
Progress, Ideas, Future

That's what we do.

Annual Report
2020

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TOP EMPLOYER Helping to shape the future is fun.



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That's what we do.



Industry is changing. Offices are shifting to people's homes. And the topic of mobility is more important than ever. Even in times like these, we give citizens the security of knowing that they can fully rely on us. And we are keeping an eye on the future as well. After all, that's what we do.

WIENER STADTWERKE

PERFORMANCE INDICATORS

EUR m	2019	2020	Change in %
Revenue	3,028.1	3,144.2	+3.8
Adjusted EBITDA*	569.5	615.6	+8.1
Adjusted profit for the year**	247.2	283.4	+14.6
Investments	1,094.5	1,757.4	+60.6
in property, plant and equipment and intangible assets	641.9	647.6	+0.9
in financial assets	452.6	1,109.8	+145.2
Capex ratio in %	21.2	20.6	-0.6 pp
Total assets as at 31 Dec.	11,412.5	13,868.6	+21.5
Non-current assets as at 31 Dec.	9,546.9	12,264.4	+28.5
Capital and reserves as at 31 Dec.	3,555.3	5,028.4	+41.4
Equity ratio as at 31 Dec. in %	31.2	36.2	+5.0 pp
Headcount, avg. FTE	14,529	14,755	+1.6
Apprentices	359	376	+4.7

* Adjusted for a foreign procurement right and other one-off or rare expenses and income

** Additionally adjusted for effects of impairment tests

EUR **4.9** bn

Value added effect
on GDP

EUR **4.25** bn

Scheduled **climate-friendly**
investments, 2021–2025

+1.6%

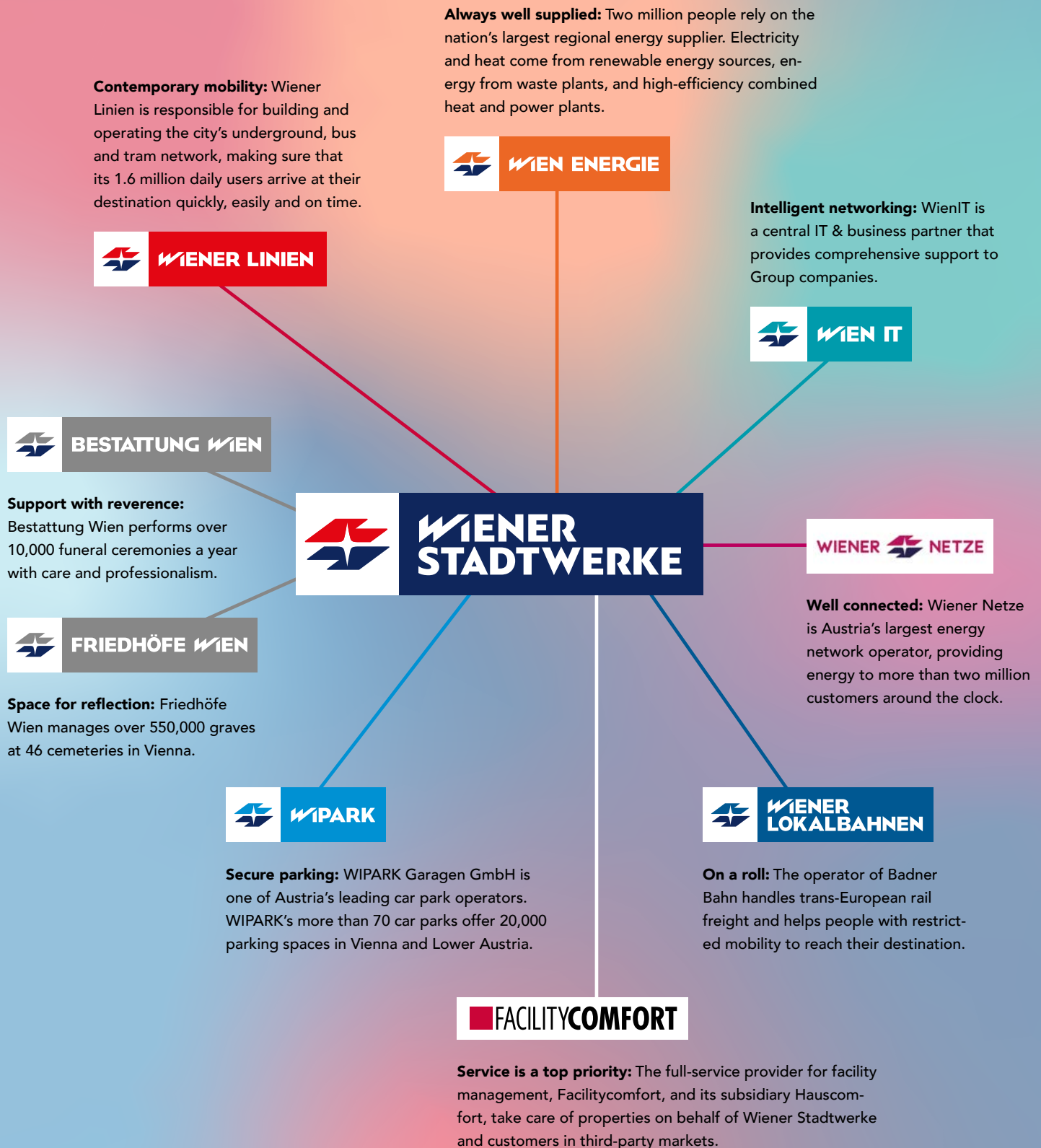
More **employees**
despite crisis

53,000

Secure **jobs** for Vienna
and region

A BROAD SPECTRUM

We keep the world's most liveable city running. With 15,000 employees, we are there for our customers around the clock – reliable, competent and passionate about innovation.



Dear Vienna Residents, dear Readers,



In conversation with the Management Board.

T

The past year went anything but to plan for all of us. Privately, we had to put off many of our projects, and professionally we had to carry out our responsibilities under difficult conditions or by working from home. Social exchange and cultural life, everything that makes our everyday life worth living, was put on indefinite hold virtually overnight by the pandemic. Our rhythm was thrown out of sync in almost all areas of society and the economy.

But not at Wiener Stadtwerke. As in every year, our customers were able to call us or use all our services as usual. That's no surprise to us. After all, that's what we do. As a public infrastructure company, we are constantly preparing for the occurrence of unexpected situations by testing resilience, training for scenarios and developing solutions that further increase our already high level of reliability. We want the people of our city to know that we have their back.

Of course, getting through this pandemic is not as easy for us as that sounds. To do it, we've relied, and still rely, on our 15,000 employees, each of whom is prepared to give their best. Their commitment, flexibility and wealth of ideas make sure that everyday life in our city goes on as normally as possible, day after day.

Despite the exceptional circumstances, we can also look back on a positive business development for 2020. Revenue rose by just under 4% to EUR 3.14bn and EBITDA, adjusted for special effects, increased by more than 8% to EUR 615.6m, while the adjusted net profit for the year was EUR 283.4m (previous year: EUR 247.2m).

Significantly improved earnings in the Energy division contributed to this pleasing result. In the mobility sector, it was our regular customers who ensured that pandemic-related declines in passenger numbers only impacted revenues to a very limited extent. Wiener Linien's long-term financing agreement with the City of Vienna compensated for the shortfall in revenue that could not be prevented by countermeasures.



“We are in a better economic and operational position than ever before.”

Martin Krajcsir
Chief Executive Officer

Our Group is economically stable and has an excellent credit rating on the capital market, which allowed us last August to acquire a 28.35% share package in EVN AG from German EnBW Trust e. V. as a strategic financial investment. We see it as an attractive investment in the rock-solid business of an Austrian company and a sensible addition to our portfolio that strengthens our regular profitability.

In addition, we invested a very large part of our funds in our Group's sustainability and performance, spending a large part of our gross investments on digitalisation, innovation and, above all, climate protection.



“We will play a decisive role in making Vienna climate-neutral by 2040.”

Peter Weinelt
Deputy Chief Executive Officer

In the course of implementing our Smart City Vienna strategy, climate-friendly investments will remain a high priority for us in the coming years. By 2025, we will be investing EUR 4.25bn in making the vision of a climate-neutral Vienna a reality by 2040. We are working intensively on hydrogen and developing technologies to intelligently interconnect our electricity, heating and gas grids, as well as the mobility sector. Sector coupling – what we call energy teamwork – is an important key to achieving our sustainability goals.

We are pleased to see our survey results show that our customers are very satisfied with our services in all areas, and we put a lot of work last year into making sure that remains the case with, for example, our new Service Point in Spittelau. For the first time, the citizens of our city now have a central contact point for concerns relating to all of Wiener Stadtwerke Group companies, where they will find competent help whether it's about the cheapest energy contract, a parking ticket for WIPARK or a new Wiener Linien annual pass.

We have major projects planned again for 2021. After intensive preparations, construction work on expanding the U2xU5 lines began this January. With this once-in-a-lifetime project, we are expanding the underground network, creating space for a growing number of passengers and making it even easier to switch from car to public transport. This is an investment in climate protection and will provide our region with additional jobs for many years to come.

In addition to this highly visible project in our cityscape, there are many others on our agenda for this year. We can successfully implement these projects because Wiener Stadtwerke is well supported by you, the people of Vienna, by the city's representatives, citizens and our employees, and so our grateful thanks go to all of you. We look forward to working together with you again this year to make the city we believe is the most beautiful in the world, a little more liveable.

Vienna, June 2021

Martin Krajcsir, Chief Executive Officer

Peter Weinelt, Deputy Chief Executive Officer

“Our good reputation with citizens makes us grateful and proud.”

Martin Krajcsir
Chief Executive Officer



Greetings from the city

W

“No other company in Vienna has such great leverage for implementing the city’s goals.”



A handwritten signature in black ink that reads "Hanke". The signature is fluid and cursive, written over a white background.

Peter Hanke

**City Councillor for Finance, Economy, Labour,
International Affairs & Wiener Stadtwerke**

With an annual economic output of around EUR 100bn, Vienna is Austria’s central economic engine, with Wiener Stadtwerke an important player. This has been demonstrated by the striking results of a study by Vienna University of Technology, which found that the company generates 53,000 jobs in the country both directly and indirectly, adding over EUR 6bn of value annually. Almost EUR 5bn of this directly benefits gross domestic product in a manner that is stable and independent of economic fluctuations.

This performance does not come about by chance; it is the result of well-coordinated cooperation between all Group units and is supported by forward-looking investment. Over the next four years until 2025, Wiener Stadtwerke will invest a total of EUR 5.6bn in the future performance of our city and in securing the high quality of life that we all appreciate as citizens.

Two topics that are important to us in Vienna are climate protection and digitalisation, and we have drawn up binding roadmaps for both: The Smart City Vienna Framework Strategy for sustainability, which looks ahead to 2040, and VIENNA 2030 – Economy & Innovation for digitalisation.

Wiener Stadtwerke is the city’s central climate protection partner. No other company has such leverage and can map the entire value chain in so many areas when it comes to real improvements on the road to climate neutrality. Vienna is set to become Europe’s digital capital, but our path focuses on people, with technologies as simply means to achieve our aims. Politics provides the framework, but partners such as Wiener Stadtwerke are needed for concrete implementation, and we are wholly reliant on this partnership when it comes to driving forward new ideas and developing digital solutions.

D

During a year in a state of emergency – 2020, the year of coronavirus – Wiener Stadtwerke’s performance can be summarised as simply magnificent! The Group not only demonstrated its resilience in exemplary fashion, but also maintained a clear focus on pursuing its goals. As demanding as the challenge was, our 15,000 employees always found a way to help the citizens of Vienna as they usually do, and for that they receive our heartfelt thanks.

“By moving forward with its projects, Wiener Stadtwerke is demonstrating that the world will continue after the pandemic.”

Maintaining this normality was important in signalling to the people of our city that while many things may be unfamiliar, different and inconvenient right now, Wiener Stadtwerke remains a reliable partner for its customers. Undeterred, the Group has driven forward all its ongoing projects with a sure hand for both its end customers and project partners. These included major projects such as its participation in EVN, as well as huge investments and ambitious plans by the city to achieve its climate targets, and to expand its European leading role as a smart city. All this effort underscores the company’s unequivocal conviction that the world will continue after the pandemic. Wiener Stadtwerke continues to work hard both on returning to normality, as well as on setting its course for the future.

