green power plant with a new community photovoltaic system. The residents of the more than 160 dwellings are now able to draw solar electricity from the building's roof through a special tariff agreement.

  In a spectacular installation at a height of 56 metres, WIEN ENERGIE also installed innovative, bifacial (double-sided), dual-glass PV modules on the Haus des Meeres and put them into operation in 2020. These generate energy not only through the sun shining from above, but also through the indirect irradiation of light from below.

- **Hydropower**
  In the spring of 2020, three very attractive, operational hydropower plants on the Mur and on the Mürz rivers were integrated into the hydropower control system of WIEN ENERGIE. The new plants supply enough environmentally friendly electricity for 11,000 homes.

- **Wind power**
  Environmentally friendly wind power will also be produced in the future with the participation of WIEN ENERGIE on the Pongratzer Kogel, on the Herrenstein and in Zagersdorf. By acquiring a stake in the wind farm portfolio of Encavis AG – a wind and solar farm operator – WIEN ENERGIE is further expanding its generation of renewable energy in various Austrian regions. With this participation, WIEN ENERGIE will in future be able to generate a further 37 gigawatt hours (GWh) of renewable energy and supply the equivalent of 14,800 Viennese households with carbon-free power.

2. Expansion of district heating and cooling

- **Start of construction of the environmentally friendly power-to-heat plant in Spittelau**
  A new, environmentally friendly power-to-heat plant will be built on the Spittelau site by 2022. This plant converts surplus electricity from the grid into heat. Surplus electricity is available, for example, when the wind is blowing very strongly and the wind farms therefore produce more energy than is actually needed. With the power-to-heat plant, WIEN ENERGIE kills three birds with one stone: valuable energy can be sensibly used, the power grid is stabilised and thousands of households can be supplied with climate-friendly heat. In order to create space for the new plant, two of the old oil tanks were dismantled in the summer of 2020.

- **District cooling centre on the Stubenring**
  2020 was the fifth-warmest year on record. The rising temperatures are acutely more noticeable to those who live in cities and lead to a constantly increasing need for air conditioning. WIEN ENERGIE is therefore massively expanding its district cooling capacity – with an annual growth rate of 10 to 15%.

  The new district cooling centre on the Stubenring, which has been under construction in the old post office building since 2020, is scheduled to be put into operation in 2021. This marks an important strategic milestone in the development plan. By 2025, a cooling ring will be constructed right around Vienna's Ring road and will subsequently enable large areas of the city centre to be connected to the environmentally friendly cooling system. District cooling saves 70% of the energy and 50% of the CO_2 compared to conventional air conditioning units.

3. Electromobility: Infrastructure expansion and more products and services

At the end of 2020, a total of 1,833 electric charging stations were in operation; in 2019, the figure was 1,384. As part of the expansion of the public charging network in Vienna, no fewer than 950 open-access charging points had already been set up by the end of the year.

More electric cars on the roads and more charging points will lead to more charging sessions at e-filling stations. From January to December 2020, 2 million kilowatt hours (kWh) of green electricity were drawn at the charging points of WIEN ENERGIE. This is approximately twice the amount of energy drawn compared to the same period in the previous year. It represents the equivalent of 224,000 Viennese households being supplied with carbon-free electricity for one day. Despite the sharp rise in the numbers, clear downturns in the consumption curves during the two lockdowns can be observed. Compared with mid-February to mid-March, the charging volume decreased by almost two thirds between mid-March and mid-April. The second lockdown also left its mark: while an average of 487 charges were made every day in October, the figure was 428 in November. As in the previous year, the favourite charging points during the coronavirus year were on Josef-Meinrad-Platz, Morzinplatz and now also on Siebensterngasse.

A comprehensive list of environmental measures can be found in the 2020 environmental statement on WIEN ENERGIE's power and heat generation plants prepared as part of the EMAS eco-audit.

Ombudsman office for customers experiencing social hardship
WIEN ENERGIE is especially aware of its responsibility to the people living in the Greater Vienna metropolitan area. For the last ten years, a special team at WIEN ENERGIE has therefore been involved in helping out in specific cases of social hardship and in ensuring a sustainable energy supply. The work done by the WIEN ENERGIE ombudsman office was more important than ever in 2020, a year in which many people found themselves in financial difficulty due to the coronavirus crisis. Individual solutions for customers in difficult situations were found thanks to the close cooperation with social institutions such as the Red Cross and Caritas, and prevented large numbers of electricity and gas supplies from being cut off. However, in order not only to provide rapid help in acute emergencies, but also to sustainably fight energy poverty in Vienna, WIEN ENERGIE also works closely with the Vienna Energy Assistance programme of municipal department MA 40, which offers affected households advice on how to reduce their energy costs over the long term.

