

CONTACTS:

-  Instytutska 18-A, office 3, 01021 Kyiv
-  +38 044 253 66 94
-  author@dixigroup.org
-  <http://dixigroup.org/>
-  facebook.com/dixiUA
-  twitter.com/UkrainianEnergy



Dear friends,

In 2021, while continuing to fight the pandemic, the world faced new security challenges. A rapid growth of energy prices and slowdown in economic growth, the use by Russia of gas as an instrument of pursuing its geopolitical interests, difficult international talks about the more ambitious prevention of climate change – all these factors turned the last year into yet another endurance test for the humankind and a test for the ability to find a compromise.

For DiXi Group, the year 2021 was a period of more active involvement in international events, a period of achievements in enhancing transparency of the energy sector and internal growth.

Responding to the increasing tension in global energy markets and to Russia's blackmailing tactic aimed to launch Nord Stream 2, our team continued to advocate Ukraine's interests and energy security abroad – in the United States, France, Germany, Brussels. We also helped the Foreign Ministry to find the "single voice" formula for energy diplomacy in order to better convey the stance of our country to its international partners. DiXi Group experts held dozens of meetings with foreign diplomats, explaining the situation in Ukraine's energy sector and stressing upon the importance of continuing integration into European energy markets.

In addition to the existing initiatives, such as publication of the rankings of electricity and gas suppliers and application of the Energy Transparency Index, our team has launched an updated Energy Map service, which integrates data from the majority of ministries and other public agencies and displays an objective picture of the state of affairs in the energy sector. Today,

the range of DiXi Group's products includes the weekly Navigator – a series of regular infographics based on the Energy Map that explains, in layman's language, the energy sector's most important points to politicians, businesspersons and the public at large.

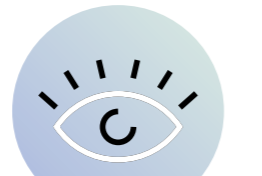
The almost six-year journey toward implementation of the Extractive Industries Transparency Initiative Standard in the Ukrainian legislative framework has ended in 2021. As a result of advocacy efforts by DiXi Group and our partners from the government, the parliament, civil society and business community, the Verkhovna Rada has passed a law requiring the government and companies to disclose contracts they signed in the extractive sector. It allows to thwart corruption schemes in the use of Ukrainian extractable resources and stop the arrangements between public authorities and companies made to the detriment of communities.

Last year, our team took another step in its growth, both conceptually and organizationally. DiXi Group is expanding the range of topics it is concerned with, adding ecology, decarbonization and climate policy to it. From now on, we will be monitoring and advocating, together with other organizations, the implementation of the European Green Deal in Ukraine and development and execution of strategic documents in this area; we will also initiate a public dialogue. The organizational growth of our team in 2021 featured the foundation of DiXi KSEP, an organization that has already launched last year a series of educational and training programs for preparation of civil servants and energy sector players of a fundamentally different quality.

Our plans for 2022 are no less ambitious. While continuing to defend Ukraine's energy security interests throughout the world, we will also continue monitoring reforms in the energy sector, helping liberalize energy markets and integrate them into EU markets. Our experts will establish cooperation with countries of the Eastern Partnership initiative and other regions to share the best experience and help increase transparency in the energy sectors of other countries. We will also continue assisting Ukrainian consumers to sort out changes in the energy sector and defending their interests and their right to receive clean, reliable and affordable energy.

Olena Pavlenko
DiXi Group President

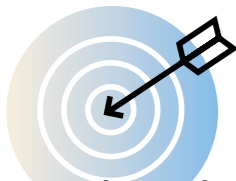
ABOUT



Vision

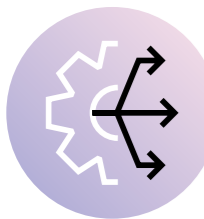
Ukraine needs to continue with reforms of energy markets, which should promote competition, empower consumers and pursue in-depth integration into EU energy markets to guarantee security in the region. Finally, this policy must include transition to clean, “green” energy production, transformation, transmission and consumption technologies.

DiXi Group considers itself a driving force behind these changes and a safeguard against the reversal to old, corrupt practices.



Mission

Implementing innovative solutions and fair rules for affordable, clean, high-quality energy.



Key areas of our activity



ANALYTICS

research and data analysis to make rational decisions;



ADVOCACY

establishing new standards on governance in energy policy;



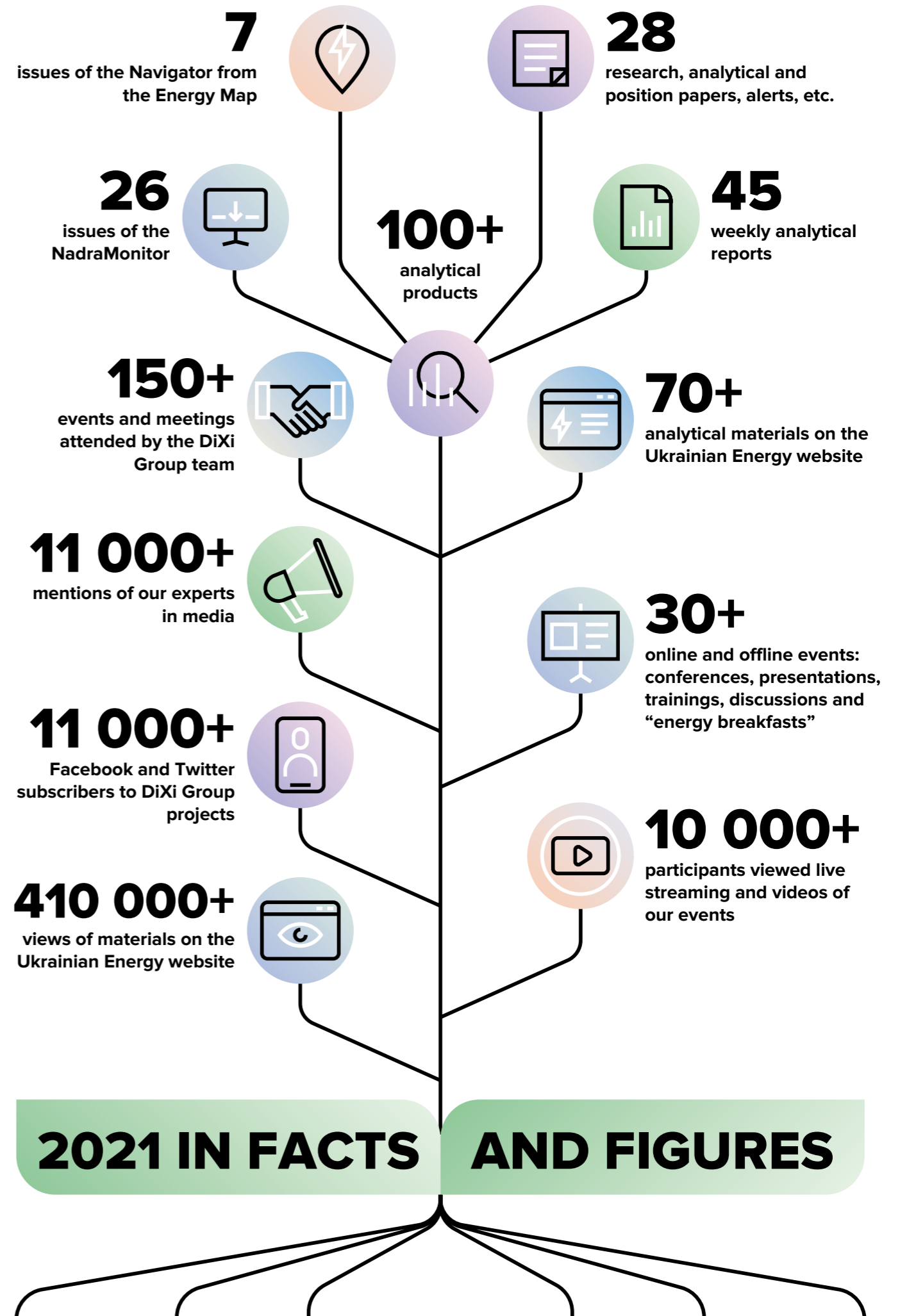
TRAINING

disseminating knowledge and the best operating practices in new markets;



CONSULTING

providing useful information to governments and investors.



