



ARERA Conciliation Service

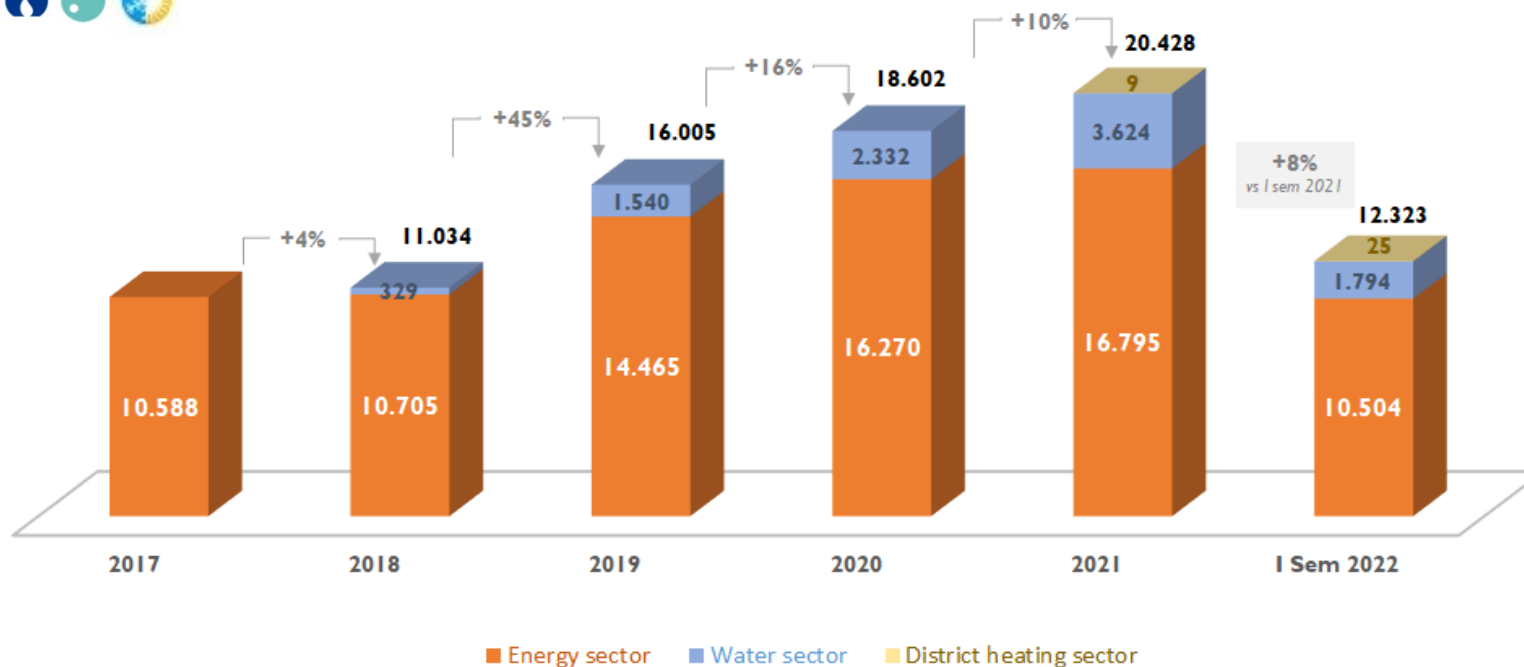
Electricity, gas, water and district heating sectors

