Written replies
to presentations at the Meeting
The following are the written replies sent by the Company after the General Shareholders’ Meeting in response to the presentations made by ADICAE and Mr Roberto González

**Reply to the presentation by ADICAE**

Dear sirs:

Following instructions from the chairman & CEO, I am writing to you regarding the presentation made by the Asociación de usuarios de bancos, cajas y seguros (Association of Users of Banks, Savings Banks and Insurance Companies) (ADICAE) at the General Shareholders’ Meeting of "Iberdrola, S.A." held today.

First of all, I would like to thank you for your participation in the meeting. Following on from the reply given by Mr Sánchez Galán at the general meeting, I will now address in more detail some of the issues raised.

First of all, I should emphasise that your assertions about the rise in electricity prices do not reflect Iberdrola's actual situation. According to our data, Iberdrola's residential customers paid 5% less in 2021 than in 2018. This is because we have kept prices constant for our customers, despite rising wholesale prices. This has also had a negative impact on our earnings in Spain, which fell by 29% in the first quarter, as we all know. The positive evolution of Iberdrola's total profit is thanks to our international businesses.

In line with the foregoing and on the understanding that the price increases in question would correspond to customers subject to the regulated Voluntary Price for the Small Consumer (PVPC), which, under Spanish legal provisions that I believe are unique in Europe, fluctuates according to the wholesale markets, this means that the volatility of the gas market is being passed on to the domestic customer. Iberdrola does not profit from this system. For some time now, we have been calling for this system to be changed, and in the last few months the European authorities have been making similar recommendations. It now appears that the Spanish government plans to change this system, which we welcome.

With respect to the reference to the CaixaBank Research study, I would like to inform you that prices to customers in the free market fell in 2021, while on the other hand they rose in the regulated market. In fact, this study states that if the CPI were calculated taking into account this fact as well as the regulated market, the year would have ended with an inflation rate two points lower. We know that efforts are being made to resolve this, which Iberdrola also welcomes.

I would also like to assure you that the Iberdrola group is constantly striving and working to gain first-hand knowledge of its customers’ needs and expectations and to offer them the best solutions, defending smooth market operations under conditions of free competition and continuously endeavouring to secure and increase customer satisfaction and strengthen customer engagement with the group, promoting responsible consumption, providing information that allows them to use electricity and gas more rationally, efficiently and safely, and monitoring the quality of the service provided.

Furthermore, the group pays special attention to economically disadvantaged customers or those in any other situation of vulnerability, establishing specific protection procedures and working together to facilitate continued access to electricity and gas supply.

As regards shareholder engagement in corporate life, Iberdrola has been working for years to strengthen dialogue with its more than 600,000 shareholders and to maximise their engagement in the company’s most important decisions, with the engagement dividend representing one more very significant step forward.
This makes Iberdrola the first and only Ibex 35 company to reward its shareholders with a gross incentive of €1 for every 200 shares to encourage their participation in the company’s most important event.

But Iberdrola goes beyond this and encourages direct, fluid and continuous dialogue with its shareholders, not only in the context of the holding of its General Shareholders’ Meeting but throughout the year through the Shareholder’s Office, created with the primary objective of providing an open, permanent and transparent channel for all shareholders, continuously developing initiatives aimed at strengthening this relationship as well as providing ongoing information and allowing them to make proposals regarding the management of the company. The company also makes the OLA Shareholders’ Club, an interactive system, available to its shareholders on its website. This is another step forward in Iberdrola’s direct, fluid and continuous dialogue with its shareholders.

With regard to the penalty imposed by the National Markets and Competition Commission (CNMC) mentioned in your presentation, I would like to inform you that this matter is being appealed to the National High Court. We are supported by two dissenting opinions of CNMC directors who argued against the imposition of the penalty, stating that we acted properly because the communication was not lacking in transparency (a stable price was offered in view of the volatility of the last-resort gas tariff).

As to the two fines imposed by the Spanish Data Protection Agency (AEPD), I would like to inform you that the National High Court has handed down a favourable ruling, upholding the appeal lodged by Iberdrola Clientes in its entirety with costs and quashing the two fines imposed in the total amount of €100,000: the first on data quality, as the inclusion in ASNEF of the contract address was properly reported; and the second on the exercise of the right to cancellation due to expiry of the limitation period.

With regard to the fine imposed by the Mexican authorities in connection with the operation of the self-supply plant in Monterrey, I would like to inform you that a court appeal has already been filed, meaning that the obligation to pay the fine has been stayed, on the grounds that the fine is both disproportionate and contrary to the acts of the authorities themselves, who have authorised the permits and the inclusion of partners for years. Iberdrola Mexico has acted not only within the law, but also within the scope of the licences, permits and authorisations granted by the Mexican regulators.

Furthermore, with regard to the judgment of the High Court of Justice of Extremadura that you mention in your presentation, I would like to point out that it is subject to a cassation appeal, meaning that the annulment of the expropriation is not final. The expropriation procedure was triggered by the persistent breach of the lease by the lessor, unlike what happened with the other owners, and it should be noted that the ruling overturns an administrative proceeding carried out in the general interest by the General State Administration and that the Government Legal Service has defended the actions of the Administration as the installation of a photovoltaic plant, with an installed capacity of 500 MWp, and which is capable of supplying clean energy to 250,000 families, is in the public interest. In any case, whether because the judgment is overturned or the lease is valid, the plant continues to operate since it has all the necessary permits and licences.

Finally, I would like to refer to the ongoing proceedings before the National High Court in the Cenyt case. After several years of investigation, no contracts have come to light other than those identified from the outset by the compliance bodies of the companies of the Iberdrola group. The diligent performance of these compliance bodies was also recently acknowledged by the Court of First Instance itself, which dismissed the complaint against Iberdrola, S.A.
I trust that this reply answers the questions raised.

Sincerely,

Reply to the presentation by Mr Roberto González

Dear Mr González,

Following instructions from the chairman & CEO, I am writing to you regarding your presentation at the General Shareholders’ Meeting of “Iberdrola, S.A.” held today.

First of all, I would like to thank you for your participation in the meeting and your personal congratulations to the chairman on the company’s management. It is encouraging to receive positive feedback.

Regarding the aspects of your presentation on the human resources policy of “Iberdrola España, S.A.U.”, I would like to emphasise that the professionals of the Iberdrola group are a crucial element for the company to achieve its purpose and put its values into practice. They represent a strategic asset that the company is constantly striving to protect and care for.

However, we note your comments, which I have passed on to the human resources managers for analysis.

Sincerely,