

2024

ARERA Conciliation Service

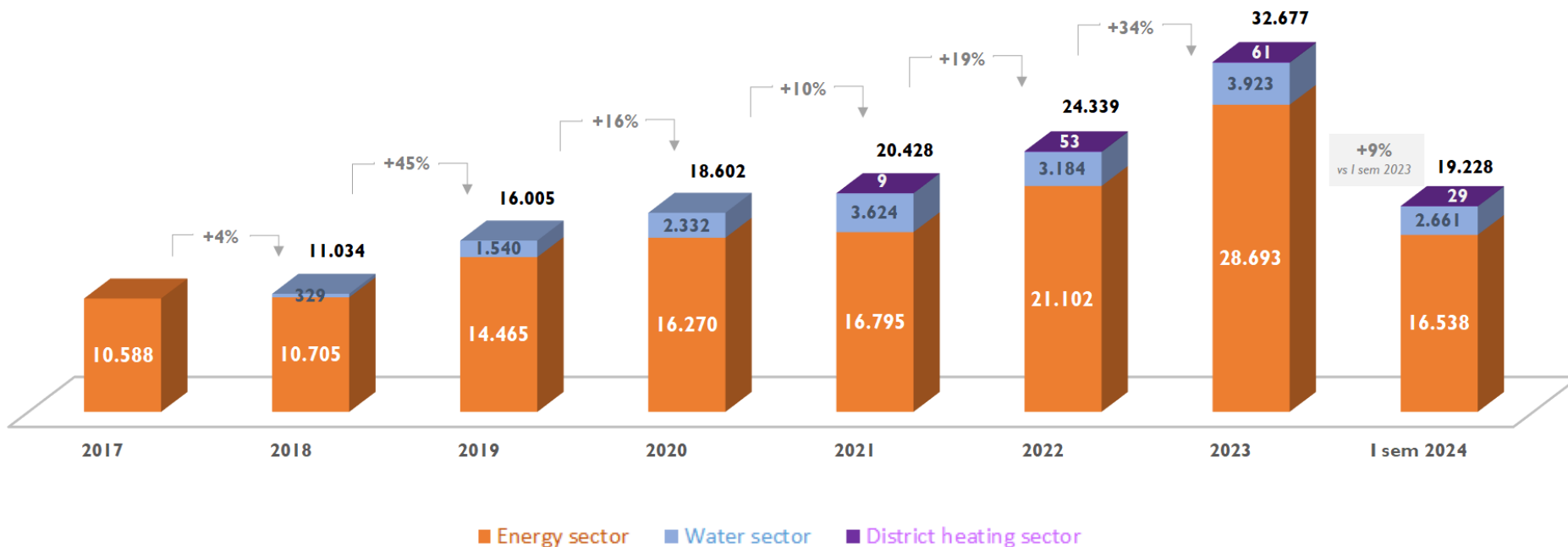
Electricity, gas, water and district heating sectors