Semestral Report

1st Semester 2022 - Last updated 14 October 2022

Fig. I

Amount of incoming conciliation applications 2017-1st Sem 2022




6.155 Electricity sector 

2.979 Gas sector 

1.194 Water sector 

1.297 Dual-Fuel customers 

73 Prosumer 

25 District heating sector 

12.323

Amount of conciliation applications
 1st Sem 2022



Fig. 2

Amount of incoming conciliation applications
 1st Sem 2022

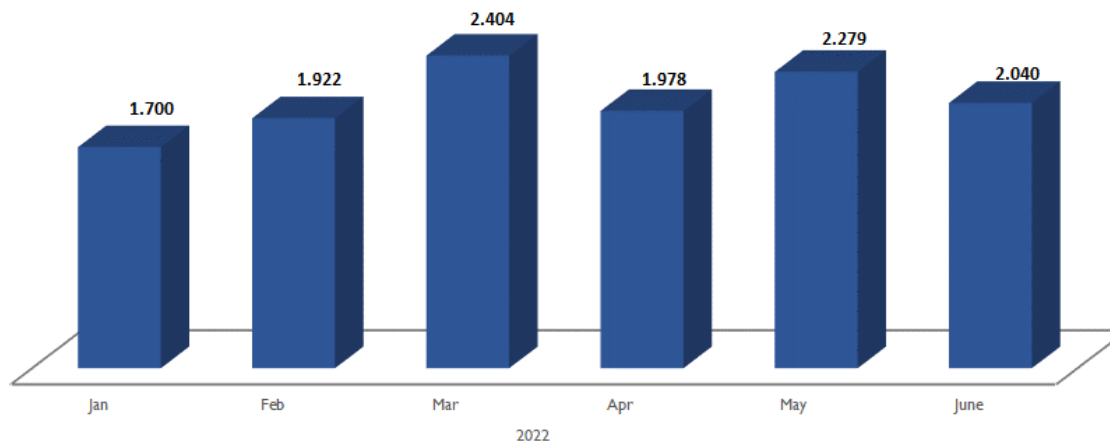
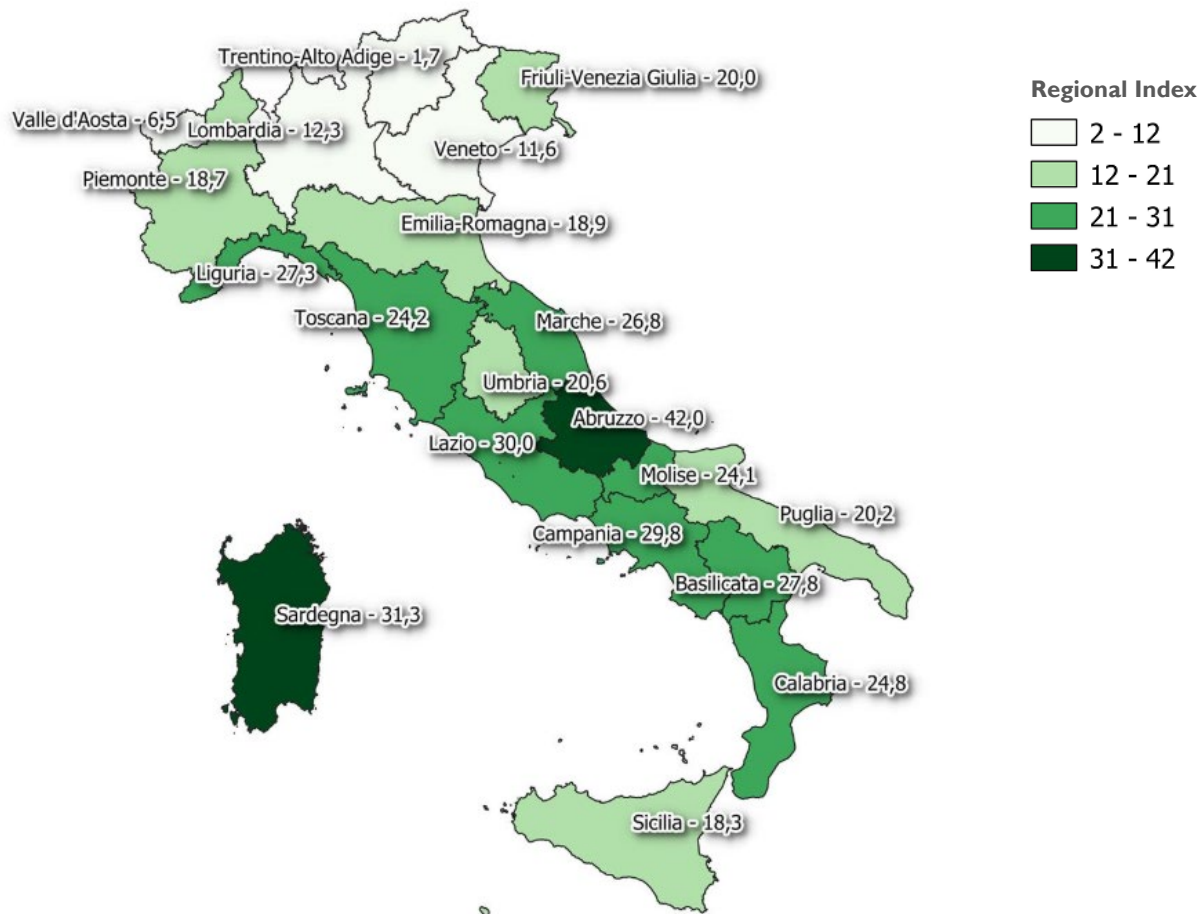


