

A key role

What is your view of 2020 and its unprecedented challenges?

Marc Reiffers (CEO Creos Luxembourg S.A. Member of the Executive Committee Encevo S.A.): Our company has always been prepared for crises of any kind, but this pandemic took everyone by surprise. Nevertheless, we quickly adapted and continued to operate almost normally. Our administrative staff switched to home offices within a few days. Our teams in the field managed to close construction sites and to reopen them at the end of the first lockdown very rapidly. Although all our sites were shut down for five weeks, we managed to catch up on a large part of our backlog. The amount of our investments in 2020 even exceeded that of 2019, which was already a record year (EUR 147 million).

Among these investments, what were the main projects that stood out?

The planning of a 380 kV extra-high voltage line from Bertrange to Aach (near Trier in Germany) via Bofferdange, as well as a new transformer station near Bofferdange is, of course, the most important project for us. It aims to renew the existing infrastructure, which dates back to the 1960s. It will soon no longer be able to guarantee the security of supply or meet the ever-increasing demand for electricity.

In terms of mobility, an ultra-fast charging infrastructure will be set up nationwide by 2023. A total of 88 SuperChargy direct current (DC) charging stations will be installed on main roads, motorway service areas, and in some Park & Ride (P+R) car parks, i.e., 19 locations. Some of the selected sites are already ready for installation and two

160 kW ultra-fast load terminals at the Kirchberg University car park were already installed. Finally, we launched the new customer portal myCreos with an integrated CRM (Customer Relationship Management) application. This application will enable the customer to quickly and easily access our four basic services: requests for low-voltage electricity and/or gas connections, requests for information, complaints and consumption data (consumption profile, consumption history, annual consumption, etc.). Subsequently, other functionalities such as online appointment scheduling and electronic signature of documents are planned.

How will Creos' activities evolve in the years to come?

Indeed, they will be more diversified. Our core business will always remain the same, but we will play other roles in the coming years. For example, as TSO

(Transmission System Operator), our mission is to design, plan and manage the future national IT platform for energy data. The aim of this platform is to collect all of the country's gas and electricity consumption and production data, and eventually those for water and heat. It will be a decisive step in the country's energy transition. The future of our company clearly lies in the wake of digitisation and the energy transition. The internal strategy of the Encevo Group, of which Creos is a part, is no different. Our main role is to prepare the country for its energy revolution. This means that in the context of decarbonisation, we will have to strengthen our power lines even more and find an alternative for our natural gas networks, which could be hydrogen.