PERUSAHAAN LISTRIK NEGARA

INDONESIA ELECTRICITY COMPANY
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Sofyan Basir
President
Director

To be acknowledged as a growing, superior, and trusted world-class company, supported by its competent human resources is our fundamental vision in serving our customers.

In the implementation, we will undergo certain principles: Running an electricity business and other related sectors, oriented to customer satisfaction, company members and shareholders; Making electricity as a medium to improve quality of life of the peoples; Doing every effort for electricity as an economic booster; and Operating an environmentally friendly business. These principles we believe could realize the company growth, the environment sustainability, as well as the nation’s development.

We are doing everything in realizing the Indonesian government mandate to be a locomotive for economic growth and to electrify archipelago until outermost islands. We are also taking all measures to ensure the reliability of our electricity system. For every step of the way, we are giving our utmost to build people’s belief that the electricity development is not only useful for them, but also for the future generations. Last but not least, we ask for your wholeheartedly support and cooperation going forward.
PLN is the only State-Owned Enterprise in the power sector and ensures that everyone throughout Indonesia has access to electricity. Initially established as Jawatan Listrik dan Gas under the Department of Public Works and Energy by President Soekarno on October 27, 1945, PLN has since made rapid progress and in 2015 was recognized as one of the 500 biggest companies in the world (rank 480, Fortune 500).
As a holding company, we have attained idAAA rating from PT Pemeringkat Efek Indonesia and BBB-, BB, and Baa3--- from Fitch Ratings, Standard & Poor’s, and Moody’s -- in 2015. Our business has grown to other business sectors through subsidiaries, associate entities, joint ventures, and Special Purpose Vehicle (SPV). Our core business remains in electricity supply, especially in power generation, transmission, and distribution.

Tasked to provide electricity to all parts of the country and to all people, PLN has the obligation to continue increasing power capacity and to develop distribution network to meet power demand. Beyond question, electricity is part of basic infrastructure that carries great multiplier effects to Indonesia’s economic development.
OUR LINES OF BUSINESS

- Generation
- Transmission
- Distribution
- Retail
**Generation**

As a power company, we control, own, and operate no less than 80% of generation capacity in Indonesia. We are also the sole buyer of electricity produced by Independent Power Producers (IPP). In total, we control over 52 GW of generation capacity.
PLN takes into account a number of criteria in constructing and developing generation capacity, such as reliability of power generators, cost efficiency, generator’s performance, and generator’s location that should be close to consumers.

- Power capacity development is carried out optimally, observing the principle of least cost of power supply whilst ensuring reliability measured by Loss of Load Probability (LOLP) and reserved margin.
- Developing and harnessing renewable energy.
Transmission

We control and operate 100% of transmission network in Indonesia, which extends to a total length of 41.6 thousand kilo-meter circuit (kmc), and a total substation capacity of 92,6 thousand Mega Volt Ampere (MVA).
By operating and developing transmission lines and substations, we aim to balance our generation capacity efficiently with power demand, meeting certain reliability criteria.

Planning, development, and operation of transmission capacity are carried out by taking into account long-term projection of load growth to 30 years from now and adhering to N-1 reliability criteria.
Distribution
PLN controls and operates 100% distribution network in Indonesia.
Our network has a total length of 890.09 thousand kmc and a total of 50.15 thousand MVA of transformer capacity. We are committed to continue growing our distribution system by improving voltage service, improving SAIDI and SAIFI, reducing technical loss rate of network, and rehabilitating aging network continued with network expansion to serve the growth and improvement of service facilities.
Retail

We serve a total of 62 million customers across Indonesia.
Contact Center 123
Giving Our Best to Serve Customers

Taking another step towards becoming a world-class company, PLN has set up a centralized contact center, PLN 123, for all Indonesia. Enhancing public service integrity, this modern setting enables the delivery of genuine customer service that is accessible by anyone, anywhere, anytime.