Fig. 3

Regional Index¹
 of submitted
 conciliation
 applications
 1st Sem 2022



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 2022

Focus on 1st Sem 2022 – Electricity sector		
Topic application	n.	% vs tot.
Invoicing/billing	3.042	49,4%
Contracts	1.080	17,5%
Damages	712	11,6%
Late/non-payment, disconnection	329	5,3%
Connection, technical quality	319	5,2%
Other	290	4,7%
Metering	262	4,3%
Market	90	1,5%
Commercial quality	31	0,5%
Total	6.155	100%

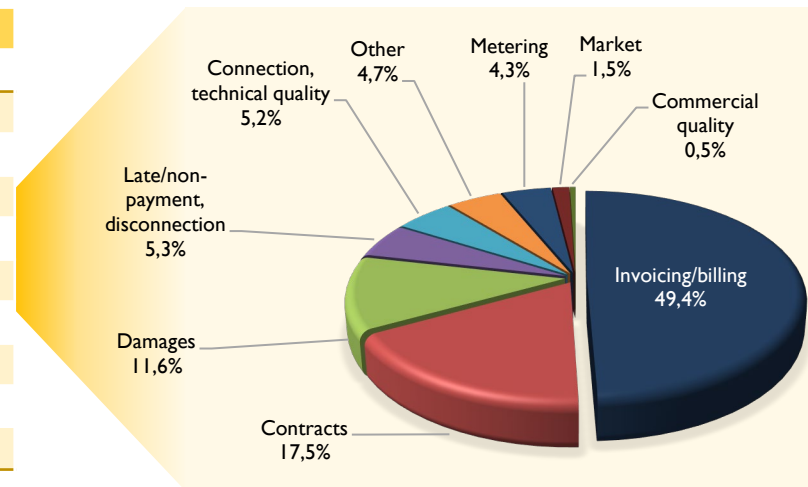


Fig. 5

Conciliation applications topics for the **Gas sector** 1st Sem 2022

Focus on 1st Sem 2022 – Gas sector		
Topic application	n.	% vs tot.
Invoicing/billing	1.737	58,3%
Contracts	534	17,9%
Late/non-payment, disconnection	232	7,8%
Metering	149	5,0%
Other	147	4,9%
Connection, technical quality	84	2,8%
Damages	46	1,5%
Market	45	1,5%
Commercial quality	5	0,3%
Total	2.979	100%

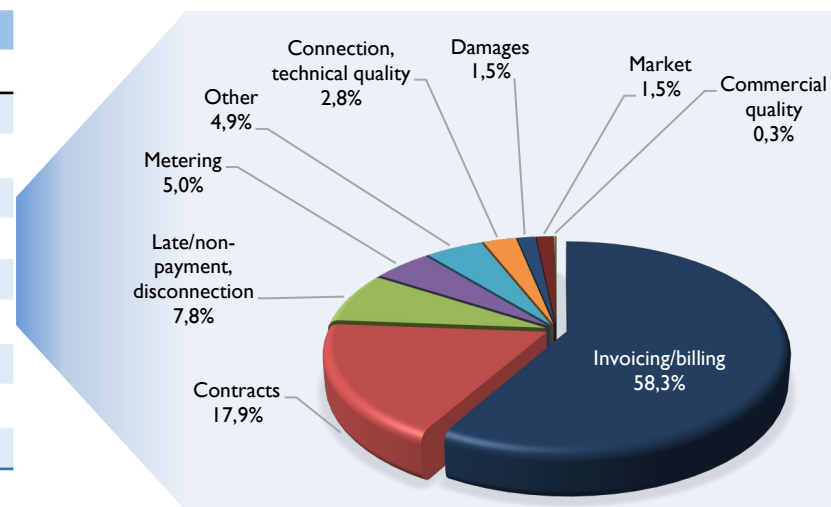


Fig. 6

Conciliation applications topics for **Prosumer** 1st Sem 2022



Focus on 1st Sem 2022 - Prosumer		
Topic application	n.	% vs tot.
NEM	33	45,2%
Invoicing/billing	11	15,1%
Connection, technical quality	10	13,7%
Metering	9	12,3%
Other	5	6,8%
Purchase and sale	2	2,7%
Damages	1	1,4%
Contracts	1	1,4%
Late/non-payment, disconnection	1	1,4%
Total	73	100%