THE TEAM



Olena Pavlenko

President

Anton Antonenko

Vice President

Roman Nitsovych

Research Director

Viktoriiia Petrovych

Financial Director

Nataliia Budzan

Chief Accountant

Viktoriiia Gurova

Senior Accountant

Denys Nazarenko

General Manager of Educational Programs

Viktor Chornysh

Lead Supply Manager

Viktoriiia Tkachuk

Manager for Consulting Services in Consumer Relations

Bohdan Serebrennikov

Manager for Consulting Services in Analytics

Oiha Polunina

Manager for Consulting Services in Sustainable Development

Andrii Bilous

Manager for Consulting Services in Open Data

Anastasiia Melnykova

Conference Service Specialist

Anna Stepanova

Specialist in Organizational Development

Viktoriiia Vasyliuk

Supply Specialist

Oksana Riabchun

Chief Specialist in Communications

MANAGEMENT BOARD

Andrii Duda

Chairman



Iryna Solonenko



Svitlana Horobchyshyna



Volodymyr Kuprii



Roman Vybranovskyi



SUPERVISORY BOARD

Keith Smith



Frank Umbach



Alan Riley



Georg Zachmann



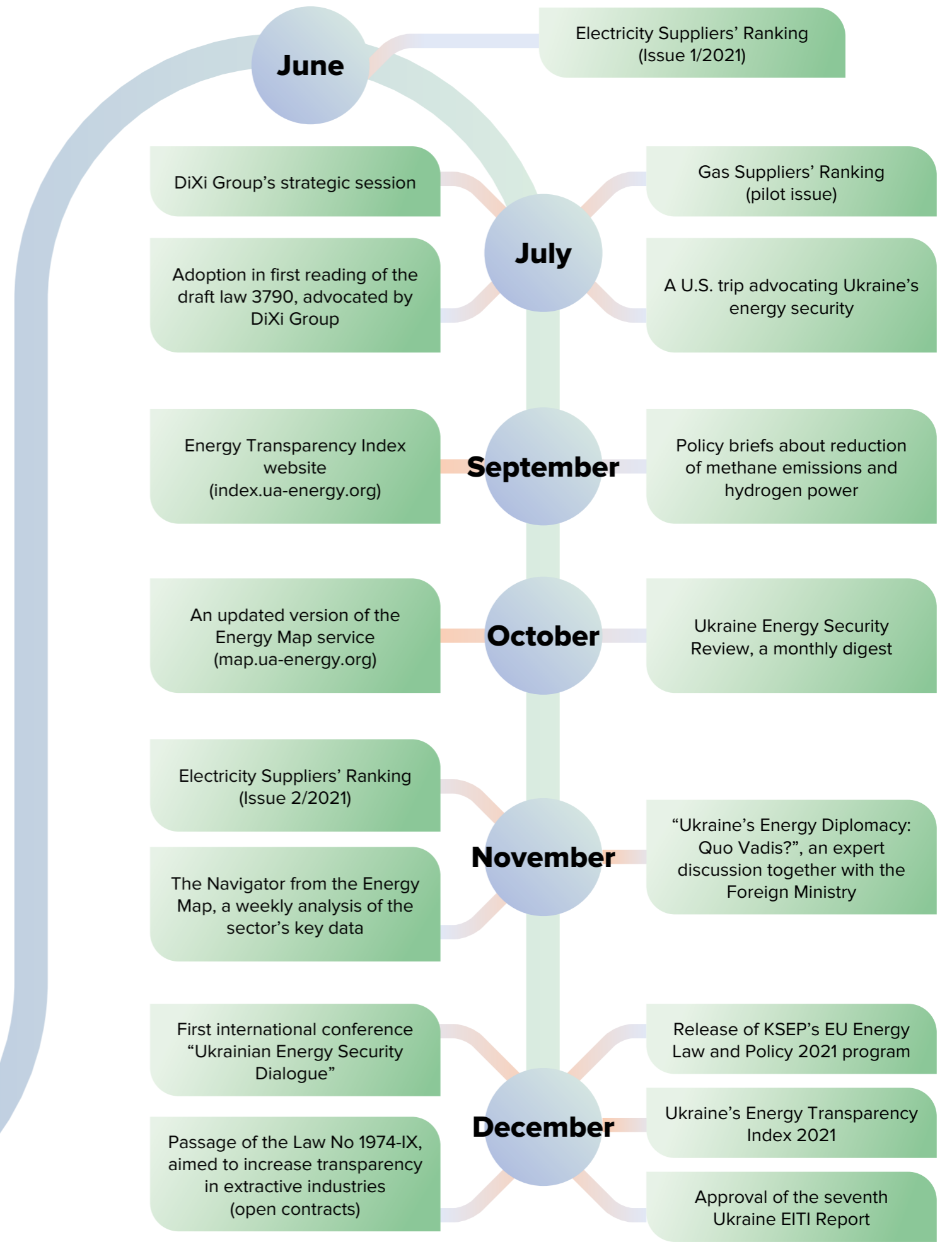
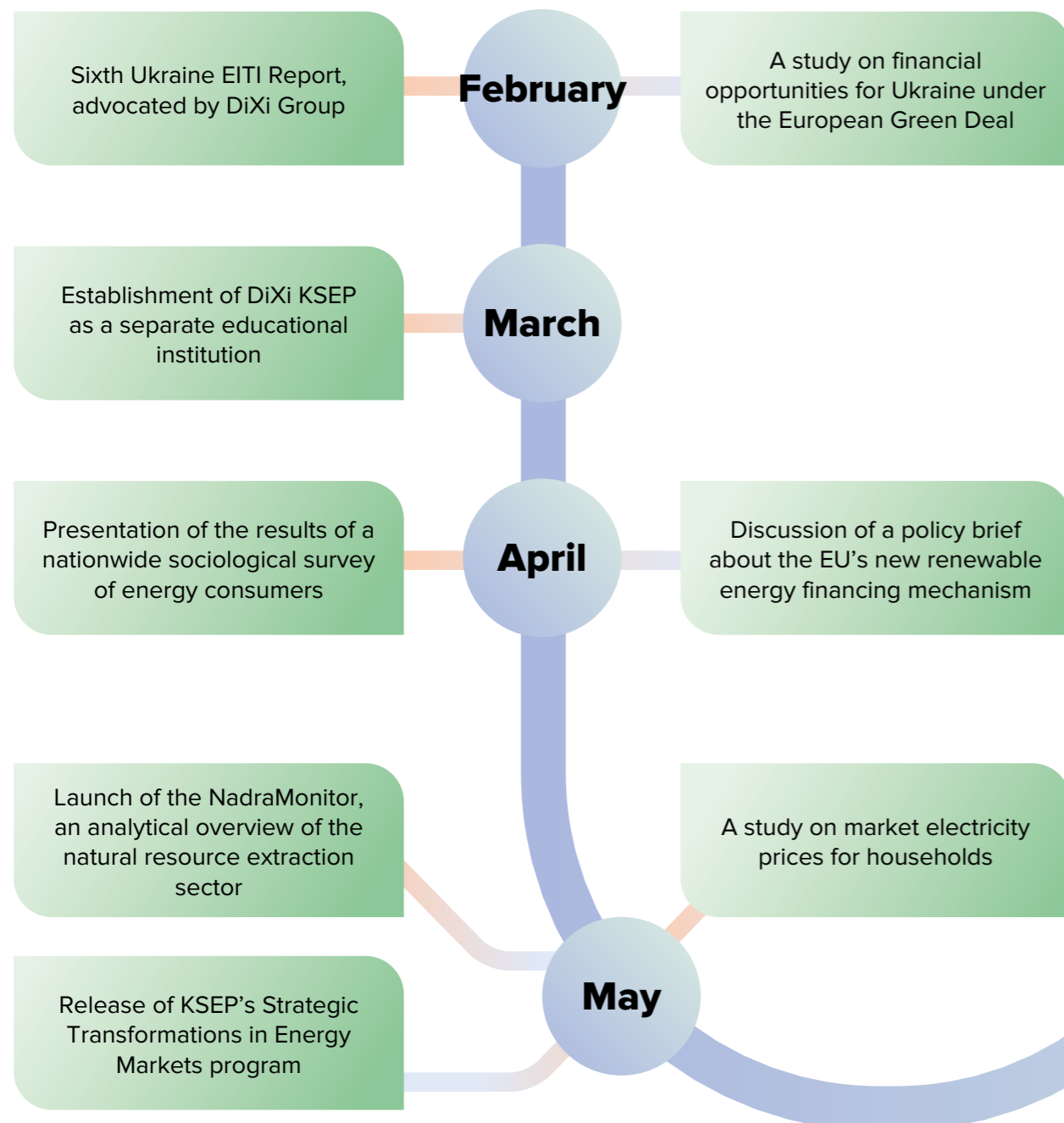
Marc-Antoine Eyl-Mazzega



