

ARERA Conciliation Service

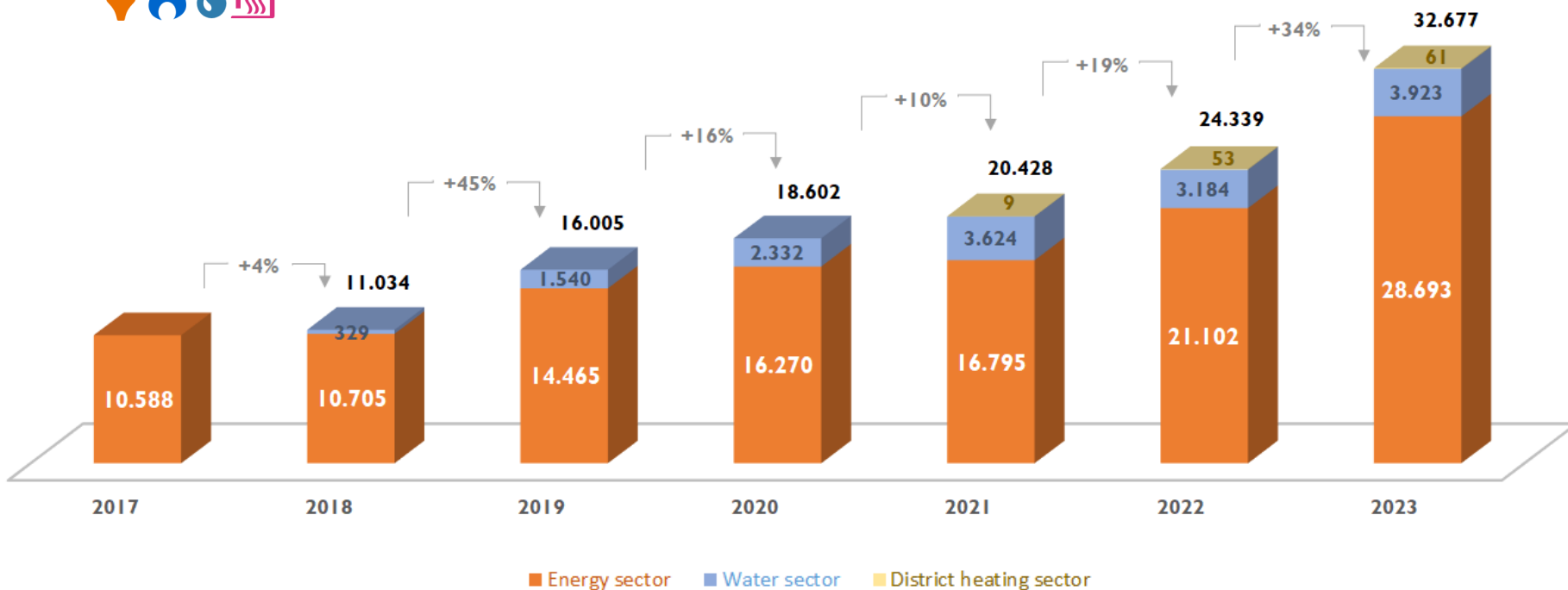
Electricity, gas, water and district heating sectors

