



ARERA Conciliation Service

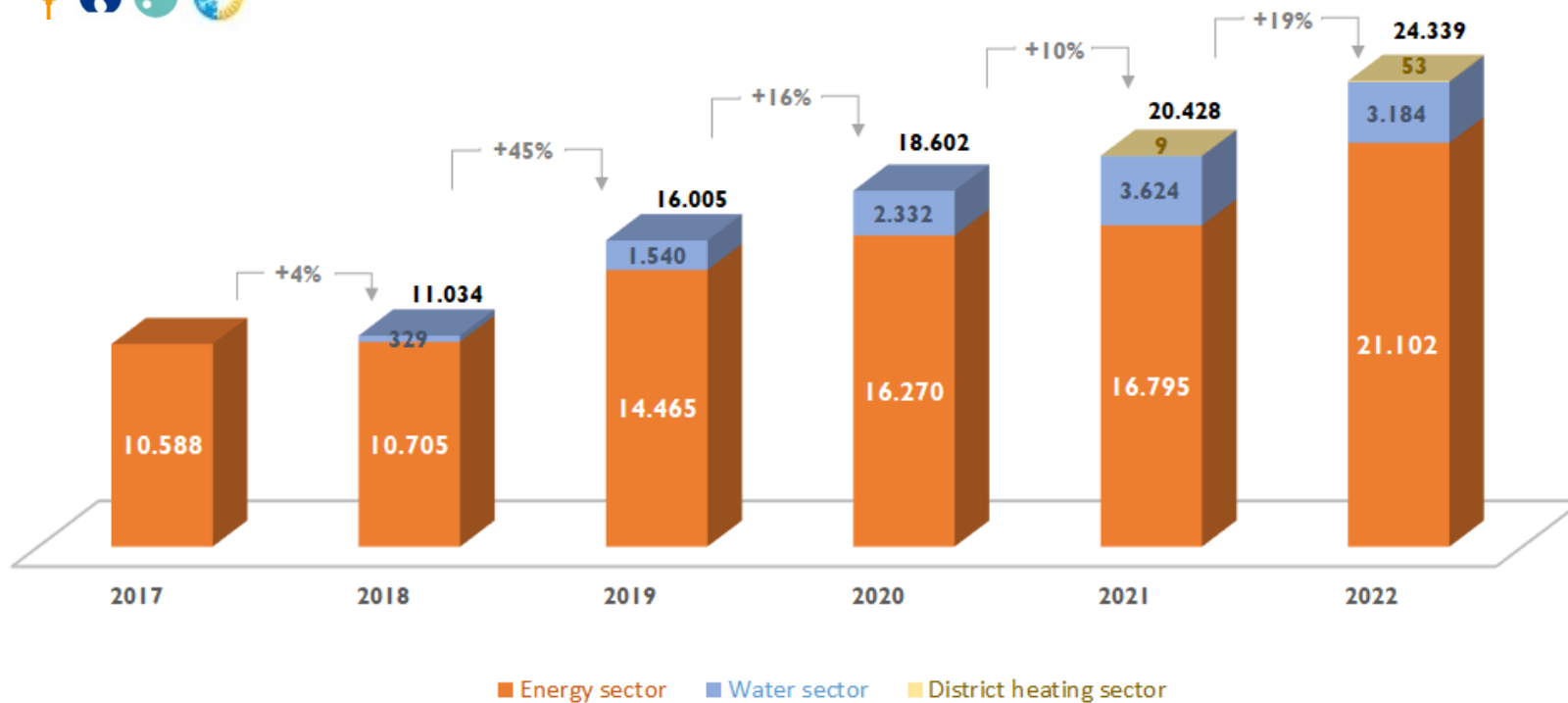
Electricity, gas, water and district heating sectors

