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## ENEL'S ASSET MANAGEMENT APPROACH

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In the last 8 years Enel has been able to improve the quality of customer service and, at the same time, reduce costs and also provide a strong contribution to Enel's results.

We would like to give an overview to the major challenge Enel had to face in the past years and that will have to face in the next few years

- Enel Distribuzione is one of the major EU distribution company – Main company figures about the network , the field structure and the customers
- Italy is one of the more advanced countries in regulation of quality service of network distribution. An overview of the regulation rules on continuity of energy supply will be given
- The new methodology implemented: 1)the “Optima” program, able to offer guidelines for selecting investments comparing costs and benefits; 2)the “Atlante” project, that introduced a new methodology for asset management based on risk and that was supported by the development of a complex, integrated decision support system for investment planning and monitoring. Huge mass of data related to the network structure and the fault history, easily available in a user-friendly format and automatically analyzed in order to support investment decisions. Historical and latent risk ratio calculated through a parametric value identifying fault event probability (or frequency) and adverse consequences. “Merit Service Classification List” (out of the combination of failure impact and probability, the utilization state of MV lines, etc..) to allow to define effective critical fault handling resolution.
- The results coming out from “Optima” and “Atlante” implementation: improved continuity of service, cost control, optimised investments)
- A special pilot program for quality improvement in two cities of the South of Italy
- A quick look at our plan for the next few years