Annual Report

Year 2023 - Last updated May 9, 2024

Fig. I

Amount of incoming conciliation applications 2017 - 2023




16.216 Electricity sector 

8.420 Gas sector 

3.817 Dual-Fuel customers 

3.923 Water sector 

240 Prosumer 

61 District heating sector 

32.677

Amount of conciliation applications
 2023



Fig. 2
 Amount of incoming conciliation applications year 2023

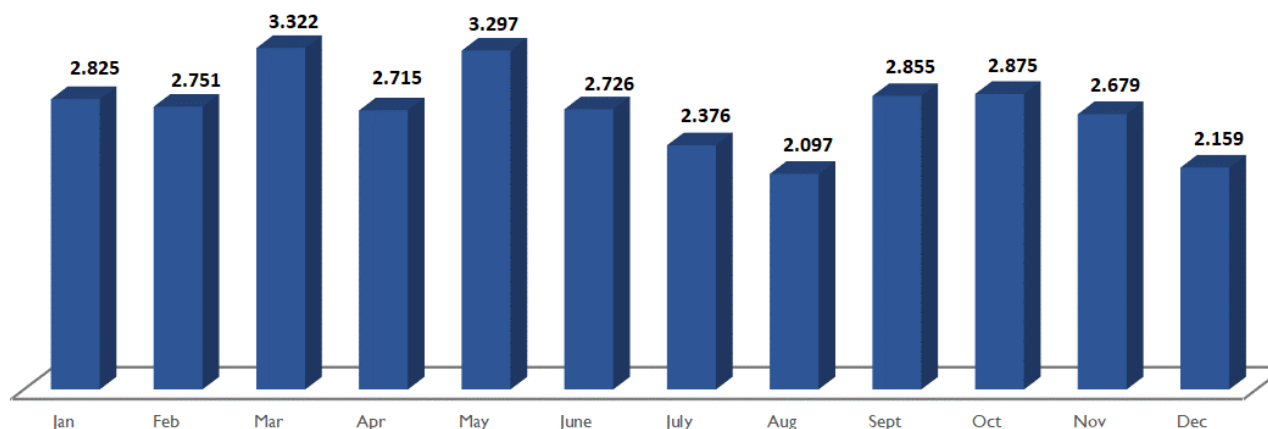
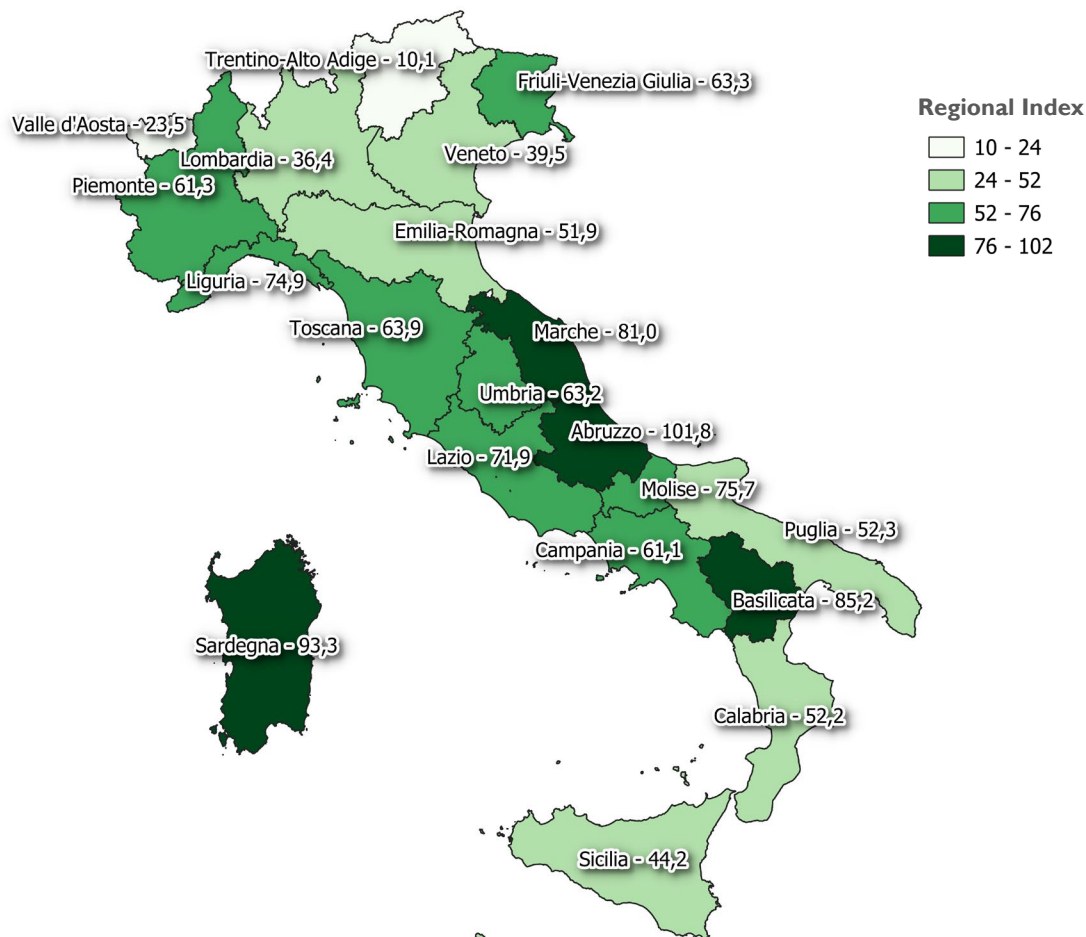


