

## **Affordability & Access**

### **\*Tohum Autism Foundation Electricity Support**

Since 2013, Zorlu Enerji has been covering the electricity expenses of the Tohum Autism Foundation's education building and headquarters. Through our communication efforts, we support raising awareness and empowering individuals with autism to have a voice in their homes, schools, workplaces, and society.

### **\*Access to Clean Water**

As part of social investments in Pakistan, efforts are being made to improve access to clean water. Drinking water sourced from Keenjhar Lake is delivered to the villages of Ladho Khan Ganjo, Atto, Haji Suleman Brohi, and Urs Mohammad Jakhro via mobile water tankers. In 2024, the number of water tankers has been increased from 15 to 23, expanding service capacity. The existing water reservoirs have been renovated, and the water quality is regularly tested.

<https://www.zorluenerji.com.tr/fileuploads/Files/CCDP.pdf>

- **Providing financial support or bill assistance to customers.**

Osmangazi Elektrik Dağıtım AŞ (OEDAŞ), which serves approximately 2 million subscribers in Afyonkarahisar, Bilecik, Eskişehir, Kütahya, and Uşak, develops innovative services to make its subscribers' lives easier. One of these services allows subscribers to generate their own electricity bills when they are not at home during a visit from the authorized personnel.

As part of this system, if the subscriber's address is visited by OEDAŞ but the meter cannot be accessed, an automatic SMS is sent to the subscriber within 24 hours. By clicking the link in the message within 72 hours, subscribers can submit their meter readings to OEDAŞ. After this step, the bill is generated and sent via email and SMS. In cases where the link cannot be accessed, subscribers can receive support by calling the OEDAŞ Call Center at 186.

<https://www.egedeyenigun.com/zorlu-enerji-abonelerine-faturla-kolayligi>

- **Offering flexible payment options or digital tools to help customers manage their expenses.**

Osmangazi Elektrik Perakende Satış has introduced a digital payment method through its online services section to make bill payments easier for its customers.

<https://perakende.zorluenerji.com.tr/Uye/GirisYap?ReturnUrl=http%3a%2f%2fperakende.zorluenerji.com.tr%2f>

- **Engaging with local communities to promote access to clean energy or water.**

Through the sustainability and renewable energy trainings provided to university students as part of the Zorlu Enerji Experience program, young people's knowledge of clean energy has been enhanced and their active participation in the energy transition has been supported. In this way, the program aims to encourage the adoption and dissemination of sustainable energy practices in local communities over the long term.

<https://www.zorluenerji.com.tr/tr/surdurulebilirlik/toplumsal-yat%C4%B1r%C4%B1mlar%C4%B1m%C4%B1z>

OEDAŞ organizes an annual poetry and painting competition as part of its Traditional Energy Conservation and Efficiency Contest, aiming to raise awareness among primary and secondary school children about environmental consciousness and the efficient use of energy resources. During a special award ceremony where the winning students receive their gifts, expert engineers deliver a presentation on clean energy, energy efficiency, and conservation, contributing to the students' awareness and understanding of these important topics.

<https://www.osmangaziedas.com.tr/basin-bultenleri/osmangazi-edasin-duzenledigi-resim-ve-siir-yarismasinda-oduller-dagitildi>

- **Investing in infrastructure to improve access to reliable and clean energy or water.**

To meet the irrigation needs of agricultural lands in Kızıldere Village, material support is provided, and pipes are supplied to improve the water infrastructure.