

ACCESSIBILITY STATEMENT OF ENEL ENERGIA WEBSITE

Enel Energia is committed to making its websites accessible, in accordance with the Law of 9 January 2004, n. 4.

This accessibility statement applies to Enel Energia website <https://enel.it/web/site>.

Compliance status

This website partially complies with the requirements set out in Appendix A of UNI CEI EN 301549 due to the cases of non-compliance listed below.

Content not accessible

The content listed below is not accessible for the following reason: non-compliance with Italian Law No. 4 of 9 January 2004.

Public area:

- All section headings do not follow a correct hierarchical heading structure on the following pages: Commodity page – Offer activation form, Electricity/Gas/Hard Bundle Offer page, Support – Level 1, Product page, Support – Electricity and Gas – Gas Offer for the Vulnerable Protection Service, Login page.
- Interactive components do not include descriptive labels that clarify their purpose or appropriate text alternatives on the following pages: Homepage (Residential and Business) and the offer activation form.
- The Close buttons and Learn more links on the Homepage (Residential and Business) are not correctly detected by assistive technologies.
- Images on the Homepage (Residential and Business) do not include text alternatives.
- The Rich Menu component on the Public Area Homepage and the Private Area login page displays and hides content when hovered over with the mouse or focused via the keyboard, but the content is not detectable by screen readers. The elements do not include descriptive labels explaining their purpose or instructions for proper use (for example, they do not indicate that they are clickable to access hidden content). As a result, the Rich Menu buttons containing hidden content are not accessible through assistive technologies.
- All drop-down buttons in the Support FAQ, Product and Services Support, and Fiber Support sections, which open menus containing information to be read, are not recognized as buttons, and their expanded/collapsed state is not conveyed to assistive technologies.

- The information icons that open additional information (tooltips) in the side cards, the Hero section, and the commercial cards in both the Business and Residential areas are not accessible through assistive technologies.
- Components containing graphical elements necessary to understand the content are not correctly detected. In particular, crossed-out prices displayed within cards in the Electricity, Gas, and Combined Electricity & Gas offers section of the Public Area are not accessible.
- Approximately 1% of the components (specifically, the progress bar in the offer activation form) do not include descriptive labels explaining their purpose and function on the Electricity Offers and Gas Offers pages.

Private area:

- During the payment certification process, the file upload component is not displayed correctly, and the color contrast does not meet accessibility standards.
- During the payment certification and document submission process, the success criterion Language of Page / Language of Parts is not met, as the content is partially in Italian and partially in English.
- Navigation through the links in the side menu is not consistent when using TalkBack. As a result, keyboard focus may move between links without following the visual order displayed on the screen.

No accessible alternatives are currently available.

Methods of sending reports and provider's contact details

To notify cases of non-compliance or to request information and content excluded from the scope of the directive about accessibility, please send an email to digitalaccessibilityhelp@enel.com.

Methods of sending reports to AgID

In the event of an unsatisfactory response or no response, within thirty days of the notification or request, the interested party can forward a report using the method indicated on AgID's institutional website.

Preparation of the accessibility statement

This statement was prepared on 05/03/2025.

The information in this statement was obtained from an assessment carried out by third parties.

The statement was last reviewed on 06/07/2026.

Information about the website

Publication date of the website 09/03/2025

Framework used for the website: Adobe Experience manager

Usability tests have been carried out: Yes

Technological compatibility

The website has been tested with the following combinations of browsers, operating systems and assistive technologies:

Scope	Declared compatibility
Desktop Browser	Google Chrome, Mozilla Firefox, Microsoft Edge
Mobile Browser	Safari su iOS, Chrome su Android
Desktop Screen reader	JAWS, NVDA
Mobile Screen reader	VoiceOver on iOS, TalkBack on Android
Zoom text	Supported up to 200%
Keyboard navigation	Partially supported