Fig. 3

Regional Index¹
 of submitted
 conciliation
 applications
 year 2023



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 2023



2023 – Electricity sector		
Topic application	n.	% vs tot.
Invoicing/billing	7.196	44,4%
Contracts	3.386	20,9%
Damages	1576	9,7%
Late/non-payment, disconnection	1058	6,5%
Other	896	5,5%
Metering	712	4,4%
Market	675	4,2%
Connection, technical quality	645	4,0%
Commercial quality	72	0,4%
Total	16.216	100%

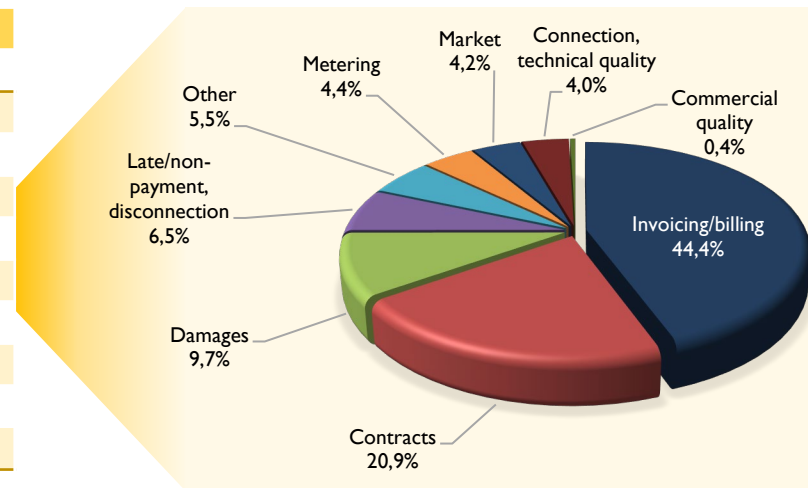


Fig. 5

Conciliation applications topics for the **Gas sector** year 2023



2023 – Gas sector		
Topic application	n.	% vs tot.
Invoicing/billing	4.738	56,3%
Contracts	1685	20,0%
Late/non-payment, disconnection	532	6,3%
Other	462	5,5%
Metering	414	4,9%
Market	301	3,6%
Connection, technical quality	177	2,1%
Damages	74	0,9%
Commercial quality	37	0,4%
Total	8.420	100%