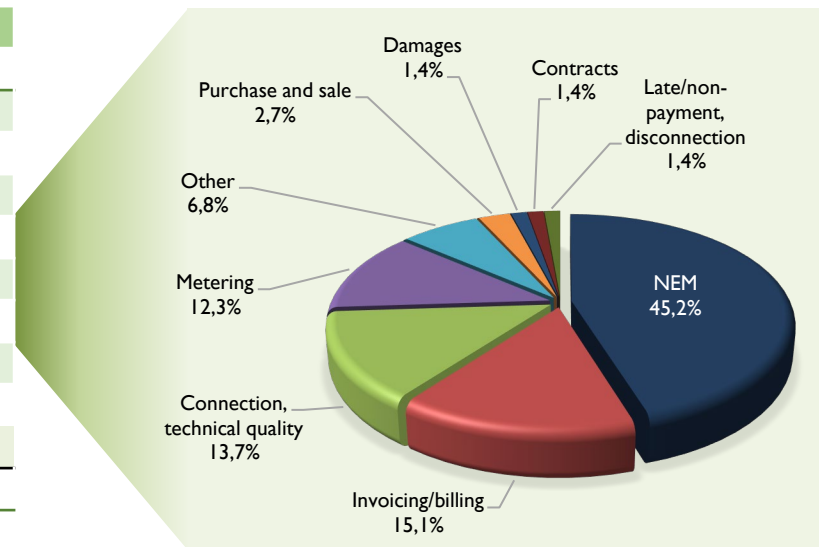


Fig. 7

Conciliation applications topics for **Dual-Fuel customers** 1st Sem 2022



Focus on 1st Sem 2022 - Dual-Fuel customers		
Topic application	n.	% vs tot.
Invoicing/billing	557	42,9%
Contracts	486	37,5%
Market	76	5,9%
Late/non-payment, disconnection	67	5,2%
Other	61	4,7%
Damages	30	2,3%
Connection, technical quality	11	0,8%
Metering	5	0,4%
Commercial quality	4	0,3%
Total	1.297	100%

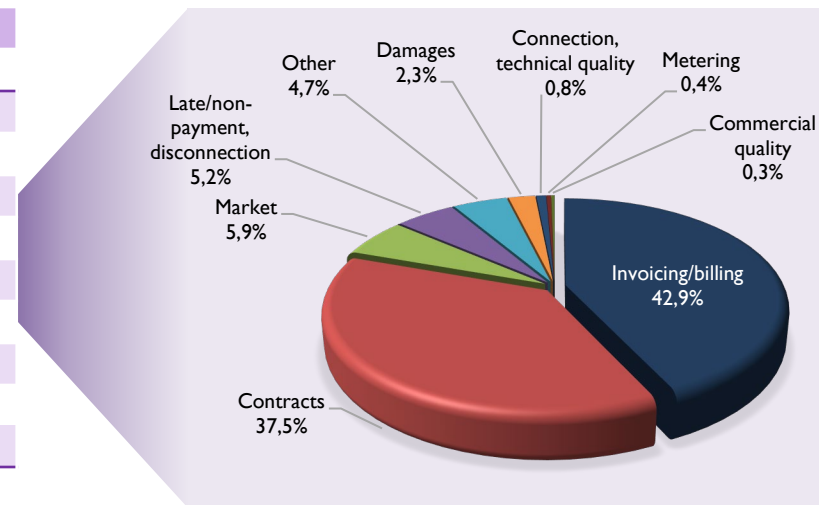


Fig. 8

Conciliation applications topics for the **Water sector**
 1st Sem 2022

Focus on 1st Sem 2022 – Water sector		
Topic application	n.	% vs tot.
Invoicing/billing	1.287	71,7%
Other	92	5,1%
Contracts	92	5,1%
Metering	83	4,6%
Connection	69	3,8%
Late/non-payment, disconnection	65	3,6%
Damages	56	3,1%
Technical quality	28	1,6%
Contractual quality	22	1,4%
Total	1.794	100%