Annual Report

Year 2022 - Last updated May 23, 2023

Fig. I

Amount of incoming conciliation applications 2017 - 2022




12.831 Electricity sector 

5.383 Gas sector 

3.184 Water sector 

2.744 Dual-Fuel customers 

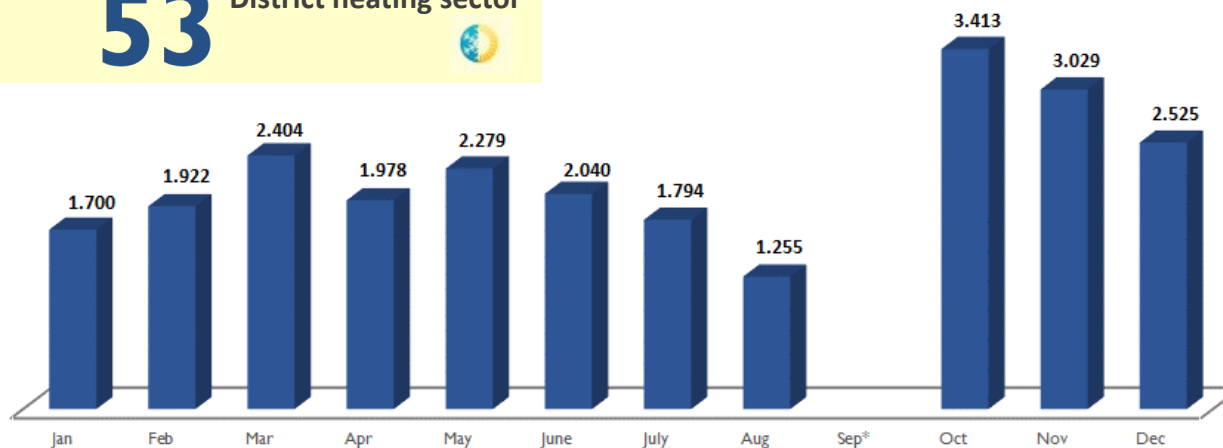
144 Prosumer 

53 District heating sector 

24.339
 Amount of conciliation
 applications
 2022



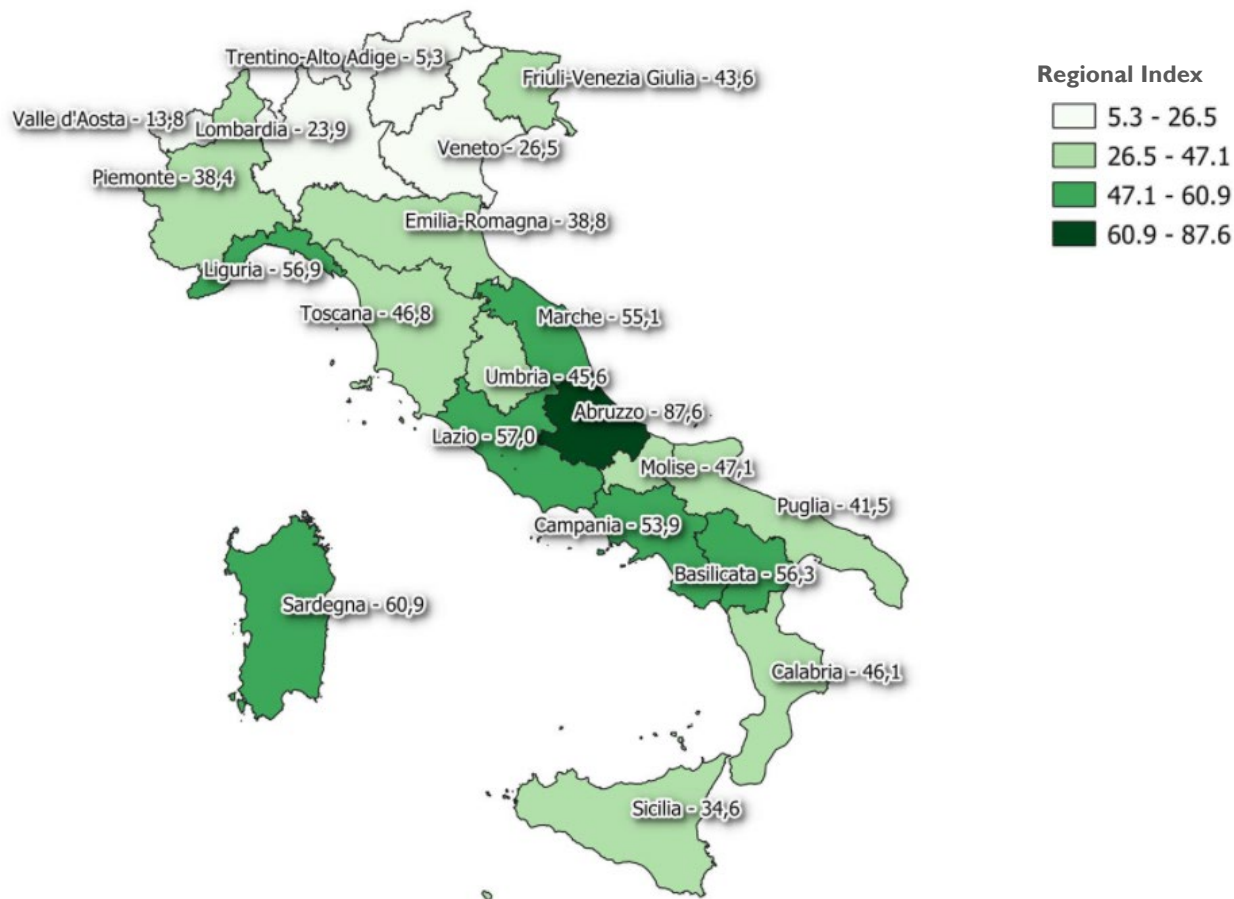
Fig. 2
 Amount of incoming conciliation applications year 2022



