

# REGULATION OF QUALITY AND CONSUMERS' RIGHTS

## QUALITY REGULATION IN THE ELECTRICITY SECTOR

The first regulatory period for commercial quality in the electricity sector, which began in 2000, came to an end in 2003. On this front, in 2003 the Authority for Electricity and Gas worked mainly along two lines:

- quality of service regulation, in the context of preparations for regulatory period 2004–2007;
- quality of service monitoring, in the context of calculating continuity improvements with respect to 2002.

### Electricity: quality standards

#### Continuity of service

In 2003, the main continuity problems for end customers did not stem from interruptions originating on the distribution grids, as they had in previous years, but from two high-impact events: the planned outages that the transmission system operator (GRTN S.p.A.) demanded of distributors on 26 June, when spiking demand exceeded available production capacity, and the total blackout the night of 28 September. Thus, continuity of service worsened markedly from 2002 to 2003. The September blackout, affecting more than 95 percent of customers, and the planned outages in June, which struck about one customer in four, entailed estimated average losses of 418 minutes and 24 minutes per customer, respectively. The total length per customer of all sustained, unannounced interruptions—including the blackout and the planned outages—rose from 130 minutes lost in 2002 to 567 minutes lost in 2003 (see Figure 19 and Table 35).

Disregarding the events of 26 June and 28 September, continuity of service on the electricity distribution grids continued to improve in 2003 thanks to the incentives established by the Authority with Resolution 202 of 28 December 1999 (later incorporated into the Continuity of Service Act approved with Resolution 155 of 1 August 2002). Counting only interruptions relating to the distribution grids, continuity of service regulation led to a reduction in the number and duration of outages per customer and to a narrowing of the continuity gaps among regions for like concentrations of users. The improvements applied to both Enel S.p.A. and most of the local distribution firms.

This progress was driven by a reduction in the basic indicator (total duration of sustained, unannounced interruptions per low-voltage customer), the calculation of which excluded the September blackout, the planned outages and also interruptions attributable to force majeure or external causes and those originating on the high-voltage networks or the national transmission grid. This basic indicator, calculated annually, went from 175 minutes lost in 1999 to 84 minutes lost in 2003, for an overall improvement of 52 percent during regulatory period 2000–2003.

The number of interruptions per customer (Figure 20), including the blackout and planned outages, was 4.12 in 2003, compared with 2.93 in 2002. Net of the June and September crises the number of interruptions per customer was 2.89 this year.

One of the main goals of continuity of service regulation is to reduce interregional gaps. At the macro-level, Figure 21 shows the gradual slimming of the disparity between North and South in terms of the total length of interruptions (excluding the June and September crises only).

Fig. 19 **DURATION OF INTERRUPTIONS PER LOW-VOLTAGE CUSTOMER**

Minutes lost per customer; national average annual figures, Enel Distribuzione and local electric companies with more than 5000 end customers

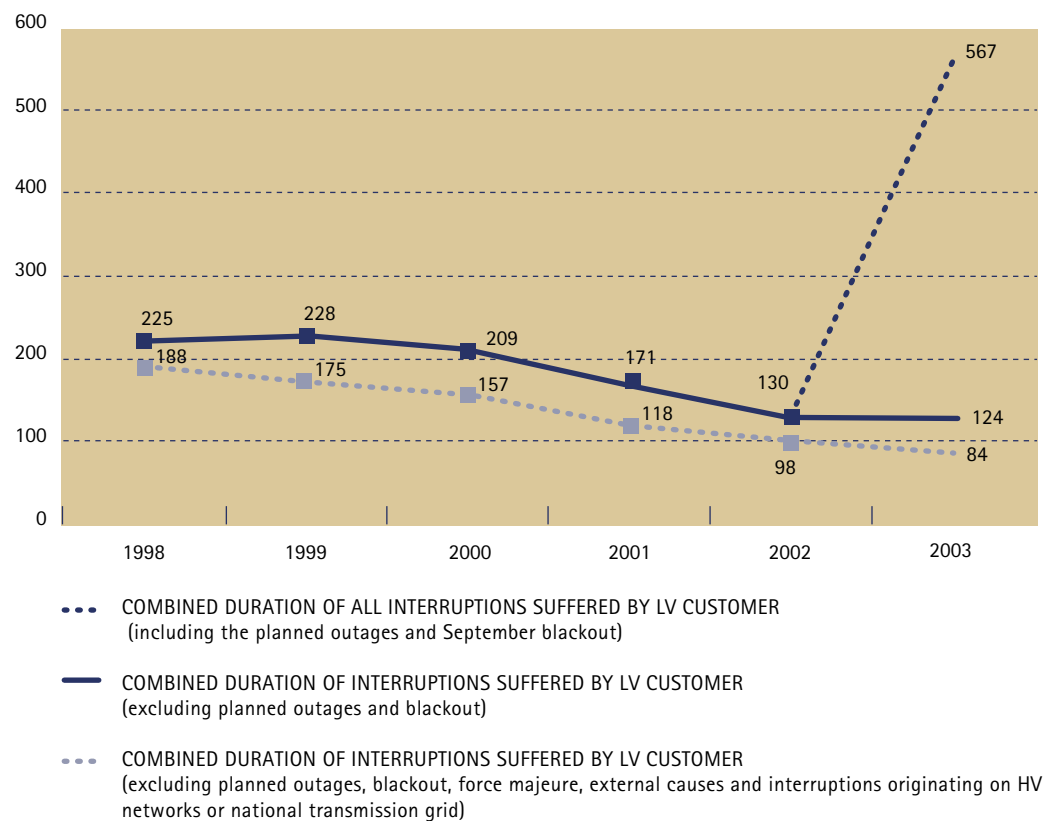


Fig. 20 **NUMBER OF SUSTAINED, UNANNOUNCED INTERRUPTIONS PER LOW-VOLTAGE CUSTOMER**

National average annual figures, Enel Distribuzione and local electric companies with more than 5.000 end customers

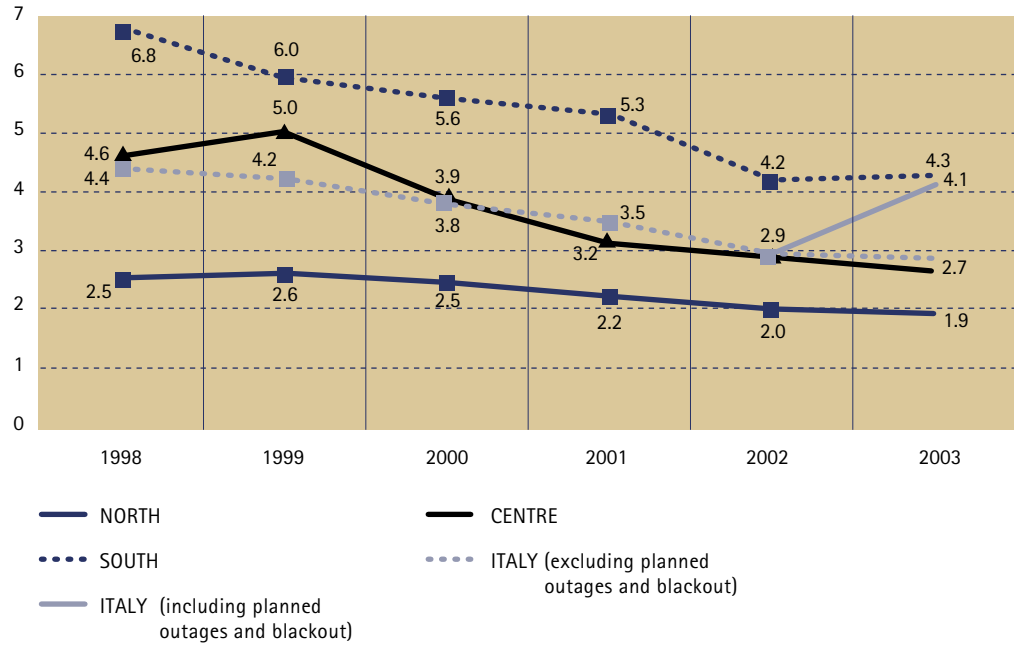
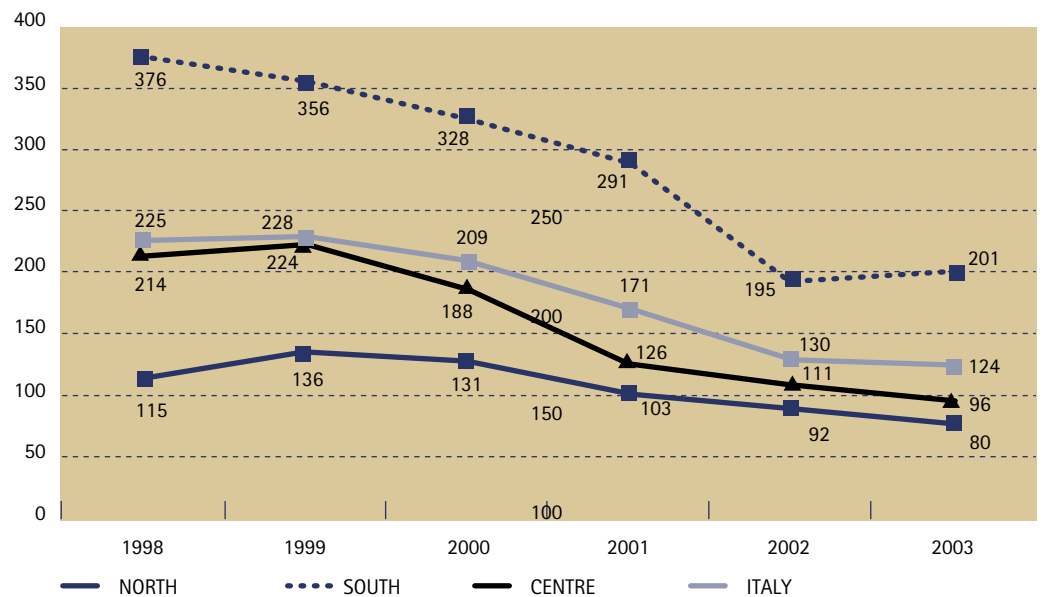