Undoubtedly the biggest future project besides becoming a smart city is the challenge of helping to shape Vienna’s climate neutrality by 2040. This requires not only political will and economic power, but also innovation and a high



A handwritten signature in black ink, appearing to read 'Erich Hechtner', written over a light blue background.

Erich Hechtner
Municipal Director
and Chairman of the Supervisory Board
of Wiener Stadtwerke

degree of cooperation and team spirit. Here, too, Wiener Stadtwerke will make a significant contribution, especially given that strong teamwork will be required in general and that new connections for the implementation of ideas and skills outside the Group will have to be established.

I would also like to thank the Group Management Board and the management of the companies for leading Wiener Stadtwerke safely into the future, for the benefit of the city and its citizens.

Helping you
enjoy everyday
life every day:

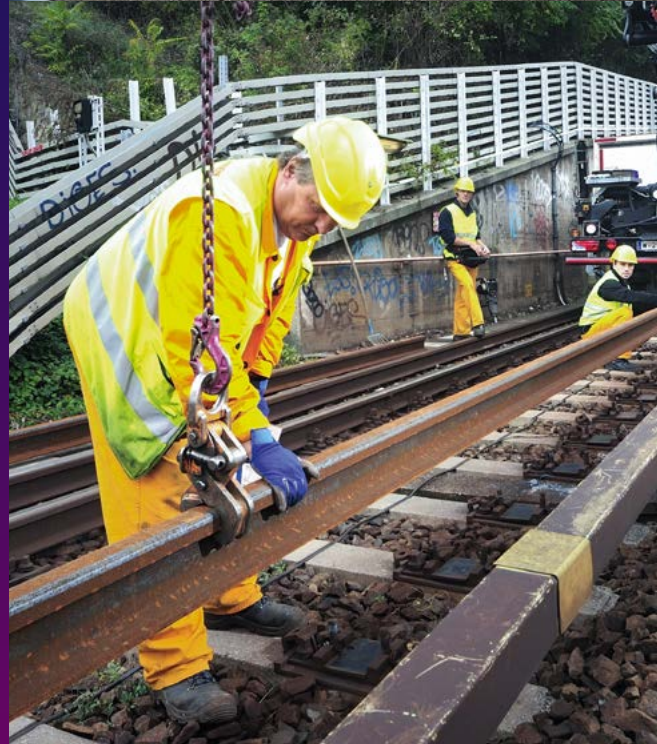
That's what we do.

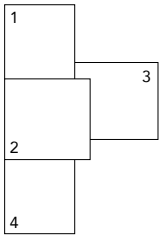


Boosting quality
of life

Securing progress with all our energy

2020 was not an easy year for the people of Vienna. We kept Vienna running. Our services, whether electricity or public transport, were available at all times. We also kept our headcount stable. At the same time, we continued to invest in further improving quality of life in our city.





1_Solar energy for Ottakring. **2**_Wiener Netze holds its ground. **3**_Giving everything for security of supply in Vienna **4**_Wiener Linien ensures normality.

H

Having to wear masks, physical distancing, converting the living room into a school – the coronavirus pandemic has changed our lives in many areas and reordered daily routines, but it has also reminded us how important home is. It's a place where we are taken care of and an environment we can enjoy, even if the holiday to Croatia is put on hold for the time being. Wiener Stadtwerke's role in these times was and is indispensable in two respects. On the one hand, we have once again proven that as a public infrastructure company we both make living and working in Vienna possible, as well as improving quality of life. While Covid-19 has certainly caused much change, the electricity still flows, public transport services are running and customer services are always available. Special efforts have been made in all areas of the company and the response to the new situation has been fast and flexible. This is no coincidence; being prepared for the unforeseen and guaranteeing a high level of supply security at all times is in our DNA.

Creating sustainable value as the city's economic engine

On the other hand, Wiener Stadtwerke is a stable economic engine for Vienna and the whole of Austria. Apart from occasional short-time working arrangements, we were able to keep our employees fully employed, securing domestic jobs and adding value to an above-average extent. 15,000 Wiener Stadtwerke employees created around 53,000 jobs throughout Austria, creating four jobs from one. EUR 6.3bn is the total value-added generated annually by Wiener Stadtwerke, EUR 4.9bn of which directly benefits gross domestic product. In all our activities, we look to the future and invest in the progress of our city. A few examples include the expansion of urban photovoltaic systems on an area equivalent to over 1,200 football pitches, the expansion of public transport services and various digitalisation projects.

[➔ For more information, see page 28 of the sustainability report.](#)



53,000

jobs secured throughout Austria, starting with 15,000 jobs at Wiener Stadtwerke.

Getting through and moving forward hand in hand

The people of Vienna appreciate the reliability and excellent services offered by our companies even during the crisis. Everyone makes a contribution to this – every tram driver, every IT specialist, every worker in the power plant and the cemeteries team. Together they ensure the usual quality, while at the same time getting innovative projects off the ground.

Wiener Linien: Covid-19 changes mobility

When public life comes to a standstill, there is something reassuring about public transport services running on time. Wiener Linien and Wiener Lokalbahnen do a lot to ensure that Vienna experiences a bit of normality even in extraordinary times. There were and still are major challenges to be overcome. Within a very short time, a comprehensive hygiene concept was set, and gargle/mouth rinse tests, testing stations, safety and protection measures for drivers are now firmly established. At the same time, 2020 has also seen a change in user behaviour. Journeys that used to be made mostly by public transport were partially eliminated altogether last year, while schools and universities mostly implemented distance learning and many companies reduced their staff working hours or enabled their employees to work from home. All this also has an impact on the modal split. Last year, around 27 per cent

of citizens used public transport for their daily journeys. Car use remained constant at 27 per cent, as in 2019. The number of annual pass holders remains almost unchanged. Due to the severely restricted movement, more journeys were made by bicycle or on foot in 2020. Wiener Linien is also investing in its shorter routes with the further expansion of WienMobil stations and the new stationary bike sharing service WienMobil Rad, which is scheduled to go into operation in spring 2022.

Regular customers remain loyal

Despite the exceptional situation last year, the people of Vienna appreciate their public transport services and continue to use them. In 2020, there were more than one million annual ticket, semester ticket and youth ticket holders. However, the lack of tourists, among other things, has impacted the sale of single tickets and short-term network tickets. The loss of ticket revenue amounted to around EUR 110m in 2020. Supported by an increased operating subsidy of EUR 75m from the City of Vienna, Wiener Linien nevertheless ensures that the dense public transport network, passenger safety and maintenance and cleaning of all vehicles are kept at the usual high level.

Managing crises skilfully

How can Wiener Linien continue to function in exceptional situations? How can the protection of passengers and staff be guaranteed? Johanna Wiesholzer and her crisis team are currently meeting every week to make the right decisions on these issues. The well-coordinated team has a lot of experience in this area based on previously tackling crises caused by extreme weather conditions before the arrival of coronavirus. As head of the crisis team, Johanna





Wiesholzer ensures that the right colleagues come together quickly, that well-founded decisions are made in good time and then implemented accordingly. This is a task with a lot of responsibility, and must be carried out calmly. In the case of Covid-19, measures such as cordoning off the area around the driver's seat, forming personnel reserves in key positions or providing masks for the employees were decided on quickly. This is because in times of crisis we can only reliably get people to their destinations – including workplaces like hospitals and supermarkets – with healthy employees. ■

Taking new paths.

The past year has confirmed that the way Vienna residents move around is changing. Bus and train are no longer the only transport of choice; rental bicycles and cars are also very popular, preferably electric and with easy transfer options. To better meet these individualised demands, WienMobil stations have been available for about two and a half years, and the app of the same name makes transfers easy. The app brings together all mobile services, such as buses, trams and the underground, bikes, car sharing, e-scooters and taxis. In addition to real-time information and Wiener Linien timetables, the WienMobil app also gives passengers access to digital tickets and live traffic updates. Numerous partners make it possible for users to plan routes the length and breadth of the city with a maximum of flexibility. **Over two million downloads** so far demonstrates that we are on the right track.



Lokalbahnen – new service times for new demand

Since its timetable change on 13 December, the Badner Bahn has run every seven and a half minutes from the Vienna Opera to Wiener Neudorf all day on weekdays. This also increases the number of seats available on the trains, another important advantage for passengers.

In a survey conducted in autumn 2020, passengers said they would like to see the Badner Bahn run more frequently in future. This wish, as already expressed in previous surveys, was fulfilled by Wiener Lokalbahnen as a result of its new transport service contract with Verkehrsverbund Ostregion in December 2020. In addition, the new generation of Badner Bahn vehicles will go into service at the end of 2021, among other things fulfilling the passenger demand for more air-conditioned trains.

Positive energy at all levels

Two million people, 230,000 commercial and industrial plant operators and 4,500 agricultural businesses rely on Wien Energie. It is absolutely essential that we supply them with reliable and environmentally friendly electricity, heating, cooling, electromobility and telecommunications. We are particularly aware of this responsibility in these times. Wien Energie's efforts to position itself well structurally in recent years has now proven worthwhile and it is now able to tackle the crisis together with its customers.

Showing understanding, offering solutions

It is important for us to ensure that our customers are supplied with electricity and heat at all times. In the event of payment difficulties, Wien Energie offers solutions in the form of deferments and instalment agreements, as it did before coronavirus. In principle, each individual case of payment difficulties will continue to be considered separately and an attempt will be made to find the best possible and amicable solution. As part of the voluntary industry agreement, Wien Energie suspended all energy disconnections and dunning procedures for two months starting in mid-March as a relief measure. During this time, more outstanding bills were accrued than usual. How the situation will develop in the medium and long term cannot be estimated at this point in time. Regardless of this uncertain financial situation, we will not lose sight of our goals. Only investments in security of supply, innovation and climate protection will take us further. Wien Energie can build on its excellent earnings of 2019, and it had a successful year in 2020 despite the coronavirus pandemic. This provides us with a stable foundation. We intend to invest a total of **EUR 1.1bn over the next five years**, more than half a billion of which will go into climate protection projects. ■

[➔](#) For more information, read the article on page 58.

EUR 1.1 bn

will be invested over the next **five years**.



Heroes wanted

Voluntary quarantine at power plants

When the coronavirus reached Austria in February of last year it was clear that Vienna's energy supply had to be secured come what may. Accommodation containers, emergency control centres and temporary dormitories were set up at the EFW plants in Spittelau, Flötzersteig and Simmeringer Haide and the Simmering power plant. In mid-March, 53 of our employees then moved in voluntarily for an indefinite period. In a few days, beds were set up, and kitchen equipment and washing machines were procured. One shift worker even took on cooking for his colleagues. Team spirit was a priority even off-shift. Jigsaw puzzles were a popular distraction, with twenty 2,000-piece puzzles being completed during the four-week period of isolation.

In the meantime, models have been developed that make it possible to guarantee security of supply even without a power plant quarantine. The efforts of the power plant heroes will not be forgotten.



Our employees at the Simmering power plant also did an incredible job.



Wiener Netze's fault service

"A leak in the gas pipeline means imminent danger and takes precedence over even the coronavirus in that moment," says Melissa Tomasek of the Wiener Netze gas emergency team. Together with her colleagues from the emergency service, she keeps the supply of electricity, gas, district heating and telecommunication in Vienna and the surrounding area running and – due to the reduced traffic – is often even quicker to the site of the fault. Where interventions at customers' premises are necessary, everyone ensures that physical distancing is maintained. Handovers have also changed. The night team calls the other team when they are on site, and the handover takes place without a face-to-face meeting. Health comes first, so services that are not absolutely necessary, such as reading the electricity and gas or changing the electronic meters, were suspended for a short time during the first lockdown in March 2020.

