

PRESS RELEASE

Energy: from 1st July a new, clearer and easier to understand electricity and gas bill

Unified first page and two new boxes: 'Scontrino dell'energia' and 'Box dell'offerta' for households, condominiums and SMEs.

*Information campaign launched on social media, radio and TV:
'Important things deserve to be noticed'*

Milan, 30 June 2025 – **From 1st July, electricity and gas suppliers will be obliged to issue bills in a new, clearer and easier to understand format, with the same front page**, containing key general information, and two boxes: the **'Scontrino dell'energia'** showing *quantity x price*, and the **'Box dell'offerta'** a reminder of the contractual conditions signed by the customer.

The innovation is **aimed at improving ease of understanding bills for households** (excluding standard offer customers), **condominiums, small and medium-sized enterprises and LV other uses (such as garages, cellars and warehouses)**. The billing reform was the result of a long consultation process with associations, businesses, consumers and other stakeholders and required major changes in suppliers' billing methods.

With the introduction of the new format **over the coming days, an information campaign will be launched on radio, television and the Italian Regulatory Authority for Energy, Networks and Environment (ARERA)'s social media channels** (Instagram, Facebook, LinkedIn, Youtube, X) **explaining its advantages.**

Features of the new bill

- **Unified first page:** this is the first page of the bill where suppliers state the amount to be paid and all the essential information about the customer, type of service, supply contract, billing and payments.
- **Scontrino dell'energia:** shows the composition of the overall cost of energy in relation to consumption, according to a *quantity x price* structure, divided into 'consumption quota' and 'fixed quota', plus the 'power quota' for electricity; in this way, the billed amounts are aggregated so as to highlight, on the one hand, the share of expenditure that depends on actual consumption and, on the other hand, the share of expenditure that is independent of the volume of energy consumed, hence paid for having an active point (the shares are divided, in turn, into sales and 'network and charges'). VAT and excise duties, any social bonuses, other items (e.g. interest on arrears), additional products and/or services and the RAI licence fee are also listed separately in this section.
- **Box dell'offerta:** contains the identification code (*codice dell'offerta*, which can also be used at www.ilportaleofferte.it) and all useful information to allow the customer to check that the signed contract is being correctly applied.
- **Essential information:** this section, organised in boxes, contains, among other things, information on the technical aspects of the supply, readings and consumption, any recalculations, historical information on consumption and maximum power drawn, payment status and instalments.

The **Details section** continues to provide the information for an in-depth understanding of the amounts invoiced. The document is available in a standardised format via a digital channel that can be reached via the QR code and URL on the bill.

A facsimile exemplifying the new boxes on electricity and gas bills is enclosed.