Fig. 21 **DURATION OF INTERRUPTIONS PER LOW-VOLTAGE CUSTOMER, EXCLUDING PLANNED OUTAGES OF 26 JUNE AND BLACKOUT OF 28 SEPTEMBER 2003**

National average annual figures, Enel Distribuzione and local electric companies with more than 5000 end customers



On its website the Authority provides an online query service for continuity of service data, split by company, region, province and type of interruption.

Tab. 34 **AVERAGE NUMBER OF INTERRUPTIONS PER LOW-VOLTAGE CUSTOMER BY REGION**

Regional average annual figures, Enel Distribuzione and local electric companies with more than 5000 end customers, excluding planned outages of 26 June and blackout of 28 September 2003

	2002	2003
Piedmont	2.76	2.34
Valle d'Aosta	1.50	1.27
Liguria	2.79	2.18
Lombardy	1.63	1.63
Trentino Alto Adige	2.58	4.16
Veneto	2.08	1.73
Friuli Venezia Giulia	1.65	1.76
Emilia Romagna	1.53	1.95
Tuscany	2.79	2.57
Marches	2.28	2.16
Umbria	2.42	2.28
Lazio	3.27	2.98
Abruzzo	2.87	3.13
Molise	2.88	4.05
Campania	4.11	4.32
Puglia	3.93	3.22
Basilicata	3.82	4.68
Calabria	5.70	5.40
Sicily	4.42	4.74
Sardinia	4.06	4.93
NORTH	2.01	1.95
CENTRE	2.93	2.69
SOUTH	4.20	4.30
<b>ITALY</b>	<b>2.93</b>	<b>2.89</b>

Tab. 35 **DURATION OF INTERRUPTIONS PER LOW-VOLTAGE CUSTOMER PER REGION**

Regional average annual figures, Enel Distribuzione and local electric companies with more than 5000 end customers, excluding planned outages of 26 June and blackout of 28 September 2003

	2002		2003			
	NET COMBINED DURATION	TOTAL COMBINED DURATION	NET COMBINED DURATION	TOTAL COMBINED DURATION	PLANNED OUTAGES	BLACKOUT
Piedmont	102.68	147.48	62.66	101.80	24.08	176.29
Valle d'Aosta	37.25	62.05	59.58	71.43	4.81	189.13
Liguria	82.80	97.30	52.21	68.42	29.37	193.66
Lombardy	47.86	77.78	38.58	66.53	21.96	166.70
Trentino Alto Adige	50.58	130.51	86.24	223.62	20.67	208.10
Veneto	60.41	87.12	46.94	71.72	17.59	244.80
Friuli Venezia Giulia	54.22	76.37	58.66	115.02	16.50	198.45
Emilia Romagna	47.84	59.29	48.60	64.40	24.65	304.94
Tuscany	81.51	100.83	65.25	87.36	20.96	368.53
Marches	74.41	82.37	64.82	77.33	21.17	689.32
Umbria	62.53	75.57	54.13	75.27	18.42	636.48
Lazio	108.31	130.03	88.19	110.34	17.00	658.79
Abruzzo	96.28	105.42	133.78	164.82	24.29	737.32
Molise	85.04	92.20	122.63	256.14	20.10	677.60
Campania	140.67	159.44	139.06	191.14	23.69	621.51
Puglia	174.31	202.03	105.93	179.06	35.51	694.67
Basilicata	164.39	178.29	209.62	337.95	40.64	647.98
Calabria	190.36	212.38	137.25	196.34	22.37	438.27
Sicily	139.70	258.48	142.86	224.62	36.78	806.18
Sardinia	145.73	163.83	162.17	190.03	24.20	0.00
NORTH	62.64	91.56	49.44	80.47	22.22	208.96
CENTRE	91.82	110.40	75.16	96.02	18.94	564.58
SOUTH	149.43	194.51	136.75	201.50	29.73	619.78
<b>ITALY</b>	<b>97.75</b>	<b>130.06</b>	<b>83.99</b>	<b>124.34</b>	<b>24.10</b>	<b>418.32</b>

## Commercial quality

The Authority's commercial quality standards came into force on 1 July 2000. Their purpose

is twofold: to protect customers in the free and captive markets, and to foster an overall improvement in the level of service provided by electricity distributors, metering companies and vendors. The standards establish how quickly operators must address customers' requests (for hook-ups, connection of service, estimates, technical inspections, etc.) and respond to their written complaints.

The national standards instituted by the Authority represent the minimum quality of service that customers must be guaranteed. Companies can define their own standards only if they are higher than or in addition to those imposed. By regulating commercial quality, the Authority has put an end to the previous Charter of Service system, which had proved not to protect customers' rights enough for two reasons: because distributors set their own standards, usually with prudence as the rule of thumb and without regular updates, and because refund systems usually required a direct request from the customer, according to procedures that were ill publicized or otherwise discouraged action by customers entitled to a refund.

With the Authority's institution of automatic refunds and new standards, many more refunds are actually being paid to customers for substandard service than under the old Charter of Service system (Table 36).

Tab. 36 **CASES OF SUBSTANDARD SERVICE AND NUMBER OF REFUNDS PAID BY ELECTRIC COMPANIES**

Enel Distribuzione and local electric companies with more than 5 000 end customers since 1 July 2000

	CHARTER OF SERVICE			COMMERCIAL QUALITY REGULATION			
	1997	1998	1999 II SEM.	2000	2001	2002	2003
Cases of substandard service entitling customers to a refund	6 099	4 167	8 418	7 902	25 650	61 881	67 344
Refunds actually paid during the year	21	54	22	4 771	12 437	52 229	79 072

Source: Operators' declarations.

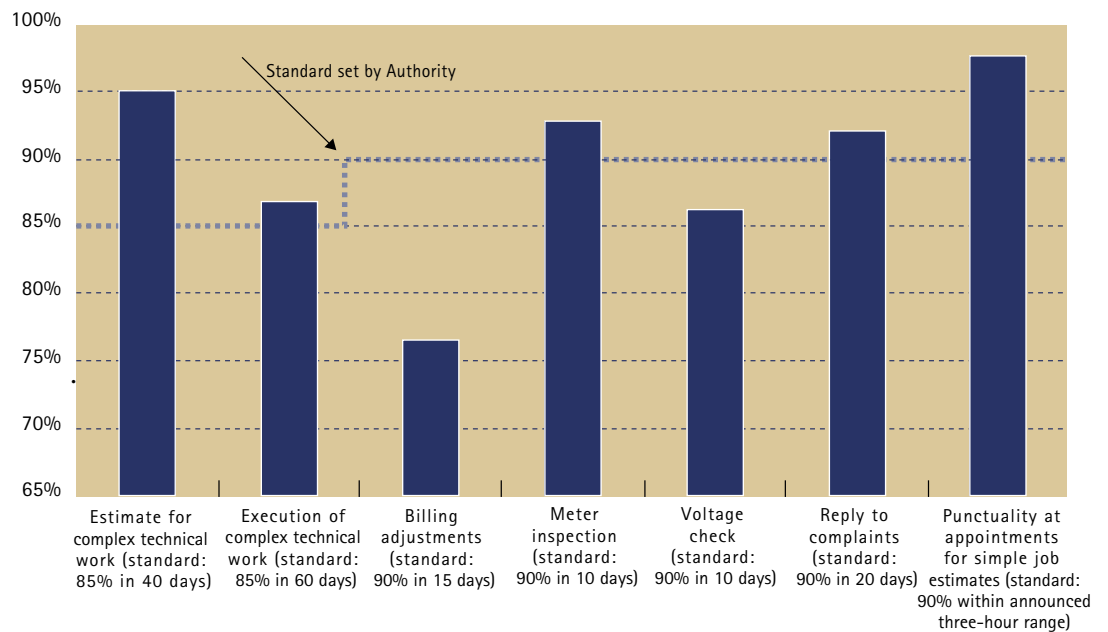
According to information submitted by operators, in 2003 about 79,000 refunds were paid, with most of the increase on the previous year due to the fact that refunds were also paid in 2003 for substandard service occurring in 2002. The number of instances of substandard service is still rising slightly, a few years since the new regulations were implemented in full. The failure rate for guaranteed standards of service is still lower than 5 percent, and in some cases (service restoration after late bill payment; disconnection) it does not reach 2 percent. The amount of the automatic refunds differs by type of contract (residential or business); it

