

2021

ARERA Conciliation Service

Electricity, gas and water sector

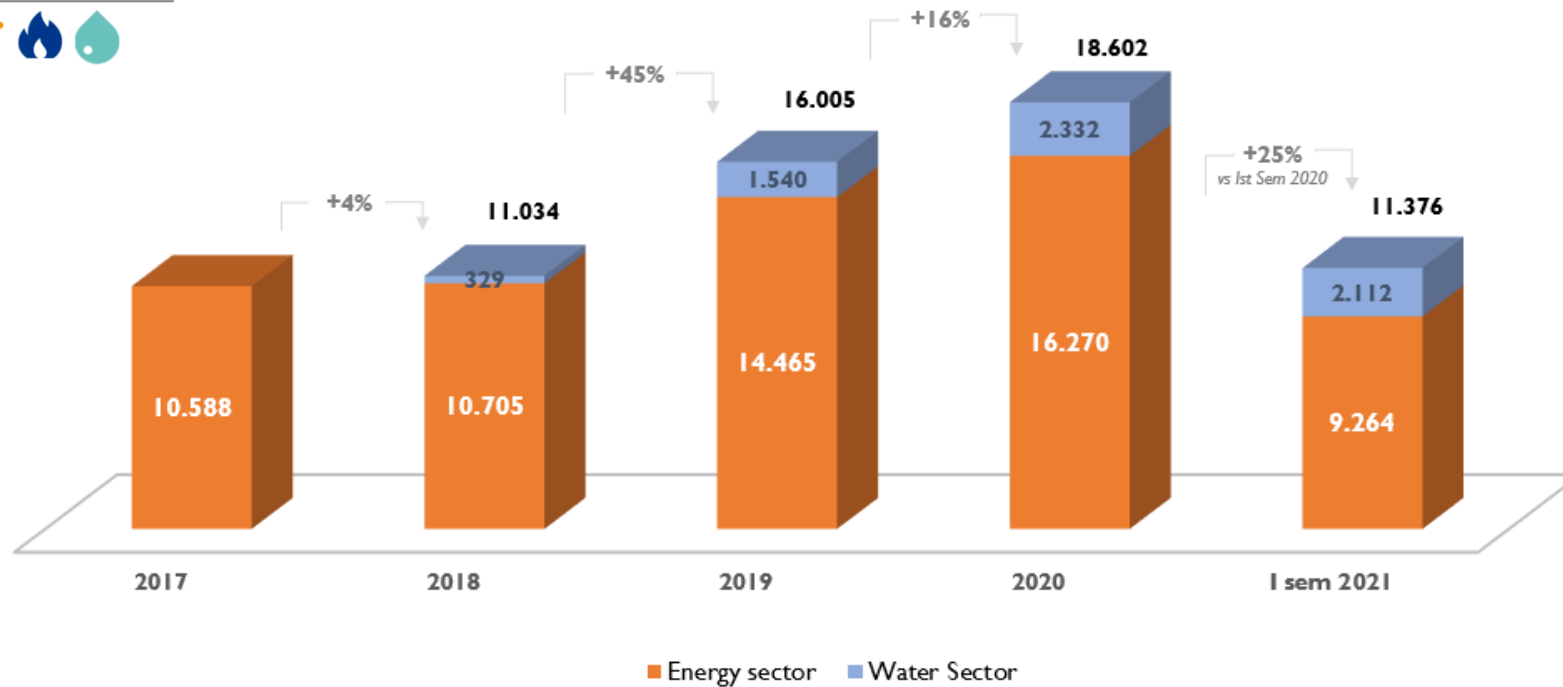
Semestral Report

1st Semester 2021 - Last updated 20 September 2021

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).

