

PRESS RELEASE

**Electricity: from 1 July 3.7 million non-vulnerable customers on the Standard Offer Service automatically switch to the Gradual Standard Offer Service.  
First update of the Standard Offer for vulnerable customers' bills only: +12% in Q3 2024**

*The return to the Standard Offer Service is still possible until 30 June, to switch to the Gradual Standard Offer Service*

Milan, 27 June 2024 - As of 1 July, the Standard Offer Service will end for 3.7 million **non-vulnerable households**, who will automatically switch to the Gradual Standard Offer Service with the **supplier selected by auction** (tables showing the winning operators are given at the end of the press release).

**Of the approximately 30.2 million households, 22.7 million are now served on the free market, while 7.5 million have remained or re-entered the Standard Offer Service** (3.8 million vulnerable customers who will continue to be served under the Standard Offer Service and 3.7 million non-vulnerable customers who will switch to the Gradual Standard Offer Service).

#### NON-VULNERABLE CUSTOMERS AND THE GRADUAL STANDARD OFFER SERVICE

The supply conditions of the Gradual Standard Offer Service to which non-vulnerable customers currently on the Standard Offer Service will be transferred will last just under three years (until 31 March 2027) at the end of which, in the absence of an express choice, customers will continue to be supplied by the same supplier, but on the free market.

**The economic conditions of the Gradual Standard Offer Service** are the same throughout Italy and include the fixed-rate component known as the 'gamma parameter' equal to **-72.65 €/POD/year**. This component will be updated annually by ARERA according to the number of customers supplied in the Gradual Standard Offer Service. The economic conditions relating to the energy expenditure also include a component to cover energy procurement costs equal to the monthly average of the final values of the wholesale price (*ex post* PUN) and a component to cover dispatching costs.

From the sum of the 'gamma parameter' with the reduction of the marketing components in the Standard Offer Service, from 58 to 41 €/POD/year, we arrive, based on the elements available to date, at a value **for the Gradual Standard Offer Service of approximately € -113 per year compared to the Standard Offer Service**.

It should be noted, in this regard, **that non-vulnerable households who have already switched to the free market are entitled to return to the Standard Offer Service until 30 June 2024**, while vulnerable households will always retain the right to return to the Standard Offer Service. To do so, please contact the Standard Offer Service operator for the relevant municipality.

ARERA has published [the list of operators](#) offering the Standard Offer Service on its website, along with instructions on how to search for them by municipality. Alternatively, call the Customer Help Desk on **800.166.800**.

## VULNERABLE CUSTOMERS

**Vulnerable customers** are those who are in any of the following conditions: **over 75 years old, social bonus recipient, disabled (L.104/92), resident in an emergency housing module or on a non-interconnected minor island.**

For vulnerable customers, ARERA **will continue to update the standard offer supply economic conditions for electricity on a quarterly basis**, until the auctions are held, as provided for in Decree-Law 181/23 (the “*Energy Security*” DL).

Furthermore, at the first update for vulnerable customers only, ARERA updated the value of the marketing components (Pcv and dispBT) for the Standard Offer Service, which decreased from 58 €/POD/year to 41 €/POD/year.

**As of today's update - the first for vulnerable customers only - the calculation will be made considering a consumption for the 'average customer' of 2,000 kWh/year**, which is more in line with the actual consumption of an 'average customer'<sup>1</sup>, and published on the website by ARERA together with the usual one calculated at 2,700 kWh/year<sup>2</sup>. The update for the **next quarter (July-September 2024) thus marks a +12%** for the average customer's electricity bill.

The downward trend in natural gas and electricity prices, which characterised the last quarter of 2023 and the start of 2024, have come to a halt. **Estimates of the energy price (PUN) for the next quarter are rising to around 109 €/MWh.**

In terms of final effects, **the expenditure for the average customer in the rolling year**<sup>3</sup> (from 1 October 2023 to 30 September 2024) **will be about € 514**, approaching pre-crisis levels, recording **-41.1% compared to the equivalent 12 months of the previous year** (1 October 2022 - 30 September 2023).

In detailing the single components in the bill, the final price for the average customer (with annual electricity consumption of 2,000 kWh) is thus 24.32 € cents per kWh, including taxes, compared to 21.71 € cents per kWh in the previous quarter. **The change of +12%** is essentially related to the overall increase in energy expenditure (+23.8%). On the other hand, network tariffs (transmission and meter management) and general system charges remain unchanged.

