

Bewag Aktiengesellschaft & Co. KG
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A company overview for 2003/04

Bewag in brief



May 2004

A Vattenfall company

VATTENFALL 

Bewag – a strong driving power.

You can expect more as a Bewag customer.



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As part of Vattenfall Europe, Bewag commands a superior competitive position in the energy market. Together with our partner companies we are the third-largest energy service provider in the German electricity market. As Berlin's market leader for electricity, heat and cooling, Bewag offers a comprehensive range of energy-related products and services. Our focus is on satisfying key accounts, business clients, small commercial and residential customers alike.

As a competent and reliable energy service provider, we set store by **customer-orientated products at fair prices** coupled with **service and environmental awareness**. This makes us a unique partner by your side.

To meet our customers' expectations at any time, we constantly seek to develop new solutions.

Electricity products for residential customers

Energy for individual needs.

Bewag customers are spoiled for choice. We offer three alternatives: quality electricity from Berlin, extremely environment-friendly electricity from renewable energy sources and cost-effective electricity from the European power market. There is something to suit everyone.

- ▶ This electricity is generated in Berlin in especially environment-friendly cogeneration plants. Besides a low standing charge and a competitive rate per unit, BerlinKlassik also offers a number of useful services.

BerlinKlassik Quality electricity



- ▶ This electricity is generated entirely from renewable energy sources. This means that valuable raw materials can be saved and harmful CO₂ emissions prevented. ÖkoPur has been certified by the independent association "Energievision e.V." as being highly ecologically sound.

ÖkoPur Eco-electricity



- ▶ Electricity we buy on the European power market in order to offer our customers an extremely low-cost alternative.

MultiConnect Mixed electricity



Service Center

Our direct line to you.



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Offering our customers the best possible care is a matter of course for us. One of many examples is our customer service: one call – and you are in the most capable hands. Twelve hours a day. We answer all queries quickly and without any fuss. Information about numerous matters, advice on prices and products, requests for new service and change-of-address calls or requests for info material – we take care of everything. And should there ever be any problems, we will do our utmost to clear them up without delay.



Jana Peters, Customer Service

Service Center

Telephone 0180 - 1 - 267 267*

Telefax 030 - 267 - 11 94 14 10

Mon – Fri 7.00 a.m. – 7.00 p.m.

bewag@bewag.com

www.bewag.de

* 9 a.m. until 6 p.m. 4.6 cent per minute,
6 p.m. until 9 a.m. 2.5 cent per minute,
for calls made in the German landline system.

Our customer centre – service with a smile

Energy can be so much fun.

Steglitz Schloßstrasse 4–5
12163 Berlin

Mon – Fri 9.30 a.m. – 7.00 p.m.
Sat 9.30 a.m. – 4.00 p.m.



Jessica Socha, Bewag Energy-Saving Advisor

We attach great importance to customer service. This is why our customer centre is such a key point of reference for Bewag customers. No matter whether you want to know which electricity product is the most economical for your needs, or whether your refrigerator is using too much power – we will gladly take the time to provide individual advice and support. New service requests and change-of-address calls from customers moving into or within the region are handled on the spot. In addition, you can obtain information from us about the power consumption, quality and use of electrical household appliances. Bewag customers can use a variety of small appliances for two weeks on a trial basis.



Our offers for business clients

Prices and services made to measure.



Marika Baier, Carsten Herrmann; Bewag Business Customer Care

As a business or commercial customer, Bewag offers you individual and efficient energy concepts based on environmentally sound and cost-effective power supply. For your medium-voltage system our services range from system planning and operation to maximising supply quality. We respond to your special needs and requirements, and make sure you enjoy comprehensive and tailored service.

Our products also offer exceptionally good value for money: our BewagProfi rate, for example, will help you as a commercial client to make considerable savings. Customers with a relatively low level of electricity usage will profit from the low standing charge of BewagProfi. Where usage is higher, low-cost special subscriptions are available as an alternative.

On request, we will also supply ÖkoPur – our eco-electricity – to ecologically-minded companies.

Business Clients 030 -267- 1 42 67
Small Commercial Clients 030 -267- 4 26 00

24-hour service

We are there for you around the clock.