Fig. I

Amount of incoming conciliation applications 2017-1st Sem 2021



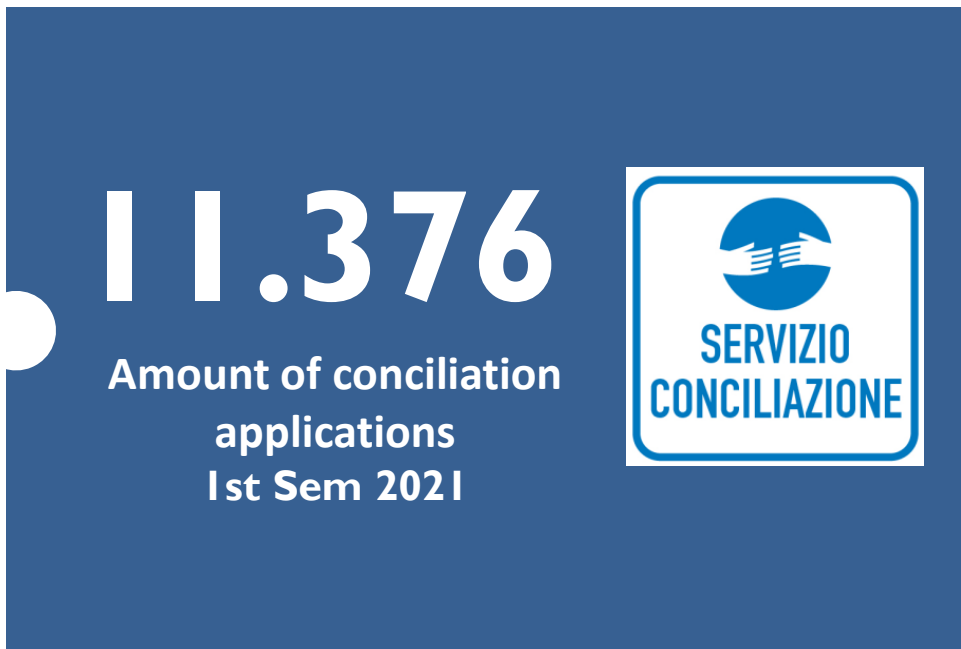
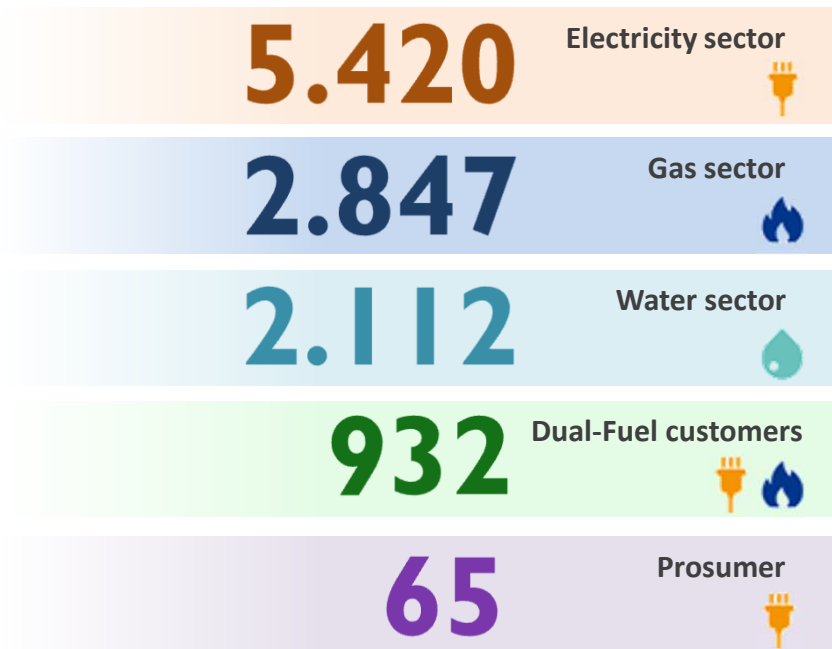