Semestral Report

1st Semester 2024 - Last updated August 5, 2024


Fig. I

Amount of incoming conciliation applications 2017 - 1st Sem 2024





7.662 Electricity sector 

6.683 Gas sector 

2.072 Dual-Fuel customers  

2.661 Water sector 

121 Prosumer 

29 District heating sector 

19.228

Amount of conciliation applications



Fig. 2

Amount of incoming conciliation applications
 1st Sem 2024

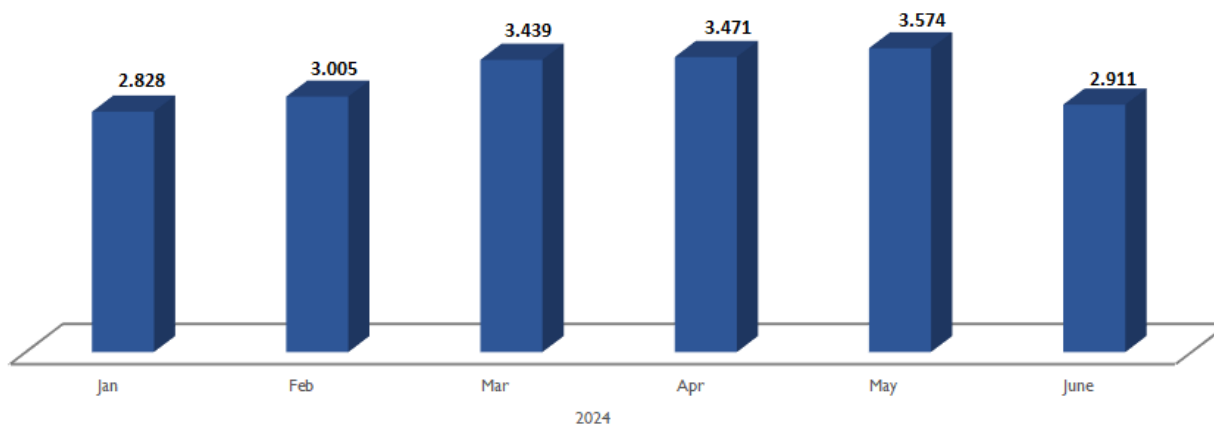
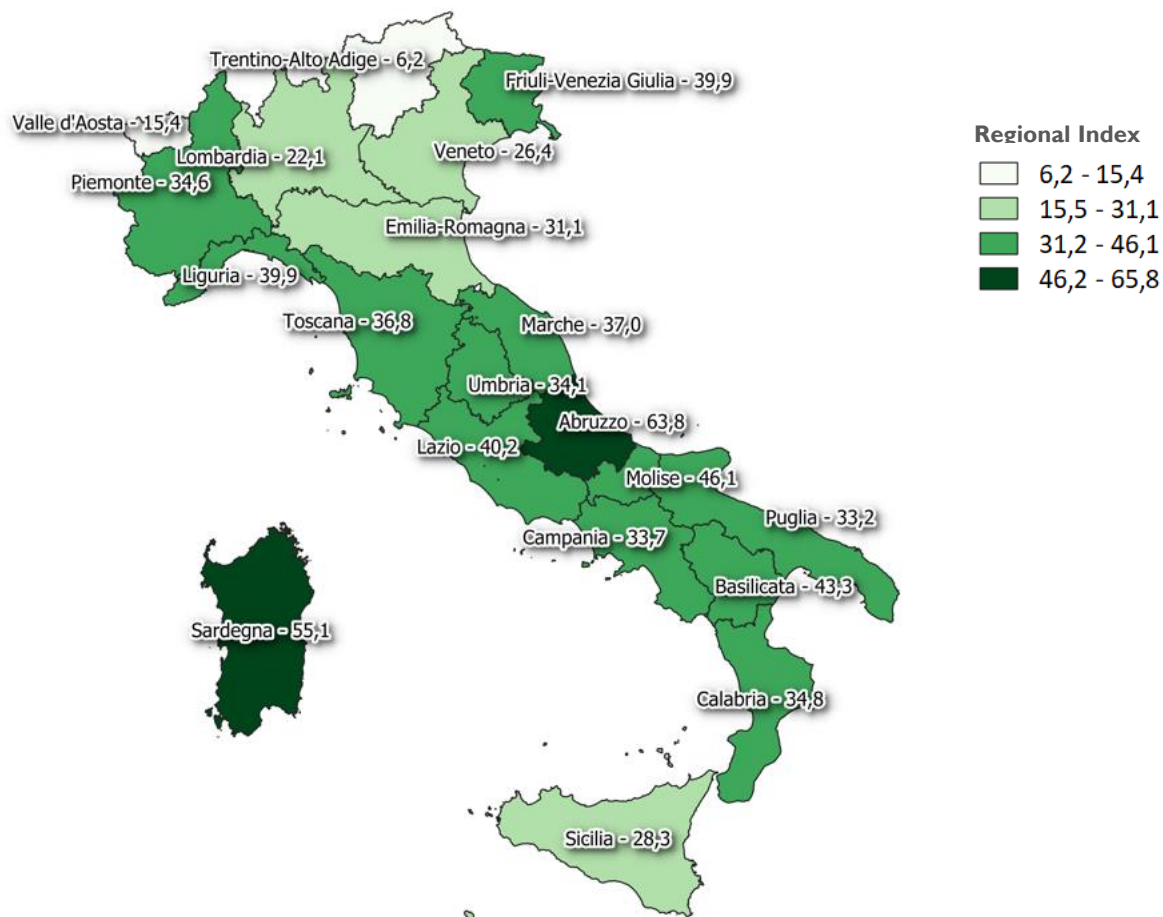