Our electricity supply meets the highest quality standards, and when it comes to service we also provide you with maximum convenience. If a problem should arise with your electric system, our customer-friendly 24-hour Fault Management and efficient technology ensure that service is restored as quickly as possible. You can reach us any time on 0180-2-11 25 25 (6 cents per call).

And if there is a power failure all you need to do is call Bewag Fault Management. We can be at the problem location within an hour to take care of things. After a maximum of four hours your power supply is back on-line. (This does not apply to force majeure or large-scale power failures affecting entire districts of the city.)

Your electricity meter is playing tricks on you? With problems of this nature the power supply is usually not affected. But we will still find a solution for you within one working day.



Torsten Hirsch, Mario Lange (top),
Michael Kleber;
Bewag Fault Management

Fault Management
Hotline 0180 - 2 - 11 25 25*

* 6 cents per call made in the
German landline system.

Heat Service

Warmly recommended in Berlin.

The Heat Service info line

Telephone 030-267-1 02 67

Telefax 030-267-1 09 75



Our heat customers already receive all-round support from us in the planning phases of new construction, upgrading or refurbishment projects. This includes the coordination of all connection works and, on request, the maintenance of building substations. We ensure the environmentally safe disposal of old systems, and we buy up working boilers or residual quantities of fuel oil.

We are also increasingly active in the field of stand-alone heat supply, and offer individual on-the-spot solutions for all types of private and commercial buildings. All questions concerning the supply of heat, cooling and hot water are answered in two Heat Berlin regional offices.



Armin Böhm, Jan Völz, Gunnar Schmidt; Heat Berlin Customer Service

Heat Berlin Region East

Puschkinallee 52, 12435 Berlin

Telephone 030-267-4 51 80

Telefax 030-267-4 52 60

Heat Berlin Region West

Forckenbeckstrasse 6, 14199 Berlin

Telephone 030-267-2 72 16

Telefax 030-267-2 73 32

Responsibility for the future.

Our commitment to the environment

To us, ecology and economy are not at odds. In all our power plants we produce electricity and heat simultaneously according to the cogeneration principle. This efficient method helps to conserve resources and is highly environment-friendly. With our district heating we save Berlin 2 million metric tonnes of carbon dioxide per annum as compared to conventional heating systems.

Environmental considerations are part of our everyday business. This is why all our staff are involved in the company's environmental management scheme. The Mitte CHP plant – typical of our sites – has been certified according to the EU eco-audit regulation (EMAS).

Another example of our commitment to environmentally sound electricity generation is our ÖkoPur product – eco-electricity generated exclusively from renewable energy sources.

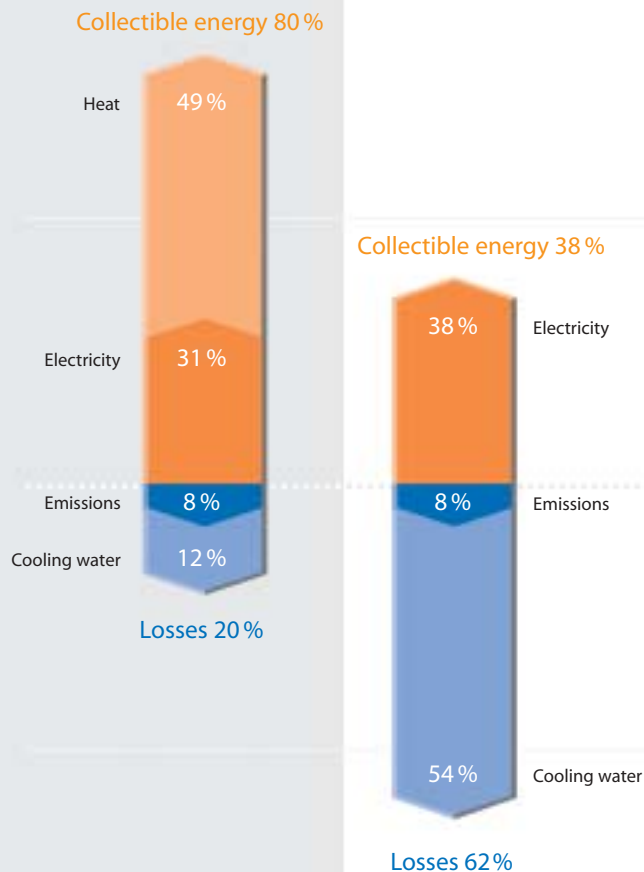
We also support our customers' initiatives to install renewable energy-based plants. Our Energy 2002 programme is designed to promote photovoltaic systems and heat pumps in households and schools. This is now Berlin's only scheme for the promotion of renewable energies.