Fig. 2

Amount of incoming conciliation applications 1st Sem 2021

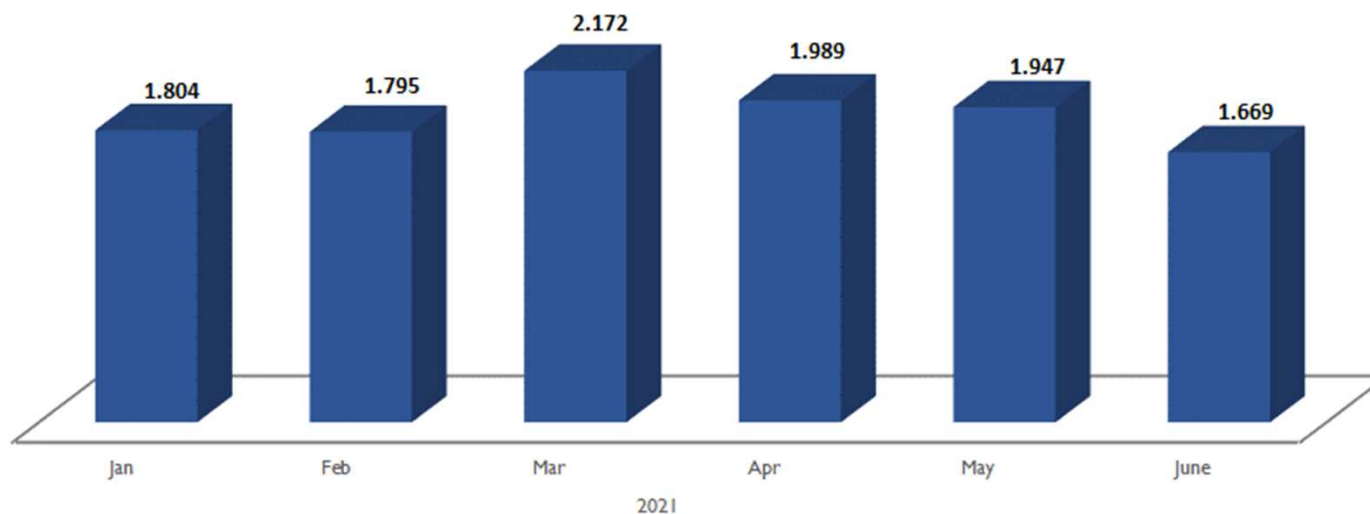
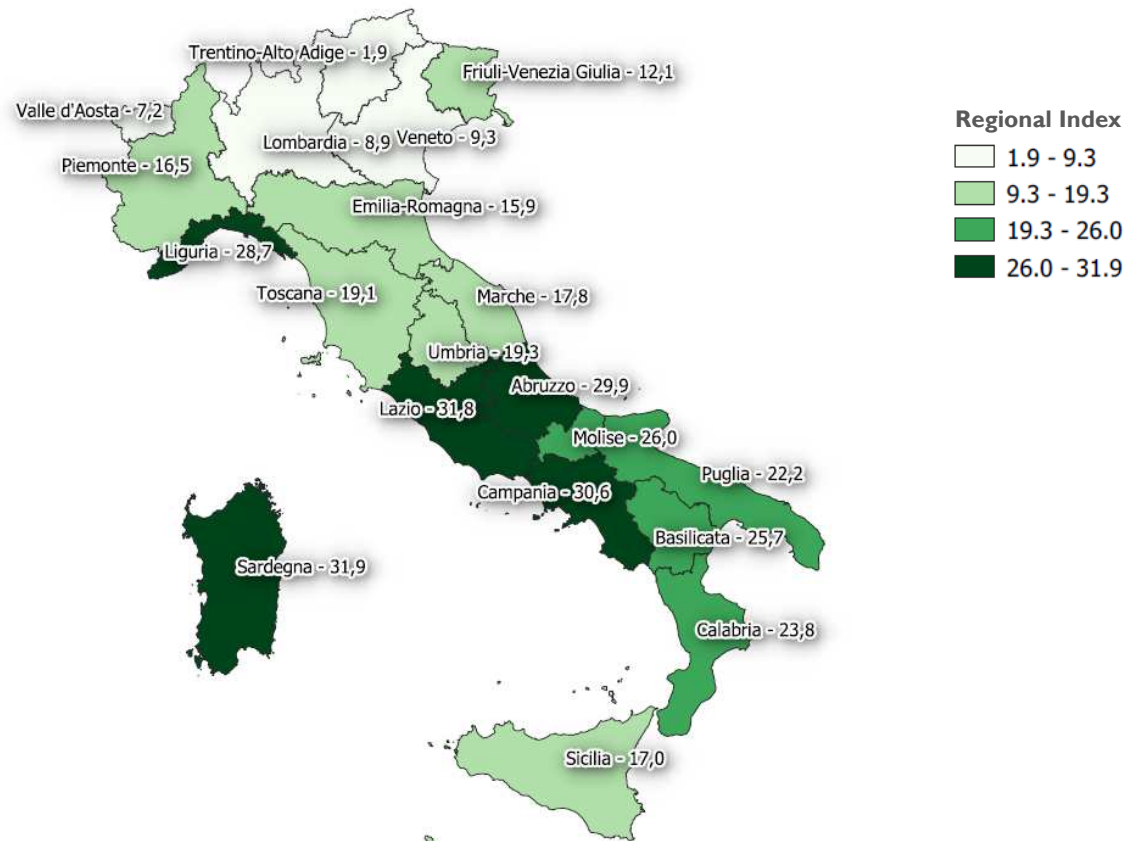


