

ARERA Conciliation Service

Electricity, gas and water sector

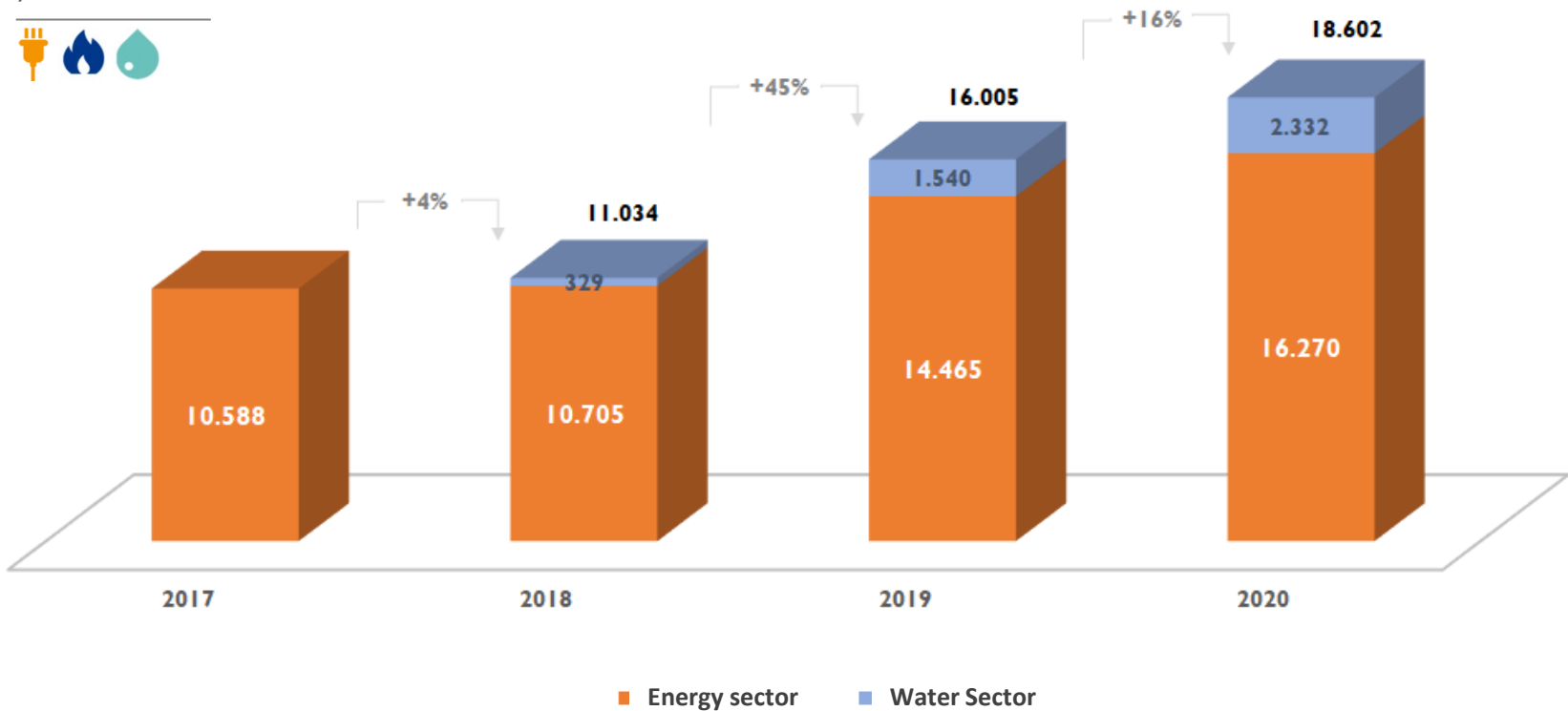
Annual Report

Year 2020 - Last updated 15 July 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


