

2021

ARERA Conciliation Service

Electricity, gas, water and district heating sectors

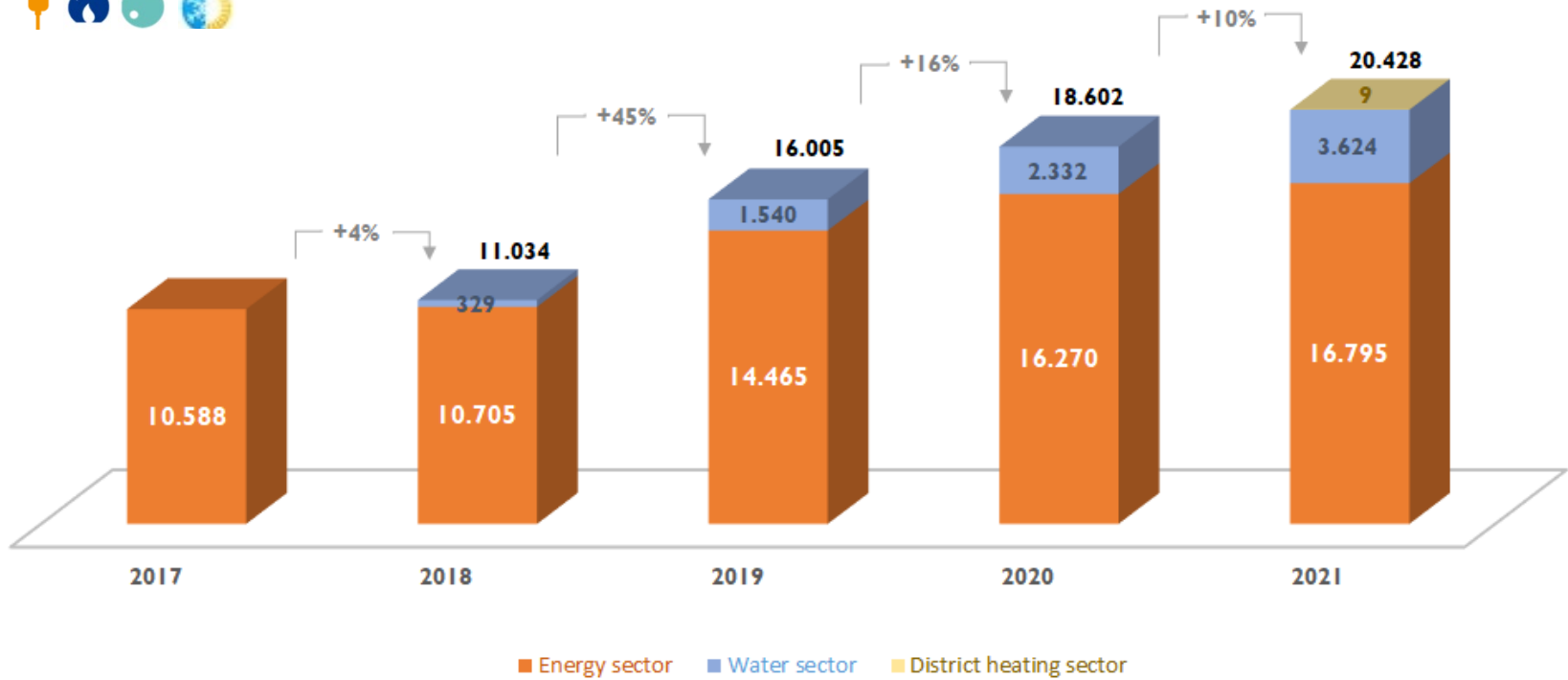
Annual Report

Year 2021 - Last updated July 19, 2022

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

Trend of incoming conciliation applications years 2017-2021




9.784 Electricity sector 