Janez Kopač (since 2022)



KEY ACHIEVEMENTS IN 2021



ENERGY SECTOR TRANSPARENCY

We strongly believe that transparency and accountability will make public governance better, increase trust and set the bar for socially responsible businesses. DiXi Group's efforts show that the seemingly theoretical notion of "transparency" has clear dimensions and concrete implementation instruments.

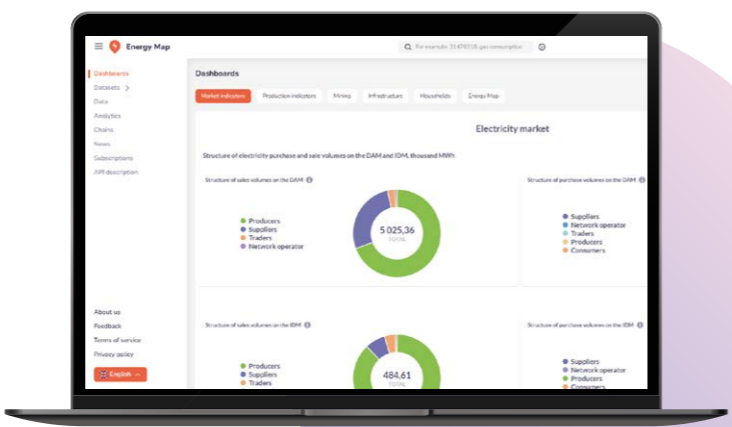
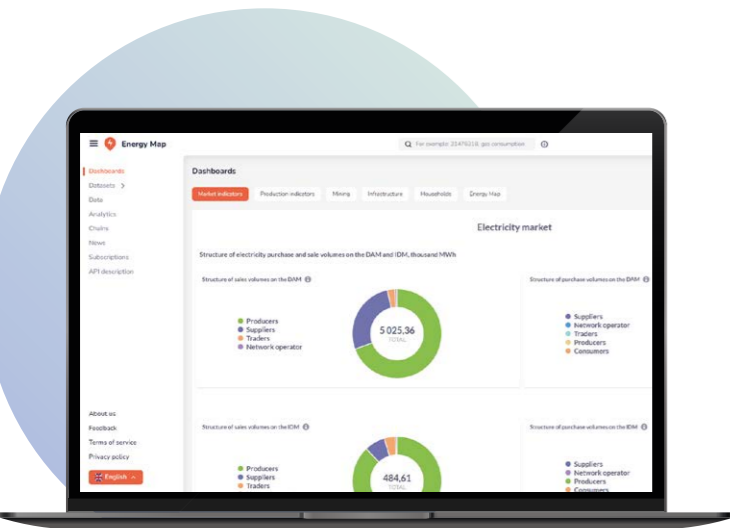
Registered Energy Map users have full access to the entire database and to all services. All data comes with a description and explanations for every column (dimensionality, nuances, exceptions, etc.), references to the original sources and examples of data. A user can download this data directly from the relevant webpage or via API, using a unique key from the personal account. All data is retrievable in the .xlsx or the .csv format, and is available with a full English translation.

For the convenience of use, the Energy Map has the "track" function, relieving users from the need to keep an eye on statistical data updates. Just subscribe for regular updates of the data you need, and our service will automatically send you e-mail notices with the links.

Thanks to the Energy Map, users can also have a better understanding of how the Ukrainian energy sector operates by visiting the interactive schemes section. It shows all major stages from production or extraction to consumption of energy products: electricity, natural gas, heat, fuels.

ENERGY MAP

The DiXi Group team has launched the largest database of statistical information about the energy and related sectors in Ukraine, provided by 29 information controllers. The Energy Map is an instrument allowing to view data and figures from public authorities, state enterprises and other information platforms, analyze them and have an own opinion regarding the state of affairs in the sector. Our team devoted special attention to the quality of data: before presenting them, all resources have been processed and structured in a machine-readable format to significantly simplify the access to and analysis of information.