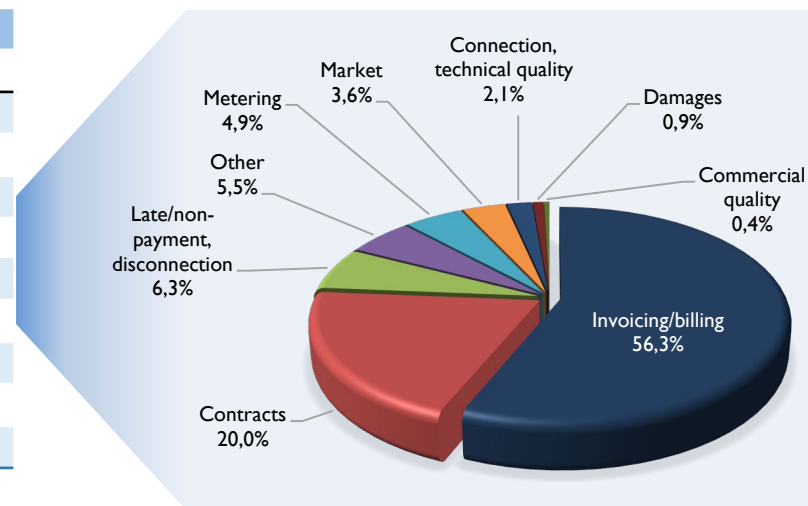


Fig. 6

Conciliation applications topics for **Prosumer** year 2023



2023 – Prosumer		
Topic application	n.	% su tot.
NEM	73	30,4%
Connection, technical quality	59	24,6%
Purchase and sale	29	12,1%
Invoicing/billing	26	10,8%
Metering	18	7,5%
Other	16	6,7%
Contracts	10	4,2%
Damages	7	2,9%
Market	1	0,4%
Commercial quality	1	0,4%
Total	240	100%

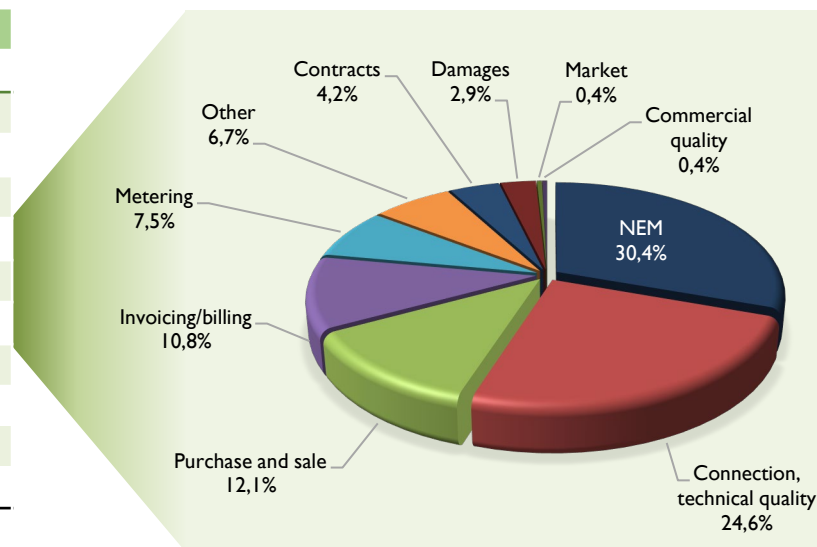


Fig. 7

Conciliation applications topics for **Dual-Fuel customers** year 2023



2023 - Dual-Fuel customers		
Topic application	n.	% vs tot.
Contracts	1.463	38,3%
Invoicing/billing	1.240	32,5%
Market	617	16,2%
Other	200	5,2%
Late/non-payment, disconnection	179	4,7%
Damages	47	1,2%
Metering	25	0,7%
Connection, technical quality	25	0,7%
Commercial quality	21	0,5%
Total	3.817	100%