5.210 Gas sector 

3.624 Water sector 

1.688 Dual-Fuel customers 

113 Prosumer 

9 District heating sector 

20.428
 Amount of conciliation
 applications
 2021



Fig. 2
 Amount of incoming conciliation applications year 2021

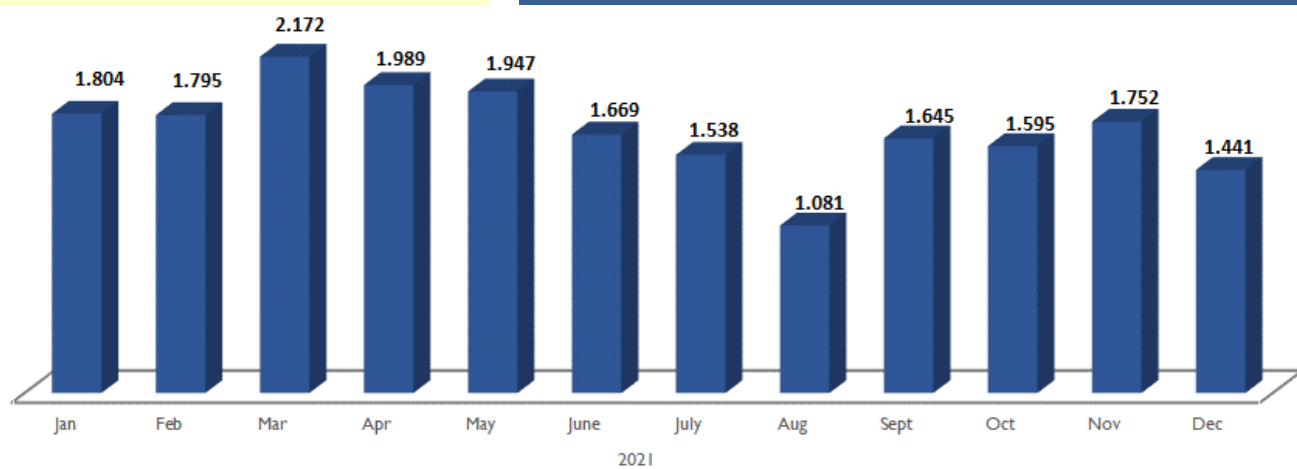
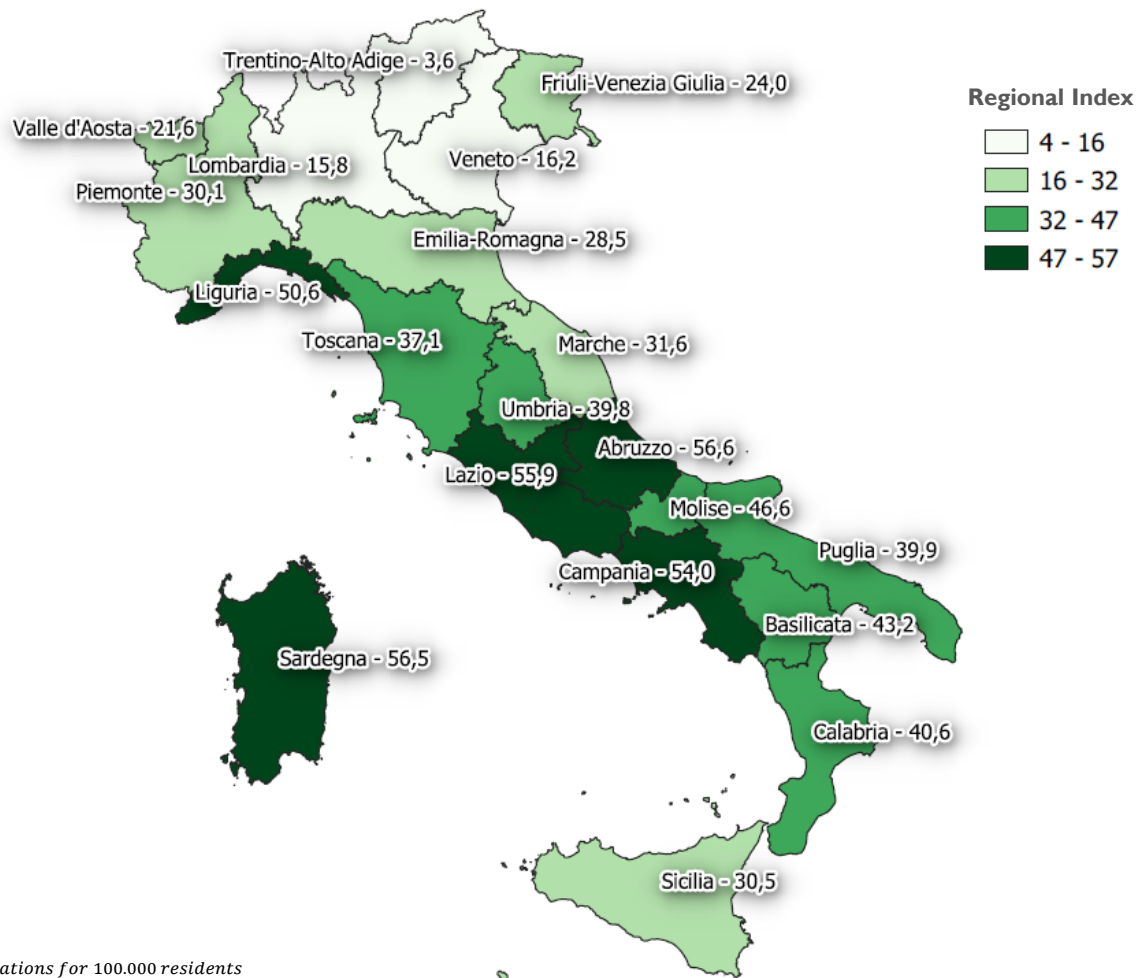