Fig. 3

Regional Index¹
 of submitted
 conciliation
 applications
 1st Sem 2024



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** 1st Sem 2024

Focus on 1st Sem 2024 – Electricity sector		
Topic application	n.	% vs tot.
Invoicing/billing	3.238	42,3%
Contracts	1.324	17,3%
Damages	1.095	14,3%
Late/non-payment, disconnection	553	7,2%
Other	451	5,9%
Metering	357	4,7%
Connection, technical quality	346	4,5%
Market	269	3,5%
Commercial quality	29	0,3%
Total	7.662	100%

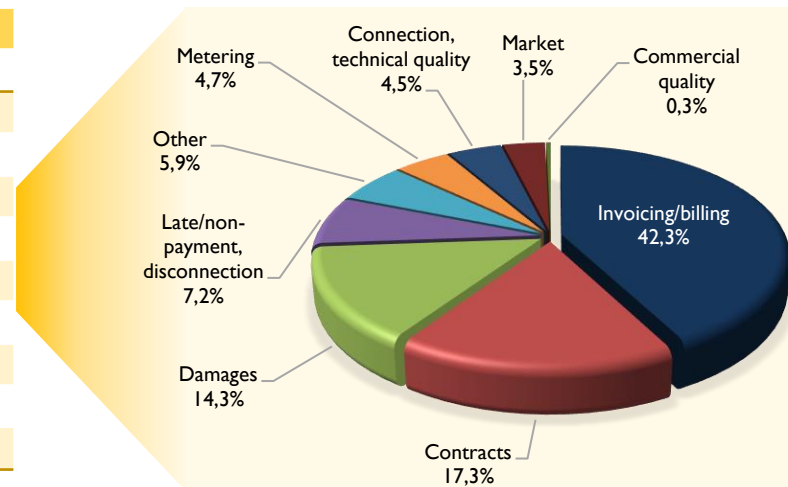


Fig. 5

Conciliation applications topics for the **Gas sector** 1st Sem 2024

Focus on 1st Sem 2024 – Gas sector		
Topic application	n.	% vs tot.
Invoicing/billing	3.332	49,9%
Contracts	2.137	32,0%
Late/non-payment, disconnection	339	5,1%
Other	296	4,4%
Metering	238	3,6%
Market	199	3,0%
Connection, technical quality	74	1,1%
Damages	53	0,8%
Commercial quality	15	0,1%
Total	6.683	100%

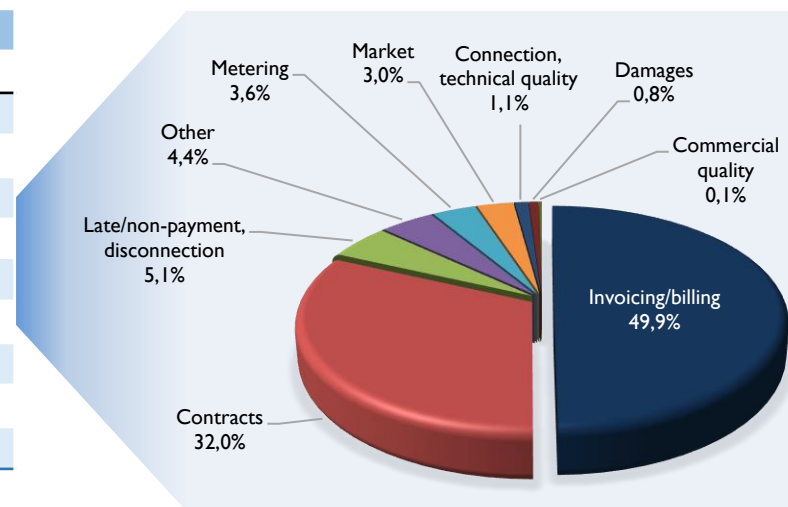


Fig. 6

Conciliation applications topics for **Dual-Fuel customers** 1st Sem 2024



Focus on 1st Sem 2024 – Dual-Fuel customers		
Topic application	n.	% su tot.
Contracts	836	40,3%
Invoicing/billing	721	34,8%
Market	257	12,4%
Late/non-payment, disconnection	99	4,8%
Other	94	4,5%
Damages	29	1,4%
Connection, technical quality	15	0,7%
Commercial quality	13	0,6%
Metering	8	0,5%
Total	2.072	100%