doubles if not paid within three months, and quintuples if six months elapse. An analysis of refunds paid by type of contract shows that in 2003, electric companies in general did not manage to pay up by the three month deadline, since the average refund paid was higher than the amount due in the event of settlement within three months.

For some services, the Authority has decided not to set guaranteed standards associated with automatic refunds. For these, it has established general standards that allow it to monitor progress in quality of service. Most of the goals set with these standards have been met, but in 2003, the goals for billing adjustments and requests for voltage checks were not (Figure 22)

FIG.. 22 RATE OF COMPLIANCE WITH GENERAL STANDARDS OF SERVICE IN 2003

Enel Distribuzione and local electric companies with more than 5000 end customers

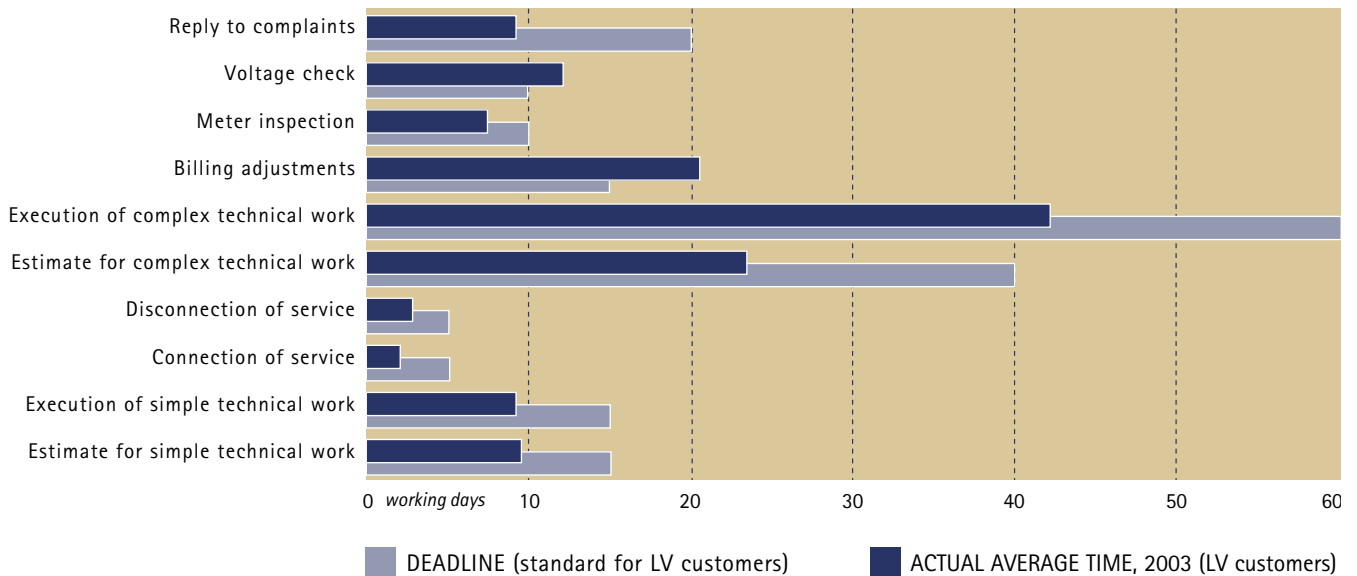


Source: Operators' declarations.

The Authority calculates the average actual time for the rendering of all services subject to guaranteed or general standards. Many of these were performed in 2003 in about two thirds of the maximum time permitted; billing adjustments and voltage checks, however, took longer than allowed (Figure 23).

Fig. 23 **COMPARISON OF ACTUAL AVERAGE TIME AND GENERAL QUALITY STANDARDS FOR ALL SERVICES RENDERED TO LOW-VOLTAGE CUSTOMERS**

2003; Enel Distribuzione and local electric companies with more than 5000 end customers



Source: Operators' declarations.

## Electricity: quality incentives and penalties

The Authority focused its quality control activities on continuity of service and on the definition of applicable incentives and penalties. A cornerstone of the regulation of service quality is the payment of benefits to distributors that achieve quality improvements above and beyond their targets, and the charging of fines to those that fail to improve as they should. Neither penalties nor benefits apply to distributors whose actual degree of continuity over a two-year period is within 5 percent of the target.

On the basis of its inspections, the Authority issued Resolution 140 of 4 December 2003, which authorized the payment of benefits totalling 104 million for 183 catchment areas (out of 312) that outdid their quality targets in 2002 (the 104 million is net of 32 million in penalties, charged to 57 areas where quality was worse than targeted), as well as 10.4 million in benefits for 26 catchment areas where actual quality in 2002 was the same as or better than the national standard of reference.

Resolution 140 also granted preliminary approval to the requests submitted for 2003 by 12 distributors whose actual continuity level in 2002 was equal to or better than the national standard of reference. Before the requests for 2003 were definitively approved, the companies had to keep their continuity levels at or better than the national standard for all 12 months of the year.



The impact on tariffs of the 115 million for quality improvements in 2003 was absorbed by the fund for continuity of service gains, which is run by the Electricity Equalization Fund and financed by the portion of 2003 tariffs dedicated to improvements in continuity, as per Resolution 152 of 1 August 2002.

TAB. 37 **OVERALL SATISFACTION WITH THE ELECTRICITY SERVICE**  
Percent replying "highly satisfied" or "moderately satisfied"

	1998	1999	2000	2001	2002	2003
Northwest	94.6	94.5	94.1	94.5	94.9	93.2
Northeast	93.1	94.1	92.0	94.3	92.9	91.5
Centre	89.4	91.3	89.6	91.1	90.9	89.4
South	86.4	88.1	88.7	89.2	89.5	89.9
Islands	83.7	83.9	84.5	84.5	85.6	84.2
<b>Italy</b>	<b>90.3</b>	<b>91.2</b>	<b>90.6</b>	<b>91.7</b>	<b>91.5</b>	<b>90.3</b>

Source: Istat multi-purpose study, 1998-2003.

## Electricity: customer satisfaction surveys

From 1998 to 2003, on behalf of the Authority and as part of a multi-purpose household survey entitled Aspects of Everyday Life, the Italian Institute of Statistics (ISTAT) conducted studies designed to assess customers' satisfaction with the quality of the electricity and gas services.

The general degree of satisfaction with the two services was good, although there was a certain amount of variance from one geographical area to the next (Table 37).

Customer satisfaction in the electricity sector depends highly on continuity of service, i.e. a lack of interruptions in the supply of power (Table 38). A historical analysis of data and a comparison with actual continuity levels shows that as outages decrease, the degree of satisfaction improves (the number of dissatisfied customers goes down). Satisfaction levels in 2003 were influenced at least partly by the planned outages in June and the blackout in September.

TAB. 38 **SATISFACTION WITH CONTINUITY OF THE ELECTRIC SERVICE**

Percent replying "highly satisfied" or "moderately satisfied"

	1998	1999	2000	2001	2002	2003
Northwest	95.4	95.4	95.1	94.5	95.6	94.1
Northeast	94.2	94.8	93.9	95.8	95.0	93.1
Centre	89.5	90.6	89.0	91.9	91.7	89.9
South	85.9	87.5	88.3	88.5	89.2	89.6
Islands	85.0	83.1	85.8	85.9	88.4	86.4
<b>Italy</b>	<b>90.8</b>	<b>91.1</b>	<b>91.2</b>	<b>92.0</b>	<b>92.5</b>	<b>91.1</b>

Source: Istat multi-purpose study, 1998–2003.

