



ARERA Conciliation Service

Electricity, gas and water sector


Six-monthly report


1st Semester 2019


The Conciliation Service is an ADR Entity listed by ARERA (the Italian Regulatory Authority for Energy, Networks and Environment) and it is registered in the European Commission's ODR platform. ARERA is a member of NEON (National Energy Ombudsmen Network).

3.928 Electricity Sector 

2.395 Gas sector 

561 Water sector 

437 Dual Fuel customers 

60 Prosumer 

7.381

Amount of conciliation applications
 1st Sem 2019



Fig. I

Amount of incoming conciliation applications
 1st Sem 2019

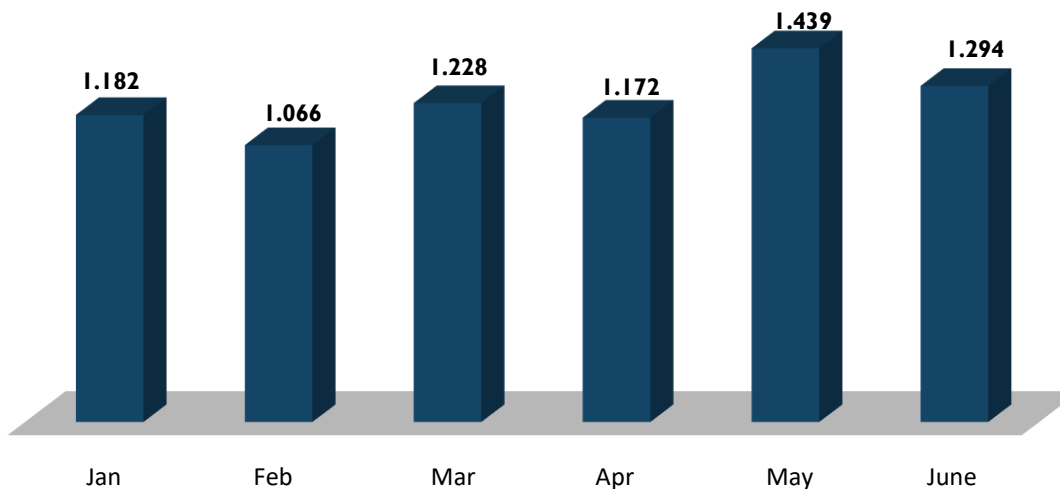
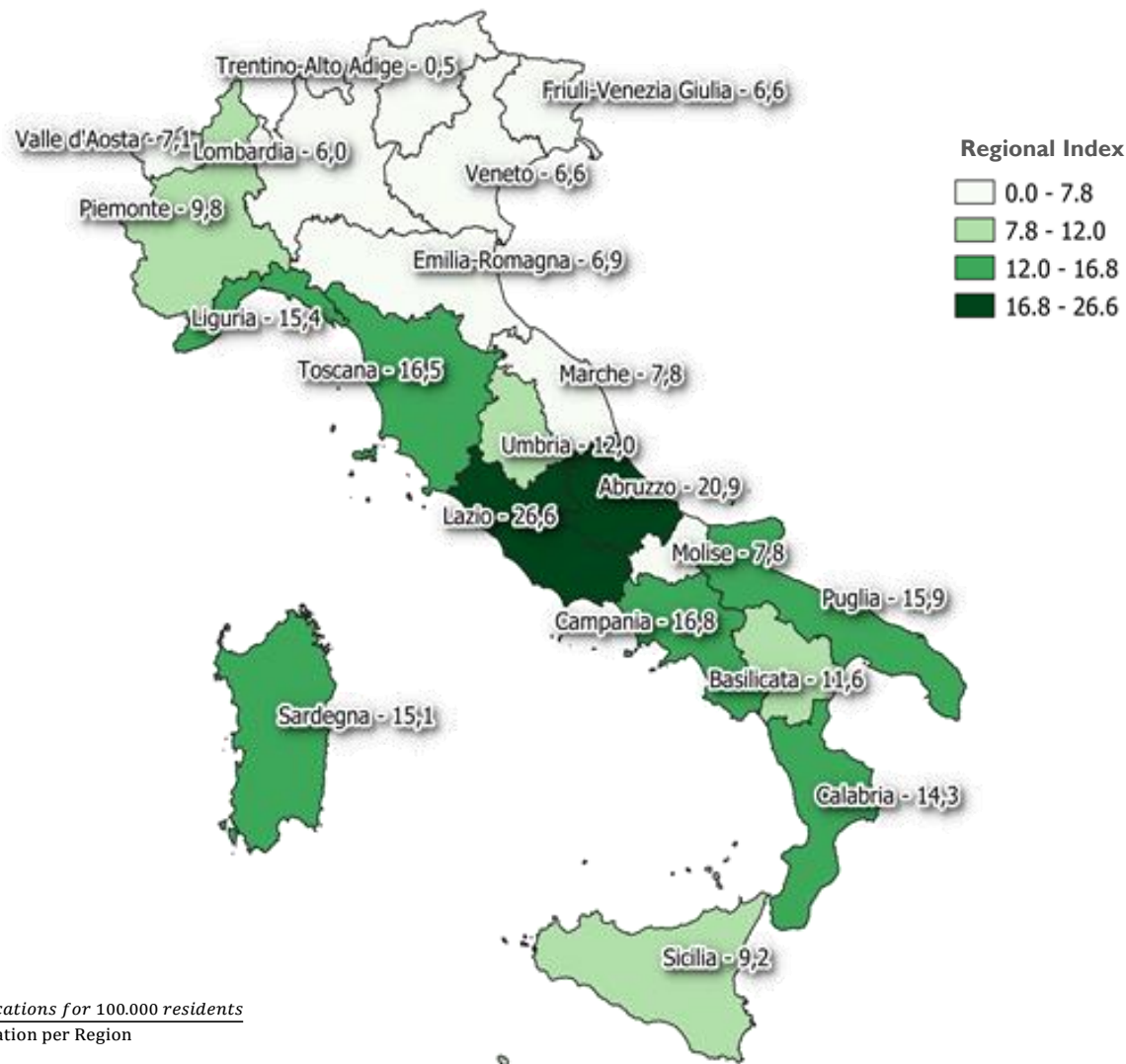