Trend of incoming conciliation applications years 2017-2020



10.054 Electricity sector 

4.794 Gas sector 

2.332 Water sector 

1.330 Dual-Fuel customers 

92 Prosumer 

18.602

Amount of conciliation applications
 2020



Fig. 2

Amount of incoming conciliation applications year 2020

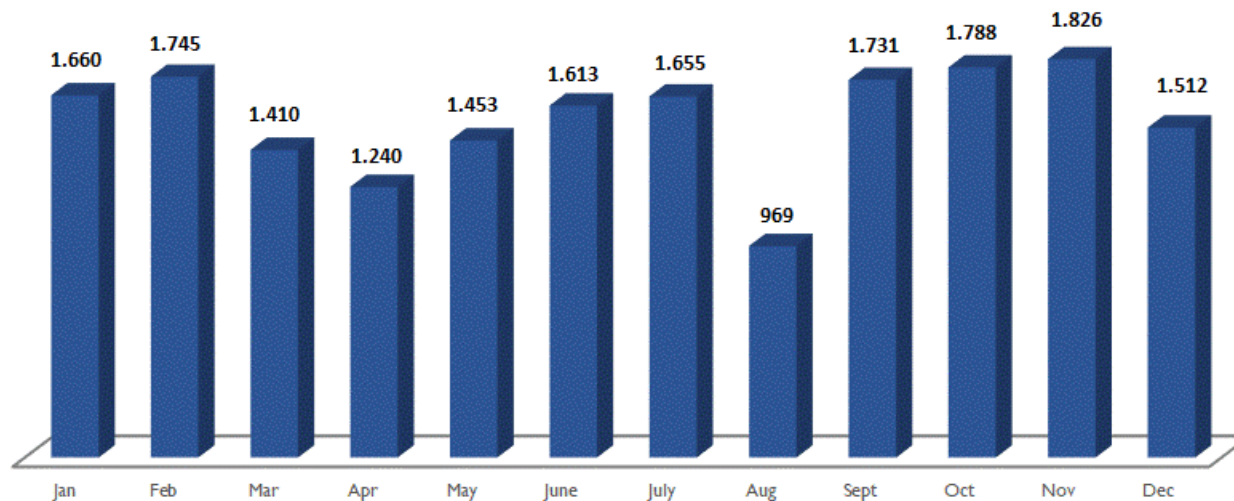
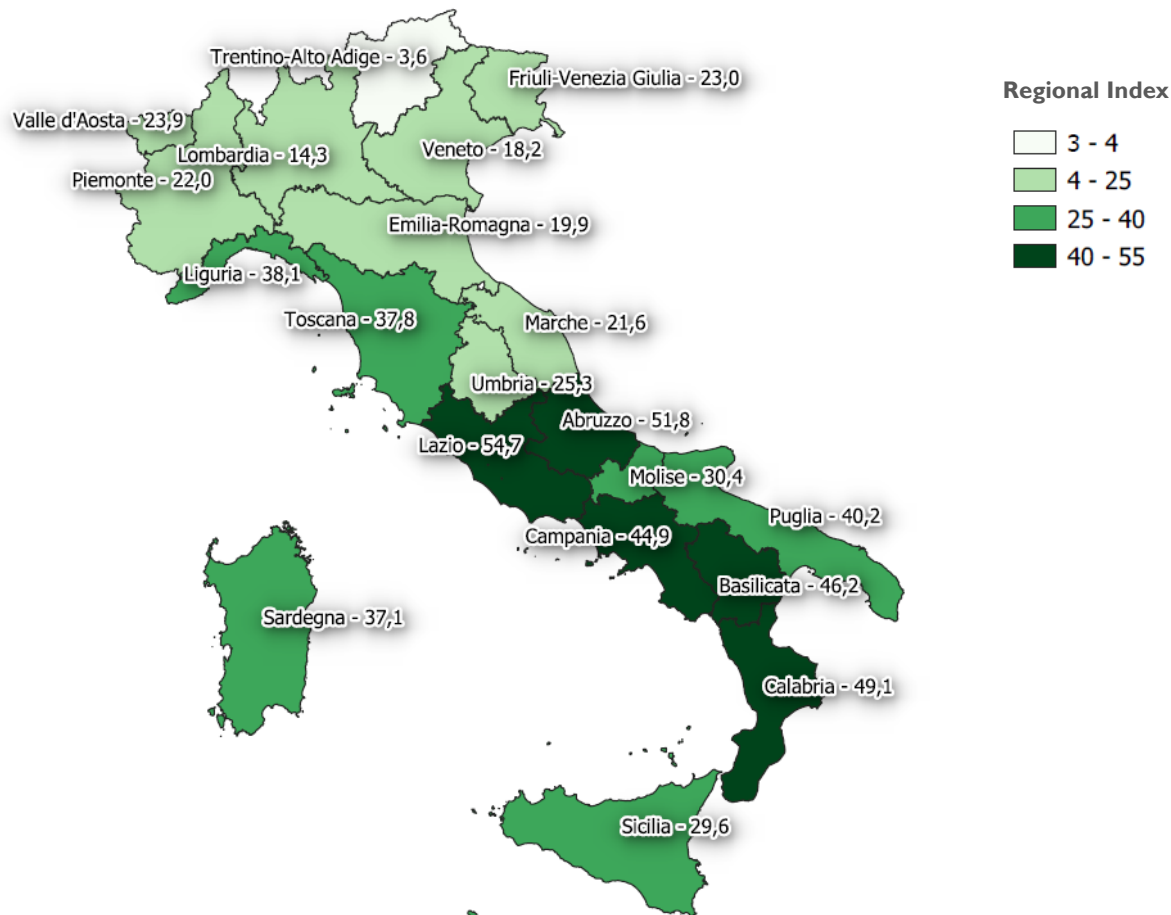