Coming up with good ideas

The "Digital Grave" – a great help

During the crisis, the people of Vienna stayed at home. This also had an effect on funerals and cemetery visits. Vienna's cemeteries' free "Digital Grave" service offers online access to all important information about graves. In addition, virtual memorial rooms are spaces where people can meet to keep memories alive. Many people want to remember their deceased relatives or friends, especially in these challenging times. Just as innovative is the funeral configurator, which has been online since 1 November 2018 and is considered a pioneer in the industry. The configurator allows you to plan a dignified funeral from the comfort of your own home. After selecting the appropriate coffin, the flower arrangements and much more, a price range of the desired funeral service is available immediately at a click.

Avatars for the hearing impaired

Announcements of disruptions, delays or transport cancellations currently communicated at stations, mainly by loudspeaker, are not accessible to deaf people. They are often completely disoriented by such announcements and try to interpret the reactions of other passengers. Wiener Linien was the first transport company to work with Upstream Mobility to develop a solution that can provide real-time disruption information in sign language. They are simply sent to hearing-impaired transport users as push messages via existing apps. This is successful public transport for all. ■

Real estate development at Wiener Stadtwerke

Part of the Group's strategy is to use the opportunities offered by the Group companies to increase loyalty to the Group and to enable employees to build a long-term and sustainable future for themselves in Vienna. For this reason, the management has commissioned Facilitycomfort and GWSG to operate under the umbrella of WSTW Immo Immobilienentwicklung. The first project is already under way, in which 20 privately financed flats are being build in the heart of the city.

Looking forward
to the future in
the world's most
liveable city:

That's what we do.

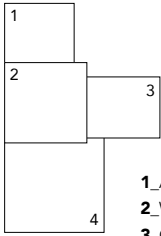


Staying at the top

Good prospects with smart investments

Wiener Stadtwerke closed the previous year with a very good financial result, and a robust investment plan secures future earnings. Over the next five years, we will invest around EUR 5.6bn in the infrastructure of the world's most liveable city. By acquiring a stake in EVN, we are investing in a solid Austrian company.





- 1_Attractive and future-proof.
- 2_We offer bright prospects.
- 3_Green hydrogen in motion.
- 4_Renewable energy from the Steinriegel wind farm.



EUR **4.25** bn

to climate-friendly projects

Wiener Stadtwerke has allocated three quarters of all investments towards achieving its ambitious climate targets.

T

Time and again, our city has been ranked the best city to live in by the UN, international weekly newspaper *The Economist* and consulting agency Mercer. There are many reasons why Vienna is so impressive in terms of quality of life, including its outstanding transport infrastructure and good air quality. Wiener Stadtwerke can do so much more. Because with our investments, we are not only an important economic factor for the city, but we are also pioneers when it comes to innovative and environmentally friendly solutions. From 2020 to 2025, Wiener Stadtwerke will invest a total of EUR 5.6bn in property, plant and equipment and in the areas of mobility and energy. 76% of these investments, a total of EUR 4.2bn, will go directly to climate protection, focusing on renewable energies. Wien Energie is thus investing hundreds of millions in expanding photovoltaics, wind power, hydropower, district heating and district cooling.

[For more information, see page 15 of the sustainability report.](#)

Vienna becomes hydrogen hub for the eastern region

Wiener Stadtwerke is making a decisive step into the future by establishing Wiener Wasserstoff GmbH. As a group, we are in a position to cover the entire supply chain from production to delivery, charging and use of hydrogen from a single source. No other company in the region has such leverage and can map the entire value chain in so many areas when it comes to the use of hydrogen.

[For more information, read the articles on pages 36 and 55.](#)

And there's more. Wiener Netze is modernising its supply network for electricity, gas and district heating to make it ready for the future. In the mobility sector, with the expansion of the U2xU5 underground lines in particular – in which EUR 1.2bn will be invested by 2025 alone – Wiener Linien will ensure that we bring even more people to their destinations in a carbon neutral manner. Wiener Stadtwerke also offers solutions similar to those for climate protection when it comes to digital innovations. We are developing digital services for our customers that enable simpler and better services at the touch of a button. An example of these are our pioneering apps WienMobil and easymobil. And with Wiener Stadtwerke's innovation fund, we are making millions available every year to bring ideas to the market that will make Vienna an even better place to live.

We invest in progress on the doorstep



Our city has enormous power to effectively shape the future through research, networking and enabling. We therefore act according to our principle of investing locally, relying on both our own companies and services as well as on collaboration with ambitious start-ups and established players from other parts of Austria.

Intelligently managing the energy transformation

Smart storage options are a key technology for the energy transformation we are working towards. When electricity is produced by sun or wind, storage facilities are needed to make surplus energy available when there is no wind or sunshine. And of course, the usual high level of supply security should be guaranteed at all times. For this reason, Wiener Netze put into operation new battery storage systems at six selected locations in November 2020. In addition, there are intelligent transformation stations that help to centrally control the power supply and restore it as quickly as possible in the event of a fault. **Wiener Netze will install 250 “intelligent transformers” by 2022.** Another important piece of the puzzle for the implementation of the energy future is the conversion of households to smart electricity meters. The data provided by smart meters makes it possible to analyse and control energy consumption in a way that is required by the electricity grid as a basis for implementing the energy transformation and expanding renewable energies. We are also switching to renewable energy sources for the heat supply. The largest and most powerful large-scale heat pump in Central Europe, which has been in operation in Vienna since spring 2019, is making a contribution to this. At the Simmering power plant site, the highly complex plant converts previously unused waste heat into district heating. The large-scale heat pump provides **environmentally friendly district heating for 25,000 households.**


Clever monitoring with drones

Together with start-ups Skyability and Birds.ai, Wien Energie experts have developed a concept that uses smart drones to inspect structures such as wind power and photovoltaic plants for defects even more efficiently. The use of the drones, combined with automated fault detection, is intended to both increase work safety and minimise downtime and stoppages. High-resolution cameras and sensors attached to the drones produce and transmit large amounts of data and images for this purpose. Based on this data and image material, any defects are then automatically detected using artificial intelligence and transmitted directly to Wien Energie. Compared to manual inspection, this saves time and also ensures occupational safety for employees. ■



Joint path with EVN

EVN AG is an internationally active, listed energy and environmental service provider based in Lower Austria. With the acquisition of EnBW AG's 28.35 per cent share package in March 2020, we expanded our portfolio in an industry in which we already have extensive know-how. For us, the entry into EVN AG is an attractive, long-term investment opportunity and a sensible expansion of our portfolio. Like EVN, we are setting the course for climate protection and system transformation towards a renewable and secure energy future in the region. ■

 For more information, see page 17 of the financial report.

Next-generation grid infrastructure

With 99.99 per cent security of supply, Vienna's grids have one of the most secure and stable electricity networks in Europe. This is set to remain the case when an estimated two million people will be living and working in Vienna by 2030. With a **total investment of EUR 110m** in the Simmering substation and the Simmering-South-East link, Wiener Netze is laying the foundations for tomorrow. The construction of a new gas-insulated substation in Simmering is to be completed by 2023 and will replace the existing plant in the long term. Only a few kilometres away – also in the 11th district – another new substation is being built in Alberner Hafen. The new substation will relieve the 20 kV supply areas of Kaiserebersdorf and Schwechat. Another important stimulus for the economy is Wiener Netze's purchase of 86 per cent of all materials and services from companies based in Vienna over the past four years. ■



Full speed ahead for Vienna data

With innovative urban development projects and smart technology, Wien Energy arrived in the digital age long ago. By 2023 we will invest **EUR 120m in innovation and new business models** in this area. Wien Energy is particularly pushing the expansion of gigabit-capable fibre-optic networks. These are just as much a part of the basic infrastructure of a city as the energy supply, waste management or drinking water supply. This is a crucial prerequisite for Vienna to be able to compete with other major European cities in the future. Over the next ten years, we will build fibre-optic connections for up to 100,000 homes. ■

Digital advantages with WIPARK

We are also setting the pace when it comes to parking. WIPARK is pushing ahead with the digitalisation and networking of its services for its customers and ensuring that its now 70 garages can be used even more conveniently. With the help of the WIPARK parking app, customers can get an overview of garage locations, distances, access options, rates, opening hours and various features – and be guided directly to the desired location. ■

The future – powered by WienIT

From big data to IoT, AI, cloud, voice services and extended reality, WienIT provides digital tailwind for the innovations of Vienna's public utilities and strengthens our pioneering role.

Around 450 employees work behind the scenes at Wiener Stadtwerke to ensure cutting-edge technologies, smooth processes and innovative solutions. The scope of their work ranges from IT services to technical HR processes to printing services and media planning. With its Digi.Lab, WienIT has its own R&D unit that works on the technologies of tomorrow.

Ready for two million people: Expansion of the U2xU5

As the city's most important and largest project for the future, the extension of the U2 line and renovation of the U5 line is a direct response to demographic change and the climate challenge in our city. This allows us to create space for a growing number of passengers and make it even easier to switch away from private car use. The starting signal for the construction work was given on 11 January 2021.

The U2xU5 line interchange is part of the largest public transport investment package for the coming decade. It is intended to relieve congestion on heavily frequented lines, shorten travel times and improve connections for commuters. After major urban development projects such as the U2 extension to Aspern Seestadt and the U1 extension to Oberlaa, the U2xU5 project will close another important gap in the city's underground network. We want to bring people not only to the city centre, but also to their destination. This will create enough space even at peak times and Vienna can continue to grow. However, in addition to the positive effects for passengers and the environment, the metro construction will also bring thousands of jobs over many years. Investment in the U2xU5 project will create around 30,000 jobs.

The mobility hub of the future

It's not just the coronavirus that has changed the way we get from A to B every day. Cities and communities around the world are facing a major transformation due to megatrends such as urbanisation, population growth and decarbonisation. Owning a car is already no longer high on the agenda of many Vienna citizens. Instead, digitalisation and the sharing economy will determine the mobility world of the future. The trend towards mobility as a service is geared towards the need to design mobility for each individual in a way that fits their current life situation. With Wiener Linien's mobility platform, WienMobil, we have



For more information on the [mobility service platform](#) go to [blog.wienerlinien.at](#).

developed a suitable answer to this need. At the now eight WienMobil stations, we combine public transport services with flexible sharing services. In addition to our core offer, the WienMobil stations also have car sharing spaces, bike boxes and reserved parking spaces for e-scooters. In this way, WienMobil stations become transport hubs that make it easy to switch between several modes of transport. Our smartphone app WienMobil is the digital gateway to the world of flexible mobility.

13

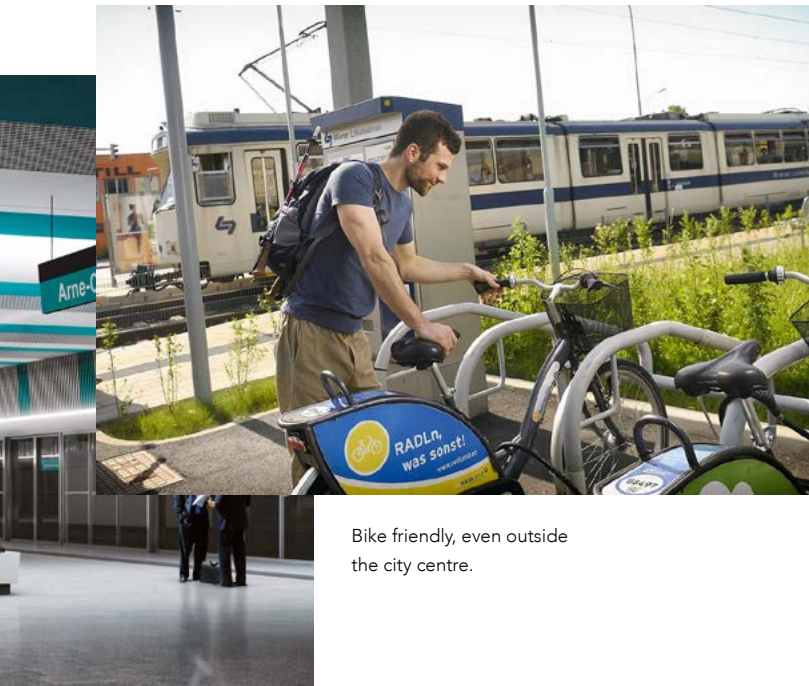
new **stations** to be built for the U2xU5 lines.