Fig. 2

Regional Index¹
 of submitted
 conciliation
 applications
 1st Sem 2019



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

Fig. 3

Conciliation applications topics for the **Electricity sector**
 1st Sem 2019

Focus 1st Sem 2019 – Electricity sector		
Topic application	n.	% vs tot.
Invoicing/billing	1.829	46,5%
Damages	680	17,3%
Contracts	496	12,6%
Other	318	8,1%
Late/non-payment, disconnection	242	6,2%
Connection, technical quality	182	4,6%
Metering	138	3,6%
Market	32	0,8%
Commercial quality	11	0,3%
Total	3.928	100%

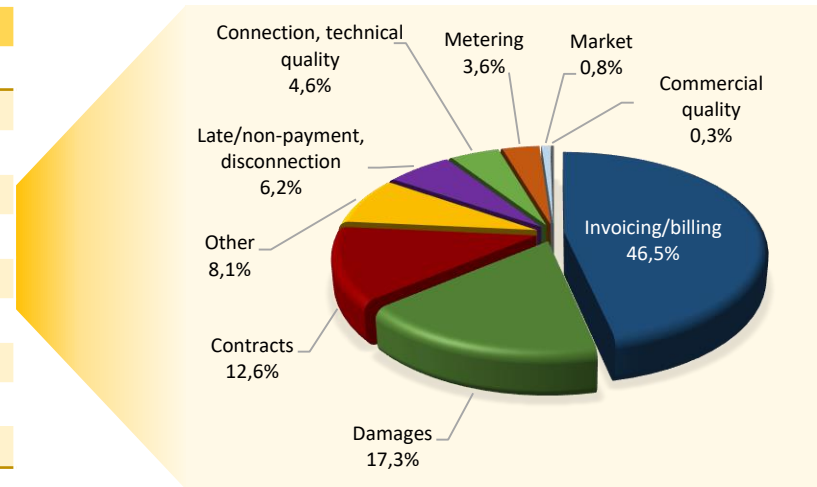


Fig. 4

Conciliation applications topics for the **Gas sector**
 1st Sem 2019

Focus 1st Sem 2019 – gas sector		
Topic application	n.	% vs tot.
Invoicing/billing	1.466	61,2%
Contracts	256	10,7%
Late/non-payment, disconnection	190	8,0%
Other	166	6,9%
Metering	136	5,7%
Connection, technical quality	118	4,9%
Damages	41	1,7%
Market	17	0,7%
Commercial quality	5	0,2%
Total	2.395	100%