Fig. 3

Regional Index¹
 of submitted
 conciliation
 applications
 year 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** year 2021



Focus on 2021 – Electricity sector		
Topic application	n.	% vs tot.
Invoicing/billing	4.951	50,6%
Damages	1.434	14,7%
Contracts	1.199	12,3%
Late/non-payment, disconnection	639	6,5%
Other	541	5,5%
Connection, technical quality	463	4,7%
Metering	433	4,4%
Market	78	0,8%
Commercial quality	46	0,5%
Total	9.784	100%

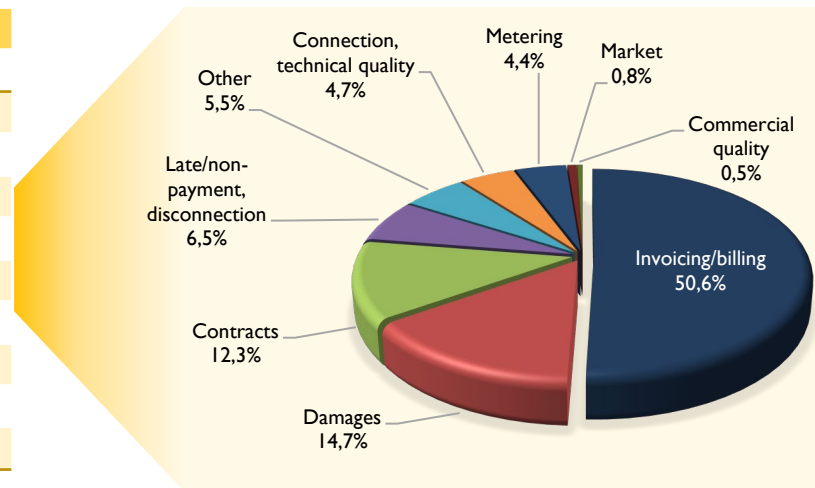


Fig. 5

Conciliation applications topics for the **Gas sector** year 2021



Focus on 2021 – Gas sector		
Topic application	n.	% vs tot.
Invoicing/billing	3.140	60,3%
Contracts	674	12,9%
Late/non-payment, disconnection	516	9,9%
Metering	282	5,4%
Other	213	4,1%
Connection, technical quality	206	4,0%
Damages	111	2,1%
Market	43	0,8%
Commercial quality	25	0,5%
Total	5.210	100%