Up to 45

fully automated **trains** to be built by 2030.

12 km

of new **underground tunnels** to be constructed for the U2xU5 lines.



Bike friendly, even outside the city centre.

Innovative subsidiary Upstream Mobility

Upstream Mobility was established in early 2016 as a result of the Smile research project as a joint venture between Wiener Linien and Wiener Stadtwerke. Its core goal is to ensure access to mobility for all people in the long term. To make this vision a reality, Upstream Mobility is developing the digital infrastructure for tomorrow's non-discriminatory transport system and making it available to interested municipalities and private providers worldwide. ■

Wiener Lokalbahnen: Stronger public transport for municipalities

Wiener Lokalbahnen (WLB) will offer municipalities along the Badner Bahn line and in Lower Austria and Burgenland innovative mobility services and a last-mile service as an optimum complement to the railway. With WLB's easymobil app for on-call buses, shuttle services or regular services, local transport services will provide greater mobility in municipal regions and connections to the Badner Bahn. WLB provides the technical basis for ordering and paying via smartphone app. In 2020, a first pilot project took place while the Maria Enzersdorf station was being renovated as a barrier-free shuttle service to the Badner Bahn.

Those who prefer to travel the last few metres to their front door by e-car or e-bike will also be pleased about the new options.

Wiener Lokalbahnen's first easymobil stations are at the Griesfeld and Guntramsdorf stops. They combine several mobility services as well as practical services such as e-car sharing and bike sharing. Practical services such as the parcel pick-up box or free Wi-Fi in the station complete the new offer. Everything can be booked easily and conveniently via the easymobil app. ■



The future is about to arrive in Vienna.

X-Wagen – fully automated future today

With X-Wagen we will soon see a completely new generation of underground trains in our city. By 2022, the X-Wagen trains will be carrying passengers on lines U1 to U4.

Providing
answers through
innovative ideas:

That's what we do.



A network that
moves Vienna
forward

Top conditions for top performance

Wiener Stadtwerke is one of the largest employers in the metropolitan region and an exciting place to pursue a versatile career. We also currently promote an innovation-friendly corporate culture and invest in the labour market. Young people who think ahead are finding their way to us through our apprentice training initiative, for the city of the future.



W

When people think of Wiener Stadtwerke they think primarily of superlative technology, kilometre-long grids and railway lines, large wind farms, and powerful generators. What we think of first are the 15,000 people who make these things happen, and how to create the very best opportunities and prospects for those people. A corporate culture characterised by the shared values of openness, appreciation and diversity fosters top performance every day, both small and large scale. That performance is guiding us not only through the coronavirus crisis, but also paving the way for a carbon neutral city in 2040. As a municipal group, we offer a stable framework as well as concentrated innovative power and modern structures. For example, even before the pandemic, we had created the structures for “new work” that made it possible to work from home throughout the Group; Office 365 and a new meeting culture are part of our everyday working life.



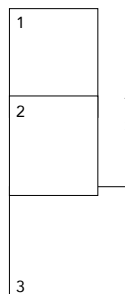
Working from home? This has worked for us for a long time.

By introducing Office 365 early on, we gave a large number of our employees the opportunity to work remotely.

57%

of female apprentices

at Wiener Stadtwerke are training in technical professions.



1_Dual apprenticeship in electrical engineering and mechatronics offers great opportunities. **2**_WienIT managing director Daniela Lidl talks about new digital ideas. **3**_Taking control of your career right from the start.

Group of opportunities

The future of Wiener Stadtwerke lies in the ideas and skills of our employees, which is why, in recent years, we have increasingly focused on measures that establish a working environment that is conducive to innovation. This means a culture of error tolerance, but also institutional measures that enable innovation, such as the establishment of an Innovation Academy, trend scouting and collaboration with research institutions. It is equally important for us to develop the individual strengths and potential of our employees. Wiener Stadtwerke operates its own training centre, where optimum courses and training are offered for the respective occupational groups on a part-time basis. We specifically promote our employees’ initiative and train managers to expand their expertise, e.g. in the field of climate protection. We bring those with high potential and experts to the next level, provide tailwind for horizontal professional careers and even offer cross mentoring programmes, e.g. with Austrian Federal Railways (ÖBB) and ASFINAG. ■

An open culture and exciting projects

Top apprenticeship training and twice the opportunities

Where do I want to be working in the future? Nowadays, new career entrants are no longer satisfied with simply earning a lot of money. A sense of purpose and self-realisation are increasingly their priorities, as well as variety and opportunity to develop in many directions. Welcome to Wiener Stadtwerke. Even in these difficult times, we are training young people to become top performers – in twelve different apprenticeships. In autumn 2020, around 150 new apprenticeship positions were advertised, and 480 apprentices are currently in training. In recent years, more and more young women have chosen a technical apprenticeship – a positive development that we are actively promoting. 57 per cent of our female apprentices are now in training in one of our technical professions.

One profession in particular that offers young women excellent development opportunities is the dual apprenticeship in electrical engineering and mechatronics, which involves the control and construction of electrotechnical systems such as cable systems, switching, control, distribution and overhead line systems. The core task is to guarantee the electrical power supply, from power station to wall socket.

This all-round profession is on the rise because it serves a real megatrend; in the course of the digital transformation, vehicles systems are becoming increasingly automated and computer-controlled. Smart meters and smart grids enable efficient use of energy. As a result, electrical engineering, mechanics, computer science and electronics are now more interconnected than ever, as are our apprentices' skills.

480

apprentices are currently in training.

Forewoman – at the centre of the action

A fine example of female power at Wiener Stadtwerke is forewoman Beatrice Bichler, who supervises 111 employees in the Favoriten car maintenance department, making a place for herself in one of the last male-dominated areas. In 2009, the 27-year-old Vienna native started her Wiener Linien career as a mechatronics apprentice, then worked in the Wiener Linien competence centre in Ottakring and rose to become a specialist technician and independent fitter. Then came the next step to plant forewoman and responsibility for a very large team that maintains and repairs trams, and often makes emergency calls. How has she been able to gain widespread acceptance? "There was initially some scepticism," says Bichler with a smile, but "I'm an open and honest person, and that's probably how I earned their trust." ■



CEOs for Future

At Wiener Stadtwerke, dialogue with young people is a management issue. We are part of the non-profit organisation CEOs for Future and have launched our first initiative with a focus on apprentices.

In the economy4future initiative "Apprentices and Young Employees", 25 top managers from Austria have come together to draw up a catalogue of measures that defines joint action towards achieving the Paris climate goals, because both young and old agree that "We need to take action now!"

Find out more online at www.ceosforfuture.at.

CEOS FOR
future

Ms Lidl, what is it like for women in the technical field?

Daniela Lidl is the managing director of WienIT and leads her team confidently as they move into a flexible, digital working world. **Interview**

Ms Lidl, you have been setting the course as managing director at WienIT for about four years. What attracted you to the job? What still appeals to you?

Two things fascinate me, firstly the IT industry, because I see it as *the* game changer of the future, and secondly the people who are committed to this progress every day. I have found both at WienIT. I am inspired by the variety of tasks and the teamwork. My staff are my greatest asset, real treasures – and I mean that. Managing director of WienIT is my dream job, and WienIT is my happy place.

How do you reconcile the demanding job of manager with your family and private life?

Very well, because as I say, I love my job. The family is very understanding, especially my partner. I am grateful for him and my family every day.

How did you come to take up a technical profession that is rather male-dominated?

Even in my childhood, I was interested in technology in many different ways. The role of women has always been too narrow for me. I don't subscribe to all the expectations, disparities and stereotypes! I was never afraid of seeing things differently or of being different myself. All my life I've always valued thinking differently, being courageous, and a rebel too if necessary. And it's also true that women belong in IT and they do a damn good job.



You graduated in electrical engineering and electronics from the Vienna University of Applied Sciences in 1999. How would you describe your time as a student? And what has since changed for female students?

Going from the commercial academy to the University of Applied Sciences was challenging at the beginning, as there were not yet very many women there. We often had to prove ourselves in order to be respected in IT, but I succeeded by being one of the first women at the University to receive a leadership scholarship. That still makes me proud today. More and more women are choosing a technical profession, but there are still too few. I hope there will be more in future.

From your point of view, how are issues of equality and diversity dealt with at Wiener Stadtwerke?

Equality and diversity are firmly anchored in Wiener Stadtwerke, and the Group consistently promotes them through many measures. We are committed to these principles at WienIT, and also live them out in our corporate culture and cooperation. It is important for me that people are the priority. We all want to be valued for our uniqueness and individuality. As a female manager in a technical environment, I am committed to equal treatment and diversity.

In a sentence, why should young people start their career at Stadtwerke?

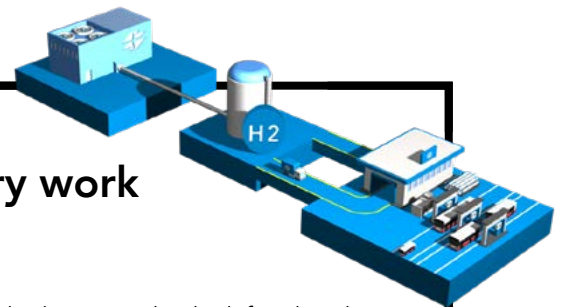
Wiener Stadtwerke and its Group companies are diverse, future-oriented and offer opportunities for personal development. It's also a lot of fun to work here!



Looking for a challenge?

Then try on teamwork XXL for size.

If you want to make a difference in your career, you can be sure that at Wiener Stadtwerke you can move mountains. The leverage of our innovative companies is unique, especially when these versatile competencies interlock.



The hydrogen company – interdisciplinary work for climate protection

The potential of hydrogen is one of the top global issues relating to climate neutrality and the City of Vienna has set itself the goal of achieving climate neutrality by 2040. Hydrogen will play an important role in this, especially in the energy and mobility sectors. Uniquely, hydrogen production, charging and consumption come from a single source at Wiener Stadtwerke, making it an extraordinarily exciting, interdisciplinary task for our employees at **Wiener Wasserstoff GmbH, which was founded in 2020**. This is where all the threads come together to offer a fully integrated solution in the field of hydrogen. Wien Energie (generation, supply and research), Wiener Netze (transport and distribution infrastructure, and research) and Wiener Linien (application) form a broad basis for the important goal of mapping the entire renewable hydrogen value chain and integrating it into the energy system of a large urban area.

The concrete implementation of our hydrogen strategy is starting as early as 2021 with the first hydrogen filling station opening at the Leopoldau bus depot at the end of the year, and preliminary work will begin on the construction of the electrolysis plant at the Wiener Netze campus in Simmering. The findings from the projects described above will form the basis for further development steps. The first real goal is the operation of ten hydrogen buses on the 39A bus line by 2024. Our future business model in

the field of green hydrogen is clearly defined; with our knowledge and resources, Wiener Stadtwerke is *the* partner for anyone who wants to switch to climate-friendly energy. Wien Energie's distribution network is perfectly positioned for the market launch. As a company, it is also a real concern for us to bring the energy future to the city as quickly and safely as possible.



The first hydrogen-powered buses will be used on line 39A.



New Service Point – six companies, one location, all the answers

In addition to climate protection, the people of Vienna are of course the focus of Wiener Stadtwerke's work. Making life easier, more convenient and worry free is our most important job. Our new Service Point at Spittelau underpins our constant customer orientation. There has been a central contact point here for all Vienna residents' concerns since September 2020. It combines under one roof the services of Wiener Linien, Wien Energie, Wiener Netze, WIPARK, Wiener Lokalbahnen and Bestattung Wien and offers bundled products and competent advice for customers. **Over an area of around 1,000 square metres**, 30 employees are available to answer all questions relating to energy supply, grid connection, buying annual passes, Badner Bahn ticket services, ordering parking tickets and planning funerals.