Our environmental report provides detailed information on our anti-pollution measures.

Energy balance

Simultaneous power and heat generation (cogeneration)

Electricity generation only



Position at 30 June 2003

Bewag in figures.

Bewag was established in Berlin in 1884 as the first German public electricity supplier. Today, as part of Vattenfall Europe, Bewag is one of Germany's largest energy service providers.



Electricity sales	Revenue ¹⁾	€ million	1,296
	Sales	GWh	14,080
Electricity trading	Revenue	€ million	793
	Sales	GWh	36,544
Electricity production	Energy	GWh	7,907
	Peak load ²⁾	MW	2,537
Electricity networks	Revenue	€ million	203
	Grid access	GWh	3,246
Heat	Revenue	€ million	463
	Production	GWh	9,727
	Heat capacity under contract	MW _{th}	5,039
	Purchases	GWh	10,628
Generation assets	Power, CHP and heat plants	number	177
	Installed electric capacity	MW _{el}	2,734
	Maximum thermal capacity	MW _{th}	6,174
	Peak load	MW _{th}	3,247
Annual financial statements	Share capital ³⁾	€ million	2,560
	Investments	€ million	73
	Balance sheet total	€ million	4,573
	Sales revenue ¹⁾	€ million	2,755
	Net income for the year	€ million	144
Employees		number	4,653
Trainees		number	286

Key to figures

- ¹⁾ Excluding electricity tax (2002/03: € 218 million)
²⁾ Calculated on the basis of net grid feed-in
³⁾ Excluding net income for the year

Abbreviations

GWh = Gigawatt hours
 MW = Megawatt
 MW_{el} = Megawatt electrical
 MW_{th} = Megawatt thermal

Environmental protection and high performance

Energy generation



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CHP plants

	Installed capacity (MW _{el})	Maximum thermal capacity ¹⁾ (MW _{th})	Fuel ²⁾
Total	2,734	5,696	
Reuter West CHP Plant	600	790	C
Lichterfelde CHP Plant	450	720	G
Charlottenburg CHP Plant	215	300	O
Mitte CHP Plant	430	630	O/G
Wilmersdorf CHP Plant	280	330	O
Reuter CHP Plant	165	230	C
Klingenberg CHP Plant	185	1.010	C/O/G
Rudow CHP Plant ⁴⁾	175	140	C
Moabit CHP Plant	150	240	C/O
Lichtenberg CHP Plant	72	1.125	O/G
Buch CHP Plant	1	130	O/G
Köpenick block CHP Plant	10	50	O/G
Velodrom block CHP Plant	1	1	G

¹⁾ Simultaneous maximum output technically not possible in cogeneration

²⁾ C = coal, O = oil, G = gas

³⁾ (Hard) coal equivalents

⁴⁾ Cold reserve

Heat plants

13 heat plants	362
151 small heat plants	116
37 customer plants operated by Bewag	28

Total maximum thermal capacity (MW_{th})

Fuel usage

	Unit	2001/2002 (30.6.2002)	2002/2003 (30.6.2003)	Share in %
Total fuel consumption	kt CE³⁾	3,522	3,382	100.0
of which:				
Hard coal	kt CE ³⁾	1,956	1,606	47.5
Lignite	kt CE ³⁾	439	446	13.2
Oil	kt CE ³⁾	39	45	1.3
Natural gas	kt CE ³⁾	1,088	1,285	38.0