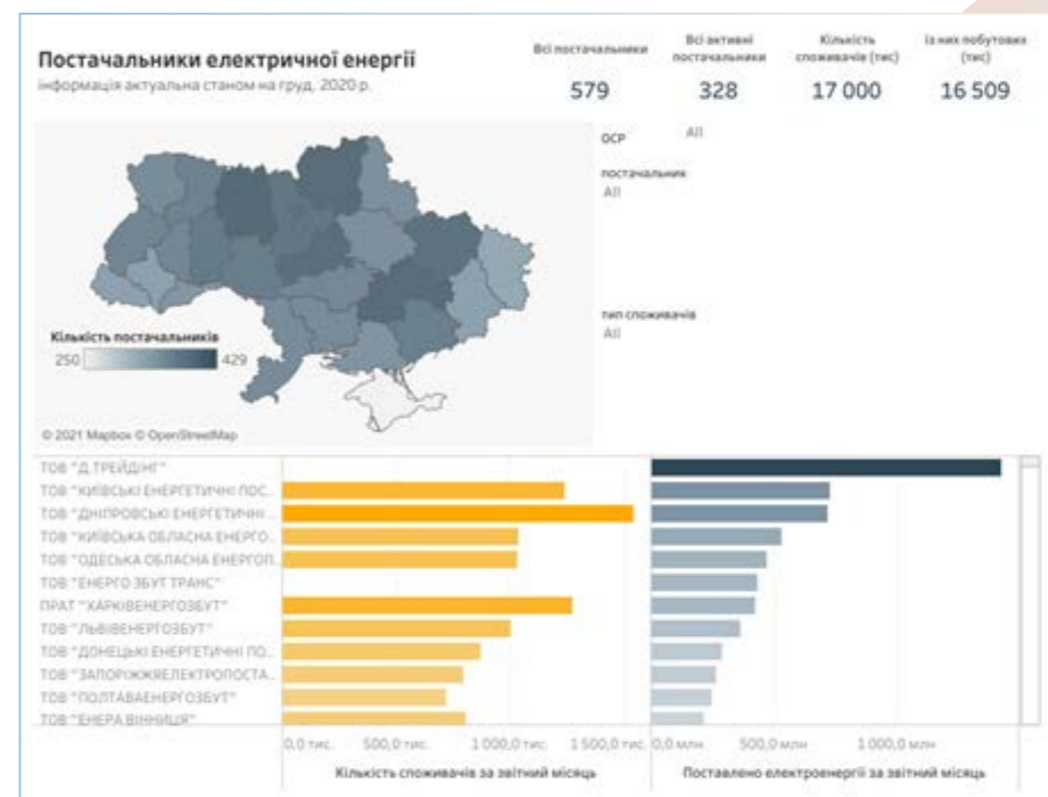
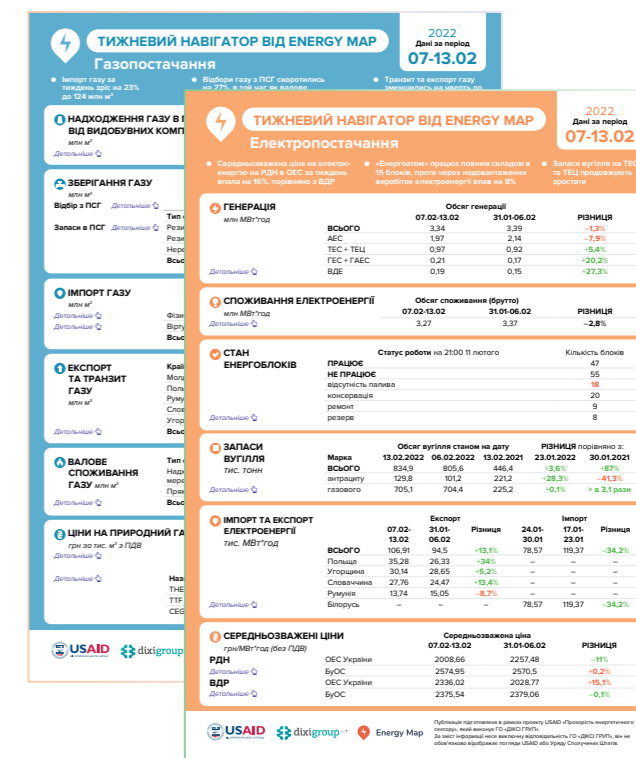
OPEN DATA

We strongly believe that the opening of data and the quality of this data are the key to the energy sector's continuing development toward the modern, responsible way of doing business. For that purpose, DiXi Group experts work with public authorities in the energy sector and help with collecting, processing and publishing data of importance for the society.

Thanks to our assistance, for example, an interactive service with information about all existing electricity suppliers was launched on the website of the regulatory agency (NEURC). This service offers a list of suppliers and allows to analyze a number of indicators, such as the total number of consumers and the volumes of supplied electricity. Having this information handy, consumers can make a better choice of whom to buy electricity from.

At the same time, we explain the topics incomprehensible for ordinary consumers by using data analysis. This year, we posted 28 materials of this kind, including 10 analytical papers, on our Ukrainian Energy website. Some of the most popular materials included articles about Russia as a "gas station", the structure of ownership of gas distribution networks and combined electricity and gas offers. And the

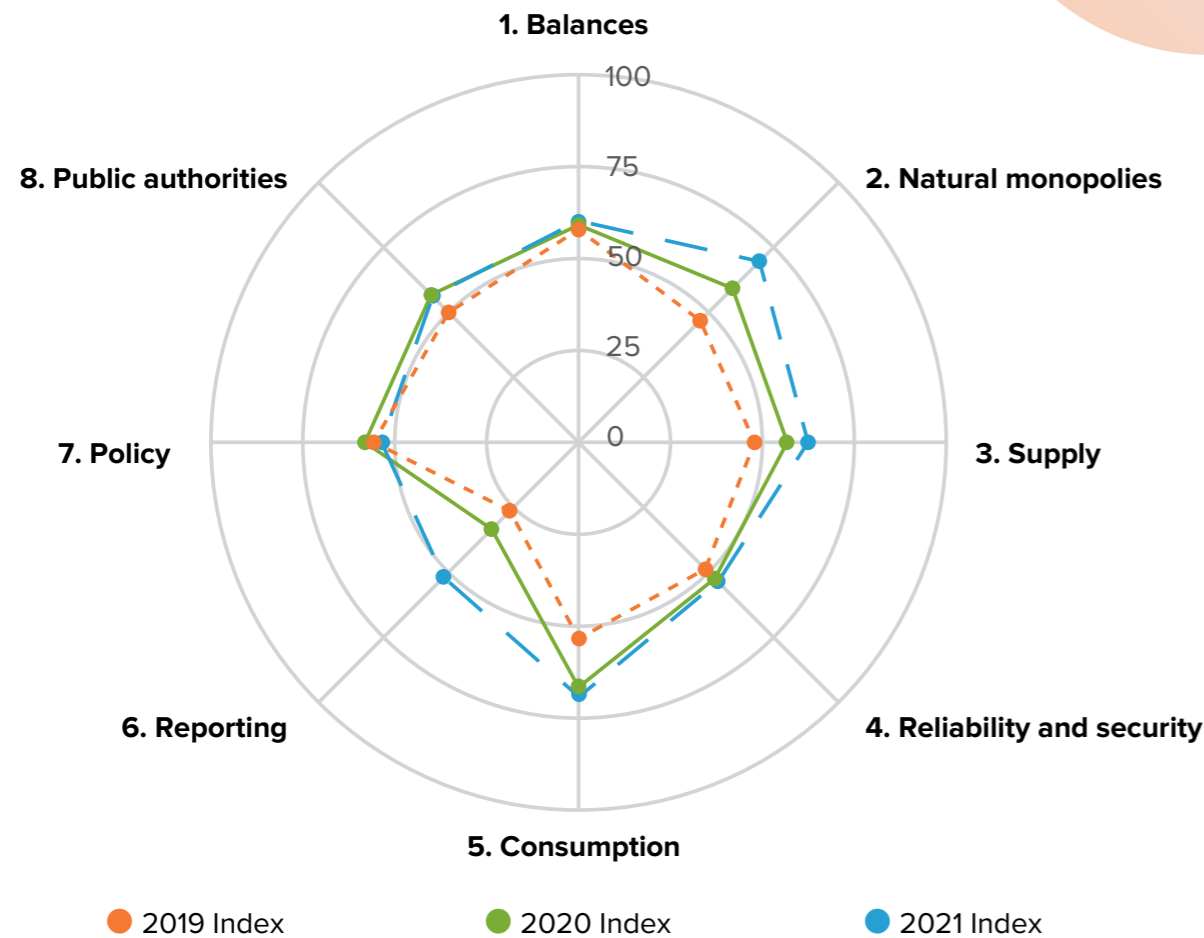
Mysteries of the Gas Distribution Bill article was named the winner of DataUp contest of journalistic stories based on open data. Based on the Energy Map data, the DiXi Group team has launched the regular Navigator service with weekly updates of all important indicators concerning the course of the heating season.