## Regulating terms of service in the electricity sector: regulatory period 2004–2007

In 2003 the Authority began the process of defining commercial quality regulations for the second regulatory period. The process was completed with the adoption of Resolution 4 of 30 January 2004, which approved the consolidated provisions of the Authority for Electricity and Gas regarding quality of service in electricity distribution, metering and vending for regulatory period 2004–2007.

### Continuity of service

The resolution is aimed at confirming and reinforcing the current rules on the duration of interruptions, at a time when many local continuity of service levels are still far from the national average and that average itself is still behind with respect to the major countries of the European Union. As before, the duration of interruptions is regulated according to annual targets set by the Authority and the subsequent verification of the results obtained by distributors, so as to pay out benefits to overachievers and charge penalties to those who fail to meet their targets. To accelerate improvement in the areas where service is worst, the Authority has changed its method of calculating target levels, now requiring all high-, medium- and low-density catchment areas to reach the same standards of quality (known as "target levels") within three regulatory periods. It has also adjusted the system for calculating incentives due to distributors whose targets are surpassed, making it consistent with customers' willingness to pay and especially attractive with regard to investments carried out in the economically underdeveloped parts of the country.

The Authority has proposed that the duration of interruptions due to damage caused by third parties be regulated on an optional basis, starting in 2005. In addition to further improving continuity of service, this could lead to a more rapid convergence toward the targets laid down in the resolution.

The regulation of blackout duration has been accompanied by new rules on the maximum number of interruptions for larger customers. These serve a dual purpose: to protect the worst served customers, through a system of automatic refunds in the event of substandard service (Table 39), and to encourage distributors to invest in ways of reducing the number of interruptions, which they might not do if regulations concerned the duration of blackouts only. The Authority now identifies the approximately 10 percent of customers in Italy that suffer a higher-than-standard number of interruptions, regardless of their voltage or contracted power, most of whom are in Southern Italy. Regulation of the number of interruptions, a first in Europe, will take effect in 2006 for high-voltage customers and medium-voltage customers with available power of more than 500 kW, and will gradually be extended to all users supplied with medium voltage. The main expected benefit is a substantial decrease in the number of interruptions suffered by larger customers and thus a smaller number of clients qualifying for the status of “worst-served”.

TAB 39 **GUARANTEED CONTINUITY STANDARDS FOR LARGER CUSTOMERS**

TYPE OF LARGER CUSTOMER	MAX. NO. OF SUSTAINED INTERRUPTIONS PER YEAR (A)
High-voltage customers	1
Medium-voltage customers in densely populated zones	3
Medium-voltage customers in moderately populated zones	4
Medium-voltage customers in sparsely populated zones	5

(A) Excluding announced interruptions, interruptions originating on the national transmission network, blackouts, planned outages, interruptions caused by force majeure or third parties, and those originating on the high-voltage grid serving medium-voltage customers.

One effect of the gradual liberalization of the electricity market is that customers are increasingly sensitive to quality of service. So that customers can express their needs, market initiatives known as quality contracts have been developed allowing electricity distributors and their largest customers to officialize quality standards that are better than those mandated by the Authority. Quality contracts can also be extended to quality of voltage parameters as defined in EN50160, which are presently not regulated at all.

## Commercial quality

The Authority has bolstered the protection of consumers' rights by introducing new commercial quality standards, and has also instituted rules aimed at simplifying and streamlining the regulation of quality of service.

With regard to consumers' rights, commercial quality regulation has been extended to utilities with 1,000 to 5,000 end customers. The standard for the correction of billing errors has been adjusted, since as originally conceived, the electric company could refuse to return undue sums paid by their customers without compromising their quality standing. A new standard concerns the deadline by which service has to be restored after being cut off due to meter failure. Every year, in fact, individual customers suffer more than 100,000 interruptions of this kind, which are excluded from the power companies' continuity of service ratings. Service for medium-voltage customers must be activated within a standard of five days, rather than 10. The quality of call-centre service is currently being monitored with a view to introducing new quality standards and thus providing better treatment of customers.

As for the simplification and streamlining of commercial quality regulation, utilities with fewer than 1,000 end customers have been exonerated from regulation as the cost of compliance would exceed the benefits. There is now a simplified procedure for estimating and performing jobs whose costs are pre-established in the current regulations on hook-up

TAB. 40 **ELECTRICITY DISTRIBUTION, METERING AND VENDING SERVICES REGULATED BY GUARANTEED QUALITY STANDARDS DURING REGULATORY PERIOD 2004–2007**

### Deadlines for low-voltage customers

SERVICE	DISTRIBUTION	METERING	SALE
Provision of estimates for work on low-voltage network	20 working days		
Execution of simple technical work	15 working days		
Connection of service	5 working days		
Disconnection at customer's request	5 working days		
Restoration of service after late bill payment	1 weekday		
Arrival at appointments with requesting parties		Within specified 3-hour range	
Restoration of service after meter failure		3 hours (A) 4 hours (B)	
Billing adjustments			90 calendar days

(A) Requests received on business days between 8 a.m. and 6 p.m.

(B) Requests received on weekends/holidays or on business days between 6 p.m. and 8 a.m.

charges. Also simplified are the rules on punctuality at appointments which, for the period 2000–2003, concerned only “customized appointments” between the electric company and the customer or other party requiring service. These are appointments made at the request of individual customers who, for their own reasons, need the work completed by a later deadline than that set by the Authority’s guaranteed standards.

TAB. 41 **ELECTRICITY DISTRIBUTION, METERING AND VENDING SERVICES REGULATED BY OVERALL QUALITY STANDARDS DURING REGULATORY PERIOD 2004–2007**

Minimum percentage of requests to be satisfied within stated deadline (low-voltage customers)

SERVICE	DISTRIBUTION	METERING	SALE
Execution of complex technical work	85% within 60 business days		
Voltage check	90% within 10 business days		
Comprehensive reply to complaints and written queries	90% within 20 business days	90% within 20 business days	90% within 20 business days
Frequency of meter reading and self-reading per end customer		95% within once a year	
Meter inspections		90% within 10 business days	
Quality of call-centre service			Monitoring in effect since first half of 2004

Services have been divided into electricity distribution, metering and sale to take account of the separation of those businesses in keeping with the gradual liberalization of the markets (Tables 40 and 41).

The automatic refunds due to customers for the failure to meet guaranteed standards have been updated as follows: 30 for low-voltage customers for residential use; 60 for low-voltage customers for non-residential use; and 120 for medium-voltage customers.

Lastly, the Authority has ruled that if electric companies receive requests from wholesale customers on behalf of end users in the free market, they must pay the automatic refunds to the wholesaler.

## QUALITY REGULATION IN THE GAS SECTOR

In 2003 the Authority continued to evaluate the gas service provided to end customers and to assess how well utilities have implemented its rulings on commercial quality (Resolution 47 of 2 March 2000) and on the safety and continuity of natural gas distribution (Resolution 236 of 28 December 2000).

Regulatory efforts were focused mainly on new safety regulations applicable downstream from the delivery point: Resolution 152 of 12 December 2003 on insurance for household customers receiving gas over local pipelines, and Resolution 40 of 18 March 2004 on safety inspections of users' gas installations.

During the year the Authority also stayed in contact with the energy standards agencies and technical associations, with a view to completing the Guidelines that need to be published before Resolution 236/00 can be fully implemented.

The Authority feels that the regulation of service quality in the gas sector has been generally successful and produced overall benefits for end customers. Specifically, the definition of mandatory safety and continuity guaranteed standards for distributors and the institution of automatic customer refunds for substandard service have been quite effective indeed.

The main results of quality of service regulation in the gas sector are discussed below in the section on safety regulation downstream from the delivery point.

### Gas: quality standards

#### Safety and continuity of service

Safety in the gas sector refers to the protection of people and property from injury or damage due to explosions, bursts and fires caused by distributed gas. Key safety features include the artificial odourization of gas so that its presence in the air can be detected; the reduction of gas leaks through the inspection of distribution networks and the cathode protection of steel pipes; and the establishment of an emergency response service.

Continuity of service is defined as a lack of interruptions in the supply of gas to customers. Ideally, gas should be provided continually, since interruptions in the service not only damage customers' interests and inconvenience them, but also expose them to risks when the service is restored. However, it is not technically possible to eliminate interruptions altogether.

With Resolution 236/00, the Authority established guaranteed and overall standards—as well as service, registration and notification duties—for the safety and continuity of the gas distribution service. Within this system of obligations and controls, national minimums have been set for each of the relevant indicators.