Fig. 3

Regional Index¹
 of submitted
 conciliation
 applications
 1st Sem 2021



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 2021



| Focus on 1st Sem 2021 – Electricity sector | | |
|--|--------------|-------------|
| Topic application | n. | % vs tot. |
| Invoicing/billing | 2.720 | 50,2% |
| Damages | 812 | 15,0% |
| Contracts | 648 | 12,0% |
| Late/non-payment, disconnection | 395 | 7,3% |
| Other | 293 | 5,4% |
| Connection, technical quality | 248 | 4,6% |
| Metering | 242 | 4,5% |
| Market | 35 | 0,6% |
| Commercial quality | 27 | 0,4% |
| Total | 5.420 | 100% |

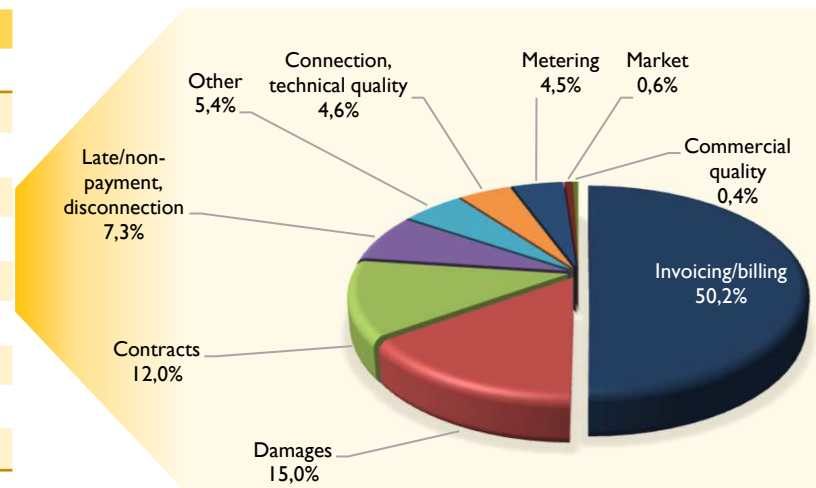


Fig. 5

Conciliation applications topics for the **Gas sector**
 1st Sem 2021



| Focus on 1st Sem 2021 – Gas sector | | |
|--|--------------|-------------|
| Topic application | n. | % vs tot. |
| Invoicing/billing | 1.797 | 64,3% |
| Contracts | 346 | 11,1% |
| Late/non-payment, disconnection | 246 | 8,2% |
| Metering | 147 | 5,3% |
| Other | 118 | 4,8% |
| Connection, technical quality | 105 | 3,4% |
| Damages | 60 | 2,1% |
| Market | 21 | 0,6% |
| Commercial quality | 7 | 0,2% |
| Total | 2.847 | 100% |

