



**Energy moving with the times.**  
**ewz – the company.**

**ewz**

Die Energie



Ein Unternehmen  
der Stadt Zürich

# Energy moving with the times.

## ewz in brief.

**ewz has been supplying the city of Zurich and parts of the Grisons with power since 1892, and offers a comprehensive range of energy services. With over 900 employees, 100 of whom work in the Grisons, we are one of the ten largest power companies in Switzerland. ewz is a municipal service division.**

More than 220 000 customers in the city of Zurich, Mittelbünden, Bergell and the Rhine Valley in the Grisons count on us for their energy. Dependable, cost-efficient, environment-friendly power supply is a top priority for us, and our main goal is high customer satisfaction. To this end, ewz subjects its comprehensive management system to regular external inspection. Our process management is certified to ISO 9001, our environmental management to ISO 14001.

### **Energy takes a new path.**

ewz offers products and services beyond its core competence, which is the production, transportation and distribution of electrical power. These include energy consulting as well as the business fields contracting, telecommunications, and grid services. In addition, ewz is also responsible for public lighting and clocks in the city of Zurich.

ewz moves with the times. We are working on issues today that will become increasingly important as time goes on, such as secure and ecological power supply, efficient energy use, and modern communications technologies (including a broadband network) for the city of Zurich. And we are training some 40 apprentices in nine different professions. All guided by our corporate values: a pioneering spirit, dependability, and agility.



# Energy that brings power home.

## Electricity from ewz.

**We don't notice just how central a role electrical power plays in our lives until one day it's out. You can count on ewz to keep the power supply flowing. But where does the energy come from, and how does ewz deliver it to us, day after day?**

If it weren't for ewz, the city of Zurich and parts of the Grisons would have to do without hot meals, televisions and computers – and that's just for starters. ewz produces, transports and distributes the electrical power required to keep our daily lives humming along merrily. There aren't many Swiss power companies that offer such a comprehensive range of services all under one roof.

### **Producing power.**

ewz produces roughly a third of the energy it supplies in its own 14 hydroelectric power plants, of which 11 are located in the Grisons and three on the Limmat. Hydroelectric power production has been a core competence of ours for more than 100 years. In 1903 the people of the city of Zurich approved the construction of the Albula power plant, thus laying the cornerstone for a partnership that continues to this day. The hydroelectric powerplants in Höngg and Wetztingen carry the naturemade star label, Switzerland's highest seal of green power quality, while the others are certified naturemade basic, for power from renewable sources. In-house production is supplemented by ewz's stake in other Swiss hydroelectric power plants.

### **ewz.solarstrombörse.**

The ewz solar power exchange – ewz.solarstrombörse – was founded in 1997 and has been successful from the very start. Solar power providers benefit from long-term supply contracts, and our customers are able to support environment-friendly energy production. ewz solar power carries the naturemade star seal of approval. More than 100 facilities belong to the ewz.solarstrombörse, which is today Switzerland's largest supplier of solar power.

### **For the sake of the environment.**

On October 1, 2006, ewz introduced new energy products for the city of Zurich. Its green power products were a great success, with customers opting for natural energy and ordering 12 times more green power than in the previous year. This in turn created a boom for the producers of ecological energy. Power producers were encouraged to build additional green power facilities, and some 40 solar power plants are currently under construction to keep up with the extra demand. Particularly sought after is power produced from biomass and wind, which ewz procures from biomass plants in Switzerland, and wind farms both in Switzerland and abroad.

### **Conventional energy.**

Yet another arrow in ewz's quiver is nuclear power. Nuclear facilities ensure reliable supply because they can be run day and night, as well as in all weather conditions – which is why ewz has a stake in various nuclear power plants.

### **A high-voltage voyage.**

Once produced, ewz's energy is ready to begin its journey to the supply area. Our employees work hard to engineer and maintain 700 kilometres of high-tension overhead transmission lines, which bring the power from the plants to the distribution grids at a current of 380 and 220 kilovolts. While a portion of the power goes to other plants and traders via nodal points, energy flows into Zurich by way of four interconnection substations on the outskirts of the city.



**Power supply – from plant to socket.**

ewz's distribution grids deliver energy to the city of Zurich and parts of the Grisons. Over 360 employees are at work planning, constructing, and running the large, complex grid, some 70 square kilometres in area, and thus ensuring that electrical power is always available. 4000 kilometres of cable deliver this energy to 17 district substations, which are in turn connected to 678 transformer stations throughout the city, to supply power to all private and commercial buildings as well as public facilities and streetlights.