The Authority has chosen the individual distribution system as the catchment area for measuring safety and continuity. The publication, in comparative form, of individual distributors' safety and continuity data encourages distributors to strive for excellence.

The safety and continuity regulations for the gas distribution service require each distributor to define operating procedures for the handling of emergencies (malfunction of power supply sub-stations or entire stretches of medium- or low-pressure network, etc.) and incidents caused by the use of distributed gas. Distributors are required to inform the Comitato Italiano Gas (Italian Gas Committee – CIG) of each emergency or incident in which they have been involved.

The new regulations have been phased in gradually, as follows:

- for all distributors, the obligation to provide emergency intervention including in response to calls reporting gas leaks in customers' installations took effect in 2001;
- all distributors with more than 5,000 users (and each plant they manage with more than 1,000 users connected):
  - were required to have an updated floor plan by 1 July 2001;
  - have had to comply with all of the Authority's new safety and continuity regulations since 1 January 2002.

Information on the technical quality of the service that supplies gas for civil use by way of urban networks is collected by the Authority each year, from the gas utilities themselves, and published on the Authority's Web site.

Since 2003, utilities with more than 5,000 connected customers have been required to submit data on the safety and continuity of the gas distribution service to the Authority by 31 March of each year. Utilities with up to 5,000 connected customers must only report data on emergency calls received. The Authority, to make it faster for the utilities to submit data and easier for it to perform its supervisory function, has set up a system for the electronic transmission of data and the direct, on-line accrediting of each utility.

On the basis of data submitted by the utilities for 2002 and 2003, we can conclude that Resolution 236/00 has produced the following benefits:

- a significant increase in the number of networks subject to scheduled inspections, and distributors' more widespread use of a particular leakage location system on the occasion of both inspections and emergency calls;
- distributors who are more sensitive to odourization control and to monitoring the state of cathode protection on steel pipes;
- the definition of new emergency response obligations and, more generally, a recognition

of the importance of that service as the foundation of all efforts to promote safety in gas distribution;

- continuity of service measurement;
- in general, the definition of national guidelines for the fair and uniform implementation of the principal safety measures.

### Completion of standards and guidelines

Another priority in 2003 was to complete the guidelines for activities related to safety and continuity of service. Taking initiative from the Authority, the CIG, the Association for Protection from Electrolytic Corrosion (APCE) and the Italian Technical Gas Association (ATIG) drew up the Guidelines necessary for implementing Resolution 236/00, in accordance with Art. 28 thereof.

The Guidelines explain how the industry must carry out the activities regulated by the resolution on the aspects of gas safety and continuity of service that are not covered or sufficiently regulated by national or European technical standards. The Guidelines will be reviewed and updated periodically to take account of technical advances and regulatory changes in the field.

### Commercial quality

The Authority's commercial quality standards came into force on 1 January 2001. Their purpose is twofold: to protect end customers and to foster an overall improvement in the level of service provided by gas distributors and vendors. The standards establish how quickly operators must respond to requests from customers or from other parties requesting services on their behalf (such as a vendor that sells gas to a distributor). The commercial quality resolution also regulates punctuality in connection with user-requested appointments, giving customers a choice between prompt standard fulfilment of their requests and on-time arrival at the appointments they make with the utility for the performance of certain tasks.

The Authority has introduced automatic penalties for utilities that fail to meet guaranteed standards of service, as well as overall standards and registration and notification duties that differ according to the utility's size.

By regulating commercial quality, the Authority has put an end to the previous Charter of Service system, which had proved not to protect customers' rights enough for two reasons: because distributors set their own standards, usually with prudence as the rule of thumb and without regular updates, and because refund systems usually required a direct request from the customer, according to procedures that were ill publicized or otherwise discouraged action by customers entitled to a refund.



The national standards instituted by the Authority represent the minimum commercial quality that customers must be guaranteed. Companies can define their own standards only if they are higher than or in addition to those imposed.

With the Authority's institution of guaranteed standards and automatic refunds, many more refunds are actually being paid to customers for substandard service than under the old Charter of Service system (Table 42).

TAB. 42 **CASES OF SUBSTANDARD SERVICE IN COMMERCIAL QUALITY AND NUMBER OF REFUNDS PAID BY GAS COMPANIES**

Operators with more than 5000 end customers

	CHARTER OF SERVICE			AUTHORITY RESOLUTION 47/00			
	1997	1998	1999	2000	2001	2002	2003
Cases of substandard service entitling customers to a refund	14 265	12 366	11 212	14 635	16 424	14 651	11 766
Refunds actually paid during the year	1 237	707	1 640	3 709	12 086	13 368	8 535

Source: Operators' declarations.

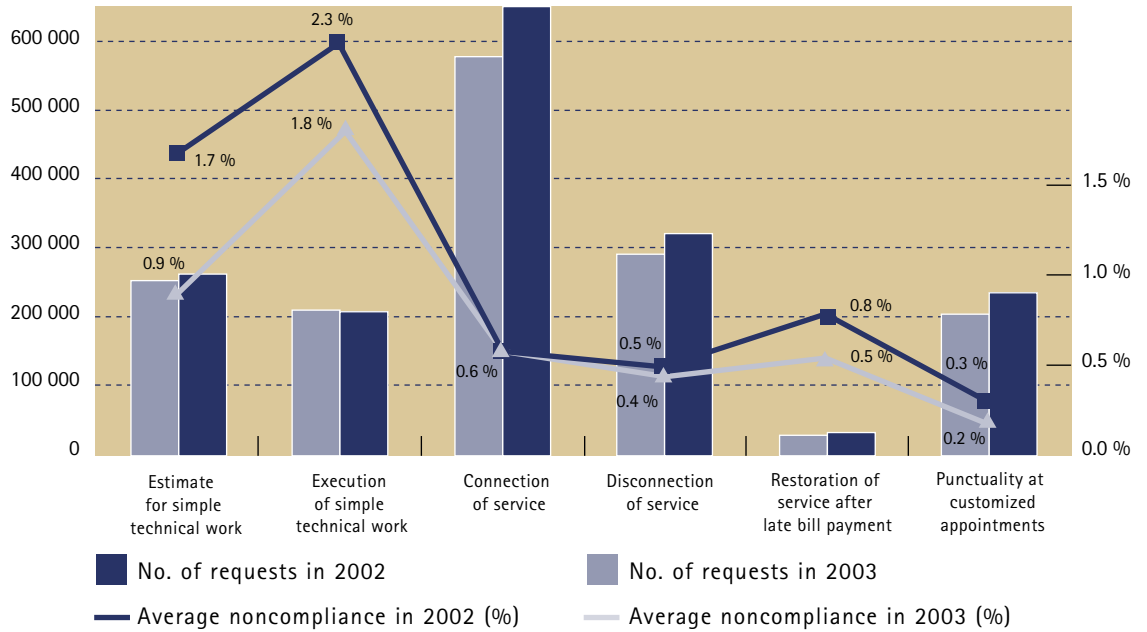
The number of requests for services subject to guaranteed standards tops 1.5 million per year, far exceeding the number of requests for services to which general standards apply. The most frequent request is for connection of service, which alone amounts to nearly 40 percent of the total. Almost all requests came from customers with meters up to class G6 (residential users), who thus constitute the category best protected by these regulations.

A comparison between 2003 figures and those from 1997, when the Charter of Service system was in effect, shows that certain services are now being performed much faster, in particular the execution of technical work. A precise quantification is only possible since 2001, however, when Resolution 47/00 came into force. Figures from 2001 to 2003 demonstrate a clear improvement in the amount of time taken to render services subject to guaranteed standards: the number of instances of substandard service decreased despite an increase in services requested (Figure 24).

For some services, the Authority has decided not to set guaranteed standards associated with automatic refunds. For these, it has established overall standards that allow it to monitor progress in commercial quality. Most of the goals set with these standards have been met for all categories of service. The Authority monitors the actual amount of time taken to provide all services subject to guaranteed or overall standards. On average, services subject to guaranteed standards are performed in half the amount of time allowed by the Authority. For the estimation and execution of technical work, the gap is even wider (Figure 25).

