

Energy and environment: over 10.3 million euros recovered in 2020 for consumers through the Conciliation Service

Over 18,000 applications submitted, guaranteed operation even during the health emergency - New dedicated app for smartphones and tablets

Milan, 5 February 2021 - In 2020, ARERA's Conciliation Service enabled customers and users to obtain or save more than 10.3 million euros by resolving disputes with water, electricity and gas suppliers, ensuring its full operation and continuity even during the health emergency. In addition, it will soon be possible to download the new "Conciliation Service" app and directly access your reserved area to resolve disputes even more easily, using the new mobile version of the platform with your smartphone or tablet.

The number of applications rose from 16,000 in 2019 to over 18,000 in 2020, with 70% of completed procedures reaching agreements between the parties. Lazio and Abruzzo recorded the highest concentration of conciliation requests, followed by Calabria, Basilicata and Campania.

The vast majority of applications concern cases related to the electricity (10,054) and gas (4,794) sectors; this followed by the water sector (2,332), dual fuel (single bill for electricity and gas, 1,330), and finally practices put in place by prosumers (electricity producer-consumers, 92). In the energy sectors, an attempt at conciliation is mandatory before going to court, while in the water sector it is still optional. The total amount of 10.3 million euros in 2020 (which is expected to increase after the conclusion of the pending procedures) represents, by way of example, the amount returned to customers in the form of refunds, compensation, recalculation of incorrect billing or waiver of costs and default interest by suppliers. This figure, which has been steadily increasing and doubled from 5.6 million in 2018, is split almost evenly between non-domestic (51%) and domestic (49%) customers, although the number of applications submitted by households is higher (over 70% of the total).

The issues most often addressed are related to billing, especially in the gas and water sectors, to contracts, especially for dual fuel supplies, to claims for damages especially in electricity, to on-site exchange for prosumers. Moreover, in about 68% of all applications sent, customers preferred to be represented by a delegate (e.g. consumer association). Finally, it should be noted that about 20% of the applications were not accepted mainly because the customer decided not to complete the application or for procedural reasons (missing documentation, deadlines, scope).

[LINK TO DOWNLOAD THE REPORT](#)

<https://www.arera.it/allegati/consumatori/raconciliazione20.pdf> (Italian version)

The **Authority's Conciliation Service** is available to consumers to resolve disputes with operators and managers, free of charge and from the comfort of their homes or mobiles, with the assistance of a third-party, impartial conciliator trained in mediation and energy and water issues.

The customer, for example in the event of billing errors or other disputes, must first send a complaint to the operator or manager and, in the event of an unsatisfactory response or lack thereof, may activate the procedure. It can be activated online, by going to the website conciliazione.arera.it or downloading the dedicated App, and you can be involved directly or be represented by a delegate (e.g. consumer association). Any agreement between the parties (only for electricity and gas) is enforceable, i.e. it can be enforced before the competent court in the event of non-compliance. As an alternative to ARERA's Conciliation Service, it is possible to use ADR bodies that meet the requirements of the Consumer Code and are registered in the Authority's List, including joint conciliations, as well as the Chambers of Commerce that are parties to the agreement between ARERA and Unioncamere.