*In September 2022, the Service did not acquire new conciliation requests in the face of the hacking event which affected the GSE systems recorded on the night of 8/28/22 and which resulted in the impossibility of accessing them also by of AU through 10/3/22. During the period, the Service was operational for the management of procedures with meetings scheduled before the hacker event and in providing telephone support to all parties involved.

Fig. 3

Regional Index¹
 of submitted
 conciliation
 applications
 year 2022



1) Regional Index = $\frac{\text{amount of submitted applications for 100.000 residents}}{\text{resident population per Region}}$

Fig. 4

Conciliation applications topics for the **Electricity sector** year 2022

Focus on 2022 – Electricity sector		
Topic application	n.	% vs tot.
Invoicing/billing	5.924	46,2%
Contracts	2.800	21,8%
Damages	1.344	10,5%
Late/non-payment, disconnection	695	5,4%
Other	623	4,9%
Metering	572	4,5%
Connection, technical quality	553	4,3%
Market	268	2,1%
Commercial quality	52	0,3%
Total	12.831	100%

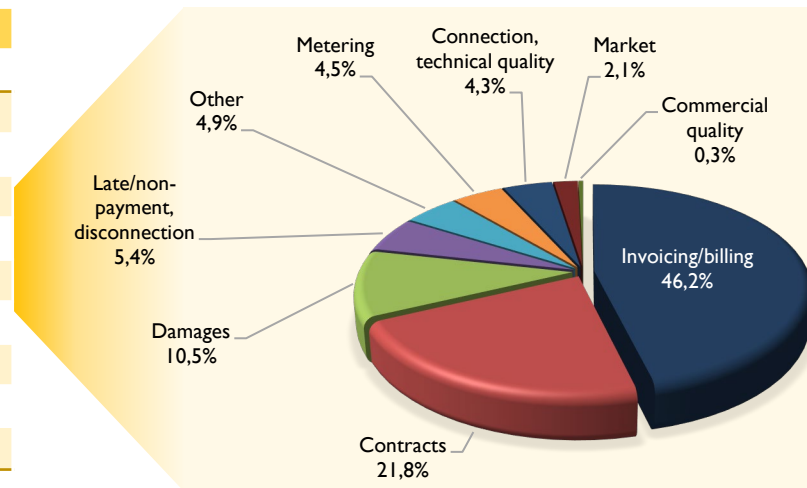


Fig. 5

Conciliation applications topics for the **Gas sector** year 2022

Focus on 2022 – Gas sector		
Topic application	n.	% vs tot.
Invoicing/billing	3.006	55,8%
Contracts	1.095	20,3%
Late/non-payment, disconnection	410	7,6%
Metering	289	5,4%
Other	251	4,7%
Connection, technical quality	159	3,0%
Market	84	1,6%
Damages	78	1,4%
Commercial quality	11	0,2%
Total	5.383	100%

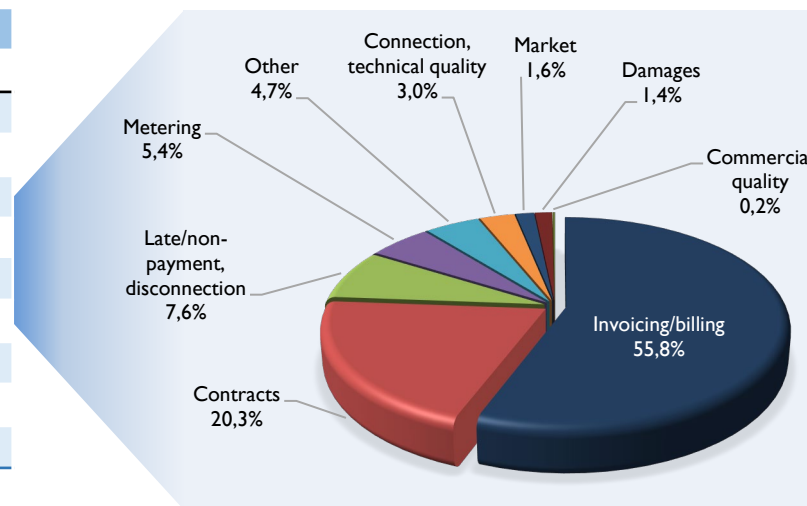


Fig. 6

Conciliation applications topics for **Prosumer** year 2022



Focus on 2022 - Prosumer		
Topic application	n.	% vs tot.
NEM	62	43,1%
Invoicing/billing	22	15,3%
Connection, technical quality	19	13,2%
Metering	17	11,8%
Purchase and sale	10	6,9%
Other	7	4,9%
Contracts	4	2,8%
Late/non-payment, disconnection	2	1,4%
Damages	1	0,6%
Total	144	100%