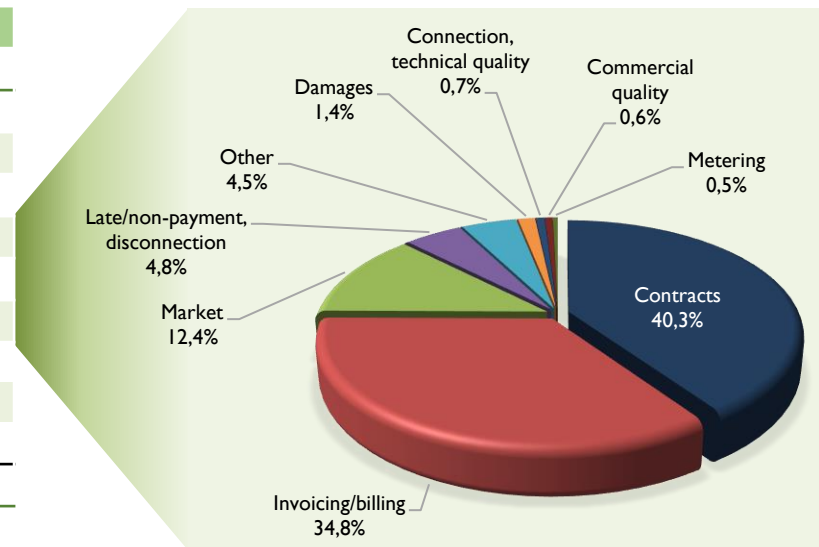


Fig. 7

Conciliation applications topics for **Prosumer** 1st Sem 2024



Focus on 1st Sem 2024 - Prosumer		
Topic application	n.	% vs tot.
NEM	41	33,9%
Connection, technical quality	18	14,9%
Purchase and sale	15	12,4%
Invoicing/billing	13	10,7%
Metering	11	9,1%
Contracts	8	6,6%
Other	8	6,6%
Damages	7	5,8%
Total	121	100%

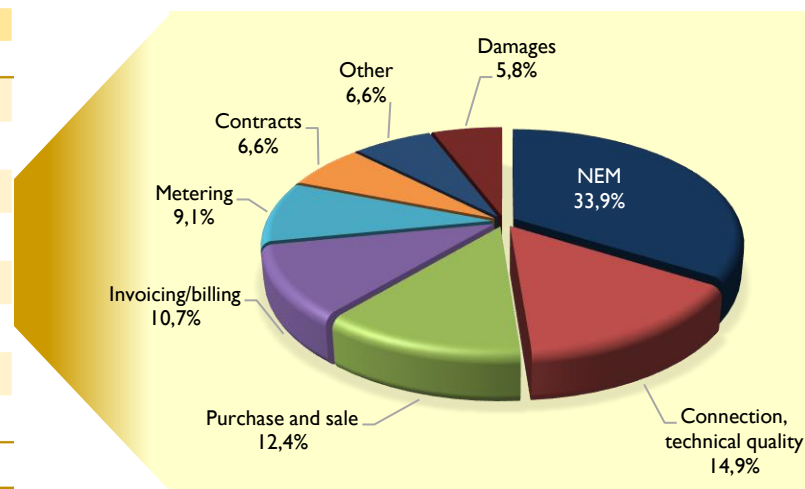


Fig. 8

Conciliation applications topics for the **Water sector**
 1st Sem 2024



Focus on 1st Sem 2024 – Water sector		
Topic application	n.	% vs tot.
Invoicing/billing	1.857	69,8%
Other	172	6,5%
Metering	159	6,0%
Contracts	130	4,9%
Late/non-payment, disconnection	124	4,7%
Damages	91	3,4%
Connection	61	2,3%
Contractual quality	36	1,4%
Technical quality	31	1,0%
Total	2.661	100%

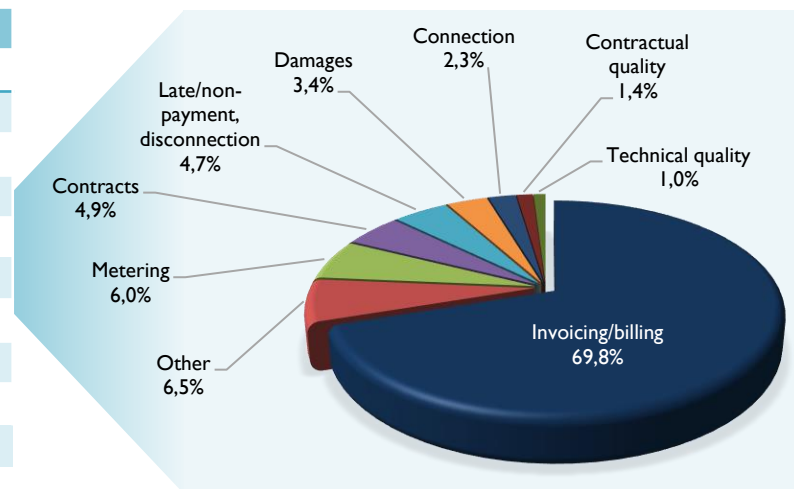


Fig. 9

Conciliation applications topics for the **District heating sector**
 1st Sem 2024