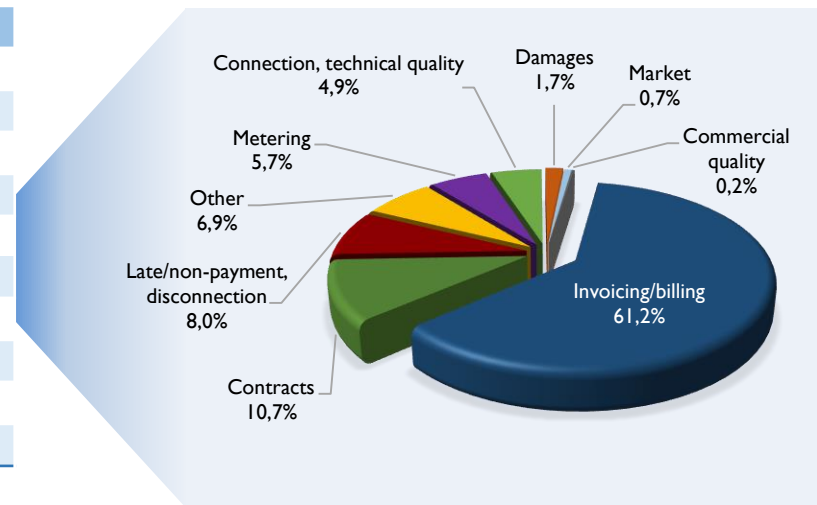


Fig. 5

Conciliation applications topics for **Prosumer** 1st Sem 2019



Focus 1st Sem 2019 - prosumer		
Topic application	n.	% su tot.
NEM	22	36,8%
Invoicing/billing	8	13,7%
Other	7	11,8%
Metering	7	11,8%
Connection, technical quality	5	8,6%
Contracts	4	6,8%
Damages	3	5,0%
Purchase and sale	2	3,4%
Commercial quality	1	1,8%
Late/non-payment, disconnection	1	1,8%
Total	60	100%

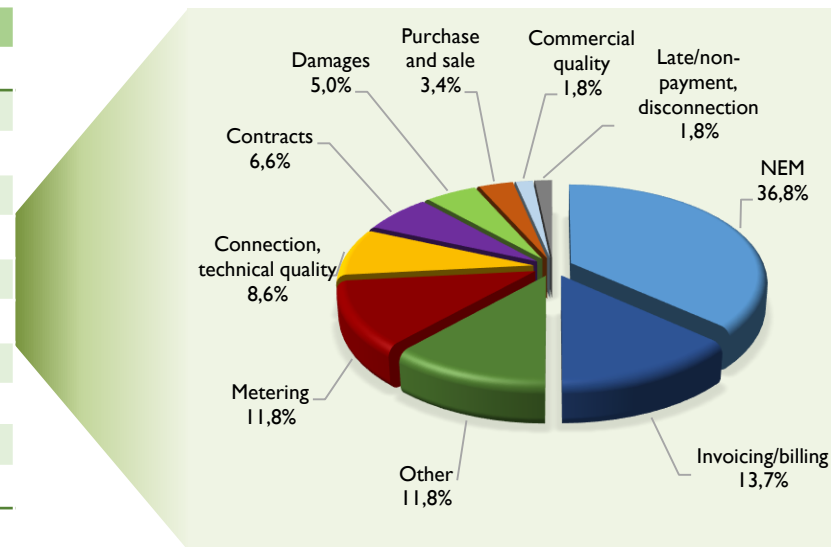


Fig. 6

Conciliation applications topics for **Dual Fuel customers** 1st Sem 2019



Focus 1st Sem 2019 – dual fuel customers		
Topic application	n.	% su tot.
Invoicing/billing	225	51,5%
Contracts	84	19,2%
Other	45	10,2%
Late/non-payment, disconnection	30	6,9%
Market	19	4,4%
Connection, technical quality	15	3,4%
Damages	14	3,2%
Commercial quality	3	0,7%
Metering	2	0,5%
Total	437	100%