6. Research and innovation

In order to be ideally prepared to meet the challenges associated with the fundamental transition taking place in European energy markets, WIEN ENERGIE is involved in a range of different research and development projects. To this end, WIEN ENERGIE is constantly developing its innovation management system and allowing the activities to coalesce into an integrated innovation ecosystem. This means that all existing and future innovation formats will follow clearly defined, independent objectives, although these should be meaningfully connected to each other in the sense of an integrated innovation management system. The primary objective of this is to be able to identify new business models early on and develop them – and the existing core business – further.

Innovation Challenge
The WIEN ENERGIE Innovation Challenge is part of an initiative to develop new energy solutions and was successfully held for the fifth time, and for the first time entirely digitally, in 2020. The overarching topic chosen was "Smart City" and the focus was on solutions in the areas of Internet of Things (IoT) and mobility. The challenge centred on the ecosystem concept. In 2020, the challenge had an even broader base than in preceding years. For this reason, not only international start-ups were approached this time, but also other WIENER STADTWERKE companies as well as medium-sized and large companies. Four teams, a mix of start-ups and WIEN ENERGIE employees, made it to the next round and have until spring 2021 to work on their innovative solutions. Initial prototypes will be built and business models developed to be presented to a panel of prominent experts in the finals.

Student Innovation Challenge
The Student Innovation Challenge develops the format of the Innovation Challenge to also support students to develop their innovative ideas for innovative solutions for the very first time. The creativity and innovative spirit of the next generation of talent, combined with the experience of WIEN ENERGIE, were the ideal preconditions for advancing solutions in four key areas for the Smart City of tomorrow. After an application phase with over 100 entries, the five best teams were supported in an individual coaching phase by experts from WIEN ENERGIE and other group companies of WIENER STADTWERKE. The teams presented their project ideas to a jury at the end of July. The winning team received a project budget in the amount of EUR 30,000 and the chance to implement a joint project with WIEN ENERGIE.

Smartworks
Since the establishment of Smartworks Innovation GmbH & Co KG in 2019, WIEN ENERGIE is now also able to invest directly in strategically promising start-ups. For this, global technology developments outside of the core business will be harnessed for use in the domestic market and strategic white spaces will be developed. After putting in place the necessary structures and filling the key positions, several hundred start-ups were screened in January 2021 and three of them added to the portfolio.

weXelerate
weXelerate is the start-up hub for Central Europe. Here, 100 of Europe's best start-ups come into contact with established companies every year on an area spanning nearly 9,000 square metres. Focal topics are energy and infrastructure, Industry 4.0, media, insurance undertakings and credit institutions, as well as cross-industry technologies such as the Internet of Things, artificial intelligence, mobility, bots, blockchain and cyber security. WIEN ENERGIE is a partner from the outset. Five employees who are "entrepreneurs in residence" are continuing to work on the smart drone project and act as an interface between WIEN ENERGIE and the start-ups. In addition, numerous projects have already been implemented with promising start-ups.

Energy & Strategy Think Tank at the Vienna University of Economics and Business
The Energy & Strategy Think Tank at the Vienna University of Economics and Business (WU), part of the Institute for Strategic Management, was founded as a knowledge network in order to identify industry trends and to gather insights into strategic issues related to the energy sector. In 2017, WIEN ENERGIE joined this network aimed at exploring and developing innovations and disruptive business models. Common goals of this collaboration between the WU, WIEN ENERGIE, as well as VERBUND since last year, are to promote research, educate students, facilitate the exchange of knowledge between national and international experts and research institutes and enable exchanges between scientists and practitioners in the energy sector.

Aspern Smart City Research (ASCR) project
Aspern Smart City Research (ASCR) is implementing one of Europe's most innovative and sustainable energy efficiency demonstration projects. In addition to the size and constellation of the research company, its integrative approach is particularly remarkable.

