



ACCESSIBILITY STATEMENT OF WEBSITE ENEL.IT

Enel energia S.p.A is committed to making its website accessible, in accordance with the Law of 9 January 2004, n. 4.

This accessibility statement applies to www.enel.it.

Compliance status

Partially compliant

This website is partially compliant with the requirements set out in appendix A of the UNI CEI EN 301549 standard, due to the non-compliances listed below.

Non-accessible content

The content listed below is non-accessible for the following reason(s):

a) non-compliance with the Law of 9 January 2004, n. 4.

In the Public area:

- reading in English and not in Italian on the page of Enterprises and for the double reading of the components within the list box of the lead generation form.
- the burger menu as there is repetition of elements using Talk back.
- the search (calendar select period not intercepted correctly) and profile edit (static text to edit input disabled) components.
- the focus for the profile edit page remains on the button and not on the error message
- The consistent identification requirement is not met on the Complaints Form:
 - interception of edit bar when compiling '*Calendar*' parameters, additional interception of Reader '*date and time*' in Calendar.
 - the radio button labels YES and NO in the modal Calculate your CF are intercepted as S and N.

In the Private area:

- payment attestation file upload not displayed correctly and contrast not up to standard.
- Partially met the success criteria '*language of page/parts*' for payment attestation and documentation submission.
- Partially met the '*consistent navigation*' criterion for the Talkback side menu.

No accessible alternatives are currently available, as specific measures are being taken to the progressive resolution of the problems encountered.

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 institutional website.

Preparation of the accessibility statement

This statement was prepared on 15/05/2023.

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

The statement was last reviewed on 22/10/2024.

Information about the website

Publication date of the website: 19/12/2017

Framework used for the website: Adobe Experience manager

Usability tests have been carried out: Yes