**Cooperative ventures and trade.**

Together with other city and municipal facilities, ewz founded Swisspower AG with branch offices throughout Switzerland to supply major customers. ewz is also a founding member of swissgrid Ltd, the national transmission system operator that guarantees reliable power supply and enhances our position in Europe.

Our product line is attractive and competitive. To make sure it stays that way, Statkraft Markets, a globally active energy-trading organisation, supports us on the international power market, both with risk management and in the development of new business fields.



# Energy ensures quality. Grid services by ewz.

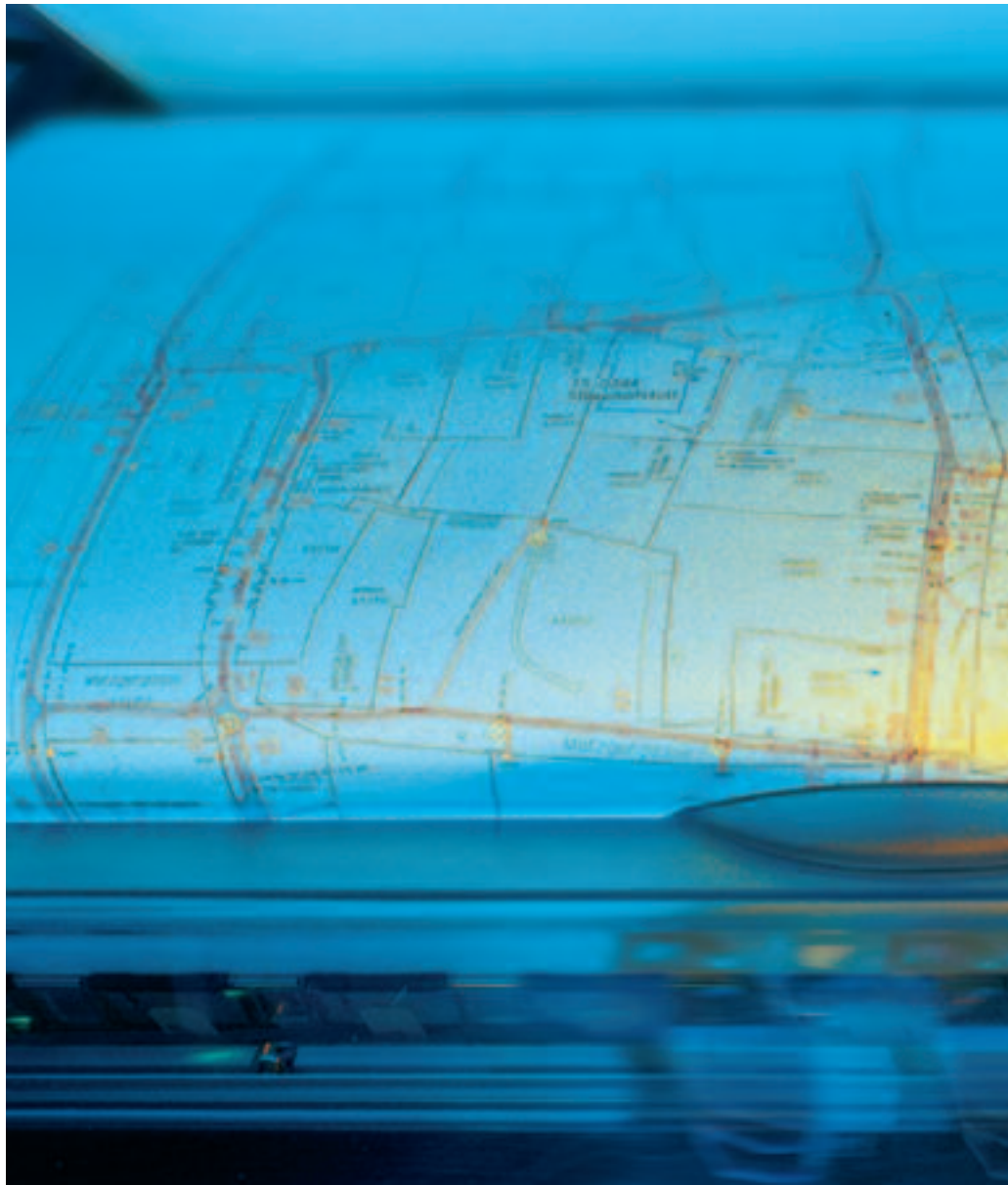
**Even with an extremely reliable energy supply, the power grid can falter from time to time. For those rare moments when power is interrupted or voltage fluctuates, ewz grid services keep risks down to an absolute minimum and take care of problems promptly.**

It's a long way from the power plant to the socket, and our grids are subject to ever greater burdens. This can lead to voltage swings, disruptions and outages. Even the briefest power outage can have serious consequences: when a surveillance system is shut down, for instance, or a computer fails during the night. With our broad range of services, we are busy every day minimising outage risks for our customers and taking care of problems promptly.