According to Wiener Stadtwerke's General Manager Martin Krajcsir, "The Service Point demonstrates that teamwork is not an empty word for our companies, and their constant aim is to offer our services as simply as possible for our customers." There are areas for both new and existing customers in the Service Point. In addition, there is a separate area for Vienna funeral services, with their own waiting areas. Express counters are available to deal with certain frequent customer queries. The store will also have a shop where merchandising items from all of the Group companies will be on sale. A small café will provide refreshments in a relaxed atmosphere. The Service Point is rounded off by Wien Energie's world of experience, where you can learn exciting and fascinating facts about the world of energy at 19 interactive stations. Visiting the Service Point is also an experience. **The Service Point was recognised among the top five worldwide at the coveted BOY Awards for interior design, presented annually in New York.** ■



Bundled products can also be purchased at the Service Point.



Promoting innovation, now more than ever

Wiener Stadtwerke's innovation management continues even during the crisis. In fact, more than 100 research and innovation projects were initiated by all Group companies in 2020, almost half of which deal with the future topic of digitalisation.

In order to create an environment that promotes innovation within the Group, new trends were also set in 2020. A particularly large one is a modern and creative "innovation area" at our main location being created in the ORBI Tower across more than 400 square metres as a place for collaboration and communication.

One innovation area is at Thomas-Klestil-Platz.

Find more information on the innovation strategy in the sustainability report, page 28.

Stopping poor
air quality before
it happens:

That's what we do.



For a city in
balance

Every aspect of climate protection

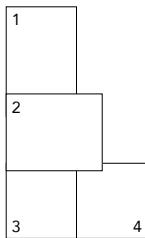
The European Union has set itself the goal of becoming the first climate-neutral continent by 2050. As a regional infrastructure service provider, Wiener Stadtwerke not only accepts this responsibility, but also leads by example. The City of Vienna has set the bar higher than the EU by declaring its goal of climate neutrality by 2040.



4,200 t

of carbon emission savings

are made possible by our giant solar power plant in Schafflerhofstrasse every year.



1_At home in green surroundings. **2**_Wind farms provide renewable electricity. **3**_Experiencing nature even in the city. **4**_Expansion of our photovoltaic plants.



W

While the coronavirus crisis is the all-dominant topic at the moment, the global climate crisis continues unabated; sadly, the level of greenhouse gases in the atmosphere even reached a record high last year*. A joint global effort is needed to overcome the enormous climate and energy policy challenges. As a regional infrastructure service provider, we see ourselves as having a particular responsibility here. We let our actions speak for themselves – and in 2020, Wiener Stadtwerke not only continued its climate-relevant investments and measures, but expanded them even further. In particular, the targets for the expansion of renewable energies and for a 40% share in the modal split for public transport are being pursued and strengthened through large investments. We have joined the European Hydrogen Alliance and are implementing this future technology by founding Wiener Wasserstoff GmbH. In concrete terms, Wien Energie and Wiener Netze are building a 2.5 MW electrolysis plant and will also ensure the transport of hydrogen to a filling station at the Leopoldau bus depot, which will be opened in late autumn 2021. By 2024, ten Wiener Linien hydrogen buses will be refuelled there and used on line 39A.

Achieving climate neutrality for Vienna faster

We want to exceed the ambitious commitment of the European Green Deal to achieve climate neutrality by 2050. According to the Vienna municipal government's coalition agreement, Vienna is to be an emission-free city by 2040. The Wiener Stadtwerke Group is an important partner here – as it is in the successful implementation of the City of Vienna's smart city framework – especially in the areas of infrastructure development, climate protection and innovation promotion. The climate-relevant impact of countless micro-initiatives should not be underestimated. With our climate fund, which was launched in 2020 and increased by another EUR 250,000, smaller initiatives should also receive support and attention in addition to the Group's large climate protection investments. This means that measures that reduce carbon emissions and pollutant emissions and improve the microclimate and air quality will be considered.

Our city: helping to reverse climate change

Urban centres are important for global climate protection in many respects because they generate a large part of the world's carbon emissions and consume a lot of energy. At the same time, cities are particularly vulnerable to the consequences of climate change due to their high population density. Vienna is meeting these challenges boldly, thanks to an innovative smart city strategy in which we are playing a central role. We are actively shaping a future that is driven by renewable energies, innovation and digitalisation, and which brings these issues together in a meaningful way.

Energy teamwork: Thinking across sectors

The expansion of renewable energies also requires the restructuring or rethinking of our energy system. The electricity, heating and mobility sectors can no longer be considered separately, but must interact intelligently. This cross-sector strategy plays a central role at Wiener Stadtwerke because only with "energy teamwork" can we succeed in efficiently implementing technologies to avoid carbon emissions, while at the same time ensuring households in Vienna are constantly supplied with sufficient energy.

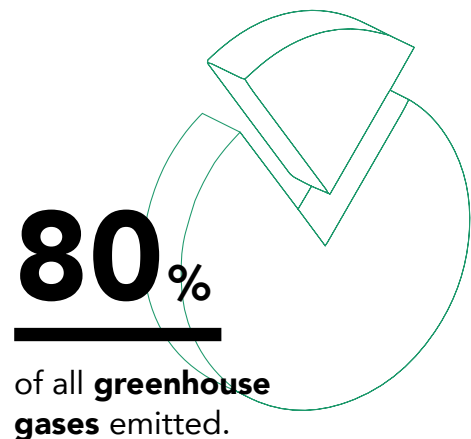
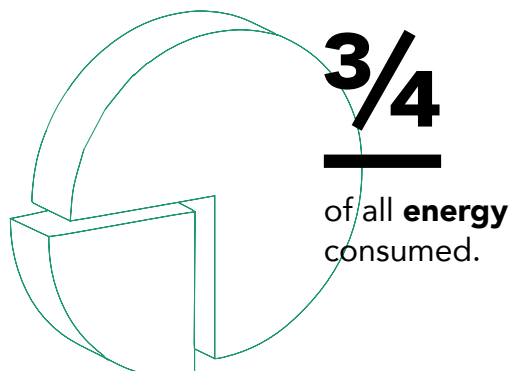
Wien Energie is already taking a pioneering role here and is investing almost one billion euros in environmentally friendly sector integration technologies up to 2023. Through the combined use of existing grid infrastructures and intelligent storage solutions, we are able to increase the share

of renewable energies and integrate them into the overall system. For example, surplus electricity can be stored as heat in the district heating network or as gas or hydrogen in the gas network. In addition, we save costs through the efficient use of existing infrastructures and avoid expensive pipeline construction that is not necessary from an overall system perspective. A smart solution for climate protection!

Increased reliance on the sun

For the energy transition to succeed, we need every kilowatt hour of solar power we can get. Wien Energie further accelerated its expansion of photovoltaics in 2020. On average, the energy service provider built a new solar power plant every week. Despite coronavirus restrictions, 26 megawatts (MW) of photovoltaic capacity were installed last year, which is a new annual record. In total, today we operate more than 270 plants with almost 70 MW and continue to expand our position as Austria's largest solar power

Globally, cities account for...



operator. By 2030, we intend to be supplying 250,000 households with solar power.

Austria's largest photovoltaic plant is currently located in the 22nd district on a former gravel pit in Schafflerhofstrasse. As of now, Wien Energie's 11.45 MW plant produces over 12 gigawatt hours of solar power annually for 4,900 Viennese households. At the same time, agricultural use is possible, as the plant is designed as an agricultural photovoltaic system and is thus a showcase example of an environmentally compatible and area-efficient open-space plant. Every year, the giant solar power plant with its 25,626 modules saves 4,200 tonnes of CO₂ and thus makes a crucial contribution to more climate protection in the city. The plant on the 12.5 hectare site was built by Wien Energie in collaboration with the municipal waste collection service and the City of Vienna's Forestry and Agriculture Department.

➞ For more information, see page 43 of the sustainability report.



The largest solar power plant in Austria.

Generating power from waste: Waste2Value

The first plant of its kind in the world, the Waste2Value project converts residual waste into environmentally friendly, carbon neutral fuels. In a pilot plant in Vienna-Simmering, a synthesis gas is produced by thermochemical conversion of waste materials, which can then be used to produce green fuels, bio-gas and green hydrogen. The wide range of end products can be used in the mobility sector or in the energy industry. These are 100 per cent renewable if the source materials are of renewable origin. Waste2Value uses sewage sludge, residues from the paper industry and damaged wood in its test operations. However, non-renewable fossil residues – such as non-recyclable plastic residues – can also be added and sensibly recycled.

➞ For more information, see page 30 of the sustainability report.



Additional climate fund initiative means 200 new trees for Vienna

The Stadtwerke forest is another contribution to the reforestation of the city and a first project for Wiener Stadtwerke's newly established climate fund.

A total of 200 trees were planted throughout Vienna on Wiener Stadtwerke's company premises, from Erdberg to Meidling and Gerasdorf. The Wiener Stadtwerke trees are considered to be particularly hardy and long-lasting. They originate from Austria and adapt to the respective microclimate.

For us, climate protection is a management issue.

URBEM Live: Calculating the energy future

Vienna will soon have two million inhabitants. The city's energy supply will become increasingly green and sustainable. Climate change means that cooling a growing number of buildings will also play a greater role. Having the answers to many upcoming questions now is crucial. For example, how will energy prices develop and what technological changes might have an impact? What energy infrastructure will have to be built in the future, and what factors will be decisive? The URBEM live platform provides precise scenarios and helpful data for planning the energy future. The project, which is supported by our climate fund, was developed together with doctoral students from the Vienna University of Technology and can be used, for example, to calculate and clearly define scenarios for optimal heat supply. The supply possibilities of existing buildings are analysed as well as those of entire urban development areas.

Greener tracks: Making way for climate protection

Vienna is the world's greenest city. This is according to a ranking by consulting company Resonance, which compared more than 100 cities worldwide according to criteria such as green spaces, use of renewable energies and public transport services. Wiener Linien passengers make an important contribution to climate protection every day, because **those who switch to public transport save up to 1,500 kg of carbon emissions per year.** Using the metro, tram and bus also provides more space and reduces noise levels in the city. With many exciting projects, Wiener Linien is constantly working on making public transport even more environmentally friendly in the future.

In order to counteract heat islands in the city caused by climate change, Wiener Linien is focusing on the greening of tracks and stations. In May, the facade of the Spittelau underground station was transformed into a vertical flowering meadow. In the coming months, the entire forecourt will be redesigned, as concrete will be broken up and trees and shrubs planted. **In total, more than 4,600 shrubs, grasses and herbs have been planted.** Many new pieces of seating furniture and 26 shady juneberry, beech and pine trees will invite people to relax and linger.

The new public transport green spaces are also a welcome habitat for endangered animal and plant species. Some very rare bee, butterfly and plant species have already been found here. Vienna's cemeteries are also taking bees into account. One component of their environmental campaign *Gemeinsam.Sorgsam* [Taking Care – Together] is the protection of biodiversity in the cemeteries and especially of bees. Several bee colonies have already been established at the Vienna Central Cemetery as well as at Südwest, Stammersdorf Zentral and Hietzing cemeteries. The honey produced at the cemeteries enjoys great popularity and is sold in many places, including the cemetery shop and in the funeral museum at Vienna Central Cemetery.

 For more information, see page 42 of the sustainability report.



Saya Ahmad (district chair for Alsergrund), Peter Hanke (city councillor for public transport) and Alexandra Reinagl (managing director of Wiener Linien) are pleased about the greening of Spittelau underground station.

Research project: Parcel delivery by bicycle

In order to promote climate-friendly parcel delivery with cargo bikes, Wiener Linien is participating in the RemiHub research project of btw research and Vienna University of Technology. This involves using public transport garages for inner-city logistics. After a successful first test run in autumn 2019 with a catering company, the second test operation has now been carried out with parcel delivery company DPD. The concept works like this: DPD delivers the parcels to the Spetterbrücke bus garage in Ottakring in the morning. A driver from the company Heavy Pedals collects the parcels on a cargo bike, sorts them efficiently into the bike container according to the planned route, and then delivers them to the end customers in a climate-friendly way.

Great idea:
Save carbon emissions with your own energy.





Charging infrastructure is crucial for the switch to e-mobility.



We are electrifying our car traffic

Car traffic causes 40 per cent of Vienna's greenhouse gas emissions. A switch to e-mobility is therefore absolutely necessary to achieve the City of Vienna's climate target of reducing carbon emissions in the transport sector to zero. Surveys among the population have shown that a comprehensive charging network is the central lever to help e-mobility achieve a breakthrough. That's why we are now stepping up the pace. There were already more than 950 public charging stations in operation at the end of 2020 – as of spring 2021 there are 1,000 public e-charging points.