Focus on 1st Sem 2024 - District heating sector		
Topic application	n.	% vs tot.
Service transparency	13	44,8%
Other	6	20,7%
Late/non-payment, disconnection	5	17,2%
Technical quality of service	2	6,9%
Damages	2	6,9%
Connections	1	3,5%
Total	29	100%

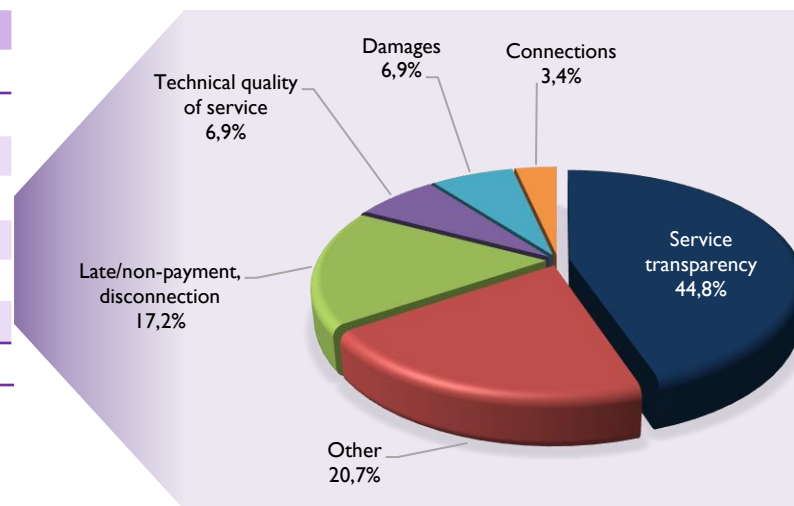


Fig. 10

Number of applications by applicants type
 1st Sem 2024



Focus on 1st Sem 2024					
Applicants type	Customer	Consumer Associations	Others	SME Associations	Total
Households	5.134	4.822	5.407		15.363
Non-households	1.371	515	1.977	2	3.865
Total	6.505	5.337	7.384	2	19.228
% vs Tot.	33,8%	27,8%	38,4%	0,01%	100%

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

Fig. 11

Average age and applications issued by customer and delegate
 1st Sem 2024

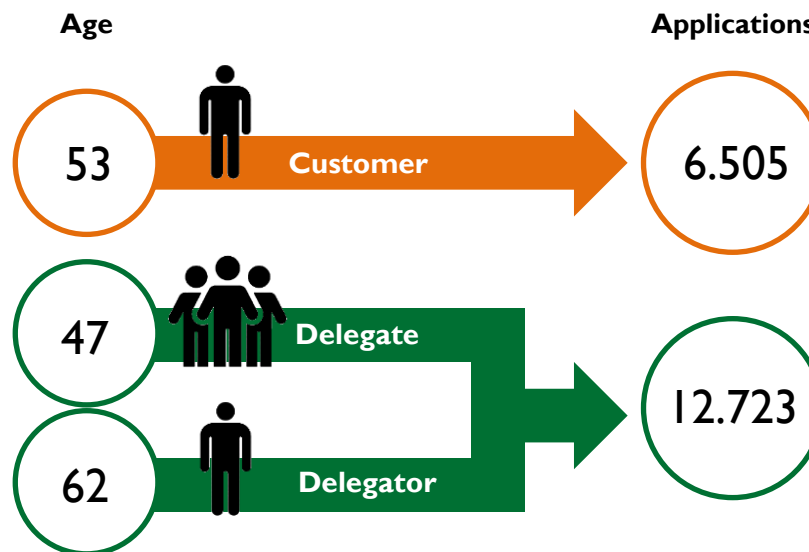


Fig. 12

Applications status
1st Sem 2024



Focus on 1st Sem 2024		
Applications status	Tot.	% vs tot.
Accepted	15.868	82,5%
Not accepted	1.444	7,5%
Not completed by the applicant	1.916	10,0%
Total	19.228	100%