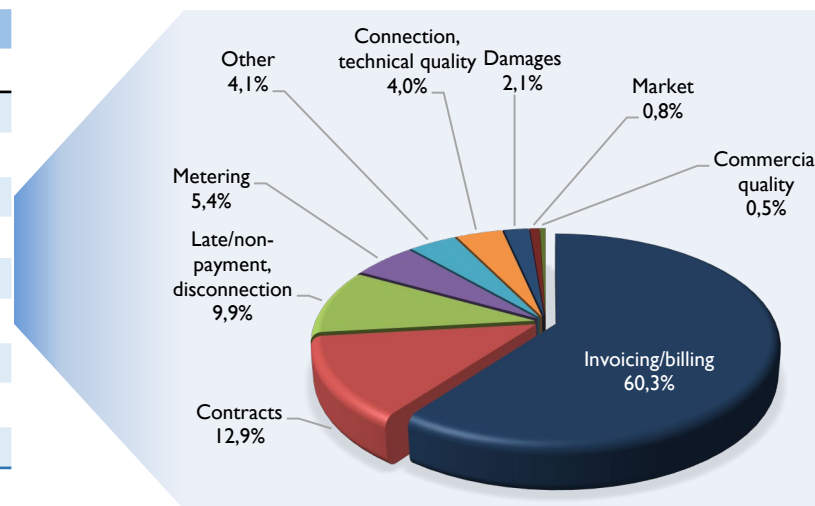


Fig. 6

Conciliation applications topics for **Prosumer** year 2021



Focus on 2021 - Prosumer		
Topic application	n.	% vs tot.
NEM	44	38,9%
Metering	16	14,2%
Other	13	11,5%
Invoicing/billing	13	11,5%
Connection, technical quality	8	7,1%
Damages	6	5,3%
Contracts	6	5,3%
Purchase and sale	5	4,4%
Commercial quality	2	1,8%
Total	113	100%

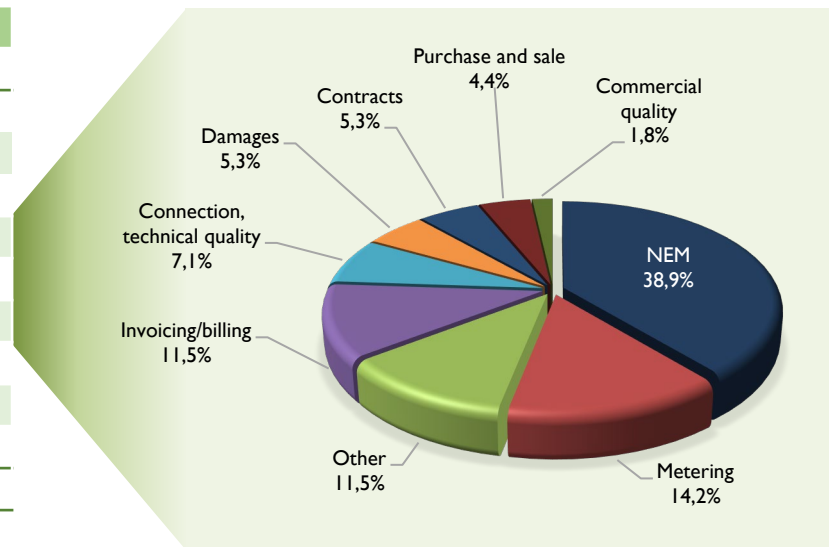


Fig. 7

Conciliation applications topics for **Dual-Fuel customers** year 2021



Focus on 2021 - Dual-Fuel customers		
Topic application	n.	% vs tot.
Invoicing/billing	848	50,2%
Contracts	473	28,0%
Late/non-payment, disconnection	150	8,9%
Other	81	4,8%
Market	42	2,5%
Damages	39	2,3%
Connection, technical quality	24	1,4%
Metering	17	1,0%
Commercial quality	14	0,9%
Total	1.688	100%