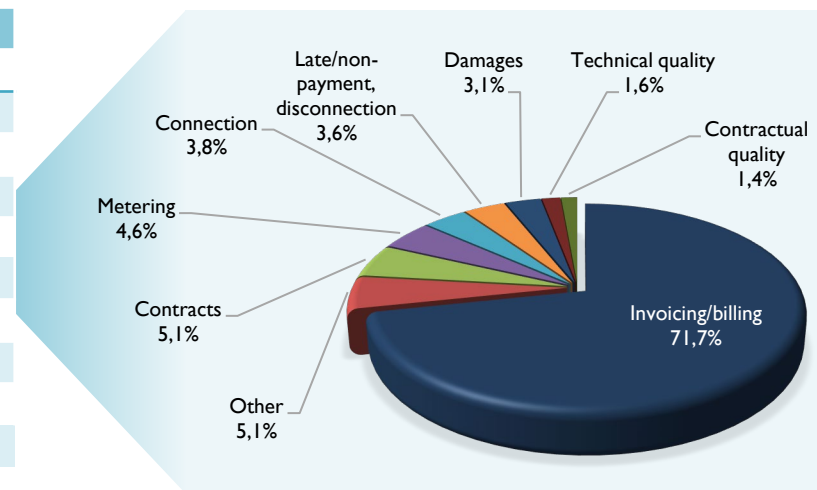


Fig. 9

Conciliation applications topics for the **District heating sector**
 1st Sem 2022

Focus on 1st sem 2022 - District heating sector		
Topic application	n.	% vs tot.
Other	13	52,0%
Transparency of the service	6	24,0%
Late/non-payment, disconnection	5	20,0%
Commercial quality	1	4,0%
Total	25	100%

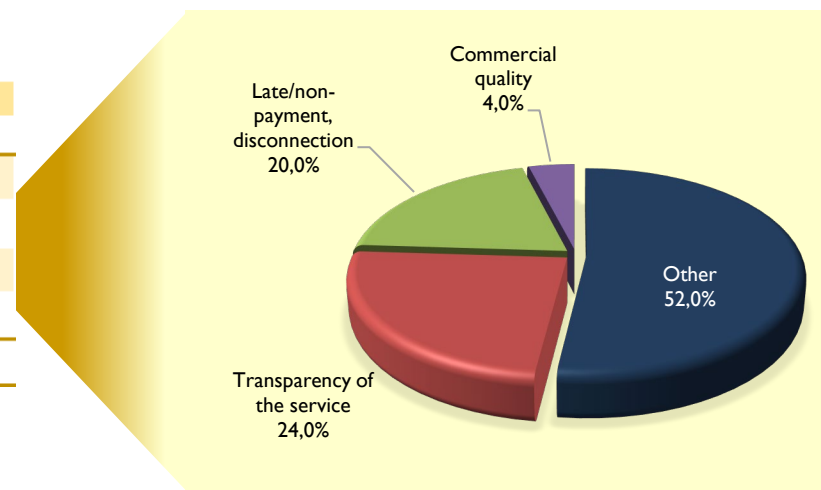


Fig. 10

Number of applications by applicants type
1st Sem 2022



Focus on 1st Sem 2022					
Applicants type	Customer	Consumer Associations	Others	SME Associations	Total
Households	2.953	2.592	3.376		8.921
Non-households	1.330	462	1.606	4	3.402
Total	4.283	3.054	4.982	4	12.323
% vs Tot.	34,8%	24,8%	40,4%	0,03%	100%