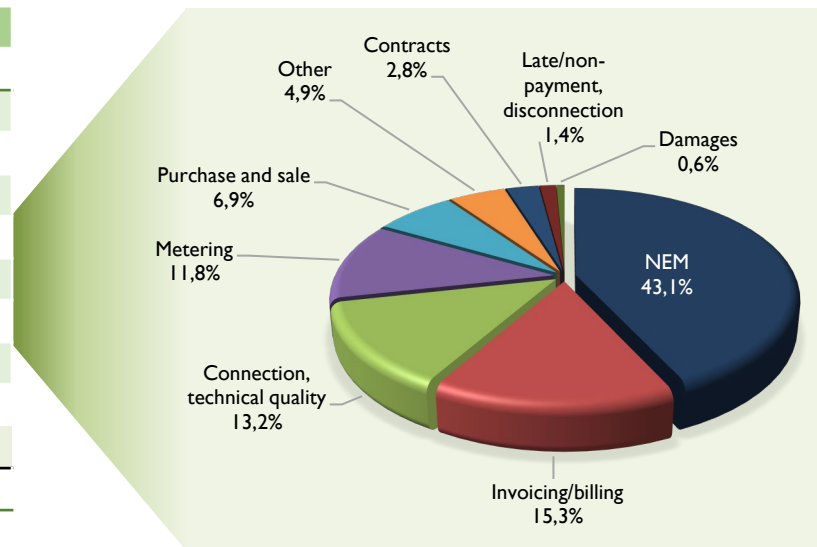


Fig. 7

Conciliation applications topics for **Dual-Fuel customers** year 2022



Focus on 2022 - Dual-Fuel customers		
Topic application	n.	% vs tot.
Contracts	1.204	43,9%
Invoicing/billing	967	35,2%
Market	186	6,8%
Late/non-payment, disconnection	157	5,7%
Other	129	4,7%
Damages	52	1,9%
Connection, technical quality	26	0,9%
Metering	14	0,5%
Commercial quality	9	0,4%
Total	2.744	100%

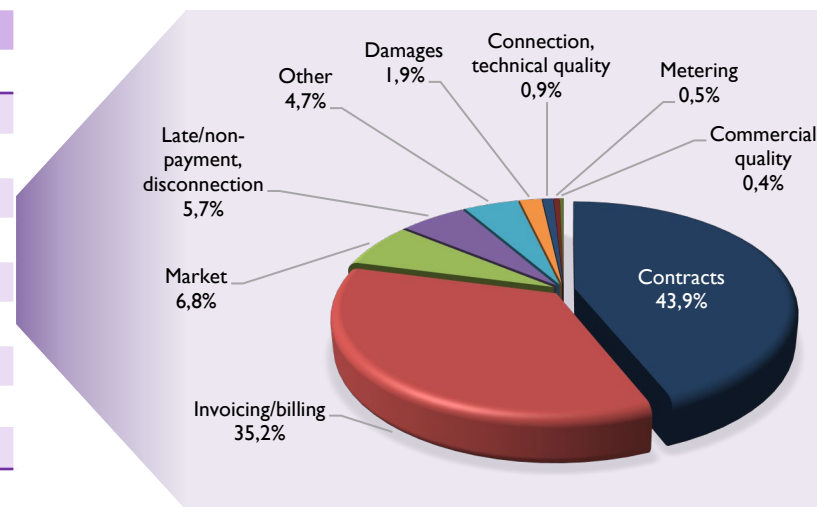


Fig. 8

Conciliation applications topics for the **Water sector** year 2022

Focus on 2022 – Water sector		
Topic application	n.	% vs tot.
Invoicing/billing	2.270	71,3%
Metering	164	5,2%
Contracts	163	5,1%
Other	160	5,0%
Late/non-payment, disconnection	127	4,0%
Connection	126	4,0%
Damages	115	3,6%
Contractual quality	40	1,3%
Technical quality	19	0,5%
Total	3.184	100%

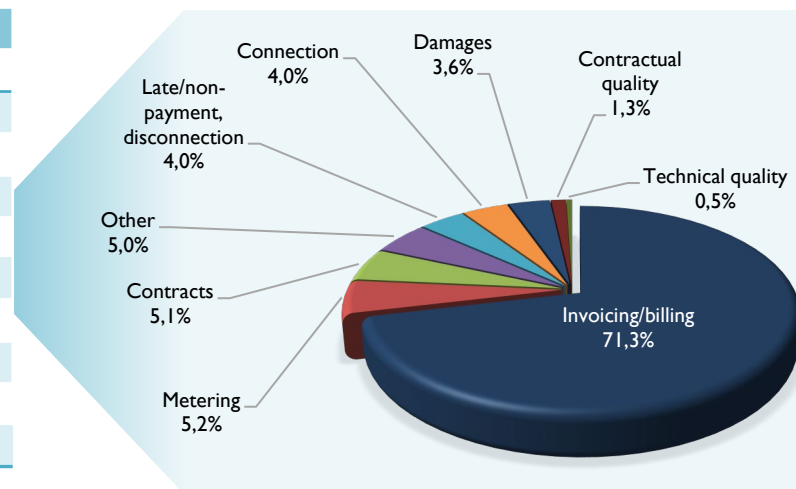


Fig. 9

Conciliation applications topics for the **District heating sector** year 2022

Focus on 2022 - District heating sector		
Topic application	n.	% vs tot.
Other	23	43,4%
Transparency of the service	20	37,7%
Late/non-payment, disconnection	7	13,2%
Connection	2	3,8%
Commercial quality	1	1,9%
Total	53	100%