Rather than individual elements of the energy system, complex relationships are researched using real data. The research company was set up in 2013 by SIEMENS, WIEN ENERGIE, WIENER NETZE and the City of Vienna (Wirtschaftsagentur Wien and Wien 3420). Technical solutions for the future of energy are being developed in this joint venture. The project is being implemented with the participation of consumers right in the middle of a new urban district. In 2018, a decision was made to extend the research cooperation. Focal points for the next phase of ASCR 2023 are further smart connectivity of buildings, grids and markets, in-depth research into use of exhaust air from heating for space cooling and, last but not least, smart charging of electric vehicles and their use as energy storage units.

Urban Pioneers Community in Viertel Zwei
At the Viertel Zwei urban development area, WIEN ENERGIE will be working alongside the residents of around 300 apartments in the coming years to jointly research, test and develop concepts for urban life in a digitalised future. The focus is on practical deployment of new technologies such as blockchain and fibre optics as well as new contractual arrangements such as an energy flat rate. The residents decide how the innovative ideas will be implemented. This is in effect making WIEN ENERGIE's customers partners. All of these urban pioneers can have their say in the course of various workshops, surveys and by other means. Last year, WIEN ENERGIE set up one of Europe's first energy communities. A local energy storage system is now optimising use of the locally generated electricity for residents.

Green Energy Lab
The Green Energy Lab is Austria's largest national innovation project for green energy to date and aims to define benchmarks for energy and mobility in the future. The Green Energy Lab extends across the federal states of Vienna, Lower Austria, Burgenland and Styria. The objective is to concentrate existing technologies, enrich these with innovative ideas and develop sustainable customer-focused and demand-based, scalable solutions – from prototype to market readiness. The content is varied and ranges from the decoupling of generation and consumption to energy storage and up to the use of new technologies for achieving efficiency increases and reducing emissions. Through the access to the core market of the energy supply companies from the participating federal states with around five million consumers, innovations can be tested on a large scale under the umbrella of the Green Energy Lab. A total of EUR 150 million will be invested in innovative projects as part of the Green Energy Lab by 2025. Some of the areas WIEN ENERGIE is researching are the use of latent energy from flue gas using a high-temperature heat pump (Vienna High Temperature Heat Pump Spittelau project) and the development of the district heating network of tomorrow (ThermaFLEX project).

7. Internal control and risk management system

At WIEN ENERGIE, a comprehensive risk management system has been introduced which enables opportunities and risks to be identified at an early stage. Risks and opportunities are defined as the possibility of negative and positive deviations from expected outcomes. The internal control system (ICS) comprises all measures to ensure the reliability, effectiveness and efficiency of material processes. Compliance relates to respecting both internal and external rules. The Internal Audit department audits the execution of business processes as well as the internal control and risk management system in accordance with an annual audit programme approved by management.

The risk management process follows the internationally recognised standards of the Committee of Sponsoring Organizations of the Treadway Commission (COSO). The ongoing identification, recording and assessment of risks forms the basis for regular risk reporting. A distinction is generally made between qualitative and quantitative risks. Quantitative risks are included in the financial reporting (integrated reporting). For financial performance indicators that are significant for future development, the risk management function develops ranges in the form of confidence intervals and presents them in the financial reporting. A key objective is ensuring the ability of the company to bear risk. A risk and opportunity review is performed every year, i.e. a comparison is performed of the original assessment of risks and opportunities with the actual outcomes. The resulting findings are then used to update the risk catalogue, which provides a basis for the corporate planning. The discussion and coordination of the most important opportunities and risks are also included in the annual business planning meeting. The aim is to identify, based on a holistic view, which opportunities and risks can be anticipated in the future and take these into account in corporate planning. Measures are developed from this and monitoring in the corresponding planned items is strengthened. A risk controlling position established within the company is responsible for ensuring compliance with the risk management process depicted. This position reports regularly and directly to the relevant management team.

WIEN ENERGIE's risk landscape is broken down into seven risk groups, with the main risks in the various risk groups being the following:

Plant and operational safety: Mitigation of risk by means of regular maintenance and investment programmes, compliance with strict technical standards and crisis management
The very high level of reliability of WIEN ENERGIE's technical infrastructure is ensured through compliance with strict technical standards and the performance of routine maintenance and inspections as well as safety inspections. Wherever economically viable, this entails in-built redundancy in critical areas. Equipment-related expenditures are subject to volatility, particularly when unforeseen events occur. In addition, WIEN ENERGIE also has extensive insurance cover with corresponding insurance management. Since the safety of its employees, customers and third parties has priority for the company, occupational safety, fire and environmental protection are of particular importance to WIEN ENERGIE. Appropriate crisis management plans and corresponding organisational structures are in place to deal with any crises which may arise.