FIG. 24 SERVICES SUBJECT TO AUTOMATIC REFUNDS IN 2002–2003

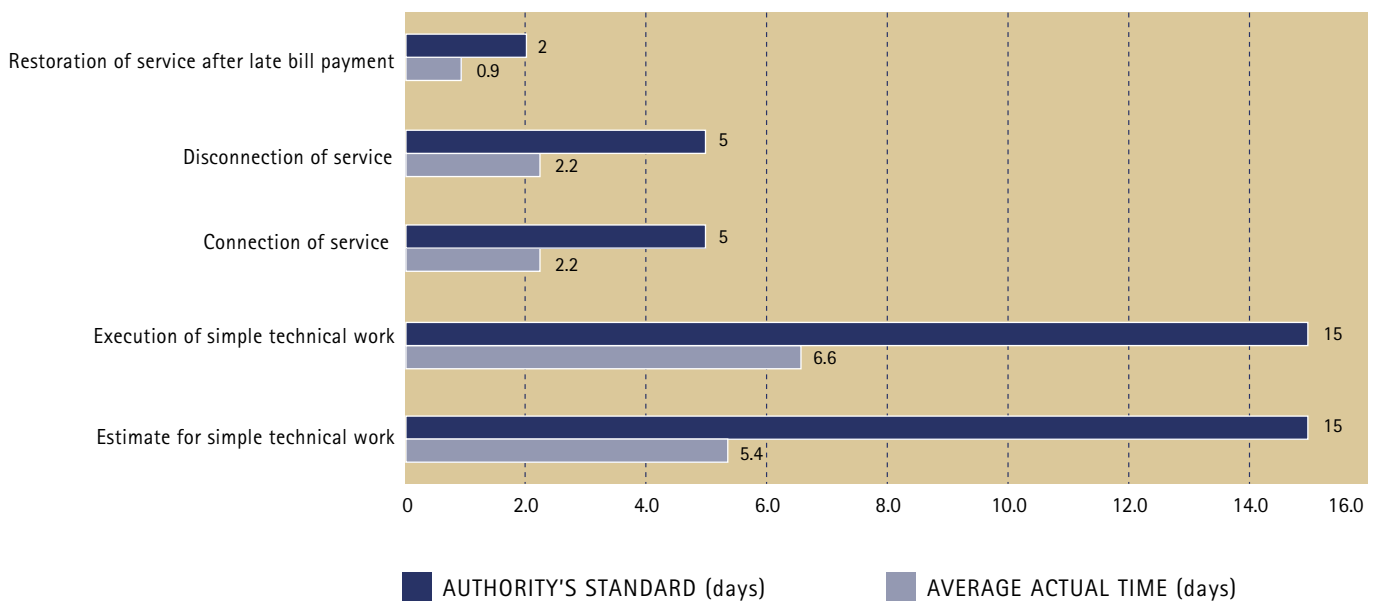
Operators with more than 5000 end customers



Source: Operators' declarations.

FIG. 25 AVERAGE ACTUAL TIME COMPARED WITH AUTHORITY'S COMMERCIAL QUALITY STANDARDS FOR CUSTOMERS WITH METERS UP TO G6

Operators with more than 5000 end customers



Source: Operators' declaration.

## Gas: customer satisfaction surveys

From 1998 to 2003, on behalf of the Authority and as part of a multi-purpose household survey entitled Aspects of Everyday Life, the Italian Institute of Statistics (ISTAT) conducted studies designed to assess customers' satisfaction with the quality of services in the electricity and gas sectors.

The general degree of satisfaction with the gas service was good, although there was a certain amount of variance from one geographical area to the next (Table 43).

Less significant is the historical progression of figures concerning customers' satisfaction with safety levels. In the gas sector, it is difficult for consumers to have an accurate perception of safety, which can only be assessed with a degree of technical knowledge uncommon among the general public.

TAB. 43 **OVERALL SATISFACTION WITH THE GAS SERVICE**

Percent replying "highly satisfied" or "moderately satisfied"

	1998	1999	2000	2001	2002	2003
Northwest	95.0	95.0	94.6	94.7	95.5	95.1
Northeast	94.5	94.7	94.5	94.7	93.1	94.7
Centre	94.5	95.7	95.1	93.7	95.1	94.4
South	94.5	95.1	95.2	95.1	94.0	94.8
Islands	89.8	95.6	95.0	96.6	94.4	93.5
Italy	94.5	95.2	94.8	94.6	94.6	94.7

Source: Istat multi-purpose study. 1998–2003.

## Regulation of safety post-delivery

### Insurance for household users

For end customers supplied with gas for domestic use, it is important that there be insurance coverage against injury, fire and liability in connection with gas-related accidents.

With Resolution 152/03, the Authority instituted mandatory minimum insurance for injury and fire caused by the household use of gas. Such a system had already been in place, on a voluntary basis, since 1991 and was due to expire on 31 December 2003. The resolution defined the content of insurance coverage, extending it to customers using network-distributed gas other than methane, such as LPG. The policy covers all civil end customers

supplied via a distribution network (thus excluding gas purchased in cylinders) and all of their installations for domestic or other use.

The cost, charged to consumers in their gas bills, is unchanged at 40 eurocents per year. With the gas market now liberalized, vendors can offer their customers better or additional terms (e.g. higher maximum payouts) without prejudice to the minimum coverage required by the Authority.

The new system will come into force on 1 October 2004 and the validity of the old one has been extended until that date.

#### Rules for assuring the safety of users' gas installations

Resolution 40/04 institutes new rules and procedures for assuring the safety of users' gas installations. It applies to installations receiving all kinds of gas distributed via networks (mostly methane, but also LPG). The aim of the resolution is to achieve as safe a gas service as possible, since although accidents caused directly by the malfunctioning of user installations have fallen steadily since 1995, they are still frequent enough to warrant close surveillance.

During the first phase of implementation, i.e. over the next five years, the installations of more than six million households will be checked for proper mounting and functioning through the examination of documents filled in by installers on the basis of applicable laws. Information that is already available will be given due credit and unnecessary paperwork will be avoided.

In some cases (roughly 0.5 percent of the total), the paperwork analysis will be followed up by physical on-site inspections, although these will not duplicate the inspections already provided for by current standards. By regulation, these, too, will be performed by the municipalities, which along with the provinces are already invested by law with similar tasks. The regulations state that municipalities will be paid for a maximum of 5 percent of the on-site inspections they perform on installations that have already been inspected by the distributor. The Authority has put distributors in charge of examining the paperwork.

Resolution 40/04 will be phased in gradually so that all parties will have time to prepare. As such, new hookups will be subject to inspection as from 1 October 2004; re-activated and modified installations as from 1 October 2005; and all systems in service as from 1 October 2006.

The cost of examining paperwork for modified and in-service installations and of the inspections performed by municipalities will be covered as part of the gas distribution tariff, starting in 2006, for a maximum charge to end users of just over 2 euros per year.

Each year, the Authority will publish a report on the state of implementation of the new rules, including the number and results of paperwork checks and on-site inspections performed.

## PROTECTION OF GAS AND ELECTRICITY CONSUMERS' RIGHTS

### Examination of complaints, queries and comments

In 2003 the Authority continued to examine a growing number of complaints, queries and comments from both individuals and consumers' associations.

TAB. 44 **COMPLAINTS, QUERIES AND COMMENTS RECEIVED BY THE AUTHORITY FROM 1 MAY 2003 TO 30 APRIL 2004<sup>(A)</sup>**

	COMPLAINTS	QUERIES	COMMENTS	TOTAL
Electricity	754	53	44	851
Gas	203	49	38	290
<b>Total</b>	<b>957</b>	<b>102</b>	<b>82</b>	<b>1 141</b>

(A) Excluding telephone communications and complaints about particular tariff issues

The above figures demonstrate that there has been little change over the years in the ratio of complaints, comments and queries concerning the distribution and sale of electricity (75% of the total) to those concerning the distribution and sale of gas (25%). The marked prevalence of communications in the electricity sector stems not only from the more widespread distribution of electricity (in terms of the number of end customers served) but from the fact that problems with the electricity service are more frequent and more readily perceived. In particular, there was a steep increase in the number of complaints about interruptions of service (14 percent more than the previous year). In interpreting that fact, however, account must be taken of the planned outages of 26 June 2003, the blackout that struck everywhere in the country except Sardinia on 28 September 2003, and the blackout affecting much of Northern Italy on 29 February 2004.

For the gas sector, complaints about contractual issues rose by 5.4 percent. The focus on these issues is increasing partly because complete liberalization of the market has allowed all customers to choose their own supplier. Tellingly, a growing number of comments and complaints concern the switch from one supplier to another; in some cases, gas companies have tried to hinder the switch by—for example—refusing to honour customers' right to terminate their contracts in accordance with the law or the contracts themselves. Some other questions have been raised by the application of the contractual terms established by Resolution 229 of 18 October 2001, which regulate the supply of gas to customers who have not yet exercised their right to take out new contracts within the free market.

The evaluation of complaints and comments is more important than ever in light of the information this effort reveals. It is a significant resource that provides valuable contact

with the market and its real mechanisms, providing the proper basis for the Authority to orient its regulatory and supervisory functions in a manner that best responds to existing needs and problems.