Together with Wien Energie, we are also permanently expanding the network of charging stations in WIPARK car parks. **Drivers in Vienna can now conveniently charge their electric cars at around 200 charging points in the car parks.** At all charging points, e-cars can be rapidly recharged with 11 kW of electricity. In addition, the system is coupled for safety via a power cut-off that is routed through the fire alarm system and switches off the power in the event of a fire. We are also switching to green engines for our own fleet. Our Group-wide "Fleet Management" lighthouse project aims to make the use of vehicles more economical and, above all, more ecological in the future.

40%

of Vienna's **greenhouse gas emissions** are caused by car traffic.

Green substation – every square metre counts

Wiener Netze is also helping to increase the proportion of green space in Vienna and the facade of Kandlerstrasse substation has been planted with more than 90 plants.

This not only improves the appearance of the facade, but it also contributes significantly to cooling the surrounding area, as well as reducing particulate matter and noise. This also means Wiener Netze is making a contribution to promoting biodiversity in the city.



Wiener Netze also creates green views and exteriors.



Joint success in a nutshell:

Data and facts for 2020



Business performance

Wiener Stadtwerke can look back on another successful business year in 2020. Our Group pushed ahead with its projects and closed the year with great economic success.

Our mission: To be there for our customers and our city

Our Group is a cornerstone of the Viennese economy, and an attractive employer for a workforce of about 15,000. Our company makes a significant contribution towards the economic development of Vienna and helps to secure the city's high quality of life. Taking this role as a starting point, we have developed and defined our goals for the coming years as detailed below.

Particular focus is on implementing the City of Vienna's **Smart City strategy**, which describes the development of a city that closely links the issues of energy, mobility, buildings and infrastructure. Essential topics include resource conservation, advancement of innovation and digitalisation as well as preservation and expansion of an excellent quality of life that is socially equitable. The implementation of the strategy is intended to comprehensively secure the city's future viability and our company is a key player in the successful implementation of this strategy.

We want to participate effectively in the realisation of the city's goals and remain a reliable and high-performance partner for our customers in the areas of energy, energy grids, transport, funeral services and cemeteries, and car parks. To this end, we are constantly working on optimising our processes and improving our economic efficiency. This will strengthen our **financial stability** and allow us greater latitude in further developing our services in line with the demands of our customers. As a modern company owned by the City of Vienna, we combine entrepreneurial and social standards in such a way that we can fulfil both our social and economic aims in the long term.

We see ourselves not as a provider, but as a modern service company, and that makes our employees our most important asset. It is they who are there for our customers in many locations fulfilling our service promise, so over the coming years we will continue to work intensively on cultivating and developing our **attractiveness as an employer**. Working for us can mean moving an entire city, and within a corporate culture that is characterised by common values of openness, appreciation and recognition. By offering these qualities and numerous services we intend to secure the best employees in the future.

Good progress in many areas again in 2020 despite coronavirus

2020 was a year in which our company had to find many solutions to make everyday life as normal as possible for our customers. Particularly in mobility, many safety measures had to be implemented to allow citizens to continue travelling safely on public transport.

In addition, we made as much progress as possible on the projects we had planned in the divisions for the year. These included expanding our mobility services, improving transport connections in the outlying districts, expanding the U2xU5, charging stations for e-mobility, more holistic support of funeral customers, and especially advancing sustainable mobility and energy concepts as defined by the Smart City strategy. A lighthouse project of the past year was our participation in the European Hydrogen Alliance.

Providing a virtually 100-per-cent secure supply, Wiener Netze offers one of Europe's most secure and stable



By investing in the public transport system, we are well positioned for the future.



Travelling safely during the pandemic.

electricity networks. To ensure that this remains the case in the future, we launched a EUR 140m investment in new transformer stations last year. The larger share of EUR 110m is going into the Simmering power plant, where a new switching station will be built by 2023. We are investing another EUR 30m in a transformer station at Albern Hafen. The new substation will relieve the 20 kV supply areas of Kaiserebersdorf and Schwechat.

EUR 140 m

will be invested in new **power substations.**

A milestone for further improvement in customer support was the opening of Wiener Stadtwerke's new Service Point in Spittelau where, across about 1,000 square metres, 30 employees are available to deal with all residents' queries that relate to customer communication with Wiener Stadtwerke, including energy supply and grid connection, purchasing Wiener Linien annual passes, tickets for the Badner Bahn railway, ordering a parking card or planning a funeral. Our Service Point now offers a central contact point for all these questions, saving customers time and effort. In addition to this, a one-stop-shop programme is now gradually being implemented online.

1.6%

more **employees** than in the previous year.

A safe and attractive employer

Wiener Stadtwerke was once again a reliable partner over the past year, not only for customers, but also for employees. Last year, the Group employed an average of 15,131 people, including apprentices which, despite the pandemic, is 1.6% more than in the previous year. This demonstrates that with the growing city and the increasing number of responsibilities, our Group is also making long-term adjustments to its capacities with regard to its workforce. Our company is still one of the 30 largest in Austria and one of the largest in Vienna.

By increasing the number of apprentices by 4.7% to 376, we are also meeting our social responsibility to nurture young talent. Our Group offers its junior staff a wide range of opportunities to start a professional career. Those who start with us can be sure that they will be respected and supported in a trusting and secure environment. One of the



Promoting the role of women in technical professions is a top priority.



Everything from a single source – the new Service Point.

things most appreciated about our Group is that it offers employees numerous opportunities for change as they progress in their careers.

We set great store in promoting the role of women in manual and technical trades. As a result, female apprentices in the technical trades are at the heart of the internal and external apprentice management campaigns. In particular the focus is on launching projects and measures that awaken the interest of young women and girls for professions that have previously been dominated by men.

Despite the crisis year, our Group only had to furlough a few employees in 2020. We were able to absorb most of the additional and reduced capacity requirements by using up annual leave, accumulating and using up flexitime and making working time models more flexible. Where appropriate or necessary, employees worked from home and shift models were adapted to circumstances.

At EUR **3.14** bn

revenue increased (3.8%).

The pandemic also exposed our employees to an increased workload and we adjusted to this wherever possible in the Group, paying special attention to particular risk groups. Employees seeking support found trained contact persons who helped them quickly and easily via a mental health support hotline.

[Find more information on the HR strategy in the sustainability report, page 48.](#)

Another commercially successful year

Despite the extraordinary challenges facing the economy and thus also our Group last year, our Group was nevertheless able to make it a commercial success. As in previous years, the Group's key figures continued to improve, with revenue increasing by 3.8% to EUR 3.14bn. EBITDA adjusted for special effects, which is how we measure our regular operating success, rose by 8.1% to EUR 615.6m.

The main contribution to this growth came from our largest division, **Energy**, with a 16% increase in revenue. In addition to higher revenues from gas sales, where we changed our procurement strategy, sales of services and telecommunications increased noticeably. In contrast, electricity revenues declined. Heating revenue also remained lower than in the previous year due to lower gas prices and the resulting decline in district heating tariffs.

The **Energy Grids** division grew again by 8% after the negative special effects of regulation in the past year. Under a voluntary agreement, Wiener Netze waived disconnections for households and small businesses that defaulted on payments during the pandemic. Where hardship cases arose, uncomplicated instalment plans or deferments were agreed.



Strong revenue thanks to the car park in Neu Leopoldau.

As expected, turnover in the **Transport** division fell significantly by -17%. The pandemic saw the mobility of the regional population, as well as tourism, decrease noticeably. The fact that the figures for Wiener Linien did not collapse as much as feared is due, among other things, to the stable revenue level from annual tickets and Top youth tickets. At Badner Bahn, part of Wiener Lokalbahnen, revenue fell by more than 40%. The freight subsidiary WLC increased its transport volumes in Austria and Germany through new transport operations despite the coronavirus pandemic and the resulting drop in revenue. Wiener Lokalbahnen Verkehrsdienste saw an approximately 40% fall in revenue as a result of the lockdowns and the resulting closures of schools, institutions, workplaces and various restrictions on movement.

Against the backdrop of a slight excess in mortality, revenues in the **Funeral Services and Cemeteries** division increased by 3%. Mortality increased especially towards the end of the year. Due to the pandemic, funeral services were under severe restrictions for much of the year, with the number of mourners limited to five for a time, though this was later increased to 20 and, most recently, to 50 people.

Revenues from the **Car Parks** division slumped significantly by 15%. Lack of tourism, closures in the retail sector as well as more people working from home significantly reduced the mobility of the population. The biggest losses in revenue were recorded by Vienna Central Station, the inner-city car parks and Siebenhirten park and ride. Permanent parking revenues increased due to the new car park in Neu Leopoldau added in 2019.

8%

increase in **EBITDA** compared to the previous year.

Lower expenses and higher net profit for the year

There were a number of expense-reducing effects in the expense items, which meant that income items improved significantly in some areas compared to the previous year. For example, we recognised a long-term accrual of EUR 177.8m as a one-off effect in our balance sheet. However, the write-up on property, plant and equipment due to impairment tests, lower other operating expenses due to coronavirus-related maintenance deferrals to subsequent years and lower expenses in the regulatory account also had a positive impact on earnings last year. EBITDA adjusted for foreign procurement rights and other one-off or rare expenses and income increased by 8.1% to EUR 615.6m. After tax deductions, the Group achieved an adjusted net income of EUR 283.4m. The value, which is also one of our important control parameters, was thus 15% above the previous year.

EUR 647.6 m

used to strengthen our **future and performance capabilities**.

Investments remain at a high level

Our Group invested a total of EUR 1.76bn in 2020. With investments in property, plant and equipment and intangible assets amounting to EUR 647.6m (previous year: EUR 641.9m), we again used a very high proportion of our funds last year to strengthen our sustainability and performance. The central themes were digitalisation, innovation and climate protection. Due to the significantly increased revenue, the investment ratio (CAPEX ratio) decreased marginally by 0.6 percentage points to 20.6% with slightly lower investments. We spent 72% of our investments in fixed assets on climate-friendly projects.

Financial participation in EVN

Last August, our company took over a share package of more than 28% in EVN AG from the German EnBW Trust e.V. following approval by the competition authorities. This makes Wiener Stadtwerke the second largest shareholder of EVN AG after majority shareholder State of Lower Austria (51%). We see the share acquisition as a purely financial investment without operational intervention. It is an attractive investment in the rock-solid business of an Austrian company and a sensible addition to our portfolio. Our investment guarantees EVN a financially stable Austrian shareholder.

Capital assets further strengthened

Our Group's total assets rose by around 22% in 2020 to EUR 13.9bn. Property, plant and equipment is naturally the largest asset item for an infrastructure service provider. As of the balance sheet date, it amounted to EUR 4.3bn and was around 5% higher than in the previous year and corresponds to 31% of the balance sheet total. Total non-current assets increased by 28% to EUR 12.3bn. They account for 88% of total assets and, in addition to property, plant and equipment, consist largely of shareholdings and investments falling due in more than one year. The increase is mainly due to the acquisition of the participation in EVN and the valuation of the participation we hold in Verbund.

28%

increase in **non-current assets**.

The capital and reserves of our Group, which is wholly owned by the City of Vienna, advanced by +41% to EUR 5.0bn on a successive reporting date comparison. The reason for this is the valuation of the interest in Verbund, the positive change of which is included in other comprehensive income (OCI). The equity ratio thus improved by 5 percentage points to 36.2%.

Outlook: Huge investments in a sustainable future

The stable economic foundation gives us every opportunity for the current financial year to successfully continue on our path in the service of the citizens of our city. The pandemic and difficult energy conditions will remain challenges for the time being. We are countering this by improving our efficiency and intensifying our innovative activities.

We are paying special attention to climate protection and plan a total investment volume of **EUR 5.6bn** in property, plant and equipment and in the areas of mobility and energy up to 2025. 76% of this, or EUR 4.25bn, will go into climate-friendly projects.

EUR 1.2 bn

will be invested in **expanding the U2xU5 lines** up to 2025.