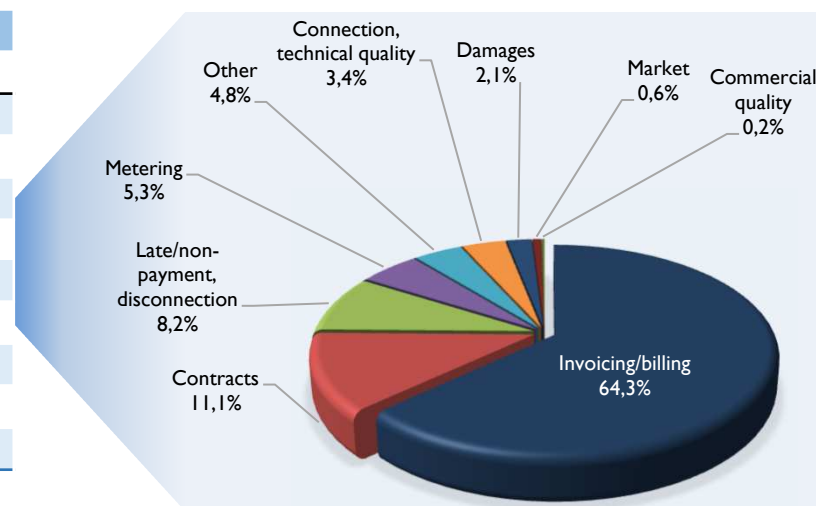


Fig. 6

Conciliation applications topics for **Prosumer** 1st Sem 2021



| Focus on 1st Sem 2021 - Prosumer | | |
|--------------------------------------|-----------|-------------|
| Topic application | n. | % vs tot. |
| NEM | 23 | 35,4% |
| Metering | 10 | 15,4% |
| Other | 10 | 15,4% |
| Invoicing/billing | 7 | 10,8% |
| Purchase and sale | 4 | 6,2% |
| Contracts | 4 | 6,2% |
| Damages | 3 | 4,6% |
| Connection, technical quality | 3 | 4,5% |
| Total | 65 | 100% |

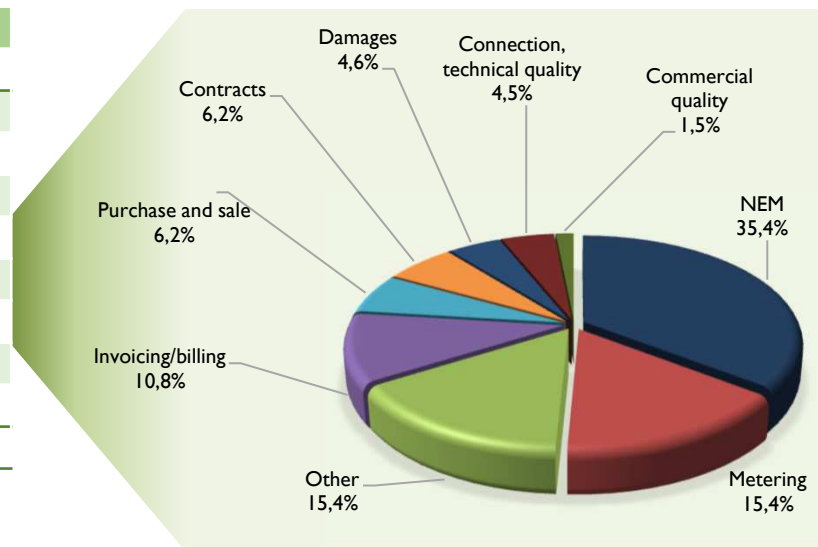


Fig. 7

Conciliation applications topics for **Dual-Fuel customers** 1st Sem 2021



| Focus on 1st Sem 2021 - Dual-Fuel customers | | |
|---|------------|-------------|
| Topic application | n. | % vs tot. |
| Invoicing/billing | 501 | 53,8% |
| Contracts | 224 | 24,0% |
| Late/non-payment, disconnection | 80 | 8,6% |
| Other | 44 | 4,7% |
| Damages | 28 | 3,0% |
| Market | 21 | 2,3% |
| Connection, technical quality | 17 | 1,8% |
| Metering | 10 | 1,1% |
| Commercial quality | 7 | 0,7% |
| Total | 932 | 100% |