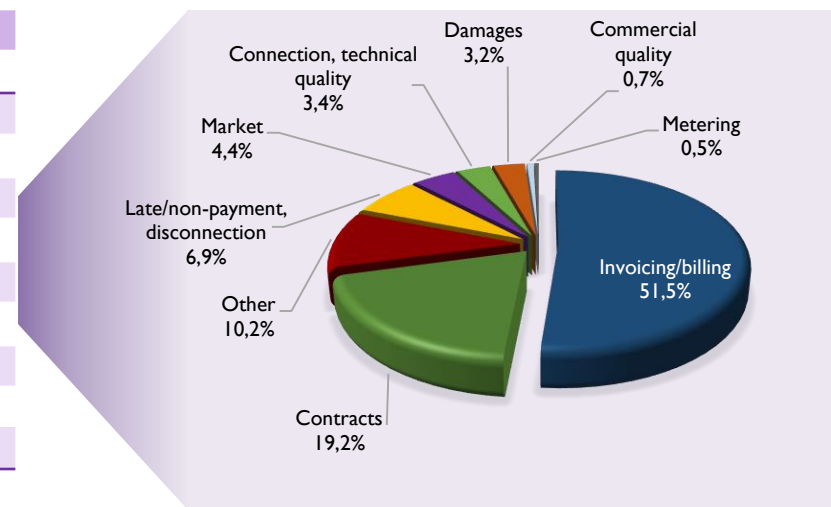


Fig. 7

Conciliation applications topics for the **Water sector**
 1st Sem 2019

Focus 1st Sem 2019 – water sector		
Topic application	n.	% su tot.
Invoicing/billing	399	71,1%
Metering	44	7,8%
Contracts	28	5,0%
Damages	28	5,0%
Late/non-payment, disconnection	23	4,1%
Technical quality	17	3,0%
Connection	15	2,7%
Contractual quality	7	1,3%
Total	561	100%

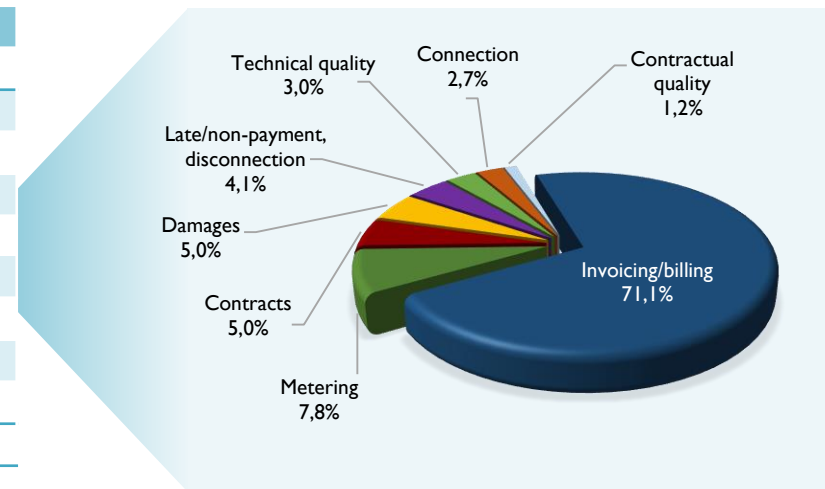


Fig. 8

Number of applications by applicants type
 1st Sem 2019



Focus 1st Sem 2019				
Applicants type	Customer	Consumer Association	Others	Total
Households	1.609	1.774	2.004	5.387
Non-households	829	270	895	1.994
Total	2.438	2.044	2.899	7.381
% vs Tot.	33,0%	27,7%	39,3%	100%