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

Fig. 11

Average age and applications issued by customer and delegate
1st Sem 2022

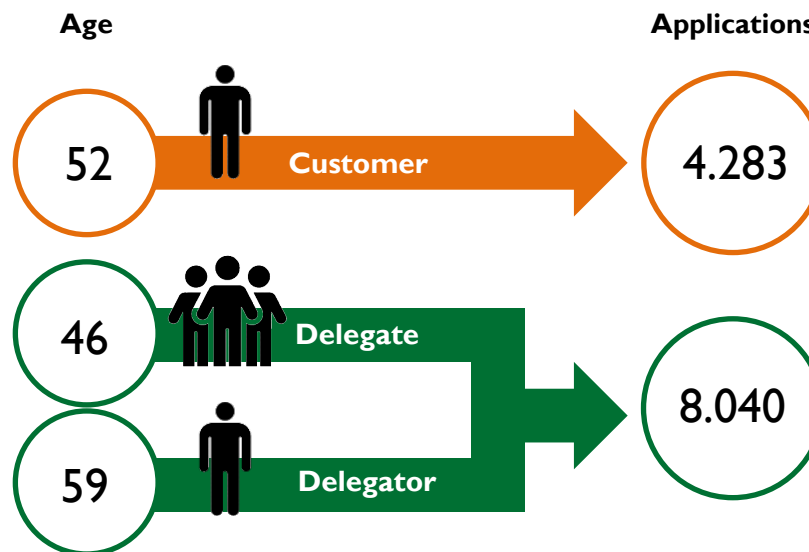


Fig. 12

Applications status
 1st Sem 2022



Focus on 1st Sem 2022		
Applications status	Tot.	% vs tot.
Accepted	9.911	80,5%
Not accepted	1.296	10,5%
Not completed by the applicant	1.116	9,0%
Total	12.323	100%

Not accepted details

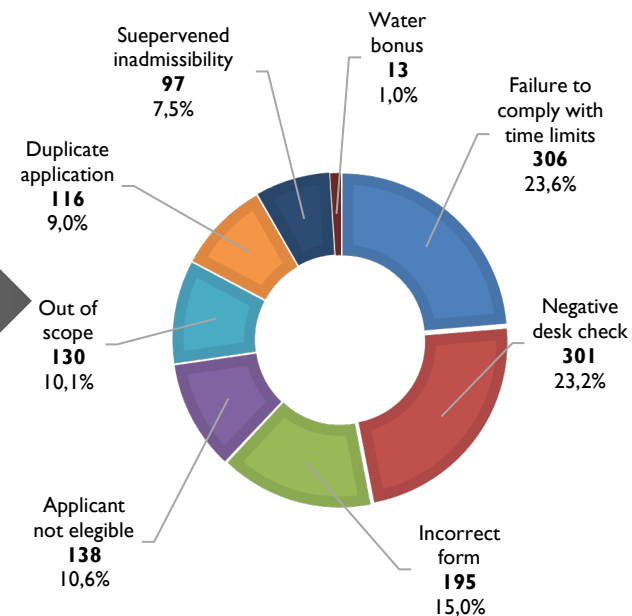


Fig. 13

Accepted applications for
Electricity and Gas
 sectors, Prosumer and
 Dual-Fuel customers
 and status
 1st Sem 2022



1st Sem 2022 – Electricity and Gas sectors, Prosumer, Dual-Fuel customers		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	5.322	65,9%
No-agreement	2.538	31,4%
Withdrawal from procedure	151	1,9%
Lack of participation of counterparty**	63	0,8%
Total	8.074	100%

* Under negotiation: 371 procedures pending as of October 14, 2022.

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

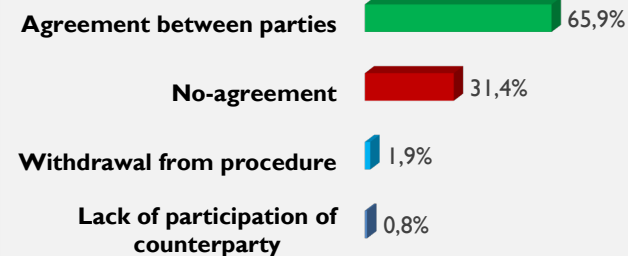


Fig. 14

Accepted applications for **Water sector** and status
1st Sem 2022

Focus on 1st Sem 2022 – Water sector		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	995	71,9%
No-agreement	320	23,1%
Lack of participation of counterparty	37	2,7%
Withdrawal from procedure	32	2,3%
Total	1.384	100%

* Under negotiation: 64 procedures pending as of October 14, 2022.

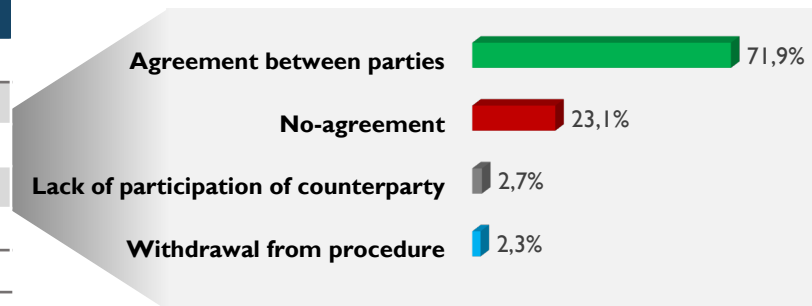


Fig. 15

Accepted applications for **District heating sector** and status
1st Sem 2022

Focus on 1st Sem 2022 – District heating sector		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	6	37,5%
No-agreement	6	37,5%
Lack of participation of counterparty	3	18,8%
Withdrawal from procedure	1	6,2%
Total	16	100%

* Under negotiation: 2 procedures pending as of October 14, 2022.