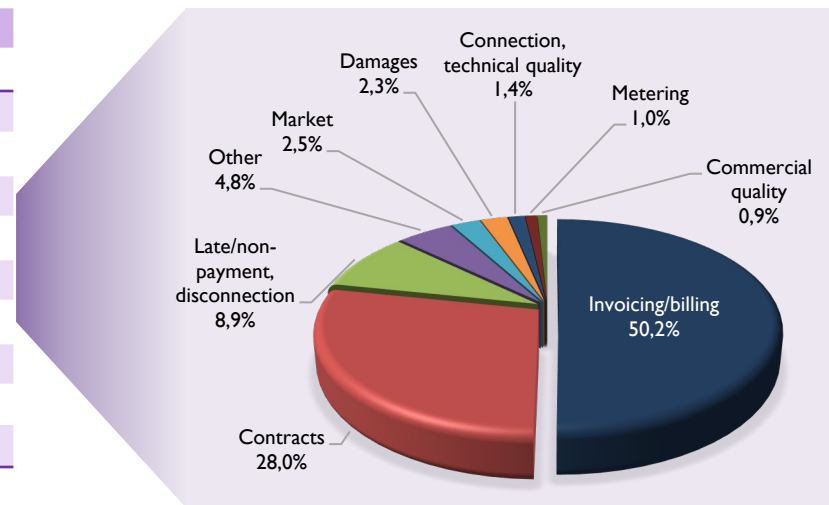


Fig. 8

Conciliation applications topics for the **Water sector** year 2021

Focus on 2021 – Water sector		
Topic application	n.	% vs tot.
Invoicing/billing	2.667	73,6%
Contracts	178	4,9%
Metering	175	4,8%
Other	147	4,1%
Late/non-payment, disconnection	134	3,7%
Damages	123	3,4%
Connection	111	3,1%
Contractual quality	50	1,4%
Technical quality	39	1,0%
Total	3.624	100%

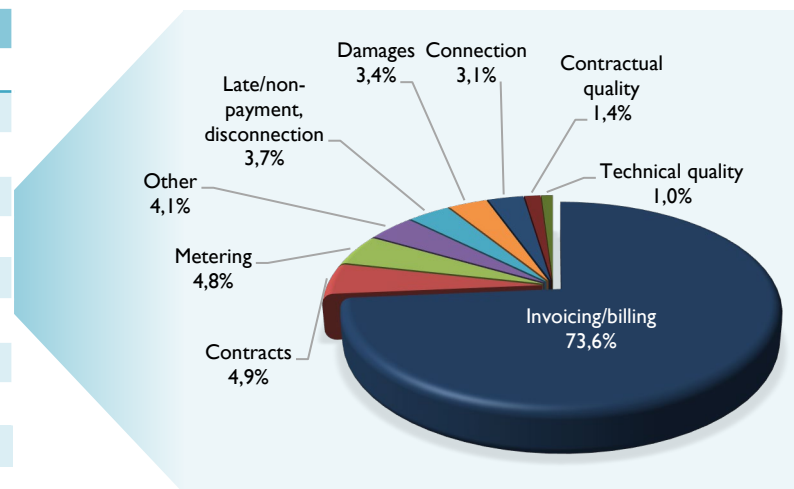


Fig. 9

Conciliation applications topics for the **District heating sector** year 2021

Focus on 2021 - District heating sector		
Topic application	n.	% vs tot.
Other	4	44,4%
Technical quality	2	22,2%
Transparency of the service	2	22,2%
Damages	1	11,2%
Total	9	100%