Fig. 3

Regional Index¹
 of submitted
 conciliation
 applications
 year 2020



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 2020



Focus on 2020 – Electricity sector		
Topic application	n.	% vs tot.
Invoicing/billing	5.193	51,7%
Damages	1.496	14,9%
Contracts	1069	10,6%
Late/non-payment, disconnection	641	6,4%
Metering	568	5,6%
Other	519	5,2%
Connection, technical quality	430	4,3%
Market	101	1,0%
Commercial quality	37	0,3%
Total	10.054	100%

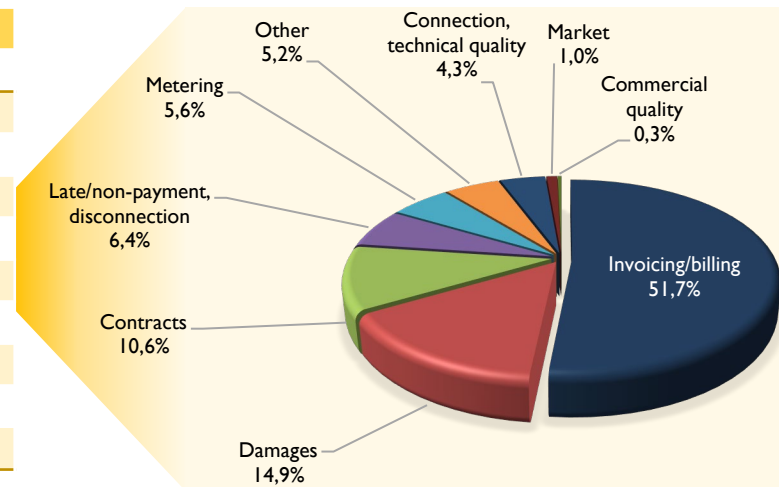


Fig. 5

Conciliation applications topics for the **Gas sector** year 2020



Focus on 2020 – Gas sector		
Topic application	n.	% vs tot.
Invoicing/billing	3.081	64,3%
Contracts	531	11,1%
Late/non-payment, disconnection	392	8,2%
Metering	253	5,3%
Connection, technical quality	232	4,8%
Other	161	3,4%
Damages	103	2,1%
Market	27	0,6%
Commercial quality	14	0,2%
Total	4.794	100%