Finance, equity investments and asset valuation: Actively controlled by Treasury, Investment Management and Asset Management
This risk group includes those risks associated with short and long-term investments. Short-term liquidity management is optimised by a group-wide cash pooling scheme. The long-term financial investment strategy is conservative in nature and is carried out in close cooperation with WIENER STADTWERKEN. Comprehensive group-level policies regulate the procedure and help mitigate risks. The use of letters of comfort and declarations of liability is regulated in a separate company policy. The risk of end customers defaulting on amounts owed is mitigated by means of constantly monitoring outstanding amounts and a multi-level dunning procedure.

WIEN ENERGIE is involved in both domestic and selected international projects and undertakings. A policy document governs the handling of investments and serves to minimise risks. Representatives from WIEN ENERGIE diligently perform their supervisory obligations with respect to investments. The intrinsic value of investments is constantly monitored. Depreciation, impairment losses and reversal of impairment losses of non-current assets and valuation approaches can have a significant impact on the key performance indicators.

IT risks: Mitigation of risk by means of an information security management system
The potential negative impacts of individual technical services, control systems and office IT services for each core process are evaluated by means of a business impact analysis in terms of confidentiality, integrity and availability. In the information security management system (ISMS), risks are periodically subjected to an evaluation, necessary countermeasures are identified, technical security checks and organisational measures are carried out on an ongoing basis and employees are trained with regard to the protection of personal data. The IT expense and, in particular, the costs for large IT projects are subject to volatility.

Market and procurement: Mitigation of risk through an attractive market presence and hedging transactions
WIEN ENERGIE mitigates price and competition-related risks in connection with sales activities by developing new products and services, optimising its sales structures, improving its market presence and entering into partnerships and collaborations. Risks associated with value drivers such as oil, gas, electricity and CO_2 prices affect the core business and can have a major impact on earnings. These price-related risks are mitigated by means of forward transactions and derivative financial instruments such as futures, swaps and supply contracts with performance options, etc. These instruments are used exclusively to hedge risks. Sufficient reserves of fuel are available. Temperature fluctuations cause a rise or drop in heating sales. A sophisticated portfolio management system constantly monitors market events and optimises energy production accordingly. The intrinsic value of supply contracts is continuously monitored. Counterparties in the energy sector are evaluated and subjected to monitoring and the potential risk is capped by means of a system of limits. Income from the disposal of hazardous waste fluctuates depending on market conditions, among other things. Deviations in the expenses can also arise in relation with the Energy Efficiency Act. The coronavirus pandemic increases the risk of a rise in bad debts and a change in sales volumes at WIEN ENERGIE or its holdings.

Personnel and organisation: Monitoring factors influencing personnel expenses
Changes in external circumstances (e.g. legislation and interest rates) in particular can lead to deviations from forecast personnel expenses (e.g. changes related to pension provisions) and have a significant impact on WIEN ENERGIE's key performance indicators. The most important influencing factors are continuously monitored.

Law and data protection: Mitigation of risk by means of organisational and procedural measures
When dealing with sensitive legal issues, organisational and procedural measures, such as training, organisational guidelines, standard operating procedures, manuals and compliance policies, are implemented. Compliance-relevant risks are identified, assessed and evaluated independently by means of a dedicated risk analysis under the compliance management system as a means of developing appropriate risk mitigation action plans.

Strategy and environment: Mitigation of risk by means of continuous market monitoring and a comprehensive strategy process
Underlying political and legal conditions and the market environment can have a considerable impact on commercial success. These factors are continuously monitored in order to be able to identify risks as early as possible and to react accordingly. Investment decisions taken by WIEN ENERGIE, sometimes with the assistance of external experts, aim at providing a realistic assessment of long-term market developments. The corporate strategy is a critical success factor for future commercial success. This strategy is therefore regularly reviewed.