## **Energy pays attention.**

Truly reliable supply depends on well-maintained, solidly built, intact facilities. All of our services are aimed at optimising reliability for a seamless power supply.

ewz offers you support, from your original concept all the way to the operation of high- and medium-voltage facilities. We take care of every aspect of planning, project management and realisation and provide all necessary services, including on-call duty and maintenance. We also offer these same services on a contract basis, with ewz plant financing.



# Energy in step with the times. Public service by ewz.

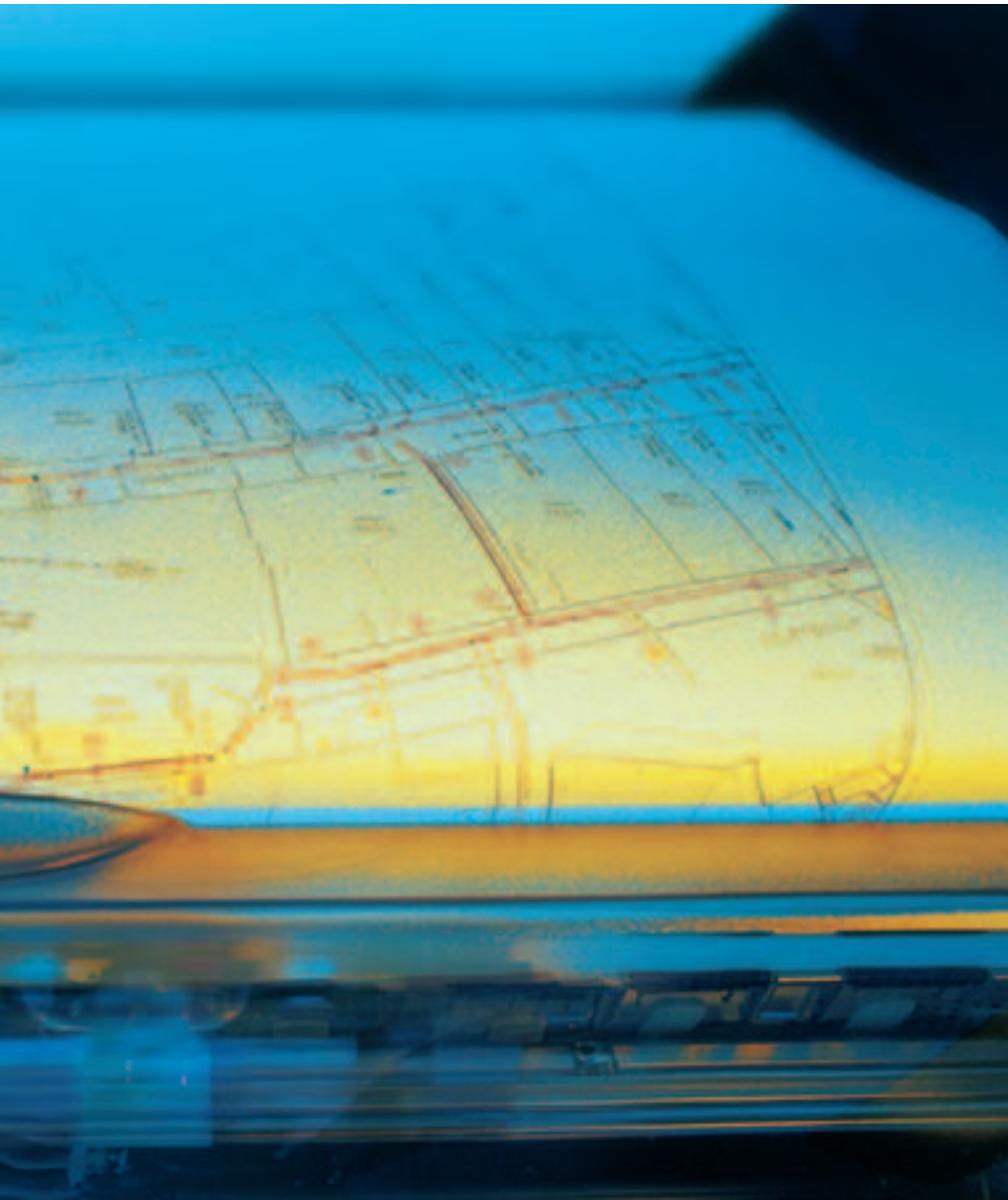
**By managing public lighting in Zurich, our public service makes sure that the city is attractively – and safely – illuminated. ewz in step with the times – with modern lighting concepts and maintenance of public clocks.**