TAB. 45 **MAIN ISSUES ADDRESSED BY COMPLAINTS. COMMENTS AND QUERIES RECEIVED BY THE AUTHORITY FROM 1 MAY 2003 TO 30 APRIL 2004**

ISSUE ADDRESSED	TOTAL CASES (NUMBER)	TOTAL CASES (%)
<b>ELECTRICITY</b>		
Interruptions	375	44.0
Hook-ups	107	12.6
Billing procedures	103	12.1
Contracts	92	10.8
Voltage	48	5.6
Quality of service (commercial and technical)	30	3.5
Meters	25	2.9
Tariffs	21	2.6
Bills	12	1.4
Other	38	4.5
<b>GAS</b>		
Contracts	97	33.4
Billing procedures	72	24.8
Hook-ups	48	16.5
Bills	15	5.2
Quality of service (commercial and technical)	11	3.8
Tariffs	8	2.8
Meters	8	2.8
Other	31	10.7

## Information

One of the Authority's key responsibilities is to make sure gas and electricity consumers are kept properly and thoroughly informed. Generally speaking, the need for information is amplified by the rapidity of the liberalization process and the changes that inevitably follow, including in terms of new possibilities for the consumer.

Of the Authority's various efforts to promote better informed consumers, one activity of note is the publication, on its website, of writeups providing basic explanations of the most significant changes in the electricity and natural gas markets.

The website also describes the procedures for making a complaint to the Authority.

#### Relations with consumers' associations; Protocol of understanding with the CNCU

In the context of the working relationships that the Authority maintains with consumers' associations, in October 2001 it entered into a protocol of understanding with the National Council of Consumers and Users (CNCU) aimed at developing ways of keeping gas and electricity customers informed, especially with regard to market liberalization.

One of the aims specified in the protocol was to make sure consumers' associations were equipped to provide effective, thorough support and information to all consumers who seek their help in person or by phone. So many people were interested in this sort of training that the course had to be organized in stages, in a "top-down" configuration. Thus, the first stage was addressed to consumer association staffers who would then pass on the material learned to all other interested parties, through the organization of local training sessions. The first stage consisted of two courses, one in Bologna in July and the other in Caserta in September, attended by delegates from the consumers' associations.

This project bears witness to the Authority's growing concern for consumers' associations, which it involves as extensively as possible in the consultation process, the evaluation of proposals and measures affecting consumers' rights, the promotion of initiatives entailing study, research and dialogue into consumer problems, and informational campaigns. The Authority is also making a greater effort than ever to profit from the associations' experience in their individual sectors.

In early 2004, the Authority and the CNCU looked into the development of an ongoing e-learning programme that would keep operators up-to-date and enhance interaction between the Authority and the consumers' associations on the issue of information and training.

#### Code of conduct for the sale of natural gas to consumers

The complete liberalization of the gas market has raised the need to bolster protection of the end customer, who must be able to make informed selections from the range of contracts available on the market.

One of the means the Authority has identified in pursuit of that goal is the Commercial Code of Conduct for the Sale of Gas, whose adoption was already provided for by Art. 18 of Legislative Decree 164 of 23 May 2000. Therefore, in July 2003, the Authority launched the consultation process for code of conduct proposals. The purpose of such a tool is to make

sure the promotion of commercial offers in relation to the sale of gas to consumers is subject to uniform rules of conduct that will ensure such offers are fair and transparent. The reason why this is a top priority is that the liberalized gas market is tending toward an increasingly elaborate range of contracts being marketed to consumers, who need to be able to evaluate and compare the offers and make as informed a decision as possible.

Once the new code of conduct is in place for vendors, the distributors' code of conduct—introduced by Resolution 237 of 28 December 2000—will be repealed. During the transition phase entailing the separation of the vending and distribution businesses and full liberalization of sales, that earlier code had made distributors responsible for informing and assisting customers with regard to basic and special tariff options for distribution.

**Out-of-court conflict  
resolution: conciliation**

According to Law 481 of 14 November 1995, one of the Authority's tasks is to arrange for conciliation procedures on the basis of regulations issued by the prime minister, in the interests of swift and effective out-of-court conflict resolution. These procedures can help reduce conflict between customers and gas and electric utilities. Conciliation in particular is a flexible tool, since the parties work actively toward a solution either directly or through a third party. It can thus help the parties establish a very important dialogue in cases where the conflict lies within a contractual relationship that will not necessarily be terminated as a result of the dispute.

In the development of initiatives that can offer real opportunities for out-of-court conflict resolution, a key role is played by the utilities, whose willingness to sit down at a table to attempt to solve customer disputes is fundamental to the initiative's success—just as it is in other sectors. In order to raise the utilities' awareness, inform them of the available procedures and ensure the proper training of conciliators and of any personnel in charge of the more technical aspects of the process, the Authority has urged all interested parties, including through specific encounters, to gain experience with alternative conflict resolution.



## ENERGY EFFICIENCY AND CONSERVATION

### Guidelines for conservation projects and consultations with the regions and self-governing provinces

Resolution 28 of 1 April 2003 is entitled “Draft guidelines for the design, execution and evaluation of projects as per Art. 5, par. 1 of the Ministerial Decrees of 24 April 2001 and for the determination of criteria and procedures for earning energy efficiency certificates as per Art. 10 of said decrees”. With its approval, the guidelines were sent to the regions and self-governing provinces for their comments and opinions in accordance with Article 5, paragraph 5 of the aforementioned Ministerial Decrees.

On 16 July 2003, the Conference of Presidents of the Regions and Self-Governing Provinces submitted its comments and recommendations. Taking these into account, on 18 September 2003 the Authority passed Resolution 103, “Guidelines for the design, execution and evaluation of projects as per Art. 5, par. 1 of the Ministerial Decrees of 24 April 2001 and for the determination of criteria and procedures for earning energy efficiency certificates”.

### Contents of the Guidelines

The Ministerial Decrees of 24 April 2001 make the Guidelines the main tool to be used by all decision-makers involved for whatever reason in the processes the Guidelines address, with regard to the design and execution of energy conservation projects.

#### Project design, execution and evaluation

To make it easier to quantify the amount of energy saved through allowable projects, limit the cost of measuring and verifying those savings and make sure such measurements are accurate and reliable, the Authority has defined three methods of evaluation: standardized, analytical and comparative.

All three methods are designed to count only energy savings in addition to those that would have been achieved anyway as a result of advances in technology and the market (including those brought about by legal obligations). They also consider the impact of technical and behavioural factors on how long the savings will last.

For projects that meet the acceptability criteria and involve training campaigns, informational and promotional campaigns and campaigns to raise awareness in end customers, as a means of supporting one or more interventions included in a single project the Guidelines state that additional savings will be recognized in the amount of 5 percent of the total net savings applicable to the intervention to which the campaign refers.

To prevent interventions from being overly fragmented, permit economies of scale and purpose in the realization of conservation projects, and thus optimize the use of available resources, the Guidelines envisage a minimum project size<sup>1</sup> as detailed below:

- for standardized projects:
  - primary energy savings of at least 25 TOE/year;
- for analytical projects:
  - for companies bound by law (distributors that supplied 100,000 or more end users as of 31 December 2001): primary energy savings of at least 100 TOE achieved during the first 12 months of system functioning post-intervention;
  - for companies not bound by law (distributors that supplied fewer than 100,000 end users as of 31 December 2001 and energy service companies<sup>2</sup>): primary energy savings of at least 50 TOE achieved during the first 12 months of system functioning post-intervention;
- for comparative projects:
  - for companies bound by law: primary energy savings of at least 200 TOE achieved during the first 12 months of system functioning post-intervention, evaluated on the basis of the measuring programme approved in advance by the inspection and certification body;
  - for companies not bound by law: primary energy savings of at least 100 TOE achieved during the first 12 months of system functioning post-intervention, evaluated on the basis of the measuring programme approved in advance by the inspection and certification body.

In addition, companies interested in developing energy conservation projects can now ask the Authority, or a party delegated thereby, to check the projects in advance and make sure they satisfy the required conditions. This applies only to kinds of projects for which the Authority has not published technical specifications for standardized or analytical evaluation.

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<sup>1</sup> A project is any activity or set of activities that generates certain, quantifiable primary energy savings through the realization, at the premises of one or more participating customers, of one or more interventions assessable with the same evaluation method or through the realization at the premises of a single participating customer of interventions assessable with different evaluation methods.

<sup>2</sup> Energy service companies are businesses of any size and configuration whose registered purpose, as of the date the project begins, includes the provision of integrated services for the realization and possibly the subsequent management of energy conservation interventions.