ENERGY TRANSPARENCY INDEX

The DiXi Group team continued to assess the sector's information openness and identify gaps using the Energy Transparency Index (ETI). ... The use of this tool has already become a good tradition in analyzing fulfillment of Ukraine's commitments and in borrowing from the best international practices. It also helps monitor the situation in dynamics and explore in greater detail the challenges that the energy sector faces.

The 2021 assessment based on 212 indicators has revealed a moderate progress (+5 points), but also, a slowdown in its pace compared to 2020. Ukraine's final score was 63 of 100 possible, which indicates average transparency of the energy sector. For convenience purposes, our team has created the [ETI website](#) presenting all assessment results for 2018-2021.



Scoreboard by category:

Category	Number of indicators	Score	Compared to the 2020 Index	Rating	Characteristic
1. Balances	9	58	0	C-	Medium transparency
2. Natural monopolies	71	70	+11	B-	Good transparency
3. Supply	35	63	+5	C	Medium transparency
4. Reliability and security	15	54	+1	D+	Insufficient transparency
5. Consumption	34	70	+2	B-	Good transparency
6. Reporting	12	53	+18	D+	Insufficient transparency
7. Policy	21	54	-5	D+	Insufficient transparency
8. Public authorities	15	57	+1	C-	Medium transparency
Total Index score	212	63	+5	C	Medium transparency

Number of indicators by energy market:

	Natural gas	Electricity	Oil and liquid fuels	Coal	Heat
Category					
1. Balances	63	63	38	63	75
2. Natural monopolies	77	76	23	n/a	17
3. Supply	69	69	35	54	83
4. Reliability and security	91	75	0	75	0
5. Consumption	56	71	22	n/a	81
Sectoral sub-indexes	72	73	23	60	69
Compared to the 2020 Index	+8	+7	+1	+12	-5

The usefulness of this Index is best proved by its coverage of other countries. In addition to Ukraine, this project, which received support from the Black Sea Trust for Regional Cooperation (BST), offers assessments for Georgia, Moldova and Romania. International comparisons and rankings provide a better impetus for the governments of these countries to continue pursuing reforms and improve

EXTRACTIVE SECTOR TRANSPARENCY

DiXi Group continued to contribute to the openness of the extractive sector, in particular, through implementation of the Extractive Industries Transparency Initiative (EITI) Standard. In 2021, we were a part of a joint work that culminated in the publication of two national EITI reports (for 2018 and 2019) and in the approval of the 2020 report. These important decisions were adopted by the Multi-Stakeholder Group for implementation of the EITI, in which DiXi Group President Olena Pavlenko is a Deputy Chair.

In 2021, efforts of the DiXi Group team resulted in the passage of a landmark law requiring the disclosure of extraction contracts between the government and companies. To achieve this success, we consistently analyzed the situation with the disclosure of the production sharing agreements signed during the last year in the context of the best world practices and the regional aspect.

To ensure better awareness of the extractive sector, we have launched a regular analytical product, the NadraMonitor, offering weekly updates in licensing and regulation of the subsoil use, and also, an analysis of government decisions and other important events.

We continued to enhance the Energy Transparency Association, which brings together civil society organizations to promote the ideas and values of transparency, and also, sustainable development of communities in regions where extractive companies operate. Despite the pandemic-related restrictions, we were able to organize 11 meetings of the Association's members. Also, with the support from the USAID Energy Sector Transparency project we were able to "reboot" the Association by approving a revised version of its Charter, electing its management bodies and implementing a more efficient management model. The support for our partners will allow them to work in extractive communities more efficiently and build a professional dialogue with public authorities and companies.



НАДРАМОНІТОР
МОНІТОРИНГ ДОЗВІЛЬНОЇ ДІЯЛЬНОСТІ ТА ЗМІН У РЕГУЛЮВАННІ ВИДОБУВНОЇ ГАЛУЗІ



COMPETITIVE MARKETS

REFORMING THE EXTRACTIVE SECTOR

We continued to work on reforming the independent extractive regulator as one of the key elements of a free, transparent extractive market. According to the reform concept, developed together with the State Service of Geology and Mineral Resources of Ukraine and a group of consultants have developed a draft Law on the National Subsoil Use Regulatory Commission. In 2021, this document underwent first discussions with key Ukrainian stakeholders, including the Ministry of Environment Protection and Natural Resources of Ukraine, Ministry of Energy of Ukraine, the State Service of Geology and Mineral Resources of Ukraine, the State Labor Service of Ukraine, and MPs.

This reform is necessary to improve the system of public governance of natural resources, in

particular, such important resources for the Ukrainian economy as hydrocarbons and critical raw materials. In addition, we worked closely with regulatory authorities of Canada, Mexico and Romania in this area, organizing round tables and other expert discussions. Also, DiXi Group experts provided comments on the draft of the revised Subsoil Code, in particular, with regard to equal and transparent access to the subsoil and compliance with the future institutional reform.

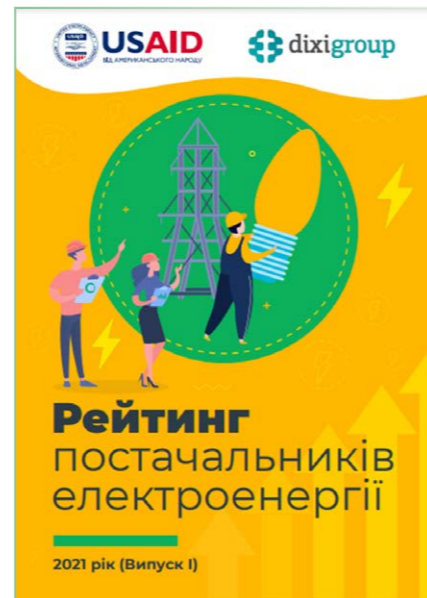
Building up on the achievements of the study and the roadmap of improving environmental impact assessment in the extractive sector, we have initiated a number of expert discussions, in particular, at the level of Energy and the Environment inter-factional coalition, devoted to these topics; we also participated in preparation of the Methodological Recommendations on Performing EIAs in extractive Industries.



SUPPLIER RANKINGS

In order to intensify competition in the retail electricity and gas markets and help consumers with choosing a better supplier, we continued to publish our biannual Suppliers' Rankings. In 2021, we released two issues of the Electricity Suppliers' Ranking (issues 1 and 2) and the pilot issue of the Gas Suppliers' Ranking.

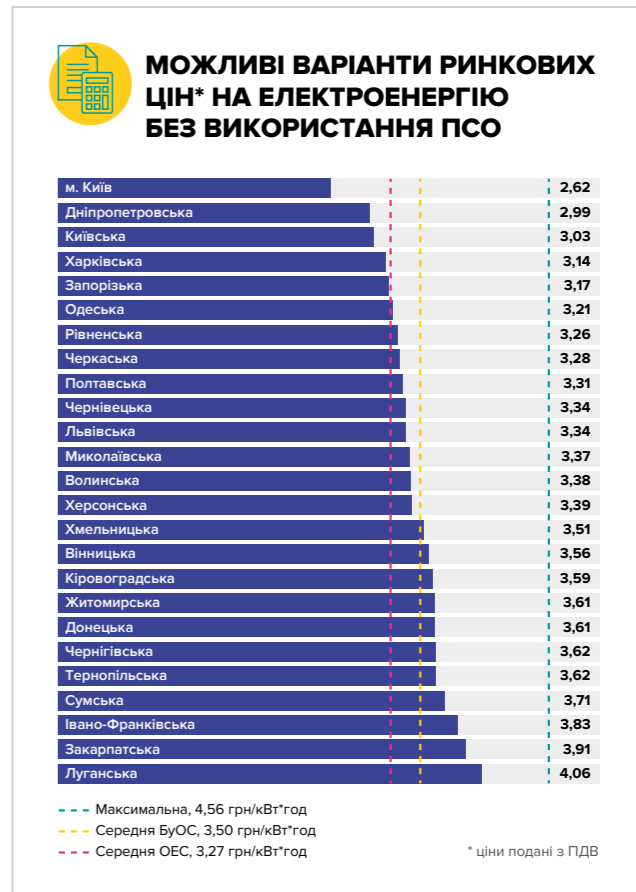
These rankings are compiled on the basis of 20+ indicators in Online Services; Commercial Offers; Consumer Awareness; and Transparency and Business Activity categories. Our assessment was based on monitoring of the suppliers' websites and data of the energy regulator (NEURC).