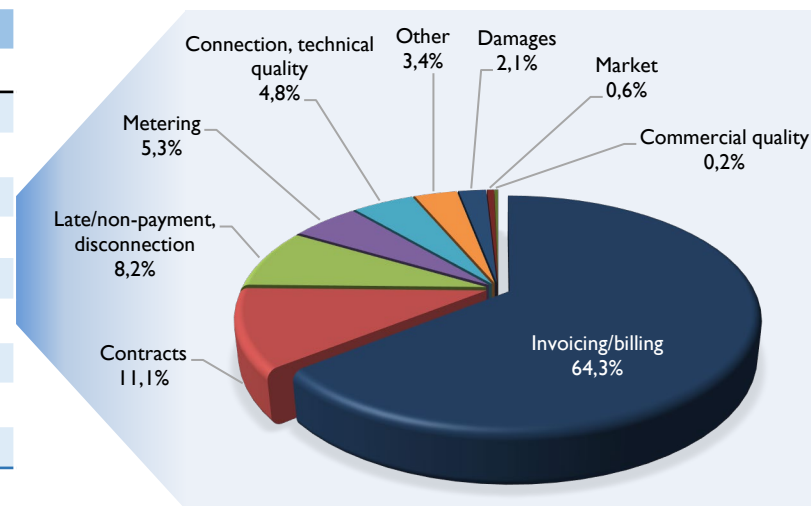


Fig. 6

Conciliation applications topics for **Prosumer** year 2020



Focus on 2020 - Prosumer		
Topic application	n.	% vs tot.
NEM	33	35,9%
Connection, technical quality	16	17,4%
Metering	13	14,1%
Invoicing/billing	12	13,0%
Other	7	7,6%
Damages	6	6,5%
Purchase and sale	3	3,3%
Contracts	2	2,2%
Total	92	100%

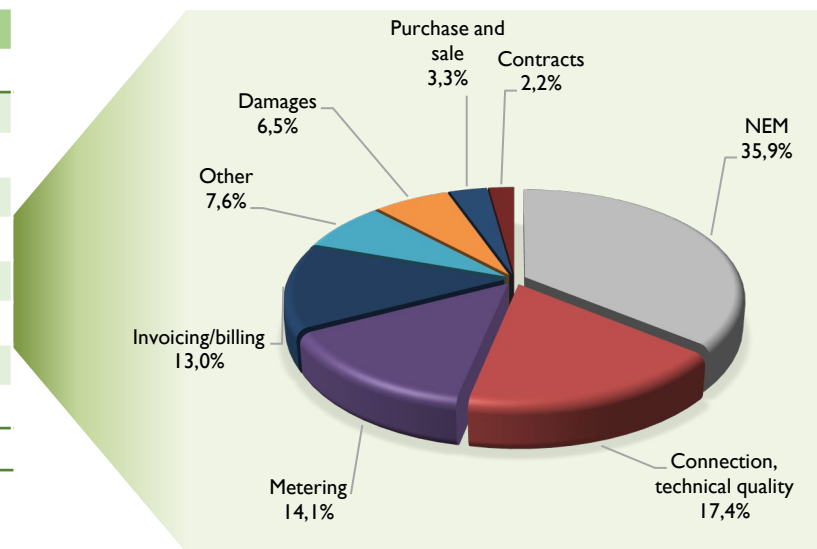


Fig. 7

Conciliation applications topics for **Dual-Fuel customers** year 2020



Focus on 2020 - Dual-Fuel customers		
Topic application	n.	% vs tot.
Invoicing/billing	742	55,8%
Contracts	317	23,8%
Late/non-payment, disconnection	87	6,5%
Other	62	4,7%
Market	44	3,3%
Damages	30	2,3%
Connection, technical quality	22	1,7%
Metering	16	1,2%
Commercial quality	10	0,7%
Total	1.330	100%