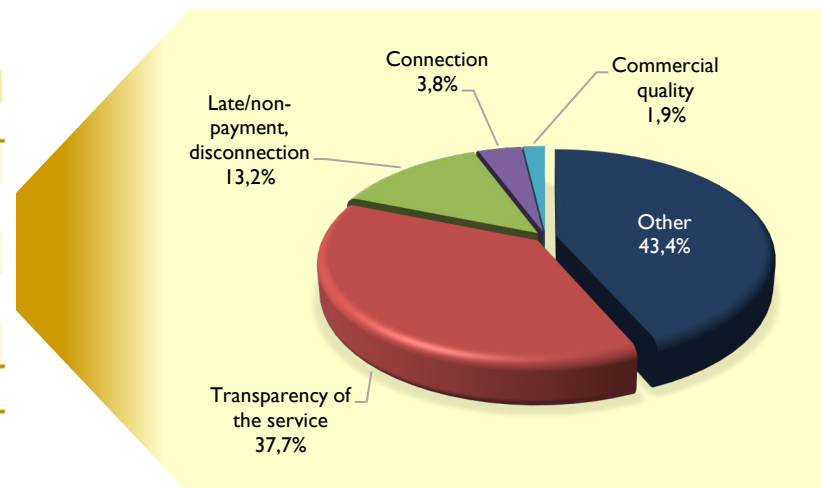


Fig. 10

Number of applications by applicants type year 2022



Focus on 2022					
Applicants type	Customer	Consumer Associations	Others	SME Associations	Total
Households	6.531	5.281	6.035		17.847
Non-households	2.400	911	3.170	11	6.492
Total	8.931	6.192	9.205	11	24.339
% vs Tot.	36,7%	25,5%	37,8%	0,05%	100%

Source: information declared by the applicants who submitted the applications.

Fig. 11

Average age and applications issued by customer and delegate year 2022

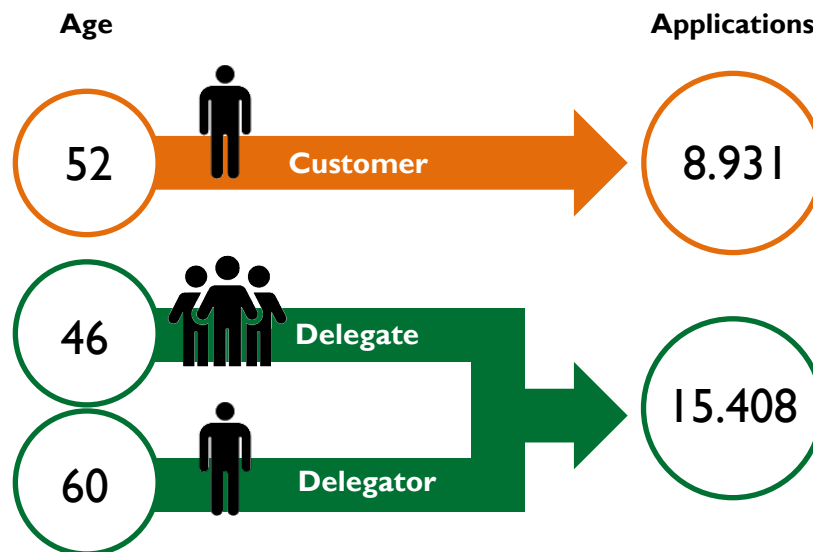


Fig. 12

Applications status year 2022



Focus on 2022		
Applications status	Tot.	% vs tot.
Accepted	19.764	81,2%
Not accepted	2.403	9,9%
Not completed by the applicant	2.172	8,9%
Total	24.339	100%