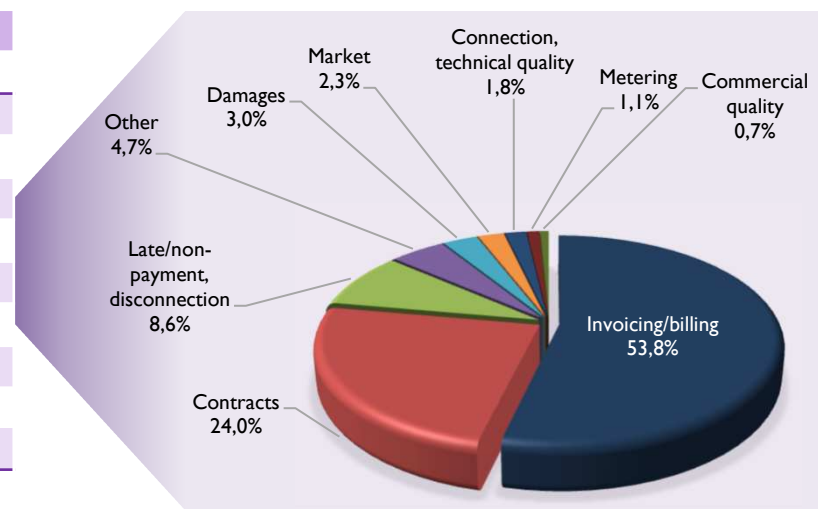


Fig. 8

Conciliation applications topics for the **Water sector**
 1st Sem 2021



| Focus on 1st Sem 2021 – Water sector | | |
|--|--------------|-------------|
| Topic application | n. | % vs tot. |
| Invoicing/billing | 1.593 | 75,4% |
| Contracts | 103 | 4,9% |
| Metering | 102 | 4,8% |
| Late/non-payment, disconnection | 74 | 3,5% |
| Other | 72 | 3,4% |
| Connection | 69 | 3,3% |
| Damages | 57 | 2,7% |
| Technical quality | 25 | 1,2% |
| Contractual quality | 17 | 0,8% |
| Total | 2.112 | 100% |

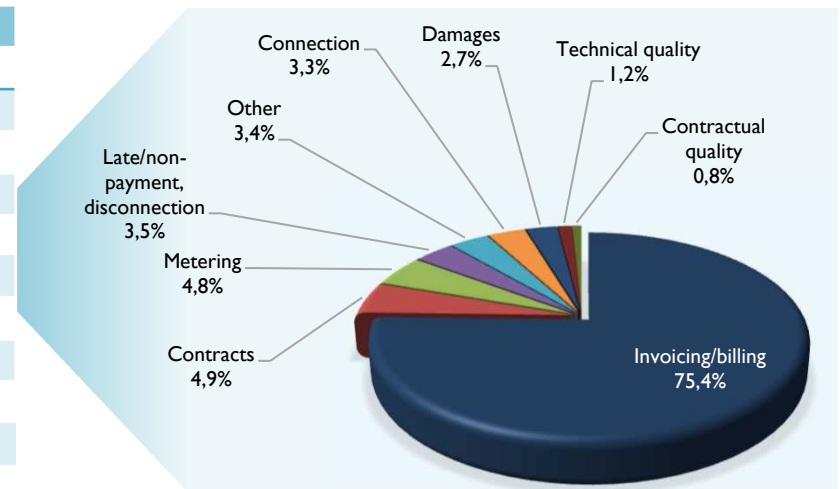


Fig. 9

Number of applications by applicants type
 1st Sem 2021



| Focus on 1st Sem 2021 | | | | | |
|-----------------------|--------------|-----------------------|--------------|------------------|---------------|
| Applicants type | Customer | Consumer Associations | Others | SME Associations | Total |
| Households | 2.614 | 2.536 | 3.352 | | 8.502 |
| Non-households | 1.013 | 412 | 1.445 | 4 | 2.874 |
| Total | 3.627 | 2.948 | 4.797 | 4 | 11.376 |
| % vs Tot. | 31,9% | 25,9% | 42,2% | 0,04% | 100% |