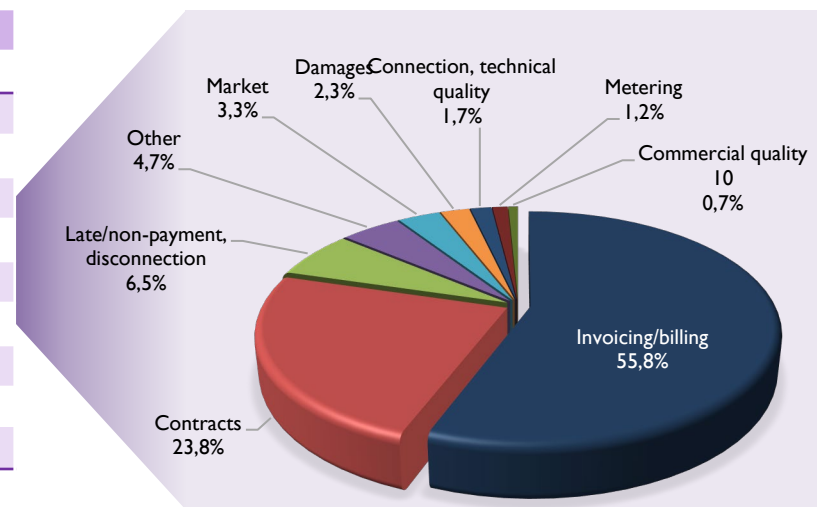


Fig. 8

Conciliation applications topics for the **Water sector** year 2020

Focus on 2020 – Water sector		
Topic application	n.	% vs tot.
Invoicing/billing	1.657	71,1%
Metering	143	6,1%
Damages	118	5,1%
Contracts	106	4,5%
Other	94	4,0%
Connection	92	3,9%
Late/non-payment, disconnection	73	3,1%
Technical quality	28	1,2%
Contractual quality	21	1,0%
Total	2.332	100%

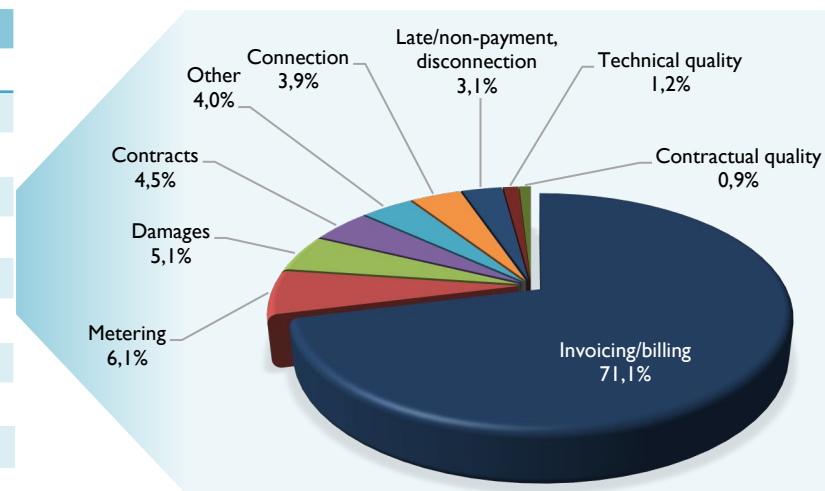


Fig. 9

Number of applications by applicants type year 2020



Focus on 2020					
Applicants type	Customer	Consumer Associations	Others	SME Associations	Total
Households	4.262	3.815	5.637		13.714
Non-households	1.585	698	2.601	4	4.888
Total	5.847	4.513	8.238	4	18.602
% vs Tot.	31,43%	24,26%	44,29%	0,02%	100%