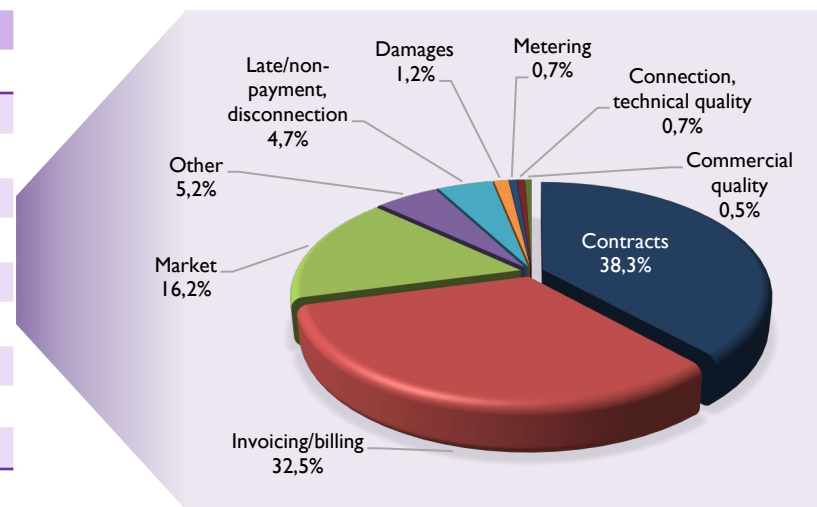


Fig. 8

Conciliation applications topics for the **Water sector** year 2023



2023 – Water sector		
Topic application	n.	% vs tot.
Invoicing/billing	2.756	70,3%
Metering	222	5,7%
Other	207	5,3%
Contracts	202	5,1%
Late/non-payment, disconnection	179	4,6%
Connection	137	3,5%
Damages	119	3,0%
Technical quality	52	1,3%
Contractual quality	49	1,2%
Total	3.923	100%

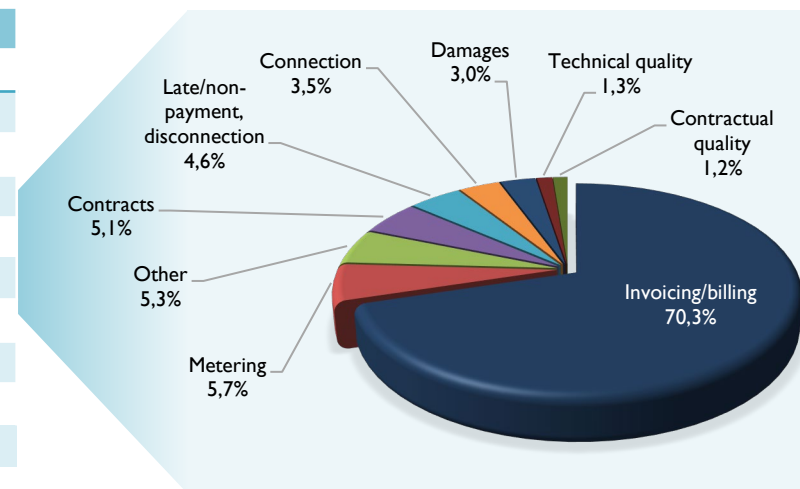


Fig. 9

Conciliation applications topics for the **District heating sector** year 2023



Focus on 2023 - District heating sector		
Topic application	n.	% vs tot.
Transparency of the service	24	39,3%
Other	22	36,1%
Connections	5	8,2%
Late/non-payment, disconnection	4	6,6%
Damages	3	4,9%
Commercial quality	2	3,3%
Technical quality	1	1,6%
Total	61	100%

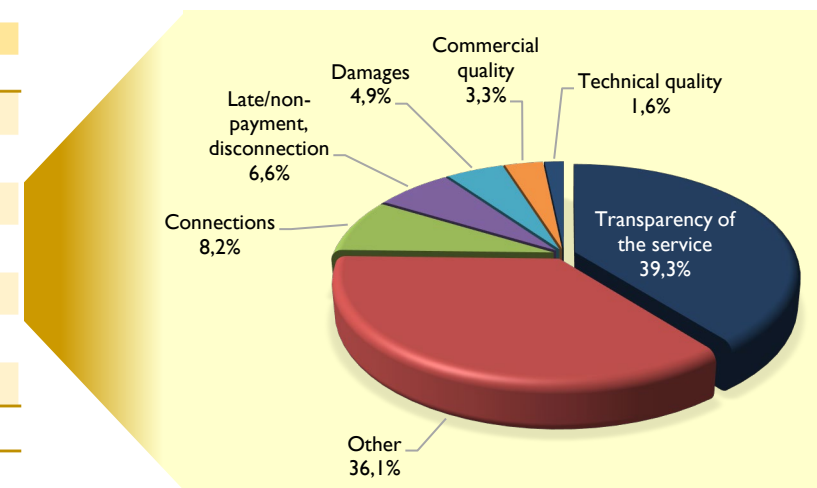


Fig. 10

Number of applications by applicants type year 2023



Focus on 2023					
Applicants type	Customer	Consumer Associations	Others	SME Associations	Total
Households	8.665	7.909	8.357		24.931
Non-households	2.653	1066	4.016	11	7.746
Total	11.318	8.975	12.373	11	32.677
% vs Tot.	34,6%	27,5%	37,9%	0,03%	100%

