

The background of the slide is an aerial photograph of a modern building complex. The building features a prominent green roof with various plants and trees. A large, curved courtyard with a wooden deck and more greenery is visible on the left side. The building has a mix of light-colored walls and dark window frames. The overall scene is well-lit, suggesting a sunny day.

IMPLEMENTATION OF CARBON NEUTRALITY PLAN IN ENERGY COMPANY UTILITAS

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UTILITAS AT A GLANCE



20,5 mln m²
heated buildings

5 900
buildings

401 000
city residents supplied with
environmentally sustainable
district heating



2.4 TWh
energy produced

1.6 TWh
renewable energy
produced

1.4 GW
installed rated electrical
and heat capacity



5
cogeneration plants

44
boiler plants

2
district cooling plants



11
solar parks

122 MW
of wind farms in
operation or in
construction in
Estonia and Lithuania

3039 MWh
consumed district
cooling



All Utilitas district heating and cooling networks are efficient district heating systems within the meaning of Energy Efficiency Directive (2012/27/EU)



Sustainable energy solutions that enable to consume energy:

- at any time
- at reasonable price
- while preserving the environment

ENVIRONMENTAL DIMENSION

1 Climate and emissions

- Carbon neutral heat and cooling supply by 2030 at the latest
- 100% renewable energy production by 2030 at the latest
- Positive handprint from green electricity - avoided emissions by customers are higher than Utilitas' Scope 1, 2 & operational 3 emissions



2 Resource use and efficiency

- Heating and cooling networks are Efficient District Heating networks as defined by EU directive
- Highly efficient production (efficiency over 85%, incl scrubber near 100%)



3 Biodiversity and ecosystems

- 100% biomass sourced locally
- 100% of procured biomass is obtained from certified suppliers, PEFC certification



OUR ACTION AREAS



SOCIAL DIMENSION

4 Workplace safety

- Zero workplace accidents



5 Employee inclusion

- High employee engagement and satisfaction rate
- Diverse teams and gender balance
- Talent retention - voluntary turnover rate below 5%



6 Quality service for clients

- Certainty of supply for customers
- High client satisfaction rate
- Increase in client base



GOVERNANCE DIMENSION

7 Responsible governance and community engagement

- Relevant asset and operational as well as board level responsible governance measures in place
- Taxonomy aligned reporting to be developed
- Valid and updated ISO 9001, 14001, and 45001 & green office certifications
- Transparency of the price policy maintained

