

PRESS RELEASE

End of Standard Offer Service: ARERA-Consumer Associations table kicks off, focus on information and guarantees for Gradual Standard Offer Service

Milan, 13 March 2024 - Today marked the **first ever meeting of the end of the *Standard Offer Service Consumer Table***, set up by ARERA to create a forum for continuous discussion and listening **with representatives of consumer associations on issues related to the process of removing price protections for electricity and gas for households**. Periodic meetings are planned for in-depth analysis and updates on new regulations on specific topics of interest to the associations.

In the ongoing dialogue with consumer associations, recalling all the steps that led to the “End of the Standard Offer Service”, **the issue of proper communication and the actions already taken by ARERA, also in view of the activation of the Gradual Standard Offer Service** for electricity customers, was discussed.

ARERA has defined individual communications on the bill, flanked by a broader institutional communication complementary to that which, according to the rule, the government will develop. Communication actions that ARERA has developed in recent months through traditional channels such as press, radio and TV, but also through its website, social media and the direct contact point represented by the *Sportello del Consumatore* (Energy and Environment Consumer Help Desk), with the support of a fundamental tool such as the *Portale Offerte*.

At the first meeting, which was attended by representatives of **14 associations** - ACU, ADOC, ADICONSUM, ALTROCONSUMO, ASSOUTENTI, CASA DEL CONSUMATORE, CENTRO TUTELA CONSUMATORI E UTENTI, CITTADINANZATTIVA, CONFCONSUMATORI, FEDERCONSUMATORI, UNIONE NAZIONALE CONSUMATORI, U.DI.CON - ARERA's initiatives were presented, ensuring **accessibility to the electricity Standard Offer Service for as long as it is operative**, recalling that non-vulnerable households have the right to be provided with the standard offer service **until 30 June 2024, while vulnerable customers even after that date**.

In this direction, ARERA recalled the **recommendation sent to the operators exercising the 'Standard Offer Service' to facilitate the exercise of this right** up to the last useful day, making up-to-date information available, highlighting the procedures to be followed and the relevant forms, facilitating the transmission of the documents required for re-entry, and minimising the time needed to take charge and manage the paperwork.

ARERA will closely monitor the procedures for transferring end customers to the new Gradual Standard Offer Service for electricity, and an activity is underway to verify and align the master data, to enable the winning operators to establish the new contractual relationship correctly.

Finally, to constantly monitor the prices charged to customers, new indicators are being developed that provide information on the choices made by end customers on the free market, indicating them in **Euro/kWh** for ease of comparison.