Not accepted details

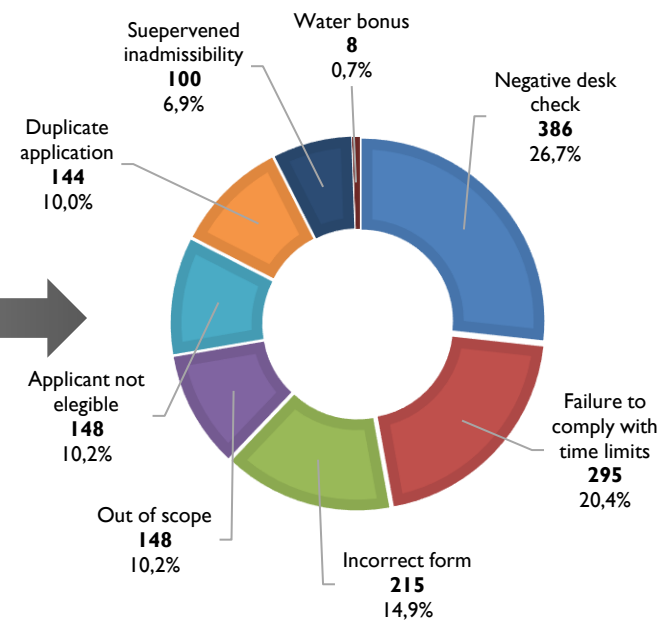


Fig. 13

Accepted applications for
Electricity and Gas sectors, Prosumer and Dual-Fuel customers
and status
1st Sem 2024



1st Sem 2024 – Electricity and Gas sectors, Prosumer, Dual-Fuel customers		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	6.869	59,3%
No-agreement	4.405	38,0%
Withdrawal from procedure	228	2,0%
Lack of participation of counterparty**	77	0,7%
Total	11.579	100%

* 2.077 procedures pending as of August 05, 2024

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



Fig. 14

Accepted applications for **Water sector** and status *1st Sem 2024*

Focus on 1st Sem 2024 – Water sector		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	1.187	63,4%
No-agreement	639	34,1%
Withdrawal from procedure	46	2,5%
Total	1.872	100%

* 325 procedures pending as of August 05, 2024

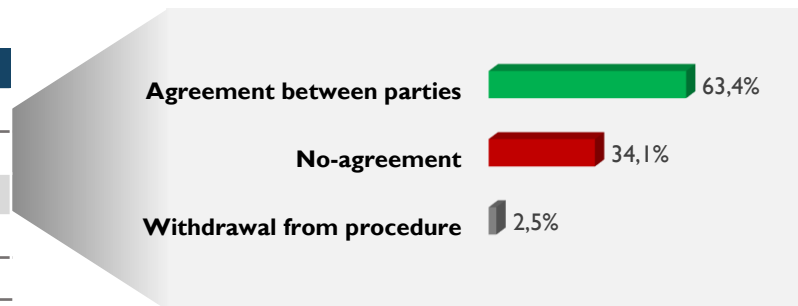


Fig. 15

Accepted applications for **District heating sector** and status *1st Sem 2024*

Focus on 1st Sem 2024 – District heating sector		
Accepted applications and status*	Tot.	% vs tot.
Withdrawal from procedure	7	53,8%
Agreement between parties	5	38,5%
No-agreement	1	7,7%
Total	13	100%