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

Fig. 10

Average age and applications issued by customer and delegate
 1st Sem 2021

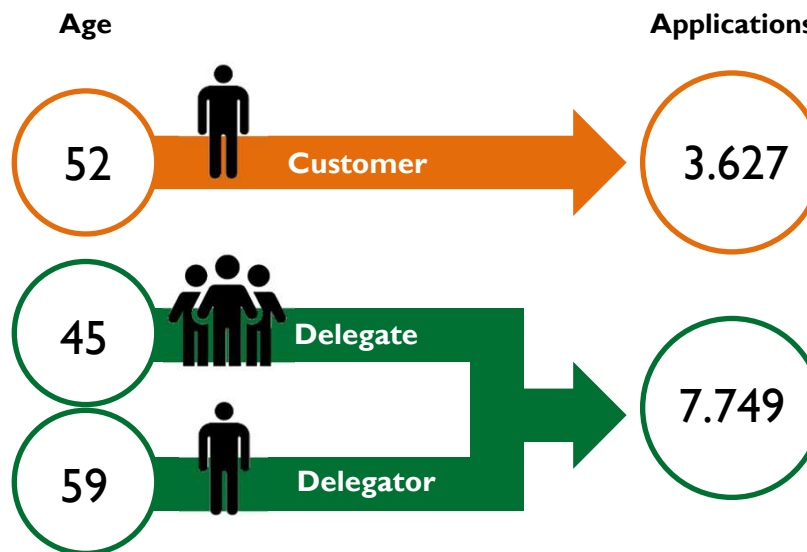


Fig. 11

Applications status
 1st Sem 2021



| Focus on 1st Sem 2021 | | |
|--------------------------------|---------------|-------------|
| Applications status | Tot. | % vs tot. |
| Accepted | 9.169 | 80,6% |
| Not accepted | 1.248 | 11,0% |
| Not completed by the applicant | 959 | 8,4% |
| Total | 11.376 | 100% |

Not accepted details

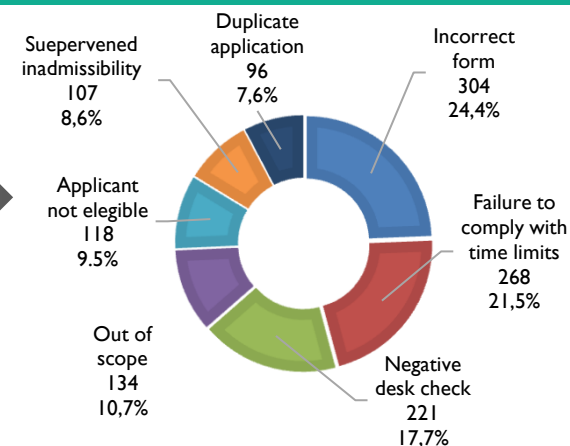


Fig. 12

Accepted applications for **Electricity and Gas sectors, Prosumer and Dual-Fuel costumers** and status
 1st Sem 2021



| Focus on 1st Sem 2021 – Electricity and Gas sectors, Prosumer, Dual-Fuel customers | | |
|--|--------------|-------------|
| Accepted applications and status | Tot. | % vs tot. |
| Agreement between parties | 4.726 | 68,0% |
| No-agreement | 2.112 | 30,4% |
| Withdrawal from procedure | 115 | 1,6% |
| Total | 6.953 | 100% |

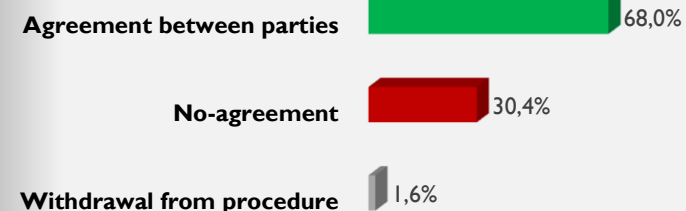


Fig. 13

Accepted applications for **Water sector** and status
 1st Sem 2021



| Focus on 1st Sem 2021 – Water sector | | |
|---------------------------------------|--------------|-------------|
| Accepted applications and status | Tot. | % vs tot. |
| Agreement between parties | 1.131 | 71,5% |
| No-agreement | 255 | 16,1% |
| Lack of participation of counterparty | 128 | 8,1% |
| Withdrawal from procedure | 67 | 4,3% |
| Total | 1.581 | 100% |