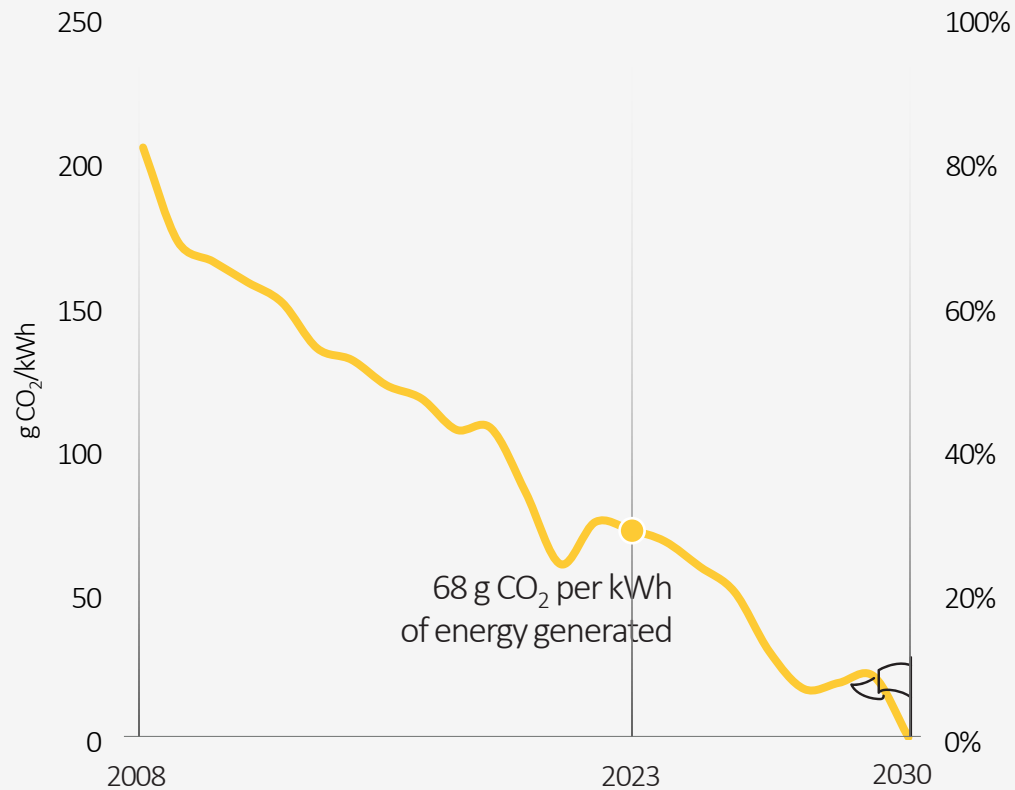


ESG TARGETS & 2023 UPDATE



1 Climate and emissions	2 Resource use and efficiency	3 Biodiversity and ecosystems	 Environmental dimension	4 Workplace safety	5 Employee inclusion	6 Quality service for clients
<p>Carbon neutral heat and cooling supply by 2030 at the latest 2023: 68 2022: 72 gCO₂/kWh network CO₂ emissions</p>	<p>Efficient district heating and cooling Networks as defined by EU directive 2023: achieved in all networks</p>	<p>100% of biomass sourced locally 2023: achieved</p>	 Social dimension	<p>Zero workplace accidents 2023: 0 2022: 2</p>	<p>High employee satisfaction 2023: 4.15/5 2021: 4.15/5 (biannual survey)</p>	<p>Certainty of supply for customers 2023: average 99.99% availability of district heating service for customers remained</p>
<p>100% renewable energy production by 2030 at the latest 2023: 66%* 2022: 68% renewable energy production *69% with Utilitas Wind</p>	<p>High production efficiency 2023: over 85% in boiler houses and near 100% in CHPs remained</p>	<p>100% of biomass obtained from certified suppliers 2023: achieved</p>	 Governance dimension		<p>Gender balance 2023: 26%/25% 2022: 25%/25% of women in total / managerial positions</p>	<p>Satisfied customers 2022: 94% 2020: 97% client satisfaction (biannual survey)</p>
<p>Positive handprint from green electricity 2023: avoided CO₂ emissions > operational CO₂ emissions</p>					<p>Talent retention 2023: 2.8% 2022: 3.0% voluntary turnover rate</p>	<p>Increase client base 2023: 133 new buildings/63 MW connected 2022*: 393 new buildings/116 MW <small>*including 237 buildings and 55 MW from takeover of Adven networks in Tallinn</small></p>
			<p>7 Responsible governance</p> <ul style="list-style-type: none"> Responsible governance measures are in place on asset and operational as well as board level Transparent price policy ISO 9001, 14001, and 45001 & green office certifications 			

FROM LOW TO ZERO



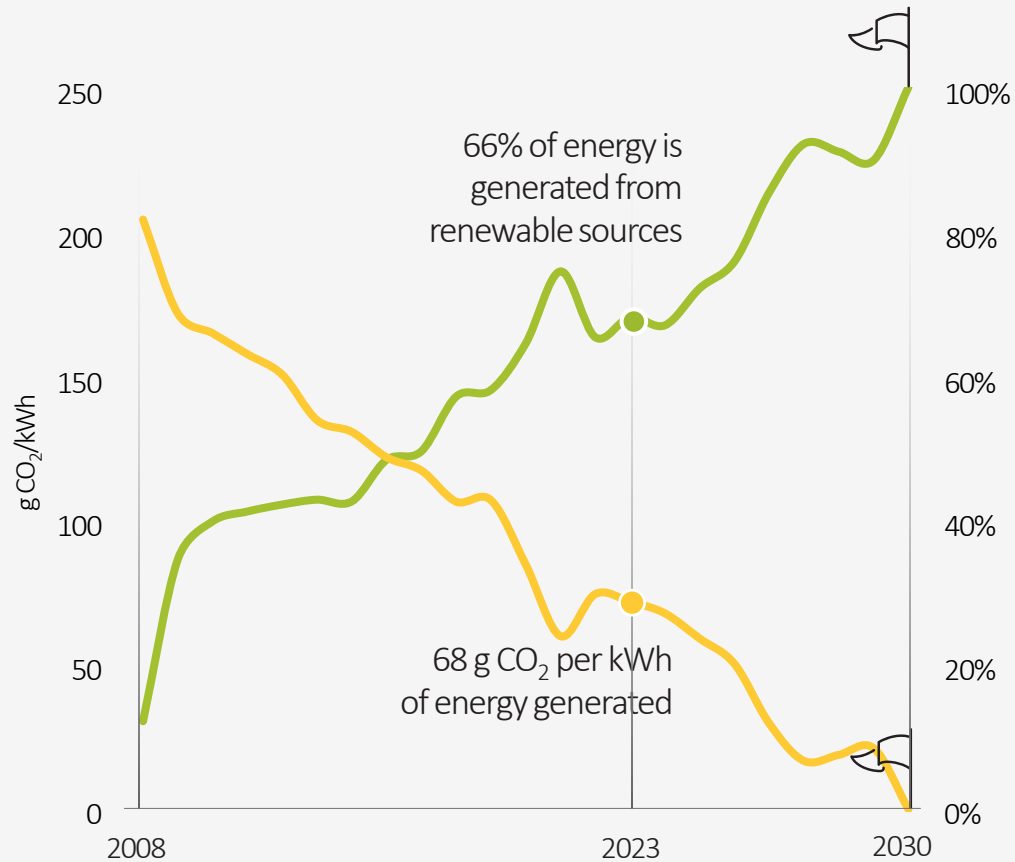
Utilitas today:

- 70% less carbon emissions than in 2008
- Positive handprint – renewable electricity produced in plants supplying heat to the district heating network replaces fossil electricity

Latest by 2030:

- 1 We will have started delivering carbon neutral heating and cooling energy

FROM LOW TO ZERO



Utilitas today:

- 70% less carbon emissions than in 2008
- Positive handprint – renewable electricity produced in plants supplying heat to the district heating network replaces fossil electricity

Latest by 2030:

- 1 We will have started delivering carbon neutral heating and cooling energy
- 2 We only generate renewable energy
- 3 Adapting to climate change and increasing the resilience of energy production and pipelines

RENEWABLE ENERGY IS FUTURE-PROOF



- Mustamäe electric boiler
- Mustamäe CHP 2nd stage flue gas condensers

- Cogeneration plants running on biogas and municipal waste

2022

- Saarde Wind Farm
- District cooling plants
- Utilization of waste heat

2023

- European Green Capital Solar Park
- Vão energy complex heatpump plant and Vão CHP 2nd stage flue gas condensers

2024

2025

- Vão energy complex heat storage facility

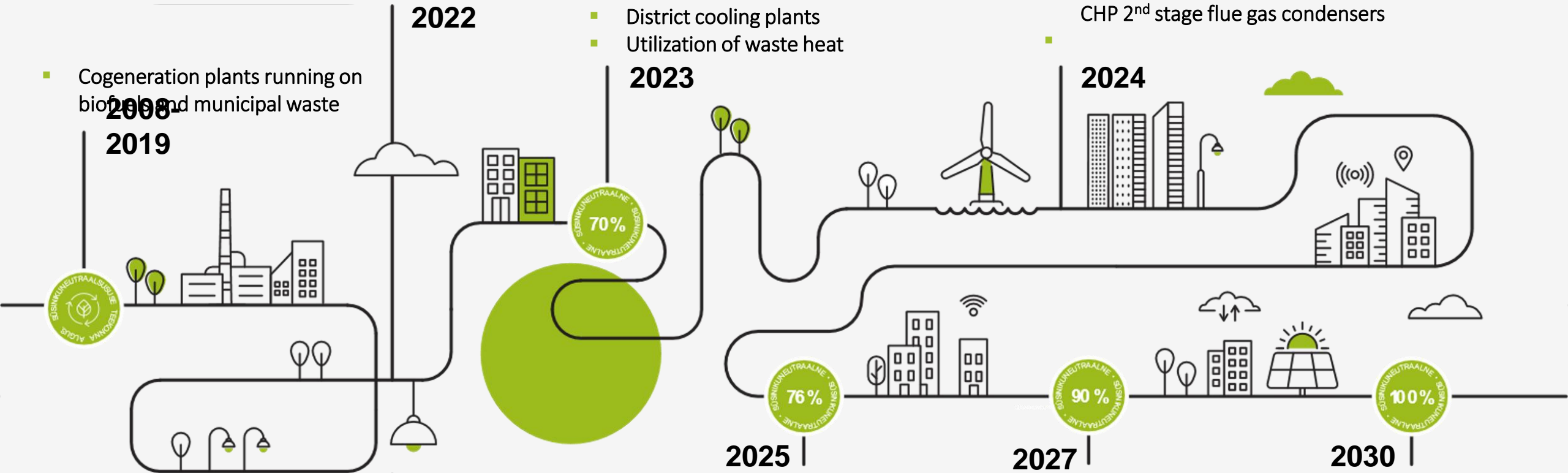
2027

- Paljassaare wastewater and seawater heat pump plant

2030

- Additional renewable energy capacities
- Use of biogas
- Carbon emission offsets

- Reconstruction of outdated district heating pipelines
- Smart management of energy demand and supply



HIGH EFFICIENCY
RENEWABLE COMBINED
HEAT & POWER PLANTS

2nd STAGE FLUE GAS
CONDENSERS
& HEAT PUMPS,
ELECTRIC BOILERS

HYDROGEN
PRODUCTION &
REFUELING STATION

HEAT STORAGE

TRACKING PV
SOLAR PARK



THANKS FOR THE
ENERGY