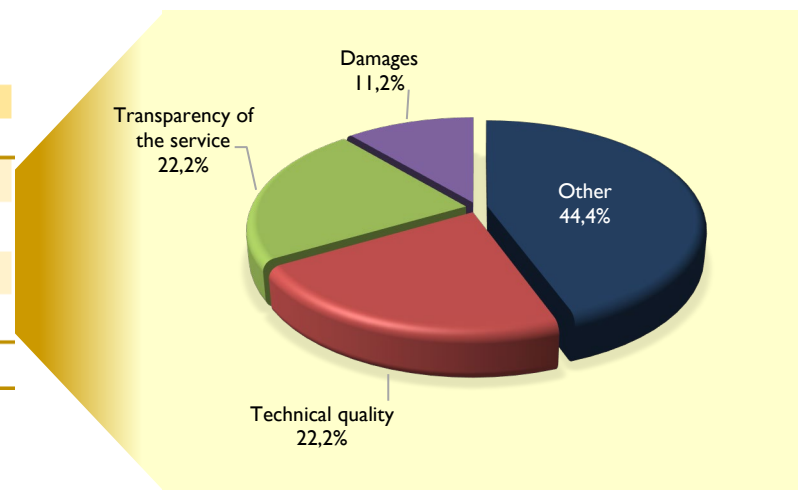


Fig. 10

Number of applications by applicants type year 2021



Focus on 2021					
Applicants type	Customer	Consumer Associations	Others	SME Associations	Total
Households	4.791	4.533	5.870		15.194
Non-households	1.740	770	2.710	14	5.234
Total	6.531	5.303	8.580	14	20.428
% vs Tot.	32,0%	25,9%	42,0%	0,1%	100,0%

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

Fig. 11

Average age and applications issued by customer and delegate year 2021

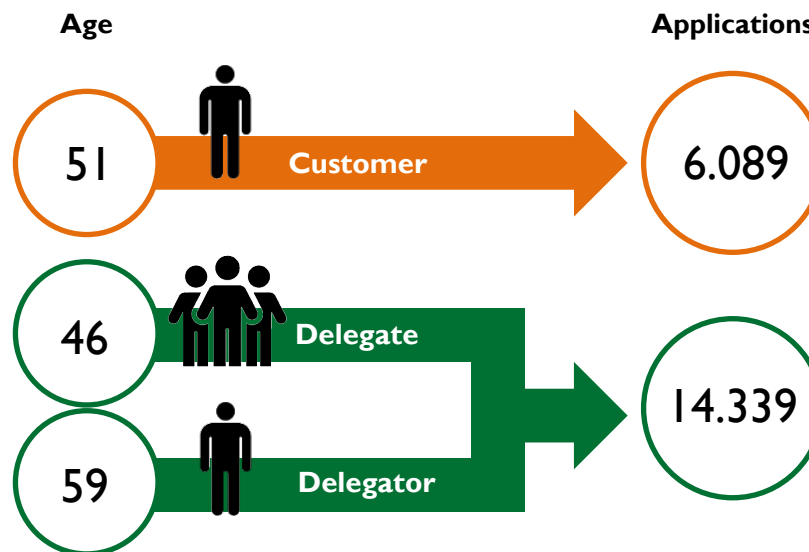


Fig. 12

Applications status year 2021



Focus on 2021		
Applications status	Tot.	% vs tot.
Accepted	16.434	80,4%
Not accepted	2.145	10,5%
Not completed by the applicant	1.849	9,1%
Total	20.428	100%