Not accepted details

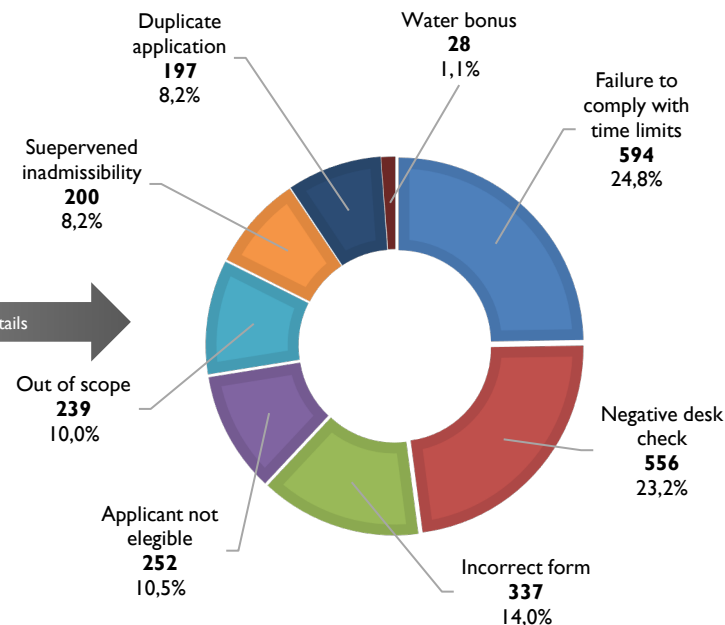


Fig. 13

Accepted applications for Electricity and Gas sectors, Prosumer and Dual-Fuel customers and status year 2022



2022 – Electricity and Gas sectors, Prosumer, Dual-Fuel customers		
Accepted applications and status	Tot.	% vs tot.
Agreement between parties	11.329	66,0%
No-agreement	5.381	31,4%
Withdrawal from procedure	340	2,0%
Lack of participation of counterparty*	111	0,6%
Total	17.161	100%

* Lack of participation communicated by supplies operating in Last Instance Service (LIS)

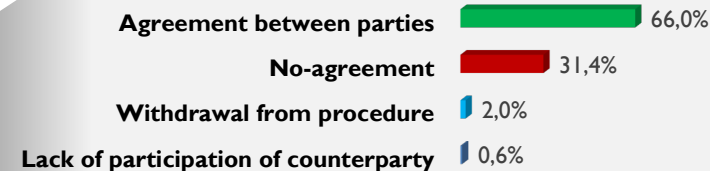


Fig. 14

Accepted applications for **Water sector** and status year 2022

Focus on 2022 – Water sector		
Accepted applications and status	Tot.	% vs tot.
Agreement between parties	1.823	71,2%
No-agreement	619	24,2%
Lack of participation of counterparty	67	2,6%
Withdrawal from procedure	53	2,0%
Total	2.562	100%

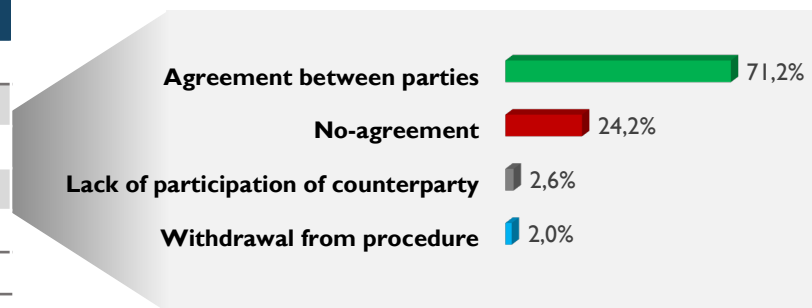


Fig. 15

Accepted applications for **District heating sector** and status year 2022

Focus on 2022 – District heating sector		
Accepted applications and status	Tot.	% vs tot.
Agreement between parties	15	36,6%
No-agreement	15	36,6%
Lack of participation of counterparty	10	24,4%
Withdrawal from procedure	1	2,4%
Total	41	100%