One important area of investment is **hydrogen**. Wiener Stadtwerke's infrastructure allows it to cover production to delivery, charging and use of hydrogen from a single source. In concrete terms, Wien Energie and Wiener Netze are building a 2.5 MW electrolysis plant and will also ensure the transport of hydrogen to a filling station at the Leopoldau bus depot, which will be opened in late autumn 2021. By 2024, ten Wiener Linien hydrogen buses will be refuelled there and used on line 39A.



In the energy sector, Wien Energie is investing hundreds of millions in the expansion of renewable energies; in photovoltaics, wind power, hydropower, district heating, district cooling as well as in hydrogen.

In the coming years, Wiener Netze will put EUR 300m into modernising its pipeline networks, also making them fit for the future.

In the mobility sector, we will be particularly busy in the coming years with the construction of the U2xU5 interchange. EUR 1.2bn will be invested in this project by 2025, so that in the future even more people will be able to reach their destination in a climate-friendly way.

Progress in sustainability

Our Group units also played a successful role in implementing our Smart City Vienna strategy in 2020. We will raise our stakes in the coming years with high investments.

Twin goals of stability and sustainability

Since 2018, our Group strategy has been to pursue the two central goals of sustainably securing a stable financial basis and helping to shape the City of Vienna’s move towards becoming a Smart City. Our Group is particularly focusing on climate protection and energy efficiency for the greatest possible reduction in carbon emissions.

We are an important partner in the successful implementation of the City of Vienna’s Smart City strategy, especially in the areas of infrastructure development, climate protection and innovation promotion. The Smart City Vienna strategy is the city’s sustainable development strategy between now and 2040, and is based on all of the UN Agenda 2030 Sustainable Development Goals (SDGs). As an overarching umbrella strategy, the Vienna Smart City strategy guides the actions of all institutions of the city and its municipal enterprises. The city and its institutions invite the scientific

community, business community and Viennese citizens to participate in implementing these goals.

The Smart City goals are taken up by our Group strategy and the sub-strategies of our Group companies, put into operation and concretised through appropriate measures. We also cooperate with external partners in the implementation. Our Group’s mobility companies are important implementation partners for achieving the goals set by the Mobility and Transport division, while Smart City governance ensures the sub-strategies are compatible with the content and time horizons of the overall strategy.

 For more information, see pages 9 and 41 of the sustainability report.

We are pursuing our sustainability goals in the cooperative interaction between all Group units, by promoting new ideas and being open to change. In recent years, we have consistently geared our corporate strategy towards sustainable business and fulfilling our economic, ecological, social and ethical responsibilities.

Wiener Stadtwerke Group’s strategy

<p>Secure financial footing by:</p> <ul style="list-style-type: none"> ■ Securing earnings cash flow ■ Maintaining a stable equity ratio ■ Maintaining stable financial assets 			<p>Make Vienna a smart city by:</p> <ul style="list-style-type: none"> ■ Protecting the climate and increasing energy efficiency to reduce carbon emissions as much as possible ■ Digitalisation and innovation: Using available data to enter new customer segments ■ Taking economic, social and ecological responsibility 		
<p>Potential/employees</p> <ul style="list-style-type: none"> ■ Enhance corporate culture, strengthen team spirit and promote cross-company cooperation ■ Increase focus on performance and optimise deployment of staff ■ Embed innovative thinking and action in the organisational structure 	<p>Processes/productivity/efficiency</p> <ul style="list-style-type: none"> ■ Use digitalisation to increase internal efficiency (process automation) ■ Expand the use of new technologies ■ Develop new products and increase customer acquisition ■ Establish the central position of Wiener Stadtwerke in all relevant networks 	<p>Markets/customers/products</p> <ul style="list-style-type: none"> ■ Secure market position/retain existing customers and acquire new customers/one-stop shop ■ Develop new joint business models ■ Place customers at the centre and meet their needs through stronger collaboration within the Group 			

More than **100**

research and innovation projects have been launched at our Group companies.

Innovation is an important component for achieving our sustainability goals

Innovation also needs a suitable framework, so a Group-wide innovation process, common innovation strategy and the necessary organisational structures have been developed, defined and implemented in collaboration with all Group companies with the overarching goal of creating a lively environment that encourages innovation.

In 2020, over 100 research and innovation projects were launched in our Group companies, almost half of which relate to the future topic of digitalisation. Trend scouting was also further developed because active, systematic trend scouting enables us to identify, evaluate and draw on relevant developments outside of the Group as inspiration for innovative products and services. The Innovation Academy, a Group training initiative for promoting innovation-related and methods-based skills, was also expanded with new training seminars on customer orientation. We also worked with more start-ups and stepped up strategic collaborations with scientific players.

Joining the Hydrogen Alliance

Hydrogen will be an important part of the solution to creating a sustainable energy supply in the future. We see a very good opportunity to integrate this energy resource into our processes and in 2020 we joined the European Hydrogen Alliance, which was launched by the EU Commission the same year. The alliance aims to make Europe the pioneer continent for the hydrogen industry, which is why Brussels is planning investment incentives worth billions. According to EU figures, the share of hydrogen in the European energy mix could rise from a current 2% to up to 14% over the next 30 years. Besides us, the European Hydrogen Alliance in Austria also includes the Ministry of Economics, the Austrian Institute of Technology (AIT), Österreichs Energie and Verbund AG.

The first step involves concentrating on the use of hydrogen in public transport, so we have already put our first hydrogen bus into operation in a pilot project. Our big advantage is that we can cover the entire value chain with hydrogen being supplied by Wien Energie, the fuelling station being provided by Wiener Netze, and the



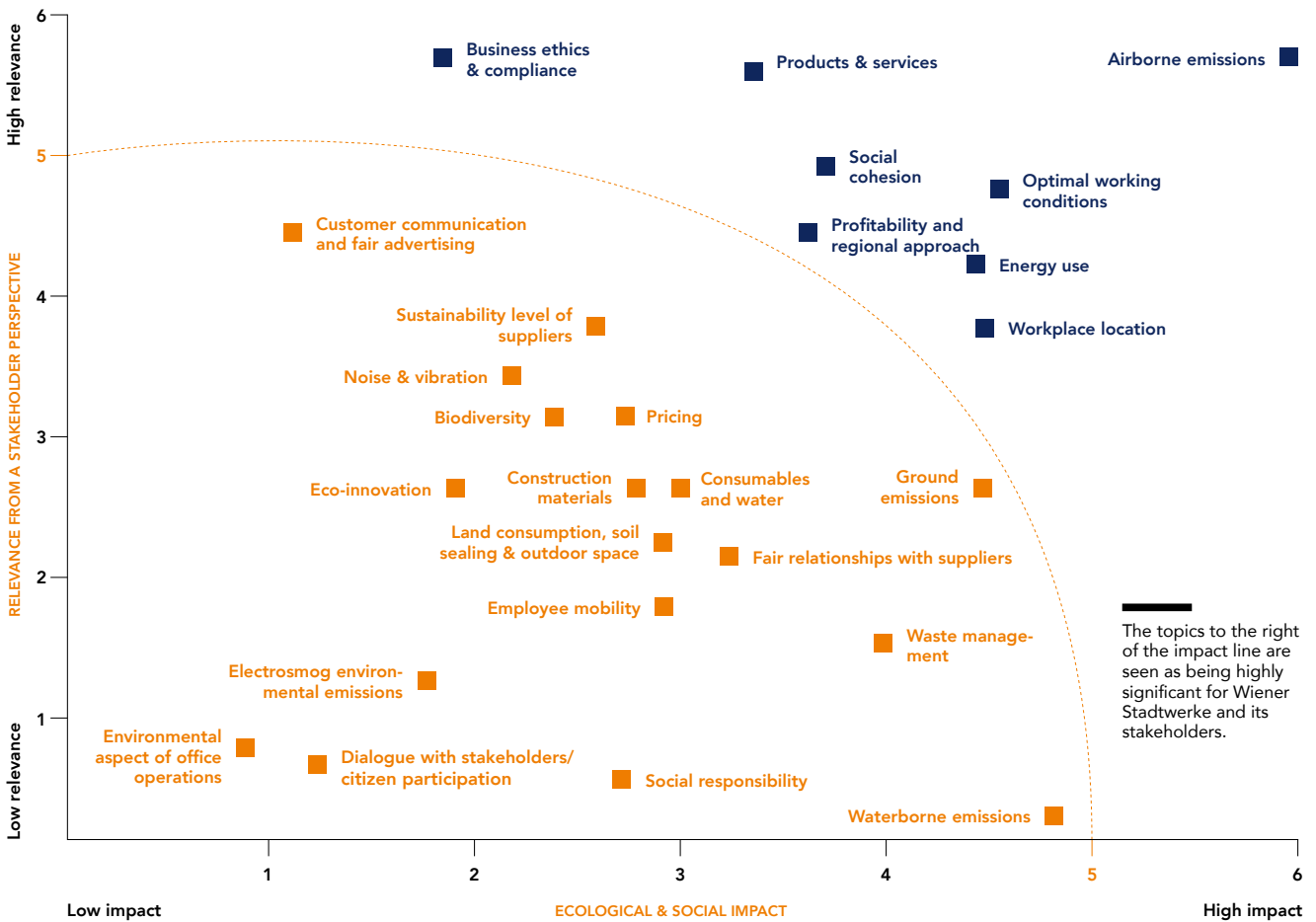
Sustainable transport – the hydrogen bus.

bus being operated by Wiener Linien. After a successful project launch, new hydrogen buses will be on the road in Vienna by 2024. In the longer term, it is conceivable that we will open up even more sales markets for hydrogen; from heating to transport, we can imagine many areas of application in the future. However, we are not just interested in the pure use of hydrogen, but also in the possible conversion between different forms of energy, known as sector coupling, which is a crucial component in achieving a climate-neutral future.

Understanding our stakeholders' priorities

Our circle of stakeholders is large and diverse. It includes the people and companies in our region, our customers and business partners, our employees and their families, our owner the City of Vienna, politicians, associations, the public and research facilities. With these and numerous other groups, we have mutual and sometimes multi-layered relationships. While collaboration is not always without its conflicting goals, it is always solution-oriented.

Material topics for Wiener Stadtwerke



To be able to work towards the right solutions we need to know what moves our stakeholders, so we are in regular dialogue with them; in everyday life, at events, as part of memberships, and also by cultivating an advisory board culture.

We also conduct materiality surveys at regular intervals, the most recent being in 2018, which specifically asked our stakeholders what topics concern them and how important those topics are for them. The attached chart shows the results across all target groups. It shows that there is a broad range of areas in which our responsible actions are in demand, whether socially, ecologically, economically, and morally and ethically. We are addressing these issues on a daily basis.

[↪ For more information, see page 11 of the sustainability report.](#)

Stakeholder event – virtual works too

While the Covid-19 pandemic hindered the exchange of ideas last year, we were nevertheless able to go ahead with the annual autumn Stakeholder Event in 2020, by holding it virtually. Employees, experts from science, public administration and various interest groups took part in the open dialogue. It became clear from the discussions that Covid-19 will have a long-term impact on social and community life in Vienna and its after-effects will continue to be felt especially in the world of work, education and training and human resources. Our Group will have to respond to these after-effects and provide answers. The same is also true of the further expansion and consolidation of our pioneering role in the fight against climate change and in advancing the energy transition, where our efforts have again confirmed that an intertwined and holistic view of innovation and sustainability can provide the right answers. We will be continuing this open and frank dialogue over the coming years, especially as it provides us with many important ideas for further measures.

Stakeholders expect Wiener Stadtwerke to play a proactive role in the fight against climate change.

SDGs as framework for our sustainability programme

In 2020, we again focused our attention on employing innovative solutions to improve quality of life for the people of Vienna, using the United Nations' Social Development Goals (SDGs) as important orientation. By assigning our sustainability programme initiatives and our internal research and development projects to specific SDGs, we gain additional sustainable performance indicators, enabling us to provide even better information on how our Group is fulfilling its obligations to society as a whole. Wiener Stadtwerke's overall goal is to make a positive contribution to sustainable system transformation through primarily locally initiated projects.



The SDGs are the cornerstone of our sustainability programme.