The ICS mainly encompasses all process-related controlling mechanisms in the company and ensures that all material risks associated with all relevant business processes are systematically analysed, recorded and mitigated by means of regular checks, and that important documentation and responsibilities are transparently recorded and stored. The minimum standards for the ICS are laid down in a group policy document which also clearly defines roles and responsibilities within the ICS process. Compliance with all of the relevant legal requirements is monitored and checked. The reliability of financial reporting is ensured. A regular reporting obligation to management teams as well as the ICS coordinator at the WIENER STADTWERKE group ensures that the ICS is implemented as intended. The ICS continues to be developed by coordination bodies with the involvement of WIENER STADTWERKE GmbH as well as the risk management and compliance departments.

Summary

At 31 December 2020, WIEN ENERGIE is not aware of any risks that, either independently or in combination with other factors, could represent a risk or risks to the company's continued existence as a going concern.

7. Outlook

Environment and strategic positioning
Since the outbreak of the coronavirus pandemic and the measures taken to contain it, global economic growth has been considerably affected and many companies are confronted with serious challenges. WIEN ENERGIE cannot detach itself from this environment, but was able to minimise the impact of the crisis on the company – in terms of business activity, supply mandate and financial result – and has so far managed the coronavirus crisis well with consistent prevention measures, the use of digital possibilities and the personal commitment of all its employees. Even through the future remains hard to assess, WIEN ENERGIE will continue to aim at using the opportunities and increasing trends of the coronavirus pandemic that present themselves.

For example, the pandemic has led to a massive acceleration of digitalisation and further intensified efforts in the areas of sustainability and decarbonisation. Due to the need for change, a large number of start-ups and highly innovative companies – and thus ideas – are also appearing on the market, offering opportunities for future profit. WIEN ENERGIE believes it is well prepared to identify these trends early and to be able to use them to achieve its own strategic objectives through the group-wide digitalisation programme, the establishment of a Digital Competence Centre, the consistent research and innovation work as well as the activities being carried out in the area of venture capital by Smartworks Innovation GmbH & Co KG.

In 2021, the European energy market will be characterised by accelerating digitalisation, increasing competition and the ongoing trend towards sustainability – even against the background of the coronavirus pandemic. Social pressure with regard to climate change is increasingly influencing political decisions and will result in decarbonisation and, associated with this, the achievement of the goals defined by the energy and climate strategies of the EU, Austria and the City of Vienna being major factors that influence WIEN ENERGIE's business operations. Apart from the European Green Deal, important factors influencing the future orientation of WIEN ENERGIE in the coming years at national level will primarily be the Renewable Energy Expansion Act (EAG), which aims at covering 100% (on a balance sheet basis) of electricity consumption with renewable energies by 2030, the renewable heating legislation, and the goals of the City of Vienna (climate neutrality by 2040, Smart City framework strategy).

Alongside new funding models for the individual renewable technologies, legislation will now for the first time enable renewable energy communities for the local generation, storage, use and transmission of renewable energy within a community, which will be accorded an important role in the achievement of the climate policy objectives. In this regard, WIEN ENERGIE also strives todo justice to its pioneering role in shaping the energy system of the future and offer all customers access to local energy communities through the development of technological principles and initial market-ready products.

Alongside the regulatory and statutory framework conditions, the development of the energy industry in the coming years will also be considerably shaped by trends in technology. For example, the high level of attention paid to the sustainable manufacture of hydrogen through technical efficiency increases and advantages of scale together with the renewable energy development in Europe has led to a 50% reduction in the cost of green hydrogen since 2015. It is expected that costs will fall a further 30% by 2025 and that green hydrogen will be competitive with conventionally manufactured hydrogen to a certain extent by 2030. Further developments in technologies such as carbon capture and storage (CCS), i.e. the separation and underground storage of carbon dioxide to reduce CO_2 emissions in the atmosphere, and numerous developments in the area of energy efficiency are also changing the range of available technologies and the associated possibilities in the field of energy. New technologies can also bring about many new markets or crowd out existing ones, especially in the context of digitalisation, and thus lead to sustainable changes in the business models of the energy industry.

Not least because of the rapid growth in technology, the energy market will also become accessible and attractive to many new competitors. The result of this is that companies with strong digital expertise in particular will strive to implement profitable business models in the energy industry. New competitors from adjacent industries (e.g. the automotive industry, oil industry or financial industry) are also making inroads into the supplier segment by exploiting the increasingly blurred boundaries between industries caused by the energy transition. In order to remain competitive in the face of this increasing competition, WIEN ENERGIE is striving to strengthen its position on the market by developing its own competitive advantages.