MARKET DEVELOPMENT AND "GREEN" GROWTH

Presently, reform of the electricity market in Ukraine remains incomplete and household consumers pay only a half of the actual cost of electricity they consume. To promote further reforms and create an efficient and competitive market, we conducted the study *A Market Without PSO: What Electricity Prices For Households Will Be*, where we analyzed economic effects from the introduction of market pricing for household consumers according to two development scenarios and provided our recommendations for the government.

In addition, efforts of the DiXi Group team were focused on studying the way of Ukraine's rehabilitation from the viewpoint of overcoming the economic crisis caused by COVID-19, promoting desires and capabilities for joining the European Green Deal and pursuing decarbonization policies. With the support from the International Renaissance Foundation, our experts have prepared a number of *analytical materials*, and particularly *infographics*, concerning the EU's new policies. Together with other policy organizations, the DiXi Group team began working on the proposals concerning instruments of financing decarbonization of the Ukrainian economy, in particular, by using debt securities. As part of the USAID Energy Sector Transparency project, we have launched an in-depth study of the impact from implementation of the industrial contamination prevention policy on Ukraine's energy sector.



In order to improve awareness of the new area of our efforts, we have created a separate section, Green Deal, on the Ukrainian Energy website. We also continued to update Ukraine's profile using the *Energy Policy Tracker*, an international platform tracking changes in energy and climate policies.



KYIV SCHOOL OF ENERGY POLICY (KSEP)

2021 was the year of further growth for KSEP, an independent center for improvement of qualification in the energy sector, created and developed by DiXi Group.

In particular, we were the first to offer a unique product for the Ukrainian market: training under the newest energy program titled *Strategic Transformations in Energy Markets*. This training provides knowledge and competencies necessary to understand the general architecture of the energy markets of Ukraine and the EU, laws of economics by which these markets operate, and also, practical knowledge in financing of business projects based on advanced energy technologies. A distinguishable feature of this program was the star team of coaches. For KSEP was able to bring together academic professors, businesspersons, former and incumbent public officials: an acting energy minister, former members of the NEURC, directors of key energy companies and exchanges.



A program developed by the KSEP team and Andrius Šimkus, a managing partner at the Lithuanian consulting company Šimkus Energy, became another successful format of specialized professional training. This five-week program offered a deep immersion into peculiarities of the energy law and regulations in the EU. One of the program's unique features was the combination of theoretical aspects of application of the EU law with Andrius's practical experience, as Andrius spent many years helping reform the Ukrainian energy sector, both as an Energy Community expert and as an independent consultant.

An additional achievement of this program, implemented with participation of the project company DiXi KSEP founded by DiXi Group, was the availability of a full-fledged stipendiary support. Thus, German policy institution Zentrum Liberale Moderne enabled the training under this program for five representatives of parliamentary community, mostly MP aides.



EMPOWERING CONSUMERS

CONSUMER SENTIMENTS AND CONSUMER PROTECTION

To have a better idea of the degree of consumer awareness and consumer sentiments in the energy sector, we organized a nationwide sociological survey and compared its results with the results of a similar survey held in 2018. The results of the 2021 survey indicate that consumers have better knowledge of gas, heat and electricity supply but remain as critical as before about the cost and quality of these services. Activity of consumers is aimed less and less at the protection of their own rights and more at taking advantage of the opportunities stemming from the opening of markets.

Also, the DiXi Group team and Competition Protection Council CSO analyzed the system of protecting consumer rights in Ukraine's energy sector and developed recommendations on how to increase the number of real decisions made upon complaints, increase the effectiveness of public authorities and improve the program of subsidies for vulnerable consumer categories.



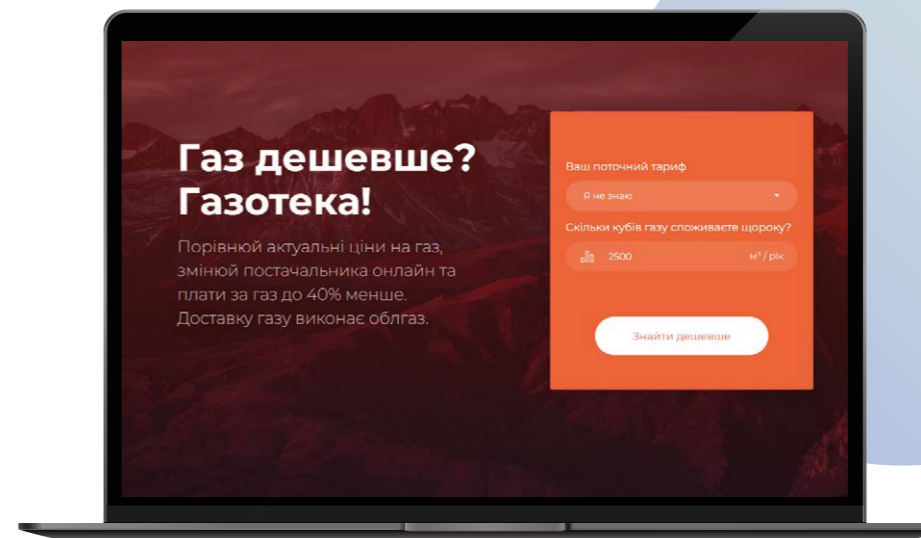
ENERGY ONLINE MOBILE APP

We are grateful to all users for their continuing interest and help in making our service better! During 2021, the mobile app's audience had increased by 50% and exceeded 140,000 active users. Thanks to joint efforts of the USAID Energy Sector Transparency project and the NEURC, the Energy Online's rating in Google Play is now 4.3 points on the 5-point scale.

The next year is a year of opportunities for our mobile app. We expect to add easier and more useful services for our users as part of the mobile app's partnership with the government project "e-consumer". In the meantime, DiXi Group is

already working on updating the app and making the complaint lodging function more convenient.

It is worth reminding that our mobile app has the function of creating and sending complaints to NEURC licensees, and resending complaints with a copy to the energy regulator after 45 calendar days. In addition, the Energy Online has the function of comparing electricity/gas prices and evaluating performance of service centers. The app can be downloaded free of charge from Google Play or App Store.



GASOTEKA

In 2021, our Gasoteka service reached its peak of popularity among household consumers and gas suppliers and became an indicator of business activity in the market. During the active phase of the retail market's operation, more than 500,000 Ukrainians have chosen a new supplier using the Gasoteka. This service also became the main source of traffic for new suppliers.

In 2022, the Gasoteka's mission will include developing competition in retail energy markets and increasing consumer information support. Presently, this service allows to compare commercial offers from more than 80 companies, assess the potential savings from changing a supplier, generate an application for accession or go to the supplier's website to apply from there, and evaluate the user's own experience of participation in the gas market.