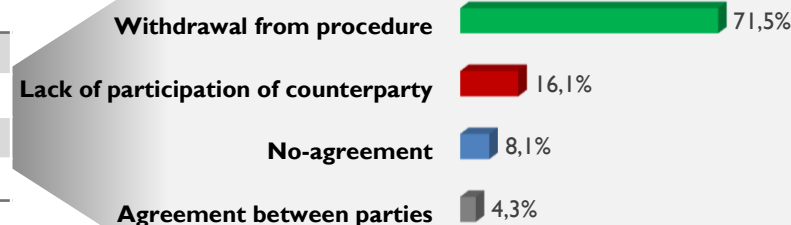
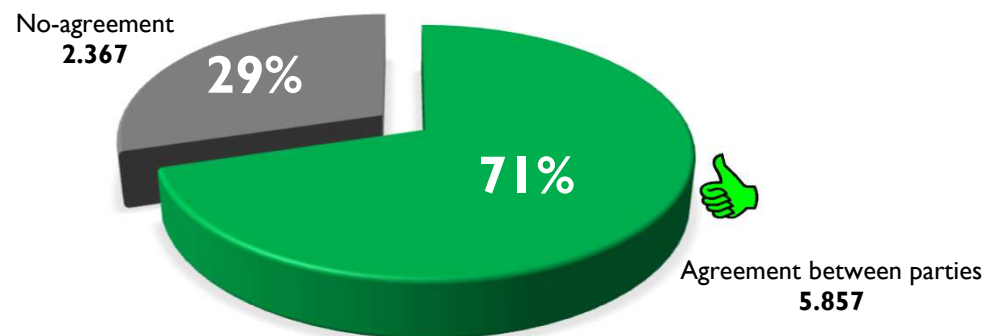


Fig. 14

Outcomes of
 procedures started
 and concluded
 1st Sem 2021



Average number of days for
 concluding the procedure
 1st Sem 2021

53

Fig. 15

Outcomes of
 procedures by
 sector
 1st Sem 2021



| 1st Sem 2021 | | | | | | | | | | | | |
|----------------------------------|--------------|-------------|--------------|-------------|--------------|-------------|------------|-------------|-----------|-------------|--------------|-------------|
| | Electricity | | Gas | | Water | | Dual-Fuel | | Prosumer | | Total | |
| Applications status | n. | % vs tot. | n. | % vs tot. | n. | % vs tot. | n. | % vs tot. | n. | % vs tot. | n. | % vs tot. |
| Agreement between parties | 2.526 | 64% | 1.650 | 77% | 1.131 | 82% | 528 | 76% | 22 | 56% | 5.857 | 71% |
| No-agreement | 1.438 | 36% | 492 | 23% | 255 | 18% | 165 | 24% | 17 | 44% | 2.367 | 29% |
| Total | 3.964 | 100% | 2.142 | 100% | 1.386 | 100% | 693 | 100% | 39 | 100% | 8.224 | 100% |

Fig. 16

Compensation¹ for the procedures started and concluded
 1st Sem 2021

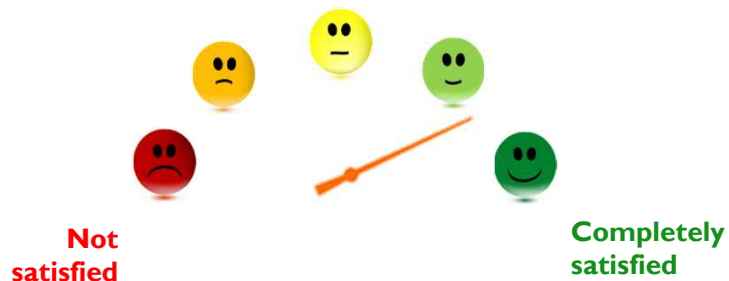


Fig. 17

Customer satisfaction for the procedures started and concluded
 1st Sem 2021



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 1st Sem 2021 and signed an agreement in front of the Conciliation Service.
 2) 4.108 complete questionnaire replies.