3.7 Community Relations

3.7.1. Affordability & Access

"Conexion Desarrollo" ISA's community engagement policy is structured around four key lines of action, among which **Community Infrastructure** stands out. This line encompasses social, economic, and environmental development programs, enabling access to essential services such as energy, water, and telecommunications. It also serves as the foundation for delivering **positive community impacts** within the energy transition framework, aligned with the **ISA 2040 corporate strategy**.

Since its inception, community infrastructure initiatives have benefited more than **25,000 people** by providing access to electricity. This access has enhanced productivity, improved sanitation, strengthened education, and reinforced institutional capacity within communities.

The following table summarizes water and energy affordability and access programs currently under implementation:

ENERGY AND WATER AFFORDABILITY & ACCESS PROGRAMS				
CATEGORY	**PROGRAM**	**DESCRIPTION**	**TYPE OF BENEFICIARY**	**IMPACT**
Engaging with local communities to promote access to clean energy or water	Renewable Energy for Peace	The Program deploys photovoltaic solutions alongside community-designed initiatives that use electricity to enhance productivity, increase incomes, and improve quality of life. Beneficiary families must pay a subsidized fee for energy services, and the revenue is reinvested to sustain and further develop the communities	Focused on communities affected by Colombia's armed conflict, the program supports peace agreement commitments	3,000 people benefited. Update 2025: The process has continued with implementations in 4 communities to date: • Bahía Hondita: 166 families • Santafé del Caguán: 171 families • Aguachica: 159 families • La Victoria: 58 families Investment: 2K million COP
	Photovoltaic Energy for rural community centers	Installation of a photovoltaic system and a productive dehydration unit at the	Focused on poor rural communities in Peru, with no	3500 people

		San Juan de Carhuacc community center.	access to electricity	USD 44,000 Investment
	Community Benefit Projects for access to basic sanitation and renewable energy	Projects that deliver solutions for safe drinking water and renewable energy systems, improving quality of life in communities within the area of influence. They provide efficient, sustainable, and non-polluting infrastructure, expanding access to essential basic services.	Focused on impoverished rural communities in Colombia, with limited access to electricity and drinking water	18.396 people benefited
Investing in infrastructure to improve access to reliable and clean energy or water.	Individual photovoltaic solutions for rural homes	In Antioquia and Cesar, Colombia, limited access to electricity has forced rural communities to depend on costly and inefficient energy substitutes, restricting food preservation and evening activities. To address this gap, photovoltaic systems were installed in 337 households, extending energy access to 13% of previously unserved residents—many affected by armed conflict—while significantly improving their quality of life and energy independence	Focused on impoverished rural communities in Colombia, affected by armed conflict, with limited access to electricity	1.593 People benefited

	Individual photovoltaic solutions for rural schools	In Putumayo, Colombia, ISA installed photovoltaic systems in 36 rural schools to provide reliable electricity. This initiative enables proper classroom lighting and access to educational technologies, enhancing learning conditions while helping bridge the technological gap and promote more inclusive, modern education in rural areas.	Focused on impoverished rural Schools in Colombia with limited access to electricity	506 People benefited
	Water supply modernization	Water Distribution Network Upgrade for 4,493 Households in Cesar, Colombia, where inadequate water distribution networks have limited access to safe drinking water, increasing health risks. This project is redesigning the network and installing micrometers to improve consumption management, reduce illegal connections, and ensure a more reliable and efficient water supply	Focused on impoverished rural communities in Colombia, with limited access to safe drinking water	17,972 people benefited
Developing projects that address the interconnected needs of water and energy use	Micro girds for rural communities	In a community of conflict victims that relied on manually extracted groundwater and lacked access to electricity, a solar photovoltaic system was installed to power water pumps. This	Focused on impoverished rural communities in Colombia, with zero access to energy and safe drinking water	350 People benefited In 2026 the community has established a demonstration area to standardize

		solution enables safer and more reliable water access, improves sanitation conditions, and supports small-scale household farming, strengthening families' livelihoods		processes and enable integrated commercializatio n. It is currently working with local authorities to formalize water access and design sanitation solutions to prevent environmental impacts. Energy is used for irrigation and livestock farming
	Photovolta ic systems for universitie s "Energia por Educación "	The first initiative is being implemented at the Pedagogical and Technological University of Colombia, installing photovoltaic systems across its Tunja, Duitama, and Sogamoso campuses to generate clean energy and reduce electricity costs. The savings will be reinvested in improving educational quality and sustainability, including 40 STEM scholarships, upgrades to electrical infrastructure, and support for energy transition research—transforming renewable energy benefits into expanded educational opportunities and stronger institutional capabilities.	Focused on public universities with low-income students	15.000 people benefited (Students, and teachers)

Providing financial support or bill assistance to customers	Financial relief for electricity users	Program implemented by ISA in Bolivia aimed at reducing electricity bills by 25% for users with monthly consumption of up to 70 kWh	Focused on impoverished families in Bolivia	In 2024, the contribution was USD 94,231. In 2025, the contribution was USD 99,729. Over the last 6 years, it totaled USD 704,000, benefiting approximately 10,500 households.
	Financial Relief for Water distributio n Systems	Financial and capacity-building support to ensure the sustainability of water services through public standpipes in Maicao, Colombia	Focused on impoverished rural indigenous communities in Colombia, with very limited access to safe drinking water	9,068 people 83 communities. In 2025 no new investments were made

Applicability note – Flexible payment options or digital tools

ISA's core business model is primarily focused on energy infrastructure and transmission and does not generally involve a direct retail billing relationship with household end-users across its operations. Therefore, flexible payment options or digital tools for ongoing bill management are not applicable to ISA's main customer relationship model.

However, ISA contributes to affordability and access through targeted social programs for vulnerable communities and users, including community engagement, infrastructure investments, energy-water nexus projects, and specific financial support initiatives, as described above.