«ЕНЕРГЕТИКА ОНЛАЙН»: НА ЩО СКАРЖИЛИСЬ СПОЖИВАЧІ?

За весь період роботи додатку: з березня 2019 по вересень 2021 послугами додатка скористались **133 305** осіб

Додаток EnergyOnline доступний для завантаження у Google Play та App Store

133 305 КОРИСТУВАЧІВ

2 670 ЗАЯВ ПЕРЕРАХУНОК ПЛАТІЖОК

921 ЗАЯВ ЗЛОВЖИВАННЯ

416 ЗАЯВИ КОМПЕНСАЦІЯ На загальну суму **70 526** грн

4 007 ЗА ВЕСЬ ПЕРІОД

988 ЦЬОГО РОКУ

ЗАГАЛЬНА КІЛЬКІСТЬ ЗВЕРНЕНЬ КОРИСТУВАЧІВ УСІХ ТИПІВ, НАДІСЛАНІХ ЧЕРЕЗ ДОДАТОК

ЗА ВЕСЬ ПЕРІОД КОРИСТУВАЧІ НАЙБІЛЬШЕ СКАРЖИЛИСЯ:

- неправильно виставлений рахунок **1 066** скарг
- якість послуг **322** скарг
- зчитування та передача показів лічильника **279** скарг

ЯК ПОДАТИ СКАРГУ?

- «Перевірити платіжку/ Подати скаргу»
- «Подати заяву на компенсацію»
- «Повідомити про зловживання»

ПОРЯДОК РОЗГЛЯДУ СКАРГ, ПОДАНИХ ЧЕРЕЗ МОБІЛЬНИЙ ДОДАТОК регулюється відповідно до вимог Закону «Про звернення громадян», а також Листа Національної комісії, що здійснює державне регулювання у сферах енергетики та комунальних послуг (НКРЕКП) від 11.03.2019 №2612/15/7-19 «Щодо розгляду скарг споживачів та заяв на компенсацію за неякісно надані послуги у сферах електро- і газопостачання, надіслані ліцензіатам через мобільний додаток «Енергетика Онлайн».

У ВИПАДКУ НЕНАДАННЯ ВІДПОВІДІ КОМПАНІЄЮ у передбачений законодавством строк НКРЕКП має право на проведення перевірки та застосування санкцій.



ТОП 5 найнижчих цін на газ

дані сервісу "Газотека" gasoteka.ua-energy.org Грудень 2021

РІЧНИЙ ТАРИФ	ЦІНА НА МІСЯЦЬ
1. Енерджі Трейд Груп Оновлений Тариф Громадський 7,79 грн/м³	1. Енерджі Трейд Груп Теплий місяць у грудні 7,78 грн/м³
2. Агросинтез Трейдинг (Neogas) Річний 7,80 грн/м³	2. Палівенерго Передплатний 7,80 грн/м³
3. ЕВОДА Трейд Стандарт.ГАЗ.Річний 7,88 грн/м³	3. Кременчукгаз-Трейдінг Щомісячний стандарт 7,95 грн/м³
4. Уманьгаз Збут Базовий річний 7,89 грн/м³	4. Маргаз Комерційний місячний 7,99 грн/м³
Черкасигаз Збут Базовий річний	Полтавагаз Збут Місячний
5. Палівенерго Стабільний 7,90 грн/м³	5. YASNO Місячний 8,46 грн/м³
НАЙДОРОЖЧА РІЧНА ПРОПОЗИЦІЯ 13,5	НАЙДОРОЖЧА МІСЯЧНА ПРОПОЗИЦІЯ 38,35
Херсонська обласна ЕК Базовий річний	ТАС Енерджі Місячний

тарифи актуальні станом на 27.11.2021

Створення інфографіки стало можливим завдяки підтримці американського народу, наданій через Агентство США з міжнародного розвитку (USAID) в рамках проекту «Прозорість енергетичного сектору», який виконує ГО «ДІКСІ ГРУП». За зміст інформації несе виключну відповідальність ГО «ДІКСІ ГРУП», він не обов'язково відображає погляди USAID або Уряду Сполучених Штатів.



CONSUMER AWARENESS

During 2021, DiXi Group continued to work on empowering energy consumers and raising their awareness as part of the USAID Energy Sector Transparency project. We disseminated knowledge through explanatory brochures, infographics and presentations, organized the Energy Reporting and Investigation training for journalists and four webinars with an aggregate audience of more than 5000 attendees. With these products, we covered launching the retail gas market, abolition of the reduced electricity tariff, introduction of annual baseline gas prices, main operating principles of the Ukrainian gas sector, division of responsibility in the sphere of electricity supply (using apartment building as an example), interaction between the NEURC and consumers.

Inter alia, information posters Electricity in Apartment Buildings: Who is Responsible for What?, developed by DiXi Group, were posted in 20,000 building entrances in all neighborhoods of Kyiv with the support from Kyiv City State Administration. This poster explains the obligations of all parties responsible for proper supply, distribution and consumption of electricity, and for maintenance of electricity networks inside the building. Kyiv residents also received useful recommendations and contact information, which can help them solve problems and receive quality services.



Споживач відповідає за:

- забезпечення доступу представникам оператора системи розподілу (ОСР) до об'єкта;
- забезпечення належного технічного стану та безпечної експлуатації своїх електроустановок та електроприладів;
- негайне звернення до ОСР, якщо лічильник не працює/працює неправильно/зірвані пломби;
- передачу показників лічильника протягом 2 останніх днів розрахункового місяця та 3 календарних днів наступного місяця за розрахунковим (інакше обсяг спожитої е/е буде визначено розрахунковим шляхом);

ОСББ/ЖЕК/Управитель будинку:

- утримання внутрішніх мереж будинку у належному технічному стані;
- усунення аварійних ситуацій у внутрішніх мережах будинку;
- дотримання показників якості електропостачання у власних мережах.

Оператор системи розподілу:

- розподіл (доставку) електроенергії;
- обслуговування та ремонт електричних мереж зовні будинку;
- приєднання до електромереж нових споживачів;
- встановлення лічильників та їх обслуговування.

Якщо через стрибки напруги згоріла техніка:

- споживач звертається до ОСББ/ЖЕК/Управителя будинку для перевірки рівнів напруги в будинку;
- якщо споживач проживає в приватному будинку, то йому необхідно звертатися безпосередньо до ОСР;
- для контролю рівнів напруги та захисту внутрішньо-квартирних мереж та техніки споживач може встановити на ввіді в помешкання реле напруги відповідної потужності сертифікованих виробників;
- у разі відхилення значень напруги в цілому по будинку за межі вказаних величин – проінформувати фахівців контакт-центру ДТЕК Київські електромережі за телефоном 15-88, (044) 207-15-88 або написати на електронну адресу contact_centre@dtak.com або в особисті повідомлення на офіційну сторінку ДТЕК Київські електромережі у Фейсбук.

Контроль в сфері енергетики здійснюють:

- НКРЕКУ** – з усіх питань здійснення ОСР ліцензованої діяльності; www.ncre.gov.ua/?id=6911
- Держенергонагляд** – з питань нагляду за електричними установками і мережами учасників ринку (крім споживачів); sles.gov.ua/kontakt
- Держпродспоживслужба** – з питань захисту прав споживачів; dps.gov.ua/pres-centr/kontakt

Постачальник електроенергії та енергоефективних рішень YASNO (ТОВ «Київські енергетичні послуги»)

- продаж електроенергії;
- нараховування за спожиту електроенергію;
- формування та надсилання рахунків;
- приймом платежів за електроенергію;
- енергоефективні рішення та продукти для економії.