Not accepted details

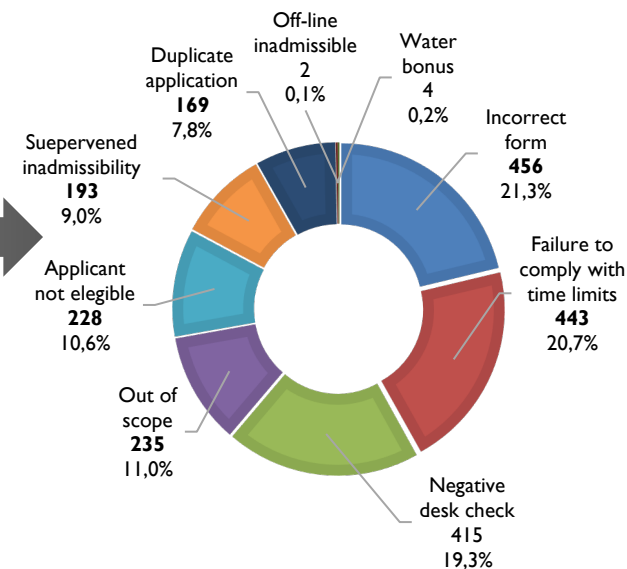


Fig. 13

Accepted applications for Electricity and Gas sectors, Prosumer and Dual-Fuel customers and status year 2021



Focus on 2021 – Electricity and Gas sectors, Prosumer, Dual-Fuel customers		
Accepted applications and status	Tot.	% vs tot.
Agreement between parties	9.061	67,1%
No-agreement	4.206	31,2%
Withdrawal from procedure	224	1,7%
Lack of participation of counterparty*	6	-
Total	13.497	100%

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

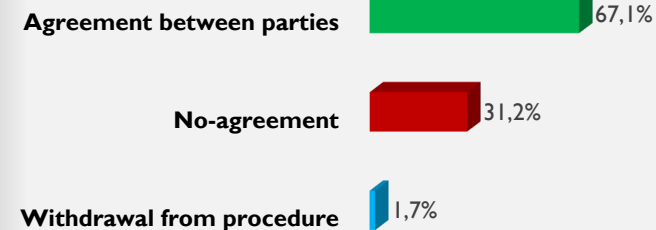


Fig. 14

Accepted applications for **Water sector** and status year 2021

Focus on 2021 – Water sector		
Accepted applications and status	Tot.	% vs tot.
Agreement between parties	2.065	70,4%
No-agreement	571	19,5%
Lack of participation of counterparty	208	7,1%
Withdrawal from procedure	88	3,0%
Total	2.932	100%

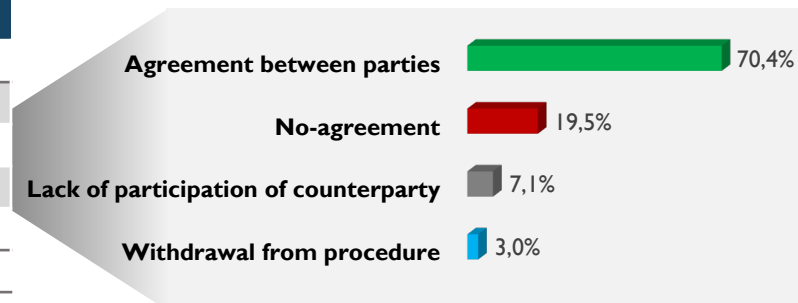


Fig. 15

Accepted applications for **District heating sector** and status year 2021

Focus on 2021 – District heating sector		
Domande ammesse / andamento procedura	Tot.	% vs tot.
Agreement between parties	3	60,0%
Lack of participation of counterparty	1	20,0%
Withdrawal from procedure	1	20,0%
Totale	5	100%