## Inspection and certification of energy savings

The energy savings for which inspection and certification can be requested are those achieved through projects that are acceptable as per the Ministerial Decrees and the Guidelines and that are launched as from 1 January 2002.

Consistently with the Ministerial Decrees, the Guidelines call for spot checks and other forms of inspection of the documents that project operators are required to keep on file. These documents must demonstrate that the project was carried out in accordance with the Guidelines and with what the project operator declared in submitted paperwork.

The minimum documentation to be stored is specified for each type of project and for training campaigns, informational and promotional campaigns and campaigns to raise awareness in end customers. These records have to be kept for the useful life acknowledged for the kinds of intervention included in the project.

## White certificates

One of the most innovative aspects of the system introduced by the Ministerial Decrees is the possibility to sell energy efficiency certificates (“white certificates”) earned in exchange for certified energy savings. The purpose here is to combine the advantage of achieving definite quantitative targets for national energy conservation (typical of the more administrative kinds of regulation) with the advantage of economic efficiency guaranteed by the use of market instruments.

To that end, the Ministerial Decrees call for the introduction of certificates representing the units of primary energy saved. Following certification of the savings achieved by each project, they are issued in a quantity covering the extent of the certified savings.

White certificates are the only instrument by which companies bound by law can prove they have attained the energy savings targets imposed by the Ministerial Decrees. They are tradable, either through bilateral contracts or on the white certificates market organized by the market operator (GME S.p.A.), the latter according to rules established jointly by GME and the Authority.

The development of a white certificates market would reduce the total cost of achieving the quantitative targets established by the decrees, for both the country as a whole and the individual distributors required to reach them, and would thus mitigate the impact on tariffs if distributors were to recover the expense of conservation projects.

Each white certificate represents certified energy savings of one TOE.

Since the Ministerial Decrees require electricity and gas distributors to reach at least 50 percent of their own yearly targets through interventions conserving the form of energy they supply<sup>3</sup>, and satisfaction of that condition by target-bound distributors needs to be verified, the Guidelines provide for three different kinds of white certificate:

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<sup>3</sup> Electricity for electricity distributors and gas for gas distributors.

- type I, which attests to certified primary energy savings through a decrease in electricity consumption;
- type II, attesting to certified primary energy savings through a decrease in natural gas consumption;
- type III, attesting to certified primary energy savings through a decrease in consumption of other fossil fuels.

What this means is that electricity distributors have to meet their own annual target by presenting the Authority with type I white certificates amounting to at least half of their obligation, while gas distributors have to present type II certificates covering at least half of their requirement. The certificates can be earned from projects carried out directly by the distributor, or by the distributor in conjunction with third parties, or else purchased through bilateral contracts or on the certificates market set up by GME.

White certificates are valid for five calendar years as from the year the energy savings are achieved. The fact that they are valid for more than one year allows target-bound distributors to use any certificates they hold in excess of their yearly quota to satisfy their targets for the next four years (in other words, the certificates are “bankable”). To discourage strategies that would wind up distorting competition, only 40 percent of the target for a given year can be met with the use of certificates older than one year.

White certificates can be issued to electricity and gas distributors, their subsidiaries, and energy service companies. This is meant to open the certificates market to as many participants as possible, so that the efficiency gains generated by the market mechanism can be exploited to the fullest extent.

Lastly, regions and self-governing provinces that finance acceptable interventions according to the terms of the Ministerial Decrees and the Guidelines can retain a portion of the white certificates granted to the company in whose name the project is registered.



## STATUS OF LITIGATION

On the subject of legal proceedings conducted in connection with petitions against the Authority's rulings (during the period 1997–2003), developments in 2003 and as far as April 2004 confirm the positive trend reported in previous years. Of all petitions for the suspension of rulings filed with the Lombardy Regional Court (Table 46), 116 have been rejected, 22 have been fully granted and 12 have been granted in part. Of all first-instance petitions on the merits, 104 have been rejected, 70 granted in full and 20 granted in part; and in second-instance proceedings, the Authority has successfully appealed those decisions in 19 cases and been partially victorious in another four. The outcome of appeals filed against first-instance rejection of petitions has also been favourable: the Council of State has rejected 31 such appeals, and granted 10 in full and 5 in part.

By themselves, however, these figures do not sufficiently illustrate a crucial point: the increased stability brought about by the Authority's administrative action. A better understanding of this is provided by Table 48, which shows how dispute management has produced far more significant results, at the institutional level, than the already considerable progress denoted by the statistics on court proceedings. During its first seven years of operation (1997–2003), the Authority has issued 1,557 rulings, of which no fewer than 140 have been contested (usually in joint form by several adverse parties; see Table 49). The final legal judgments, i.e. court decisions beyond recall, have wound up invalidating only nine rulings in full and seven rulings in part. With almost none of the total invalidations concerning the regulatory and general rulings on which the very structure of electricity and gas regulation is founded, it is clear that the Authority—despite the unusual proliferation of disputes—is a major stabilizing factor. Over 99 percent of all its rulings, and over 88 percent of those contested, have passed the test of the courts.

TAB. 46 **SUMMARY OF FIRST-INSTANCE PETITIONS BY YEAR**

Decisions on petitions filed during the year indicated

YEAR	NO. PETITION	PETITIONS FOR SUSPENSION			PETITIONS ON THE MERITS		
		GRANTED	GRANTED IN PART	REJECTED	GRANTED	GRANTED IN PART	REJECTED
1997	14	-	2	7	-	1	6
1998	29	-	4	11	3	4	9
1999	68	-	-	24	-	4	25
2000	46	2	-	23	16	-	18
2001	92	2	-	16	29	3	19
2002	94	13	5	6	21	8	21
2003	25	5	1	21	1	-	6
2004 <sup>(A)</sup>	21	-	-	8	-	-	-
<b>TOTALE</b>	<b>389</b>	<b>22</b>	<b>12</b>	<b>116</b>	<b>70</b>	<b>20</b>	<b>104</b>

(A) Up to 30 April.

TAB. 47 **SUMMARY OF SECOND-INSTANCE PETITIONS BY YEAR**

Decisions on petitions filed during the year indicated

YEAR	APPEALS BY THE AUTHORITY			APPEALS BY ADVERSE PARTIES		
	GRANTED	GRANTED IN PART	REJECTED	GRANTED	GRANTED IN PART	REJECTED
1997	3	-	1	-	-	5
1998	-	-	1	2	-	1
1999	-	-	-	-	-	10
2000	10	3	1	1	-	8
2001	4	1	14	4	5	5
2002	1	-	-	3	-	1
2003	1	-	1	-	-	1
2004 <sup>(A)</sup>	-	-	-	-	-	-
<b>TOTALE</b>	<b>19</b>	<b>4</b>	<b>18</b>	<b>10</b>	<b>5</b>	<b>31</b>

(A) Up to 30 April.

TAB. 48 EFFECTS OF LITIGATION ON ADMINISTRATIVE ACTION YEAR

YEAR	RULINGS ISSUED BY THE AUTHORITY	RULINGS CONTESTED	RULINGS COMPLETELY INVALIDATED	RULINGS PARTIALLY INVALIDATED
1997	152	6 resolutions + 1 note	-	-
1998	168	11 resolutions + 3 notes	1	1
1999	209	15 resolutions + 2 notes	-	1
2000	250	16 resolutions+ 2 notes	3	2
2001	334	12 resolutions+ 2 notes	2	2
2002	234	27 resolutions + 5 notes	3	1
2003	169	17 resolutions	-	-
2004 <sup>(A)</sup>	41	10 resolutions	-	-
<b>TOTALE</b>	<b>1 557</b>	<b>140</b>	<b>9</b>	<b>7</b>

(A) Up to 30 April.

TAB.49 CONTESTED AUTHORITY RULINGS BY TYPE OF PETITIONER

NO. OF PETITIONERS	1997	1998	1999	2000	2001	2002	2003	2004 <sup>(A)</sup>	TOTAL
Electric companies	11	21	32	16	52	44	5	8	189
Gas companies	1	1	3	11	28	46	19	12	121
Other companies	0	0	30	15	9	2	2	1	59
Individuals	0	2	0	0	3	1	0	0	6
Associations	2	5	3	4	0	0	0	0	14
Government agencies	0	0	0	0	0	0	0	0	0
Total	14	29	68	46	92	93	26	21	389
<b>No. of rulings contested</b>	<b>7</b>	<b>14</b>	<b>17</b>	<b>18</b>	<b>25</b>	<b>32</b>	<b>17</b>	<b>10</b>	<b>140</b>

(A) Up to 30 April.