We review our sustainability programme annually and adapt it to current conditions. Stakeholder interests and the Group's sustainability strategy are taken into account as far as possible in the prioritisation of the fields of action. In order to emphasise the strategic interdependencies of our two central future fields of innovation and sustainability, we have merged the Group-wide research, technology and innovation monitoring with our sustainability programme.

[↪ For more information, see page 13 of the sustainability report.](#)

35%

of the electricity generated by Wien Energie will come from **renewable sources by 2030**.

Focusing on renewable energy resources

By 2030, 35% of the electricity generated by Wien Energie will come from renewable sources. To achieve this, Wien Energie is investing around EUR 400m in expanding the use of renewable energy sources and in corresponding investments between now and 2026. Major investment projects include the expansion of photovoltaic plants, investments in hydroelectric and wind turbines, new district cooling connections and centres, large-scale heat pumps in Spittelau and Simmeringer Haide, and the expansion of district heating and decentralised plants.

In 2020, Wien Energie's total electricity generation was 536.3 GWh lower than in the previous year (equivalent to a drop of 7.3%), while generation

from renewable sources was higher than ever before, with generation from photovoltaics increasing by 77%. Solar power is the most suitable form of renewable energy for urban areas and increasing its use is crucial to meeting our climate targets by 2030. Wien Energie built an average of one new solar power plant every week in 2020, allowing 26 MW of photovoltaic output last year, which is a new annual record. This pace will continue in future as Wien Energie plans to increase its photovoltaic capacity tenfold by 2030 and operate solar power plants with a total of 600 MW.

Wien Energie is ambitiously pursuing the expansion of district heating as an environmentally friendly heating method. In addition to new connections, it is also working flat out to make its energy sources even more climate-friendly, with the greatest potential lying in the use of existing waste heat and in geothermal energy.

x 10

Wien Energie is significantly expanding its photovoltaic capacity between now and 2030.



Photovoltaic systems form a fundamental part of the urban energy transformation.

Further expansion of mobility infrastructure

Between 2018 and 2022, Wiener Linien is investing EUR 2bn in maintaining and expanding its public transport infrastructure, including the extension of selected routes and the addition of new flexible and attractive mobility services to its public transport services. An important milestone is the U2xU5 interchange project and the new U5 line, while the largest modernisation in the history of the Vienna metro, the NEU4, will run until 2024. In addition to the ongoing modernisation of its vehicle fleet (from electric buses to its new low-floor Flexity tram), Wiener Linien is pushing ahead with future projects such as real-time information displays at stations and the planned commissioning of the self-driving U5 line in 2026.

The renewal of the Wiener Linien bus fleet of around 400 vehicles was completed at the end of 2019, enabling a 20% energy saving and a 44% reduction in carbon emissions in 2020. Despite the approximate 28% expansion of the transport network and the resulting increase in kilometres travelled, this has reduced the energy consumption of the entire bus fleet by at least a quarter over recent years.

Since January 2020, Wiener Linien has been sourcing 100% renewable energy from Austria to power metros, trams and stations, saving an additional 49,000 tonnes of CO₂ in 2020.



In collaboration with Wien Energie, WIPARK is involved in the expansion of charging infrastructure for e-mobility. Since a wide-area installation of electric charging stations in public spaces appears impractical for various reasons, car parks are the logical alternative, as they can provide an extensive charging infrastructure without taking up valuable open space. Electric cars can now be charged at around 200 charging points in WIPARK car parks.



With around 200 charging points, WIPARK car parks are supporting sustainable mobility.

100%
reduction in **carbon emissions** of the Wiener Linien bus fleet

Funeral services and cemeteries: Solar energy for the headquarters

In collaboration with Wien Energie, B&F Wien – Bestattung und Friedhöfe GmbH has opted for green electricity, i.e. electricity generated from renewable sources, focusing on sustainable and environmentally friendly energy generation technologies. Solar energy can be used directly by collecting solar radiation to generate electricity. A total of around 800 panels have been installed at the company headquarters at Simmeringer Hauptstrasse 339, which itself offers plenty of space with an area of around 2,600 square metres and options to generate renewable energy and to use green electricity.

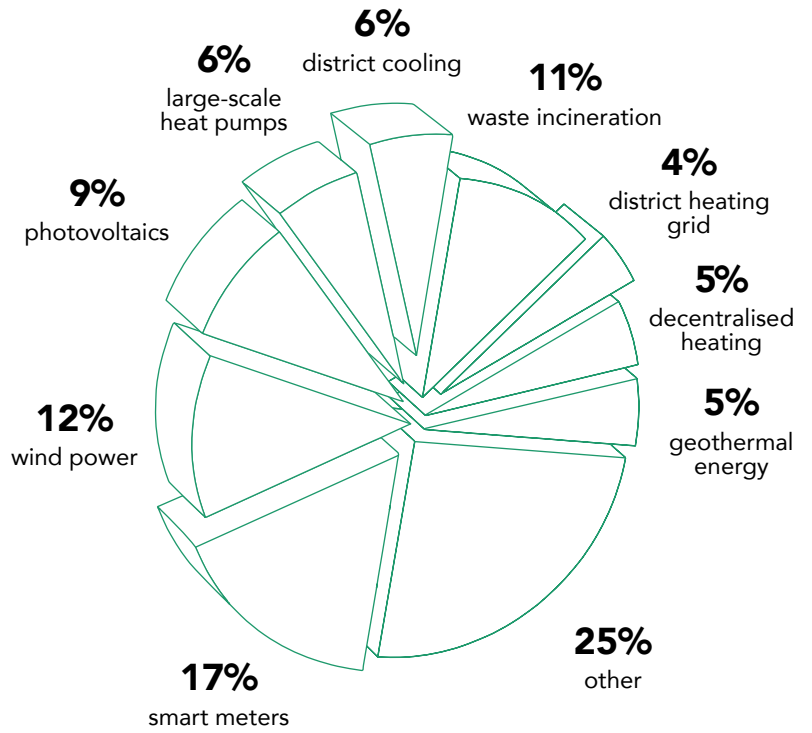
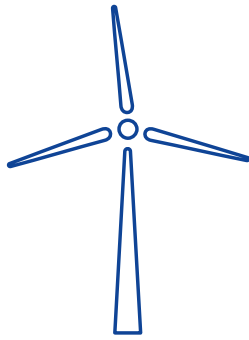
Looking to the future

EUR 5.6bn for
a city people love
to live in

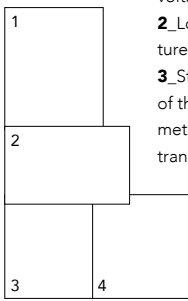
Wiener Stadtwerke is investing a total of EUR 5.6bn in the future of Vienna between 2021 and 2025. Three quarters of this (76%) will go to climate-friendly projects. Core topics include the supply of renewable energy, promoting environmentally friendly transport and digitalisation.



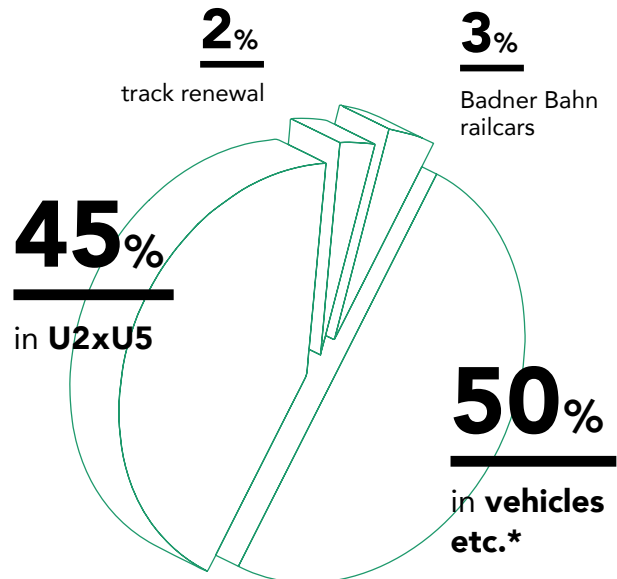
EUR 1.47bn for low-emission and efficient energy supply



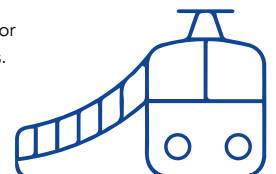
1 Large-scale photovoltaics.
2 Looking to the future with confidence.
3 Staying on top of things with smart meters.
4 Tomorrow's transport solutions.



EUR 2.78bn for environmentally friendly transport



* This includes the purchase of 99 low-floor trams and 17 type X underground trains.



Investments 2021–2025

WIENER LINIEN

EUR 2,666m

Climate-related:
EUR 2,666m (100%)

WIENER NETZE

EUR 1,482m

Climate-related:
EUR 335m (23%)

WIEN ENERGIE

EUR 1,194m

Climate-related:
EUR 1,077m (90%)

WIENER LOKALBAHNEN

EUR 150m

Climate-related:
EUR 150m (100%)

FUNERAL SERVICES & CEMETERIES

EUR 23m

Climate-related:
EUR 15m (65%)

WIPARK

EUR 14m

Climate-related:
EUR 9m (64%)

OTHER

EUR 63m

Climate-related:
EUR 0m (0%)

WIENER STADTWERKE GROUP

EUR 5,594m

Climate-related:
EUR 4,252m (76%)

Smart meters prepare the way for an energy-efficient future

With smart meters, residents can always maintain an overview of how much electricity they are using or producing. This makes it easier to regulate energy supply and provides an incentive to identify appliances that guzzle electricity. Smart meters are a key component in bringing about the energy transformation.

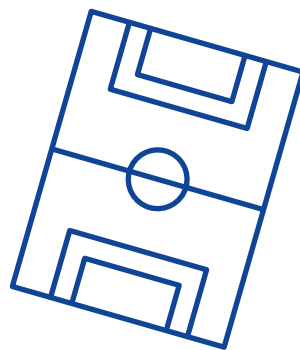
1.6 million



old analogue meters will be swapped out for new **electronic meters** by Wiener Netze over the next few years.

Vienna, the solar city

Solar energy is the most suitable form of renewable energy for cities. In 2020, Wien Energie built a new solar power station every week and expanded its photovoltaic capacity by 77%. But the end is still a long way off. Wien Energie plans to increase its photovoltaic capacity tenfold by 2030. This corresponds to a total capacity of 600 MW.



1,200

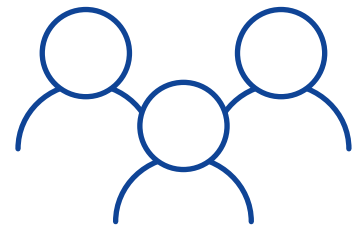
The area covered by solar **power plants** in Vienna will be equivalent to 1,200 football pitches by 2030.

Good for citizens and the climate – expanding the U2xU5 interchange

Vienna is the world's most liveable city. Before the coronavirus pandemic, 38% of daily journeys in Vienna were made by public transport and only 25% in private cars. Compared to other countries, this is an outstandingly high level of public transport use. For years there have been more annual ticket holders than car owners in Vienna. To make sure things stay that way, the public transport network is constantly growing. An important step in this is strengthening the city's vital underground system. By expanding the U2xU5 lines and building thirteen new underground stations, we are boosting Vienna's public transport system – with additional space for 300 million passengers and public transport access for 450,000 people. This will save around 550 million kilometres being travelled by car and an additional 75,000 tonnes of CO₂ every year. The expansion of the public transport system also bolsters Vienna's position as a business hub. The investments will create and secure 30,000 jobs. In addition, connections to the underground will revitalise a lot of neighbourhoods and shopping streets.

450,000

people will have a better connection to the public transport system with the U2xU5.



Up to
100,000

homes will be connected to the fibre-optic network by 2030.

Vienna, the digital capital

Fibre-optic networks belong to the basic infrastructure of a city nowadays. The expansion of broadband networks is a crucial prerequisite for Vienna to continue competing with other major European cities in the future. Wien Energie is also embracing the digital age with its innovative urban development projects and smart technology. We will invest EUR 120m in innovation and new business models by 2023, focusing in particular on the expansion of gigabit-capable fibre-optic networks.



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