WIEN ENERGIE has been positioning itself for this as a regional and reliable provider of energy services on the market. On the basis of the developments described here, it is necessary to expand the established positioning with further differentiating features. In addition to the familiar strengths of reliability and regional anchoring, WIEN ENERGIE will in future establish itself even more strongly on the market as an integrated multi-utility provider for products and services relating to life in Vienna and continue to focus intensively on sustainability and the development of renewable energies. This approach will enable a clear identification of WIEN ENERGIE on the market and a positive perception amongst customers.

Innovation and digitalisation
WIEN ENERGIE is continuing to develop towards becoming a service provider and to this end is consistently exploiting the opportunities offered by innovation and digitalisation. The company's digitalisation strategy ensures that communication with customers takes place via numerous digital channels and therefore makes it possible to provide them with an end-to-end purchasing and service experience. To this end, the customer interaction management system will be further improved over the next year to enable a targeted customer approach. The further improvement of the online portal and the development of an interactive invoice will additionally increase the service quality and, with it, customer satisfaction. WIEN ENERGIE also aims to launch emotional, bundled and innovative products and services in the coming years so as to promote long-term customer loyalty. This will require WIEN ENERGIE to continue investing in collaborations with strategic partners, start-ups and industry newcomers.

In addition, the research and innovation projects ASCR 2.0 and the Urban Pioneers Community in Viertel Zwei are testing efficient, innovative and, above all, customer-orientated energy solutions and in doing so building up important competences for the future.

Development of renewable energies
WIEN ENERGIE is Austria's largest solar power operator. The aim is to maintain and consolidate this position in the coming years. That is why a key focus of investment is on the expansion of photovoltaic installations. WIEN ENERGIE will considerably increase the output of solar electricity by 2030 and thus make photovoltaics one of the most important sources of renewable energy within Vienna and WIEN ENERGIE synonymous with solar power in Austria. Apart from the development of photovoltaics, the expansion of the wind power and hydropower portfolio is an important element for WIEN ENERGIE and the City of Vienna in order to achieve the stipulated climate targets. The aim here is for these efforts not only to ensure security of supply in a growing city, but also to increase the share of electricity and heat generated with renewables.

#1 heat provider
The annual demand in Vienna for new systems in the low-temperature heating market is projected to be 260 MW per year. This includes systems for new builds as well as replacement investments for existing buildings. WIEN ENERGIE aims to remain the market leader in its core segment (excluding gas floor heating systems and single-family homes). As heat generation will increasingly be decentralised in the coming years, energy will in future be increasingly tapped from local-level heat sources, such as geothermal and heat pumps, and fed into the existing grid. The existing well-developed district heating network provides the opportunity to concentrate supply. This makes it possible to acquire new customers with low investment.

Alongside heat, WIEN ENERGIE is also actively expanding the cooling supply. With the commissioning of the district cooling centre on the Stubenring in the first Viennese district and the planned grid expansions through the development of clusters around the existing main grid, the company will invest heavily in the expansion of district cooling in the coming years. The objective is to achieve a connected value of 370 MW by 2030 with district cooling and decentralised solutions.

Conclusion

The objective of WIEN ENERGIE is not only to defend its status as Austria's largest provider of energy services, but also to constantly grow and develop itself further. The company will above all direct its attention towards customer focus, sustainability, innovation, digitalisation and the use of new technologies. The investment plan reflects the strategic focus. Overall, WIEN ENERGIE is planning to invest over EUR 1.2 billion in climate change mitigation, security of supply as well as innovation and digitalisation in the next five years. Around 90% of this investment will flow into climate-neutral technologies. Going forward, WIEN ENERGIE is expected to continue to generate a stable, high level of net income that will lead to a steady increase in the equity ratio over the coming years as a basis for the projected growth.

The impact of the ongoing coronavirus pandemic remains difficult to assess. However, WIEN ENERGIE has demonstrated its resilience in the last financial year and is confident of not only being able to minimise the negative effects of the crisis on the business and the economic result, but also to profit from new trends and opportunities in the long term.

Vienna, April 2021

For the Management Board:
Dipl.-Ing. Mag. Michael Strebl e.h.
Dipl.-Ing. Karl Gruber e.h.

WIEN ENERGIE, a partner of Energieallianz Austria.

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