



## **The Italian Regulatory Authority for Energy, Networks and Environment (ARERA) and the Guardia di finanza strengthen controls on electricity and gas suppliers**

*Increased supervisory activities: checks on social bonus payments, information provided by call centres, changes of supplier and payment of general system charges. Checks as well on tariff transparency, incentives and service quality*

12 June 2025 - In 2024, with the qualified support of the Guardia di finanza (military Police Force with general economic and financial crime-fighting competences), ARERA carried out checks and **interventions** on regulated economic entities operating in various areas.

In particular, the Guardia di finanza carried out **telephone checks**, appointed by ARERA, **on the information provided to customers by call centre operators related to 10 suppliers in the free market. Sanctioning proceedings have already been initiated for the 8 operators who violated the rules of the Code of Business Conduct.**

Similar activities will be conducted in 2025, again aimed at strengthening customer protection.

The activities launched in 2023 to **check on the disbursement of the electricity social bonus to customers in conditions of economic hardship** were completed, with particular reference to some suppliers who were not filing the required reports correctly. During 2024, **new checks, extended to the gas bonus too**, also began, which will continue in 2025.

Overall, **undisbursed social bonuses for electricity and gas amounting to EUR 2.4 million were 'released' to 16,000 households experiencing economic difficulty.**

The joint inspections also led to the identification of **a sales company** that, through incorrect IT operations, **prevented thousands of customers from changing supplier, and a further 2 that claimed undue reimbursement of general system charges not collected from customers, from the CSEA (Energy and Environmental Services Fund), for a total of around EUR 1 million.**

Overall, the supervisory activities led to charges of unduly received 'disbursements' for various reasons amounting to **EUR 8.4 million, some of which have already been recovered**, thanks to **on-the-spot inspections** that concerned, in addition to *bonuses* and general system charges amounting to **EUR 3.4 million**, gas distribution and transport tariffs (amounting to **EUR 4.5 million**) and bonuses due to gas distribution companies for improving service quality (amounting to **EUR 500 thousand**).

Finally, **inspections were carried out at power generation companies** that had been granted incentives for adapting their systems to the 'national electricity service Restoration Plan'.

These are the main results achieved in the framework of the memorandum of understanding between ARERA and the Guardia di finanza by the Authority's inspectors and the personnel of the Special Goods and Services Unit, shared today in Rome during a meeting between the Board of the Authority and the Corps, represented for the occasion by Major General Rosario Massino, Commander of Special Units.

In addition to strengthening controls on suppliers, the new programme of activities for 2025, also includes plans for inspections in relation to **tariffs for electricity transmission** and for the **exclusive supply of electric vehicle charging points in publicly accessible locations**, to the **quality of electricity distribution services** and the **safety of natural gas distribution**.