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

Fig. 10

Average age and applications issued by customer and delegate year 2020

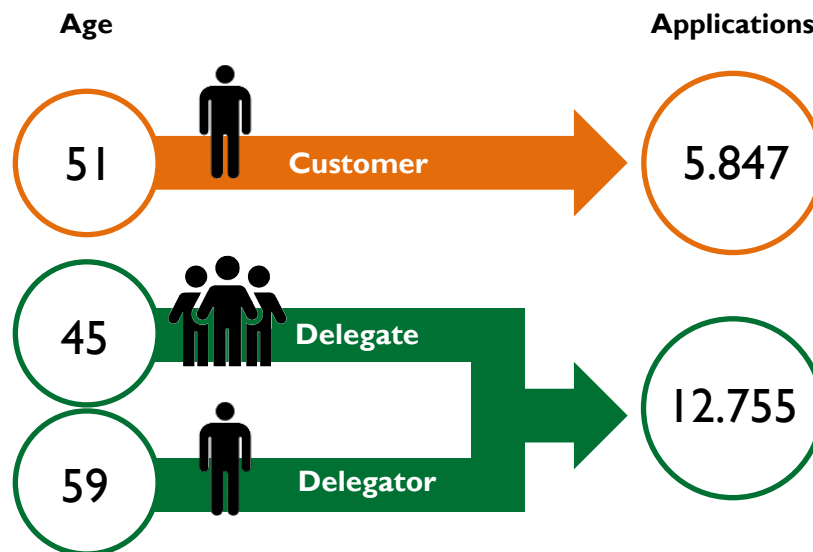


Fig. 11

Applications status
year 2020



Focus on 2020		
Applications status	Tot.	% vs tot.
Accepted	15.024	80,8%
Not accepted	2.108	11,3%
Not completed by the applicant	1.470	7,9%
Total	18.602	100%

Not accepted details

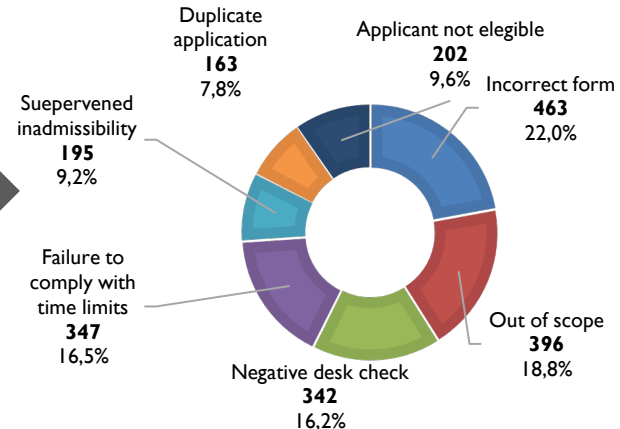


Fig. 12

Accepted applications for
Electricity and Gas
sectors, Prosumer and
Dual-Fuel customers
and status
year 2020



Focus on 2020 – Electricity and Gas sectors, Prosumer, Dual-Fuel customers

Accepted applications and status	Tot.	% vs tot.
Agreement between parties	8.992	68,3%
No-agreement	3.923	29,8%
Withdrawal from procedure	244	1,9%
Total	13.159	100%

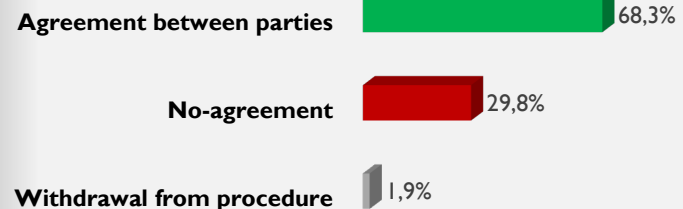


Fig. 13

Accepted applications
for **Water** sector
and status
year 2020



Focus on 2020 – Water sector		
Accepted applications and status	Tot.	% vs tot.
Agreement between parties	1.391	74,6%
No-agreement	331	17,7%
Lack of participation of counterparty	123	6,6%
Withdrawal from procedure	20	1,1%
Total	1.865	100%