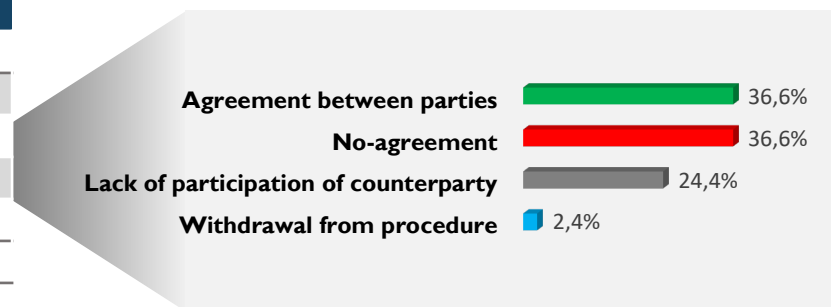
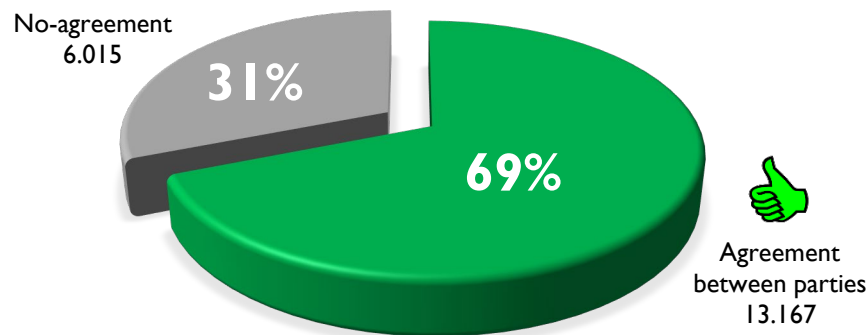


Fig. 16

Outcomes of procedures started and concluded year 2022



Average number of days for concluding the procedure year 2022

56

Fig. 17

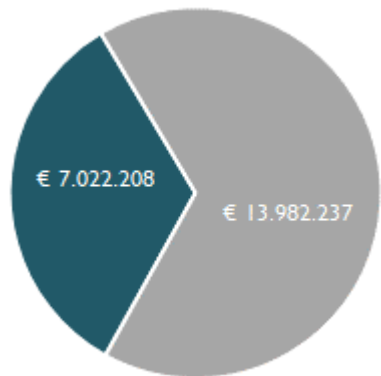
Outcomes of procedures by sector year 2022



Focus on 2022														
Applications status	Electricity		Gas		Water		Dual-fuel		Prosumer		District heating sector		Total	
	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.
Agreement between parties	6.551	64%	3.051	72%	1.823	75%	1.669	75%	58	60%	15	50%	13.167	69%
No-agreement	3.614	36%	1.184	28%	619	25%	544	25%	39	40%	15	50%	6.015	31%
Total	10.165	100%	4.235	100%	2.442	100%	2.213	100%	97	100%	30	100%	19.182	100%

Fig. 18

Compensation¹ for the procedures started and concluded year 2022



Households

Non - households



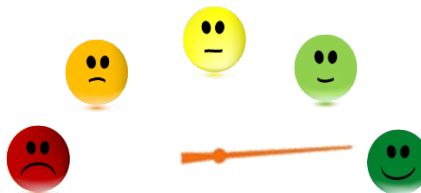
21.004.445 €

Fig. 19

Customer satisfaction for the procedures started and concluded year 2022



About 96% of the customers who completed the survey² at the end of the procedure are satisfied with the ARERA Conciliation Service



Not satisfied

Completely satisfied

1) It is given by the algebraic sum of the remuneration (also comparing to the value of the dispute) obtained from customers who have started a procedure in 2022 and signed an agreement in front of the Conciliation Service.

2) 8.781 complete questionnaire replies.