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

Fig. 9

Average age and applications issued by customer and delegate
 1st Sem 2019

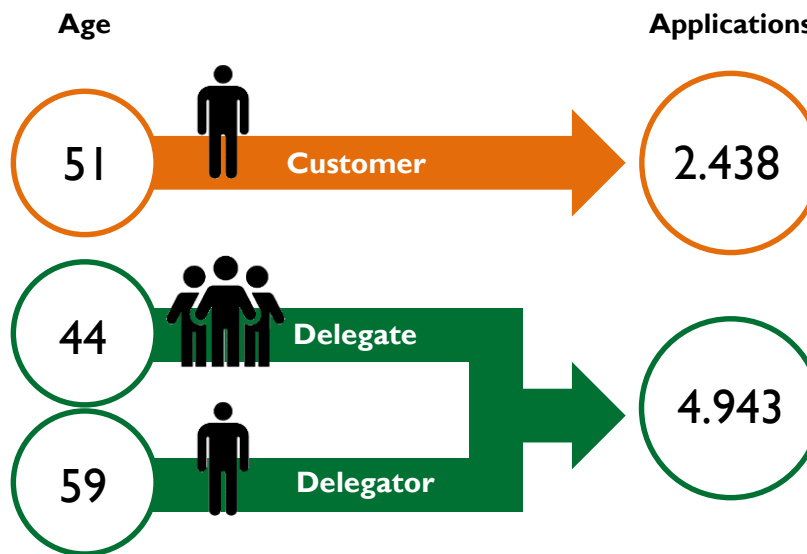


Fig. 10

Applications status 1st Sem 2019



Focus 1st Sem 2019		
Applications status	Tot.	% vs tot.
Accepted	5.751	77,9%
Not accepted	949	12,9%
Not completed by the applicant	681	9,2%
Total	7.381	100%

Not accepted details

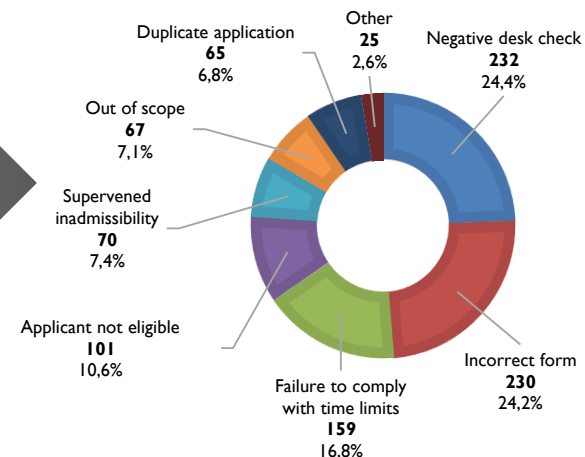


Fig. 11

Accepted applications for Electricity and Gas sectors, Prosumer and Dual Fuel customers and status 1st Sem 2019



Focus 1st Sem 2019 – electricity and gas sectors, prosumer, dual fuel customers		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	2.560	67,4%
No-agreement	1.169	30,8%
Withdrawal from procedure	69	1,8%
Total	3.798	100%

*1.525 pending procedures on 30/06/2019

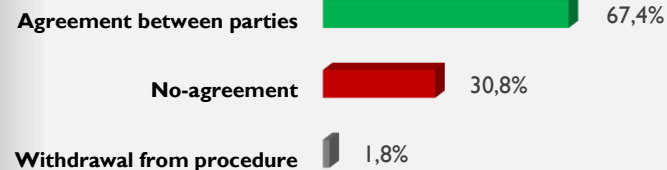


Fig. 12

Accepted applications for Water sector and status 1st Sem 2019



Focus 1st Sem 2019 – water sector		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	180	55,6%
Lack of participation of counterparty	99	30,6%
No-agreement	43	13,2%
Withdrawal from procedure	2	0,6%
Total	324	100%