Inexpensive and efficient

Power supply



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	Unit	2001/2002 (30.6.2002)	2002/2003 (30.6.2003)	+/- in %
Electricity sales	GWh	14,247	14,080	- 1.2
Sales outside Berlin	GWh	2,714	3,044	12.2
Sales in Berlin	GWh	11,533	11,036	- 4.3
Sales revenues by customer groups:				
Residential and business customers	€ million	554	551	- 0.5
Commercial customers, trade and services	€ million	513	476	- 7.2
Transport	€ million	44	45	2.3
Others	€ million	8	8	-
Revenue in Berlin	€ million	1,119	1,080	- 3.5
Revenue outside Berlin	€ million	181	216	19.3
Sum total	€ million	1,300	1,296	- 0.3

Electricity networks

	Unit	2001/2002 (30.6.2002)	2002/2003 (30.6.2003)	+/- in %
Revenue	€ million	112	203	81.3
Grid access	GWh	13,601	13,742	1.0
Substations	number	135	133	- 1.5
Transformer substations	number	7,239	7,252	0.2
Combined and utilities substations	number	3,201	3,222	0.7
Length of cables and overhead lines	km	42,860	42,988	0.3

Electricity generation

	Unit	2001/2002 (30.6.2002)	2002/2003 (30.6.2003)	+/- in %
Energy	GWh	9,537	7,907	- 17.1
Peak load ¹⁾	MW	2,616	2,537	- 3.0

Average electricity consumption per household

	Unit	2001/2002 (30.6.2002)	2002/2003 (30.6.2003)	+/- in %
	kWh/a	2,250	2,350 ²⁾	4.4

¹⁾ Calculated on the basis of net grid feed-in
²⁾ Position at September 2003

Western Europe's top-performing
district heating supplier

Heat supply



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	Unit	2001/2002 (30.6.2002)	2002/2003 (30.6.2003)	+/- in %
Revenue	€ million	428	463	8.0
Sales	GWh	8,685	9,727	12.0
Heat capacity under contract	MW _{th}	5,187	5,039	- 3.0
Heated area	million m ²	55.09	54.60	- 1.0
Transfer stations	number	13,979	14,068	1.0
Line length	km	1,256	1,295	3.0

Sales revenues by product group

	Unit	2001/2002 (30.6.2002)	2002/2003 (30.6.2003)	Share in %
Revenue				
District heating	€ million	401	440	95
Local heating	€ million	11	8	1.7
Cooling	€ million	3	3	0.7
Other	€ million	13	12	2.6
Sales				
District heating	GWh	8,470	9,516	97.8
Local heating	GWh	171	162	1.7
Cooling	GWh	44	49	0.5

Heat sales revenues by customer group

	Unit	2001/2002 (30.6.2002)	2002/2003 (30.6.2003)	Share in %
Heat sales revenues	€ million	428	463	100.0
Residential	€ million	265	286	61.8
Public sector	€ million	89	95	20.4
Trade and services	€ million	59	67	14.5
Manufacturing industry	€ million	15	15	3.3

Synergies in the energy business

Key shareholdings

If you would like to know more.

We will be glad to send you our information material free of charge. Simply call us on +49 (0)30-267-1 00 39 (Mon – Fri 9.30 a.m. – 5.00 p.m.).

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	Unit	Equity capital	Share in %
FHW Fernheizwerk Neukölln AG Berlin	€ thousand	16,871	75.2
EnergieSüdwest AG Landau, Pfalz	€ thousand	20,792	51.0
Bewag Energiemanagement GmbH Berlin	€ thousand	231	100.0
ENOPLAN Ingenieurgesellschaft für Energiedienstleistungen mbH, Bruchsal	€ thousand	2,625	52.0
Berliner Energieagentur GmbH Berlin	€ thousand	1,762	33.3

- Annual Report 2001/2002*
- Environmental Report 2001/2002*
- Electricity products for residential customers
- Electricity products for small commercial customers
- BewagWärme. Everything Berlin needs*
- BewagNetze. Service for Berlin's power system at its best
- Energy and environment. Responsibility for the future
- The Mitte CHP plant. Environment-friendly energy generation in the heart of Berlin*
- 2001 Environmental Statement. Mitte cogeneration plant**

* Available in English.

**With English abstract.