Every night, when the city by the Limmat puts on its best face for natives and tourists alike, our employees are busy behind the scenes. The ewz lighting service is responsible for the construction and operation of Zurich's lighting systems, some 57 000 lamps keeping

over 700 kilometres of streets and walkways bright. The spotlight is also on squares, parks, pedestrian zones and historic buildings. Our specialists use energy-efficient lamps to keep costs low, without neglecting either their mandate to provide safe illumination or their commitment to a pleasing aesthetic environment. Plan Lumière is to be phased in by 2014.

## **Time for Zurich.**

ewz not only moves with the times, it also helps keep time. ewz clock maintenance oversees 340 public clocks, including a few run by solar power. Even at times when practically everyone carries a watch, Zurich's public clocks are an indispensable part of the cityscape. A group of professionals keeps them accurate around the clock – literally!





## Energy invests in environment-friendly technology. Energy services by ewz.

**The specialists in the ewz business field energy services not only develop and implement innovative power-supply solutions, they also maintain the requisite facilities, whether newly built or already up and running.**

ewz energy contracting runs the gamut from conceptual work to planning, financing, and building facilities. We provide our customers with the energy they need for heating and cooling, among other things, and assume complete liability for operating and investment risks. Our 24-hour on-call duty ensures reliable supply 365 days a year. Conservation of property value is a function of professionally run power-supply facilities, regular maintenance, and timely reinvestment.

Energy contracting offers an innovative solution for home and condominium owners as well as for property management companies. ewz uses the latest technology and promotes ecological power supply in order to help protect the environment together with its customers.



# Energy at the speed of light. Telecommunications by ewz.

**We are gradually phasing in a fibre-optics broadband network – ewz.zürinet. Ultra-speedy data transfer will help Zurich maintain its reputation as an innovative, progressive city and make it possible for the public to enjoy professional, modern telecommunications and multimedia applications.**

ewz is using its own fibre-optics grid to create a broadband network for the city of

Zurich that will benefit everyone, the general population, the private sector, and the public sector alike. ewz.zürinet's ultra-fast data transfer rates are Zurich's ticket to the digital future. ewz.zürinet is available for use by all telecommunications and multimedia-service providers. End customers will be able to choose their provider for a range of services, including telephone, radio, internet, television in HDTV quality, and e-learning.

## **Telecommunications services for business customers.**

As increasing data volume calls for ever wider bandwidths and higher transfer speeds, ewz is using its own extremely secure and reliable fibre-optics grid to construct and operate high-performance connections suitable for establishing local area networks, hooking up computing centres, linking various locations together, and creating proprietary networks. Working closely with other municipal facilities, ewz offers data links to various Swiss cities.





# Energy helps you cut costs. Energy consulting by ewz.

**Our customers have been profiting for years from our professional energy consulting. We offer individual service for all, from private households to bakeries and major banks.**

Do you have questions about your power bill or our product line? Are you moving? Would you like to use less energy for your lighting without sacrificing on comfort? No problem. The professionals at the ewz customer centre in Zurich have all kinds of tips to help you save energy and use power safely. They can also give you advice on energy-efficient appliances – no strings attached, it goes without saying, and at no extra charge. You can also find valuable information on economical, environment-friendly energy use in “ewzoom”, an interactive exhibition at the ewz customer centre.

At [www.ewz.ch](http://www.ewz.ch) you can profit from our 24-hour service. Register your move, learn about upcoming campaigns of the Stromsparfonds (power conservation fund), read up on safety tips, and find out about our lending service (experiment kit, gauges etc.).

## **Energy consulting for business customers.**

ewz offers business customers individual energy consulting on supply, use, efficiency and other related subjects. Consulting covers building technology (heating, ventilation, air conditioning, cooling, sanitary facilities and electricity), building envelope, lighting, appliances, and knowledge transfer on compliance with legal provisions, among other topics.

Our energy consultants can also inform you of the various energy-efficiency models and explain how business customers can take advantage of the efficiency bonus.