Providing a range of services from addressing connection request (new, additional, and temporary connections), information dissemination and complaint handling, and as well as restoring power disruptions, PLN 123 Customer Care is supported by centralized back office applications, namely Customer Report and Complaint Application, Centralized Revenue Management and Monitoring Application, also Centralized Customer Service Application.
Prepaid Service

We are the largest provider of prepaid electricity serving more than 22.2 million prepaid customers that will continue to increase. Our prepaid product is branded “Listrik Pintar”, or Smart Electricity, since this system allows end consumers to manage their power use according to their needs and capability.
Substantial Investment for Future Indonesia 2015-2019
THE PLAN OF ELECTRICITY INFRASTRUCTURE DEVELOPMENT 2015-2019

Program Overview

We recognize the role of power as part of the people’s basic needs and as a driver of economy.

Any economy that grows by 6% to 7% requires at least 7,000 MW of additional electricity supply. Therefore, we endeavor to increase our supply reliability and to expand electrification to unreached areas.

To that end, we have launched the 35,000 MW program. A strategic program with national importance, it has been formalized in the National Medium-Term Development Plan 2015-2019. The 35,000 MW project for Indonesia will see the development of power infrastructure consisting of 291 power plants, 732 transmissions, and 1,375 substations. Projects will take place in up to 210 sites in various Indonesian regions – 59 sites in Sumatera, 34 sites in Java, 49 sites in Sulawesi, 34 sites in Kalimantan, and 34 sites in Eastern Indonesia.
Considering the scale and scope, project activities will also bring favorable impacts to industry sectors, investments, and work creation, resulting in higher use of domestic resources and translating into 650,000 of direct and 3,000,000 of indirect job opportunities.

We envisage the 35,000 MW Program to not only increasing electrification ratio to 97.4% in 2019, but also supporting this nation’s development in the future.

**Total Power Plant**: 35,708.5 MW  
**Total Transmission**: 46,597 kmc  
**Total Substation**: 108,789 MVA

**Kalimantan**
- **Power Plant**: 2,158.4 MW  
- **Transmission**: 7,883 kmc  
- **Substation**: 3,910 MVA

**Maluku & Papua**
- **Power Plant**: 423.6 MW  
- **Transmission**: 1,017 kmc  
- **Substation**: 770 MVA

**Sulawesi & Nusa Tenggara**
- **Power Plant**: 3,638.4 MW  
- **Transmission**: 7,207 kmc  
- **Substation**: 5,620 MVA

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MW: Mega Watt  
Kmc: Kilo meter circuit  
MVA: Mega Volt Ampere

Updated End of November 2016
The Construction of 35.000 MW Project
CORPORATE SOCIAL RESPONSIBILITY

Sustainable Nature, Sustainable Indonesia
PLN's core business is closely related with environmental issues. Therefore, environmental and wildlife conservation efforts are important for us. We are involved in the development of waste bank that not only helps in waste management, but also contributes to community livelihood.
CORPORATE SOCIAL RESPONSIBILITY

Education, a key to Life
Our Employee Volunteer Program supports PLN's education program for the people. Themed “Duta Muda Bersinar”, or Shining Young Ambassador, we are taking active participation in educating kids, as well as building school infrastructure and facilities.
CORPORATE SOCIAL RESPONSIBILITY

Health Improvement
Health is fundamental to a society. As community health is a part of our concern, we provide free healthcare services, such as dental and eye surgery, healthcare for congenital heart disease, maternal and children health posts as well as taking efforts to reduce maternal and child mortality rate. We also rebuild sports and health facilities.
CORPORATE SOCIAL RESPONSIBILITY

Improving Spiritual Relations
Through our contribution in this area, we aim to support spiritual activities, creating safe and peaceful environment. We conduct several things, such as helping the construction or rehabilitation of houses of worship, providing worship supplies, and supporting the implementation of religious activities.
CORPORATE SOCIAL RESPONSIBILITY

Infrastructure for Better Life
The better infrastructure condition, the more growth of a nation can get. PLN’s infrastructure assistance and programs generate this as a direct impact. In addition to economy, our infrastructure improvement activities also target environment and health. We provide assistance to provide better public facilities, including communal sanitation facility, pedestrian path, alternative crossing bridge, clean water access, and public facility.