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

Fig. 11

Average age and applications issued by customer and delegate year 2023

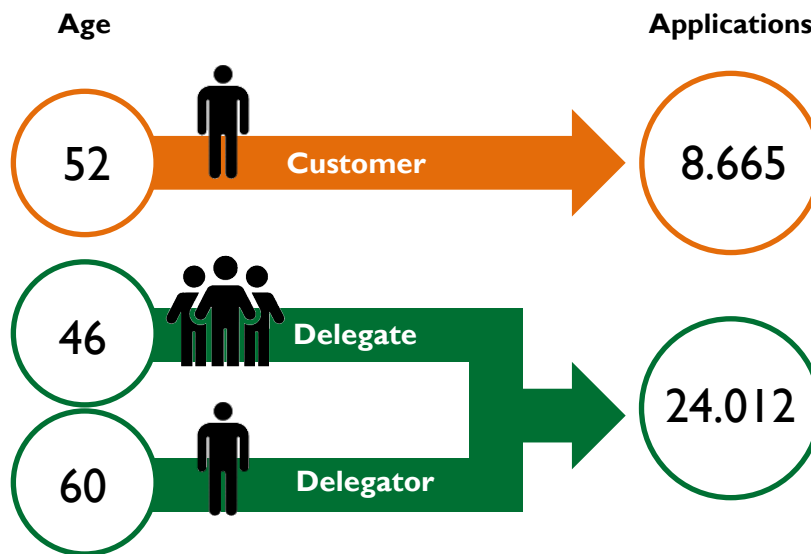


Fig. 12

Applications status year 2023



Focus on 2023		
Applications status	Tot.	% vs tot.
Accepted	26.528	81,2%
Not accepted	2.867	8,8%
Not completed by the applicant	3.282	10,0%
Total	32.677	100%

Not accepted details

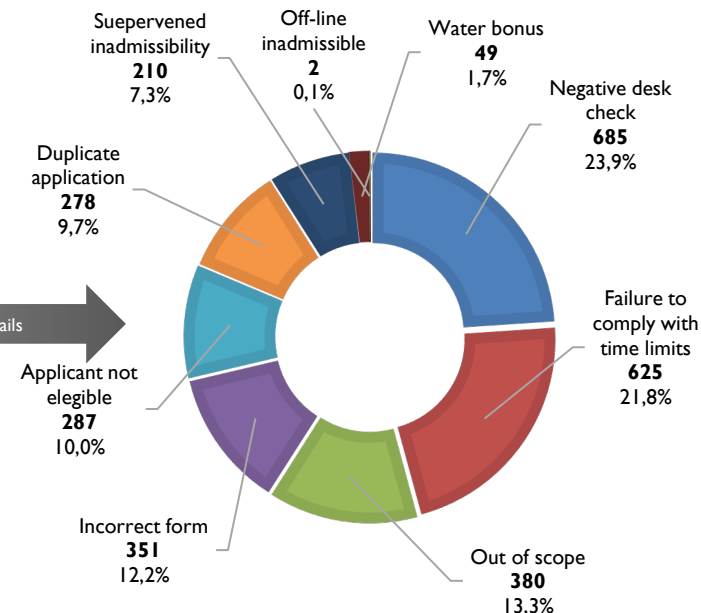


Fig. 13

Accepted applications for Electricity and Gas sectors, Prosumer and Dual-Fuel customers and status year 2023