# Energy that shows you a good time. Commitment by ewz.

**Can you hear energy? Can you taste it, or smell it? No? Well, neither can we, but we do know how you can experience energy. By sponsoring cultural and sporting events, we raise public awareness of energy as one of the most precious resources in our everyday life.**

ewz sensitises the public at trade fairs, open events in Zurich and the Grisons, and guided tours of power plants, as well as with energy-related happenings at our own cultural venue.

## **Hydroelectric power plant Höngg.**

The ewz power plant on Werd Island in Höngg has been producing electricity for Zurich for over a hundred years. Visitors can immerse themselves in a unique virtual experience against the rushing and hissing backdrop of the plant. School-classes, groups and individuals can visit the Höngg power plant free of charge.

## **Culture has a standing invitation at the Selnau substation.**

We offer makers of culture and their public a venue for events and exhibitions of all kinds in the special ambience of the ewz-Unterwerk Selnau, a listed historic substation. Among the highlights of the Zurich cultural calendar are two events staged at the Selnau space: ewz.selection, Switzerland's biggest photography show, and jazznojazz, the renowned local jazz festival.

## **ewz facilitates top sporting events.**

In endurance sports as in our business, energy production needs to be rational, timely and sufficient. ewz supports a range of sporting events, including the Zurich Marathon, the Zurich Silvesterlauf and the ewz Alpenchallenge in the Grisons. The athletes on the ewz power team and the ZSC Lions hockey team also do their personal best for ewz.



# Energy that keeps in touch. The right addresses for advice and information.

## **ewz in Zurich.**

ewz  
Tramstrasse 35  
8050 Zürich  
Telephone 058 319 41 11  
Telefax 058 319 41 80  
info@ewz.ch  
www.ewz.ch  
ewz – a partner of Swisspower

## **ewz in the Grisons.**

ewz  
Albulastrasse 167  
7411 Sils im Domleschg  
Telephone 058 319 68 68  
Telefax 058 319 69 66  
graubuenden@ewz.ch

## **Private customers.**

ewz customer centre  
Consulting and technical advice  
Beatenplatz 2  
8001 Zürich  
Telephone 058 319 49 60  
Telefax 058 319 41 90  
Mon to Wed, Fri 8 am to 5 pm  
Thur 8 am to 6 pm  
kundenzentrum@ewz.ch

Accounts, removals, charges  
Telephone 058 319 47 01  
Telefax 058 319 41 90  
verrechnung.privatkunden@ewz.ch

## **SME customers.**

Consulting and technical advice  
Telephone 058 319 47 00  
Telefax 058 319 41 98  
kmu@ewz.ch

Accounts, removals, charges  
Telephone 058 319 47 00  
Telefax 058 319 41 98  
verrechnung.kmukunden@ewz.ch

## **Major customers.**

Telephone 058 319 41 11  
Telefax 058 319 41 80

## **Specific information.**

Electromagnetic fields  
Telephone 058 319 41 11  
Telefax 058 319 41 93  
emf@ewz.ch

Energy consulting  
Telephone 058 319 49 60  
energieberatung@ewz.ch

Contracting  
Telephone 058 319 47 12  
Telefax 058 319 43 93  
edl@ewz.ch

Media centre  
Telephone 058 319 49 67  
Telefax 058 319 41 70  
medien@ewz.ch

Grid services  
Telephone 058 319 46 25  
Telefax 058 319 41 84  
netzdienstleistungen@ewz.ch

Public lighting  
Telephone 058 319 49 00  
Telefax 058 319 41 88  
strassenbeleuchtung@ewz.ch

Public clocks  
Telephone 058 319 49 43  
Telefax 058 319 41 99  
uhren@ewz.ch

Troubleshooting (24-hour service)  
Telephone 058 319 40 30

Power conservation fund  
Stromsparfonds  
Telephone 058 319 47 11  
Telefax 058 319 41 80  
stromsparfonds@ewz.ch

Telecom  
Telephone 058 319 47 13  
Telefax 058 319 41 78  
telecom@ewz.ch

Environmental management  
Telephone 058 319 41 11  
Telefax 058 319 41 80  
ums@ewz.ch

## **Culture and events centre.**

ewz-Unterwerk Selnau  
Selnaustrasse 25  
8001 Zürich  
Telephone 058 319 41 11

Visits on request.  
For complete conditions see [www.ewz.ch](http://www.ewz.ch)

## **Visit a power plant.**

Hydroelectric power plant Höngg  
Winzerhalde  
8049 Zürich  
Telephone 058 319 49 60

Visits on request.  
Call to book a visit or go to [www.ewz.ch](http://www.ewz.ch)

## **Further information.**

Current documentation of activities and products may be ordered free of charge or downloaded online.