

PRESS RELEASE

**Electricity: new 2024/2025 target levels to reduce outages in distribution networks and improve customer service** *ARERA determines parameters to encourage convergence across the country towards the highest standards*

Milan, 12 December 2024 - New 2024 and 2025 target levels set to encourage a reduction in the duration and number of unannounced interruptions in electricity distribution for the benefit of customers. In continuity with the objectives of the 'Output-based integrated regulation of electricity distribution service' (TIQD), with resolution 543/2024/R/eel approved yesterday by ARERA, the aim is to encourage the convergence of electricity distribution quality levels across the territory, providing greater stimulus for the improvement of areas that start from the worst levels and, at the same time, demanding challenging objectives for the most virtuous ones, considering the 2020-2023 historical average.

*"After a trend of constant improvement over the last decade, distribution service continuity levels had stabilised" - says Stefano Besseghini, president of ARERA, "hence at the end of last year we introduced new rules aimed at improving quality and reducing the gap in interruptions between different areas of the country, to the benefit of customers".*

Therefore, the starting levels for regulating the duration of long unannounced interruptions and the number of long and short unannounced interruptions are determined for each district of the distribution companies; the thresholds for identifying districts with worse and intermediate starting levels; and the target levels for the years 2024 and 2025 for the duration of long unannounced interruptions and the number of long and short unannounced interruptions.

Resolution 543/2024/R/eel and the tables with the starting and target levels are published at [www.arera.it](http://www.arera.it).