*104 pending procedures on 30/06/2019

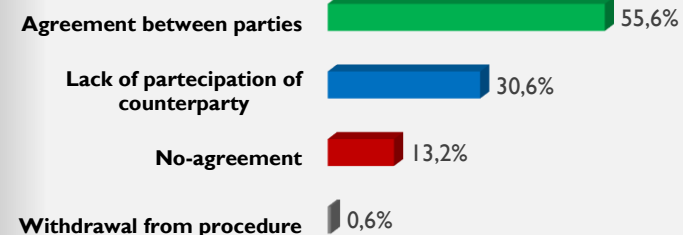


Fig. 13

Outcomes of
 procedures
 started and
 concluded
 1st Sem 2019

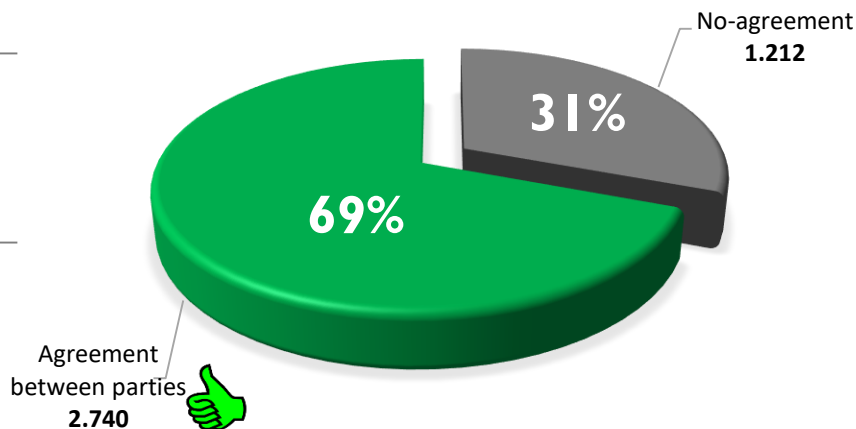


Fig. 14

Outcomes of
 procedures by
 sector
 1st Sem 2019



47

Average number of days
 for concluding the
 procedure
 1st Sem 2019

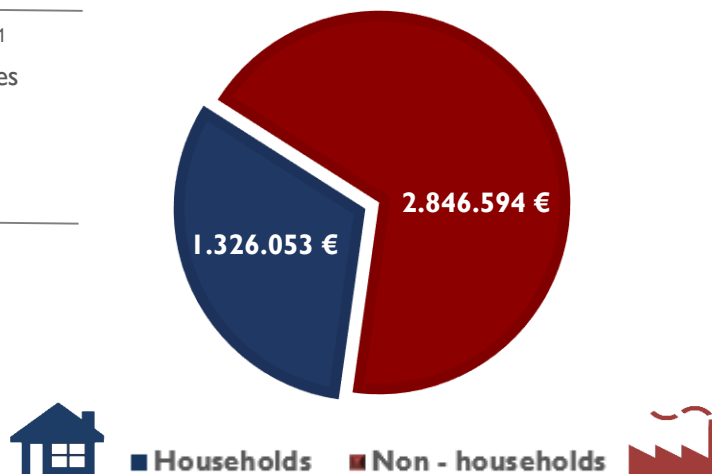


Focus 1st Sem 2019

Applications status	Electricity		Gas		Dual Fuel		Water		Prosumer		Total	
	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.
Agreement between parties	1.343	63%	1.019	76%	178	79%	180	81%	20	62%	2.740	69%
No-agreement	795	37%	316	24%	46	21%	43	19%	12	38%	1.212	31%
Total	2.138	100%	1.335	100%	224	100%	223	100%	32	100%	3.952	100%

Fig. 15

Compensation¹
 for the procedures
 started and
 concluded
 1st Sem 2019

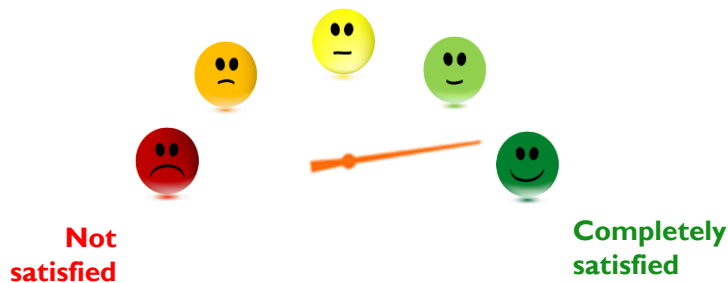


4.172.648 €
 1st Sem 2019

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

Fig. 16

Customer satisfaction¹
 for the procedures
 started and
 concluded
 1st Sem 2019



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 in 1st Semester 2019