*"We are currently witnessing an important moment in the evolution of the electricity market. ARERA has acted in good time to enable a gradual transition to the free market, which was respectful of customer choice and avoided increases in transition costs. The cooperation that the banking system is providing to ensure continuity also on the issue of automatic bill payment systems is important, as a further guarantee for customers." - says Stefano Besseghini, ARERA's Chairman - "From 1 July, ARERA's focus will be on monitoring the evolution of market conditions, to allow customers to have the clarity of conditions that is a prerequisite for any choice."*

On the occasion of the changes linked to the end of the Electricity Standard Offer Service, ARERA has strengthened all the [tools currently available to customers](#), presenting them with the 'ASK ARERA' information campaign - designed to flank the other institutional communication actions. In addition to broadcasting a TV and radio spot, every week ARERA publishes [video tutorials](#) dedicated to energy supply through social profiles.

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<sup>1</sup> From the analysis carried out in 2023 on electricity consumption <https://www.arera.it/dati-e-statistiche/dettaglio/analisi-dei-consumi-dei-clienti-domestici>, the average resident household consumes about 2,000 kWh of electricity per year and a committed power of 3 kW.

<sup>2</sup> Up until Q2 2024, the “typical family” used in the press releases for updating electricity bills.

<sup>3</sup> A rolling year is defined as the year consisting of the quarter being updated and the three preceding quarters, including considering the consumption associated with each quarter.

Customers can also find advice and information on the website [arera.it](http://arera.it), on the Facebook page “[Il Portale Offerte](#)”, on the ARERA profiles on X and LinkedIn and [in the Customer Atlas](#), a guide summarising the protections, guarantees and rights provided for by the rules established to date by ARERA. For telephone rather than digital contact, ARERA recalls the toll-free Customer Help Desk number **800.166.654**.

**This coming 9 July**, on the occasion of ARERA's Annual Report to Parliament and Government, further statistics will be provided on the transition from the standard offer service to the free market and vice versa, and on changes in the electricity and gas market, in addition to the **final 2023 statistics on all the sectors under ARERA's jurisdiction**.

Full details on the update are available in the [Data Sheet](#).

### **GRADUAL STANDARD OFFER SERVICE SUPPLIERS BY AREA**

<b>Territorial area</b>	<b>Supplier</b>
North 1 area: Aosta, Biella, Milan province, Verbania, Vercelli	Enel Energia S.p.A.
North 2 area: Parma, Piacenza, Turin province	Enel Energia S.p.A.
North 3 area: Como, Turin municipality, Varese	Illumia S.p.A.
North 4 area: Imperia, Lecco, Monza-Brianza, Savona	E.ON Energia S.p.A.
North 5 area: Brescia, Milan Municipality	Enel Energia S.p.A.
North 6 area: Cremona, Genoa, La-Spezia, Lodi, Lucca, Massa-Carrara	Hera Comm S.p.A.
North 7 area: Alessandria, Asti, Cuneo, Novara, Pavia	Hera Comm S.p.A.
North 8 area: Bergamo, Sondrio, Udine	Hera Comm S.p.A.
North 9 area: Belluno, Gorizia, Pordenone, Treviso, Trieste	Enel Energia S.p.A.
North 10 area: Bolzano, Trento, Vicenza	Enel Energia S.p.A.
North 11 area: Mantua, Modena, Reggio-Emilia, Verona	Enel Energia S.p.A.
North 12 area: Ancona, Padua, Pesaro-Urbino, Venice	Hera Comm S.p.A.
Centre 1 area: Ascoli-Piceno, Bologna, Fermo, Ferrara, Macerata, Rovigo	Hera Comm S.p.A.
Centre 2 area: Florence, Rome province	Illumia S.p.A.
Centre 3 area: Arezzo, Caserta, Perugia, Rieti, Terni, Viterbo	Hera Comm S.p.A.
Centre 4 area: Rome municipality	Enel Energia S.p.A.
South 1 area: Naples province, Nuoro, Sassari	Illumia S.p.A.
South 2 area: Cagliari, Naples municipality, Oristano, South Sardinia	A2A Energia S.p.A.
South 3 area: Avellino, Benevento, Grosseto, Livorno, Pisa, Pistoia, Prato, Siena	Edison Energia S.p.A.
South 4 area: Chieti, Forli-Cesena, L'Aquila, Pescara, Ravenna, Rimini, Teramo	Hera Comm S.p.A.
South 5 area: Bari, Frosinone, Latina	Edison Energia S.p.A.
South 6 area: Brindisi, Matera, Potenza, Salerno, Taranto	Iren Mercato S.p.A and Salerno Energie Vendita S.p.A.
South 7 area: Barletta-Andria-Trani, Campobasso, Cosenza, Foggia, Isernia	Iren Mercato S.p.A and Salerno Energie Vendita S.p.A.
South 8 area: Catanzaro, Crotone, Lecce, Reggio-Calabria, Vibo-Valentia	Edison Energia S.p.A.
South 9 area: Catania, Enna, Messina, Ragusa, Syracuse	Edison Energia S.p.A.
South 10 area: Agrigento, Caltanissetta, Palermo, Trapani	A2A Energia S.p.A.