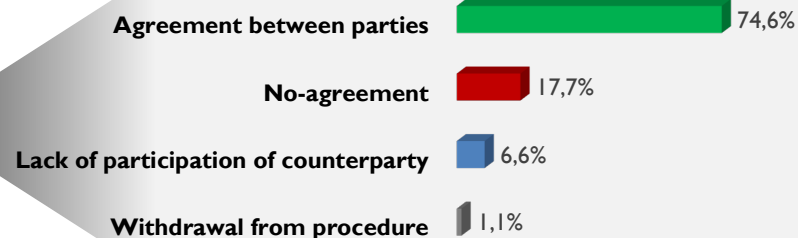


Fig. 14

Outcomes of procedures started and concluded year 2020

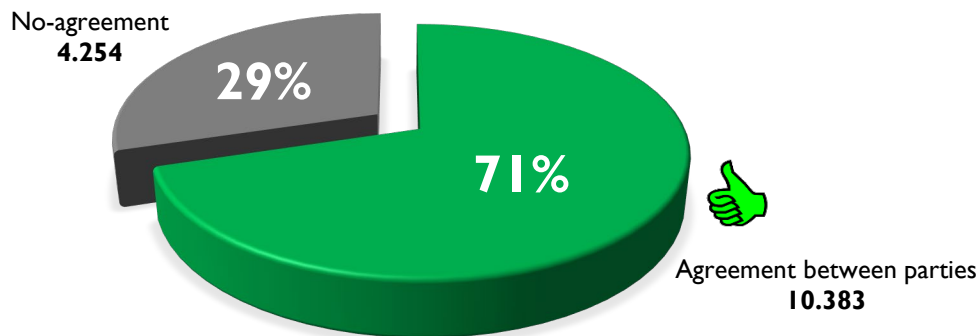


Fig. 15

Outcomes of procedures by sector year 2020



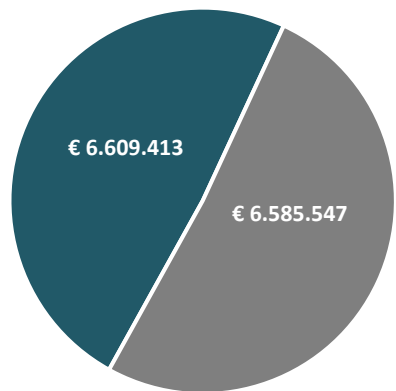
Average number of days for concluding the procedure year 2020

63

Year 2020												
	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	5.219	67%	2.925	74%	1.391	81%	801	75%	47	68%	10.383	71%
No-agreement	2.618	33%	1.023	26%	331	19%	260	25%	22	32%	4.254	29%
Total	7.837	100%	3.948	100%	1.722	100%	1.061	100%	69	100%	14.637	100%

Fig. 16

Compensation¹ for the procedures started and concluded year 2020



■ Households

■ Non-households



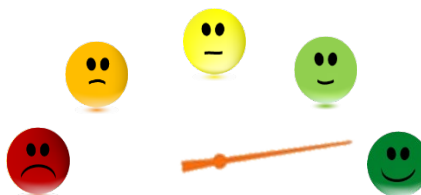
13.194.960 €

Fig. 17

Customer satisfaction for the procedures started and concluded year 2020



About 98% of the customers who completed the survey² at the end of the procedure are satisfied with the ARERA Conciliation Service



Not satisfied

Completely satisfied

- 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 2020 and signed an agreement in front of the Conciliation Service.
- 2) 6.750 complete questionnaire replies.