

Iberdrola accelerates the adoption of agentic AI to support the talent of its professionals

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 - *This approach is particularly relevant in the electricity sector, where managing critical infrastructure requires a combination of human expertise, data analysis and real-time responsiveness*
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Iberdrola is advancing the adoption of agentic artificial intelligence to improve productivity, accelerate process execution and enhance the quality of its operations. The company currently has nearly 500 artificial intelligence agents, either already deployed or at different stages of development, supporting various activities across the Group.

As part of its journey to become the *AI Utility of the Future*, Iberdrola believes that combining human expertise and artificial intelligence will be one of the key tools for continuing to lead the transformation of the electricity sector and providing an increasingly efficient, resilient and sustainable service.

Iberdrola's strategy is based on using artificial intelligence to support the talent of its professionals, as these tools facilitate access to knowledge, automate repetitive tasks and provide contextual information and recommendations that help teams make decisions more quickly.

This approach is particularly relevant in the electricity sector, where managing critical infrastructure requires a combination of human expertise, data analysis and real-time responsiveness. In this context, artificial intelligence becomes an ally in improving planning, optimising resources and making expert knowledge available to the teams that operate and maintain electricity networks, renewable energy facilities and other strategic assets.

AI applications are already present across the Group's main activities. In the networks business, this technology is key to anticipating potential incidents and

identifying them in real time across different infrastructures, as well as restoring supply within minutes.

At generation facilities, AI supports work planning, the coordination of maintenance tasks and access to the technical knowledge required to manage assets. In the customer business, voicebots and chatbots speed up the resolution of enquiries, complaints and documentation procedures, contributing to a faster and more efficient customer experience.

Corporate functions also use these capabilities to improve productivity in administrative, financial and legal functions, while in IT, specialised agents help manage incidents, speed up problem resolution and facilitate the implementation of technological changes.

The adoption of these technologies is supported by training and guidance programmes that enable employees themselves to identify new opportunities for their application and develop use cases aimed at addressing specific business challenges. In this way, artificial intelligence is integrated as a tool to support day-to-day work and as a catalyst for innovation across the organisation.

Iberdrola is progressively and responsibly incorporating these capabilities, while always ensuring that people retain control over and responsibility for decisions.

About Iberdrola

With a market capitalisation of more than €140 billion, Iberdrola is Europe's largest electricity company and one of the two largest in the world. The Group serves more than 100 million people worldwide and has a workforce of 45,400 employees and assets of €161 billion. In 2025, Iberdrola reported record net profit of €6.285 billion. The company contributes nearly €10.4 billion in tax payments in the countries where it operates and supports more than 500,000 jobs across its supply chain through €13.2 billion in purchases from tens of thousands of suppliers.

Since 2001, Iberdrola has invested more than €175 billion in electricity networks, renewable energy and energy storage to help create an energy model based on electrification. The company has nearly 1.4 million kilometres of electricity networks in the United States (the states of New York, Connecticut, Maine and Massachusetts), the United Kingdom (Scotland, England and Wales), Brazil (the states of Bahia, Rio Grande do Norte, Pernambuco, São Paulo and Mato Grosso do Sul, as well as Brasília) and Spain, as well as 57,000 MW of capacity worldwide, of which more than 46,000 MW is renewable.