* 2 procedures pending as of August 05, 2024

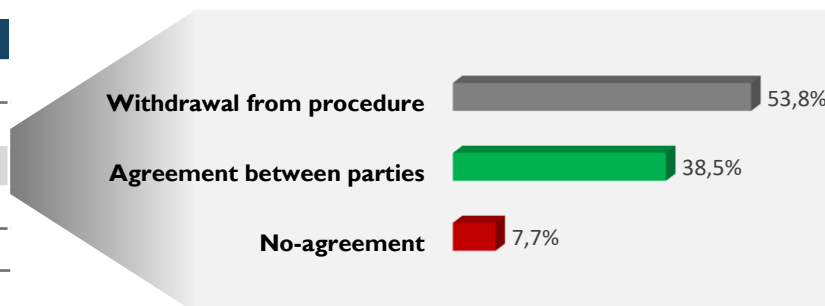
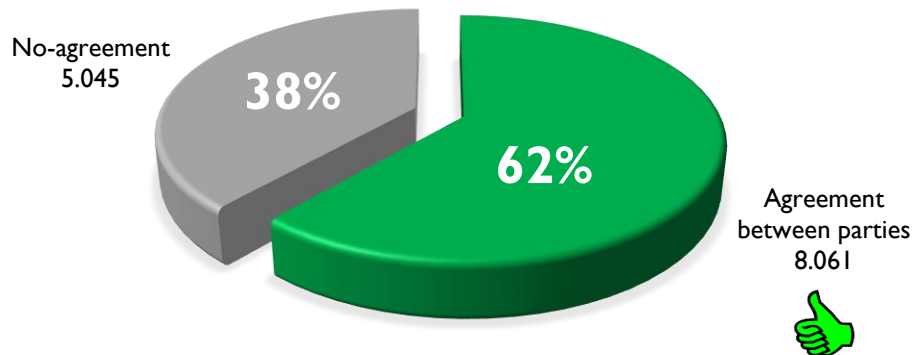


Fig. 16

Outcomes of
procedures started
and concluded
1st Sem 2024



Average number of days for
concluding the procedure
1st Sem 2024

53

Fig. 17

Outcomes of
procedures by
sector
1st Sem 2024



Focus on 1st Sem 2024														
Applications status	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	3.128	60%	2.637	58%	1.062	72%	1.187	65%	42	65%	5	83%	8.061	62%
No-agreement	2.078	40%	1.883	42%	421	28%	639	35%	23	35%	1	17%	5.045	38%
Total	5.206	100%	4.520	100%	1.483	100%	1.826	100%	65	100%	6	100%	13.106	100%

Fig. 18

Compensation¹ for
 the procedures started
 and concluded
 1st Sem 2024

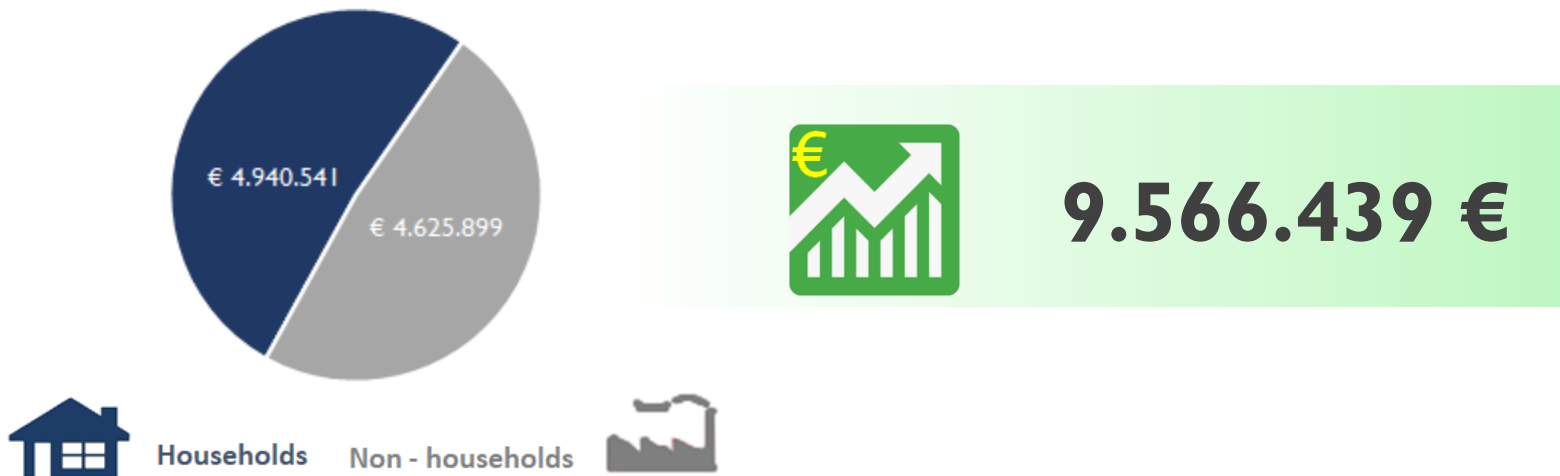


Fig. 19

Customer satisfaction
 for the procedures
 started and concluded
 1st Sem 2024



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 and signed an agreement in front of the Conciliation Service.
 2) 5.421 complete questionnaire replies.