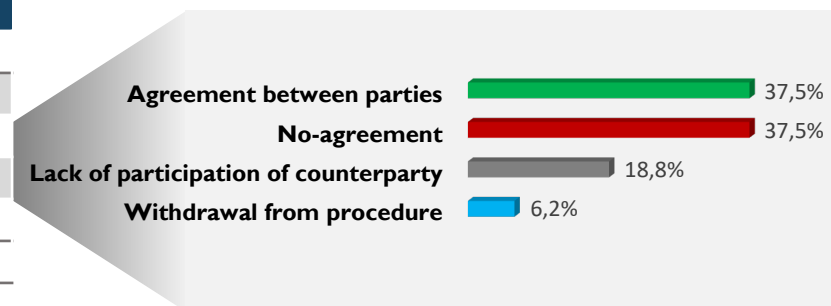
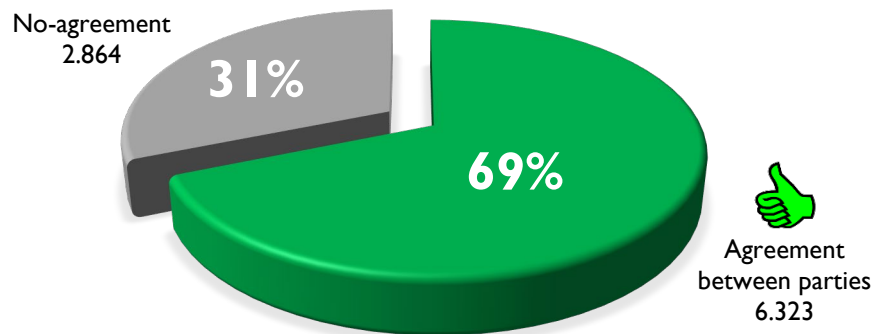


Fig. 16

Outcomes of
procedures started
and concluded
1st Sem 2022



Average number of days for
concluding the procedure
1st Sem 2022

57



Fig. 17

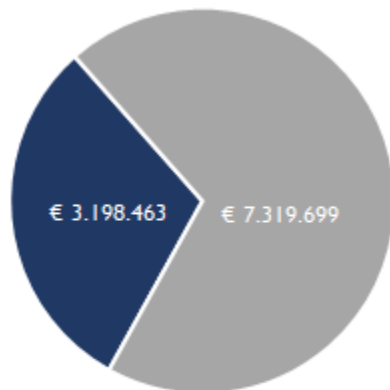
Outcomes of
procedures by
sector
1st Sem 2022



Applications status	1st Sem 2022													
	Electricity		Gas		Water		Dual-fuel		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	2.937	63%	1.611	74%	995	76%	749	77%	25	58%	6	50%	6.323	69%
No-agreement	1.721	37%	576	26%	320	24%	223	23%	18	42%	6	50%	2.864	31%
Total	4.658	100%	2.187	100%	1.315	100%	972	100%	43	100%	12	100%	9.187	100%

Fig. 18

Compensation¹ for
 the procedures started
 and concluded
 1st Sem 2022



Households

Non - households

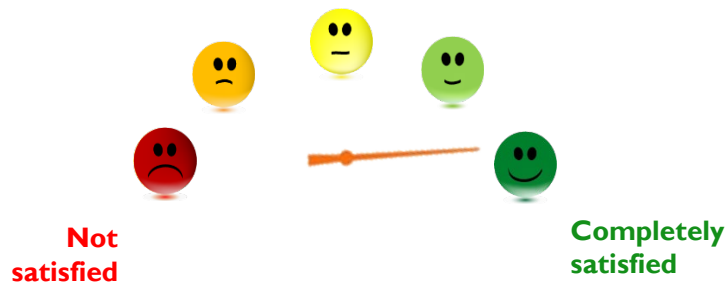


Fig. 19

**Customer
 satisfaction**
 for the procedures
 started and concluded
 1st Sem 2022



**About 96% 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 2022 and signed an agreement in front of the Conciliation Service.
 2) 4.332 complete questionnaire replies.