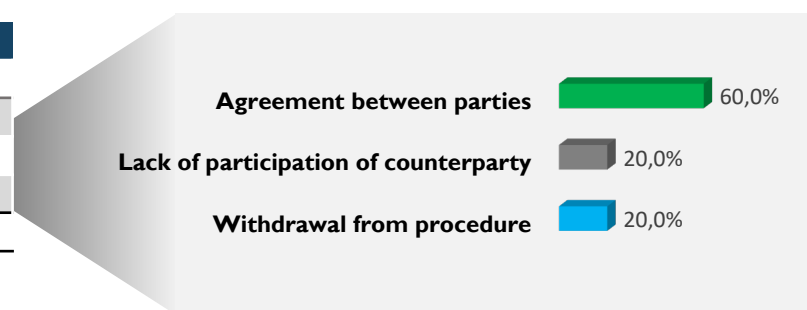


Fig. 16

Outcomes of
procedures started
and concluded
year 2021

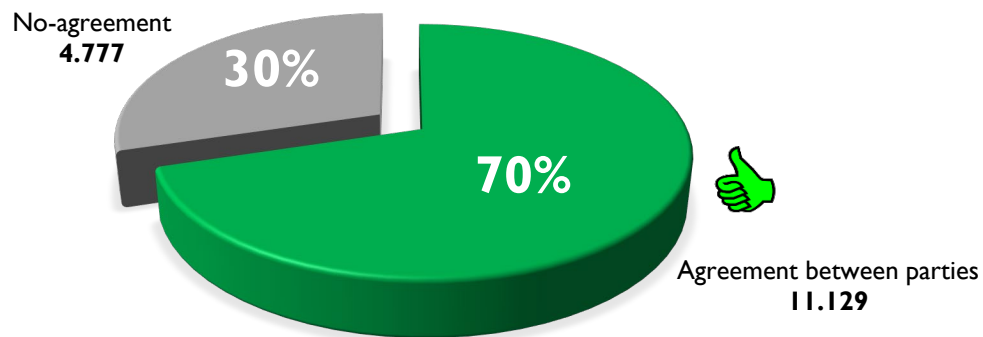


Fig. 17

Outcomes of
procedures concluded
by sector
year 2021



Average number of days for
concluding the procedure
year 2021

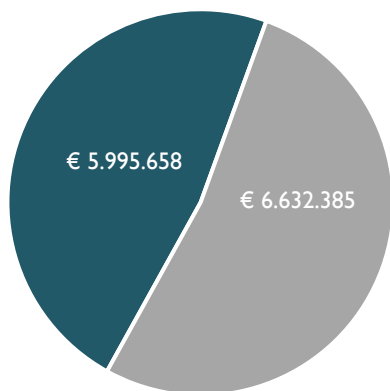
58



Applications status	2021													
	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	4.838	63%	3.136	75%	2.065	78%	1.033	78%	54	63%	3	100%	11.129	70%
No-agreement	2.833	37%	1.048	25%	571	22%	293	22%	32	37%	-	-	4.777	30%
Total	7.671	100%	4.184	100%	2.636	100%	1.326	100%	86	100%	3	100%	15.906	100%

Fig. 18

Compensation¹ for the procedures started and concluded year 2021



■ Households ■ Non - households



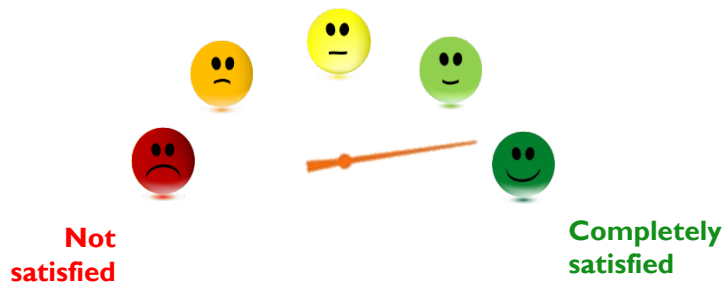
12.628.043 €

Fig. 19

Customer satisfaction for the procedures started and concluded year 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 2021 and signed an agreement in front of the Conciliation Service.
 2) 7.458 complete questionnaire replies.