Зв'язатись з YASNO:

- kyiv.yasno.com.ua
- [yasno.kyiv](https://www.facebook.com/yasno.kyiv)
- (044/066/067) 277-18-18



ENERGY SECURITY

For DiXi Group, energy security and international cooperation are regular areas of our activity. In 2021, this front became even “hotter” in view of the increasingly aggressive actions of Russia in Ukraine and in Europe in general, the growing energy prices and the related crises.

In addition, we were able to implement a long-nursed idea of inaugurating an annual conference on energy security. On 1 December, on the 30th anniversary of the All-Ukrainian Independence Referendum of 1991, a broad audience of listeners and almost 20 Ukrainian and foreign speakers – leading experts and statesmen – have gathered at the *Ukrainian Energy Security Dialogue* to exchange the ideas and opinions on how to enhance Ukraine’s energy security.

We focused our efforts on the energy diplomacy; in particular, with the support from the Ministry of Foreign Affairs of Ukraine and the International Renaissance Foundation we have developed and presented a study about how to enhance the Foreign Ministry’s efforts in this regard.

DiXi Group experts continued to expand the network of “friends of Ukraine” through advocacy trips and meetings, and also, information products concerning energy security. For example, we have launched the monthly Ukraine Energy Security Review, geared toward American and European decision-makers. We also used all possible methods of informing about the threats posed by the Nord Stream 2 pipeline to energy security of Ukraine and Europe.



UKRAINIAN ENERGY SECURITY DIALOGUE

Participants include: Admin1, Chris Abrams, Olga Bielkova, Anton Antonenko, Volodymyr Kudr..., Conference, Admin, Torsten Woellert, Technical Assis..., Andrius Šimkus, Yaroslav Demch..., OIha Stefanishyna, John Harris.

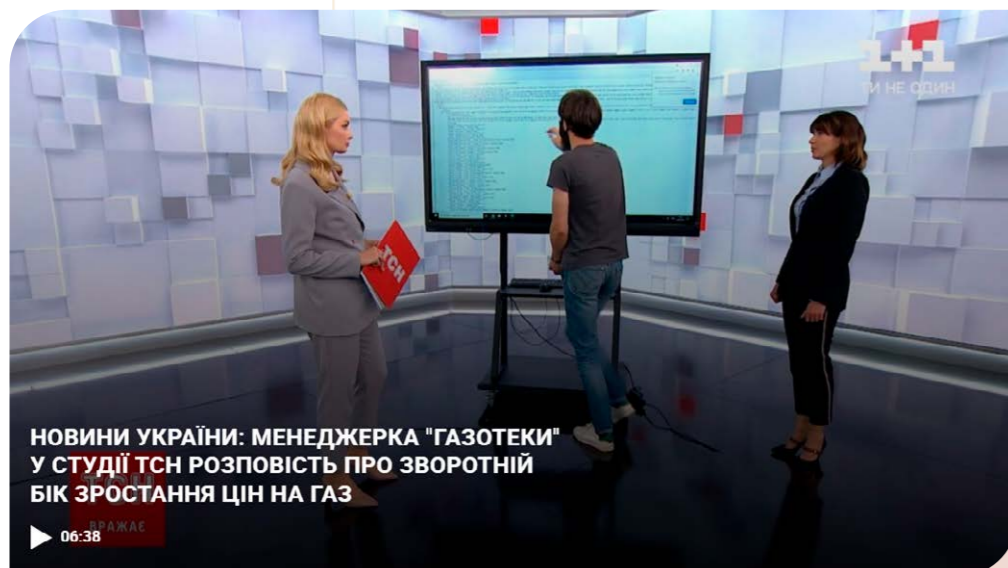
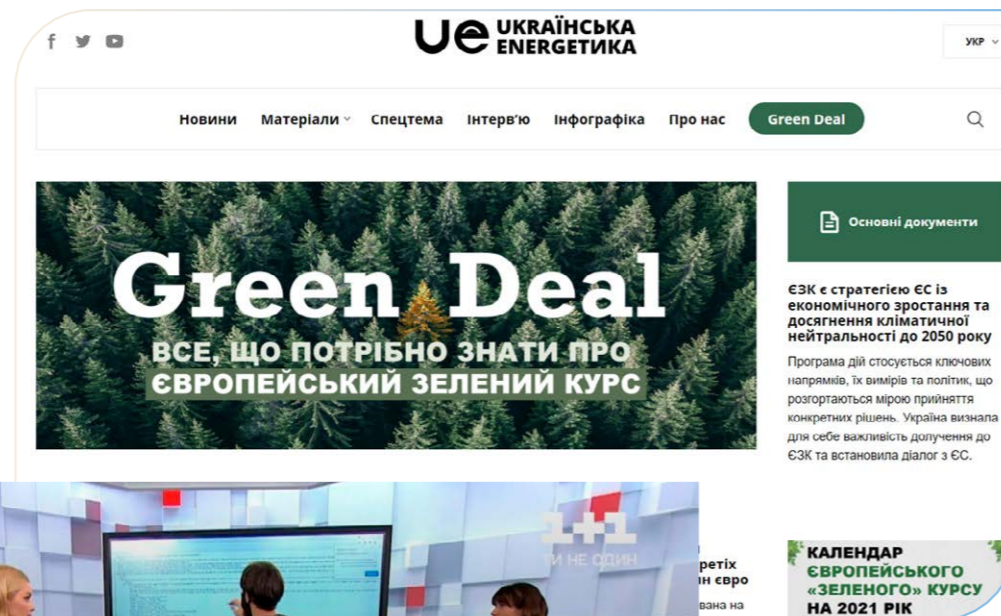
Logos at the bottom: INTERNATIONAL RENAISSANCE FOUNDATION, EU4UKRAINE DEPUTY PRIME MINISTER'S OFFICE FOR EUROPEAN AND EURO-ATLANTIC INTEGRATION OF UKRAINE, Ministry of Foreign Affairs of Ukraine, dixigroup.

OUR COMMUNICATIONS



DiXi Group continued to successfully increase its presence in media space and influence the process of forming public opinion by organizing our own events, participating in public discussions, and actively giving interviews and commentaries for journalists. In total, our think tank was mentioned more than 11 thousand times in mass and social media during 2021.

We continued to raise public awareness and develop a public dialogue via the **Ukrainian Energy** online platform, **our own website** and social media. Over the last year, the audience of the Ukrainian Energy website has increased by more than 40%, and so has the number of unique materials, particularly concerning renewable energy. We made 15 interviews, 30 infographics and over 70 analytical materials addressing the current trends and problems. A separate section, **Green Deal**, containing the news, analyses and infographics about the European Green Deal is now available as well.



INCOME AND EXPENDITURES STATEMENT FOR 2021

INCOME:

thousand UAH
40 205,82

USAID	29 062,04
European Commission	7 201,19
International Renaissance Foundation	2 825,65
The Black Sea Trust for Regional Cooperation	966,24
Individuals	150,68

EXPENDITURES

thousand UAH
28 473,81

Payroll, single social contribution	13 423,39
Project expenses, procurement of services and goods	10 949,52
Other expenses (vacation reserve, exchange rate difference, amortization)	1 854,87
Office rent and utilities	1 136,28
Seminars, trainings, conferences, mentoring	266,37
Business trips (per diems, transportation, accommodation etc.)	253,68
1C service, software and subscriptions	198,79
Reserves, low-value and perishable items, consumables	173,59
Office maintenance, telecommunications	109,94
Bank services	107,38

IN 2021, WE RECEIVED SUPPORT FROM:

