

Report regarding the intervention of Enel officials in emergency cases*

di Paola Pietrosanti

"The beauty of the soul shines out when a man bears with composure one heavy mischance after another, not because he does not feel them, but because he is a man of high and heroic temper."

-Aristotle

In recent times an increasing number of unexpected and intense natural disasters have been recorded. Frequently they affect the minor centers, since the populations lack the necessary equipment to deal with the emergency. Floods, landslides and snowfalls are due to climate change and cause the isolation of countries and the interruption of any service. Enel (the Italian National Electricity Authority) is an Italian multinational energy company and one of the main integrated global operators in the electricity and gas sectors which for years has been offering prompt intervention to the populations affected by these misfortunes. The officials of the company annually assist the users of the electricity and gas service, coping with the damage caused by extreme weather events.

In the last decade numerous extreme climatic events affected many Italian cities and towns. Just two years ago, 148 natural disasters, caused by climate change, were recorded.

In 2018 a disaster of terrible proportions befell in Italy. In Veneto and Trentino, in particular on Mount Grappa, in the month of November of that year, heavy rains and winds devastated the neighboring forests, representing not only a catastrophe for the ecosystem of the region but also provoking the isolation of numerous municipalities that for days had to live without electricity nor gas. Enel immediately intervened to help local populations "fully accepting the appeals of the President of the Veneto Region Luca Zaia", suspending "billing to customers in areas of the Triveneto devastated by natural disasters". Therefore the company proceeded with the service supply however interrupting the payment required to local population.

The news was also spread by a press report on TG1, to certify the commitment of Enel officials who, in extremely difficult conditions, reached the isolated places and supplied them with electricity and gas.

For this reason, the company's commitment in the case of an emergency can be assessed as excellent and effective. Unfortunately, extreme events such as those described above are to be expected in the future with increasing frequency and higher intensity. This is the reason why Enel is invited to expand and strengthen its teams of special officials, involved in the maintenance of gas and light plants in the places of devastation, so that they can assist the population in an even more decisive and incisive way, for example, by investing more funds in the assistance sector.



Amante della scrittura e della politica, con a cuore le tematiche ambientali, **Paola Pietrosanti** nasce a Roma nel 2001.

Studentessa presso il liceo linguistico Immanuel Kant, conosce il capo progetto di Museoenergia, *Renata Negri*, grazie alla preziosa guida della Prof.ssa *Sandra Teoli*.

Vincitrice del concorso "Musica pourparler 2015" promosso dal IUC, in collaborazione con l'università Sapienza di Roma.

Partecipante al concorso letterario "Creative Writing Competition" nel 2018 e nel 2020. Prende parte a diverse simulazioni delle Nazioni Unite, con sede a Roma e a New York, tra il 2016 e il 2020.

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direttore dell'Osservatorio sui conti pubblici italiani
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Dottor Stefano Besseghini
Presidente dell'Autorità di Regolazione per Energia Reti e
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Professor Pippo Ranci
adesso professore di ricerca Università Campus

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Professor Sergio Garribba
già direttore Generale energia e risorse minerarie

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