2023 – Electricity and Gas sectors, Prosumer, Dual-Fuel customers		
Accepted applications and status	Tot.	% vs tot.
Agreement between parties	16.038	68,8%
No-agreement	6.803	29,2%
Withdrawal from procedure	347	1,5%
Lack of participation of counterparty*	126	0,5%
Total	23.314	100%

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



Fig. 14

Accepted applications for **Water sector** and status year 2023

Focus on 2023 – Water sector		
Accepted applications and status	Tot.	% vs tot.
Agreement between parties	2.155	67,8%
No-agreement	915	28,8%
Lack of participation of counterparty*	58	1,8%
Withdrawal from procedure	52	1,6%
Total	3.180	100%

* The non-adhesions of the counterpart in the water and district heating sectors refer to applications submitted before 30/06/2023, the date from which the conciliation attempt was also mandatory for the aforementioned sectors, with the consequent mandatory participation of all operators



Fig. 15

Accepted applications for **District heating sector** and status year 2023

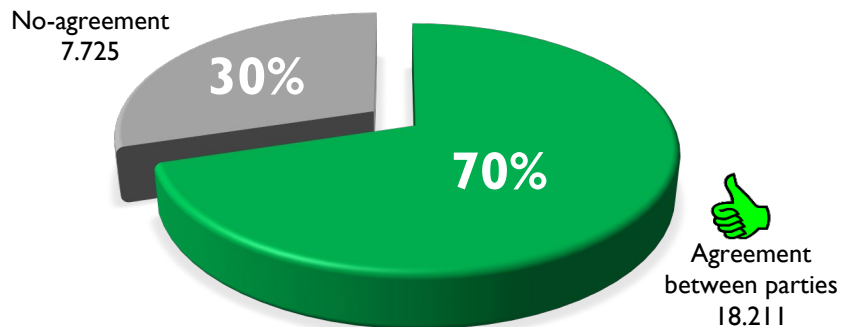
Focus on 2023 – District heating sector		
Accepted applications and status	Tot.	% vs tot.
Agreement between parties	18	52,9%
Lack of participation of counterparty*	7	20,6%
No-agreement	7	20,6%
Withdrawal from procedure	2	5,9%
Total	34	100%

* The non-adhesions of the counterpart in the water and district heating sectors refer to applications submitted before 30/06/2023, the date from which the conciliation attempt was also mandatory for the aforementioned sectors, with the consequent mandatory participation of all operators



Fig. 16

Outcomes of procedures started and concluded year 2023



56 Average number of days for concluding the procedure year 2023

Fig. 17

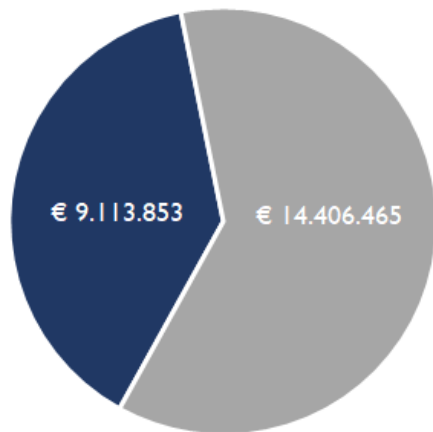
Outcomes of procedures by sector year 2023



Applications status	2023													
	Electricity		Gas		Dual-fuel		Water		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	8.403	65%	4.880	74%	2.660	84%	2.155	70%	95	57%	18	72%	18.211	70%
No-agreement	4.478	35%	1.734	26%	518	16%	915	30%	73	43%	7	28%	7.725	30%
Total	12.881	100%	6.614	100%	3.178	100%	3.070	100%	168	100%	25	100%	25.936	100%

Fig. 18

Compensation¹ for the procedures started and concluded year 2023



Households

Non - households



25.520.318 €

Fig. 19

Customer satisfaction for the procedures started and concluded year 2023



About 95% of the customers who completed the survey² at the end of the procedure are satisfied with the ARERA Conciliation Service



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 2023 and signed an agreement in front of the Conciliation Service.
 2) 12.190 complete questionnaire replies.