



# ARERA Conciliation Service

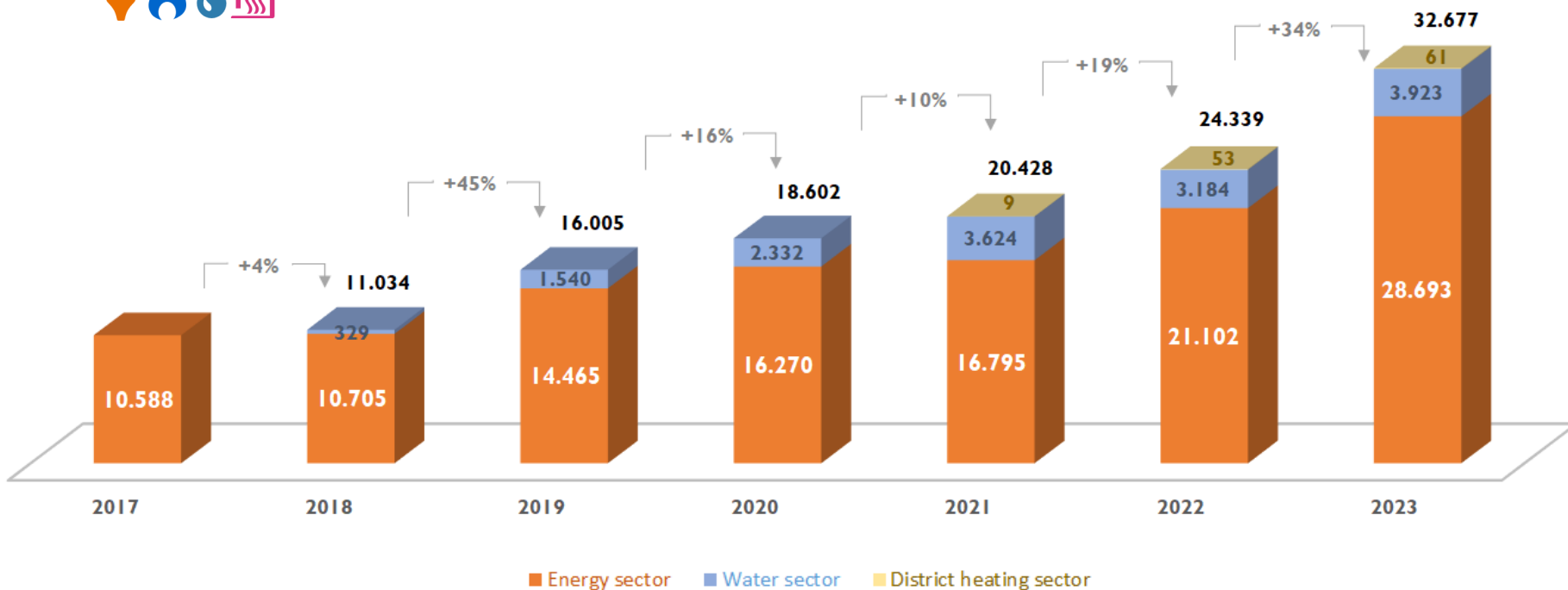
*Electricity, gas, water and district heating sectors*

## Annual Report

*Year 2023 - Last updated January 22, 2024*

Fig. I

**Amount of incoming conciliation applications 2017 - 2023**




**16.216** Electricity sector 

**8.420** Gas sector 

**3.817** Dual-Fuel customers 

**3.923** Water sector 

**240** Prosumer 

**61** District heating sector 

**32.677**

Amount of conciliation applications 2023



Fig. 2  
 Amount of incoming conciliation applications year 2023

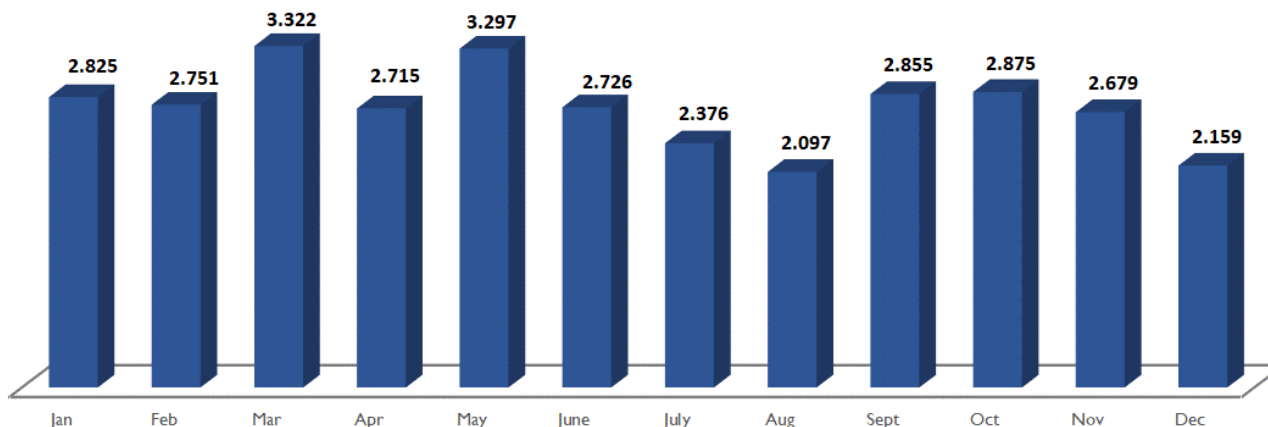
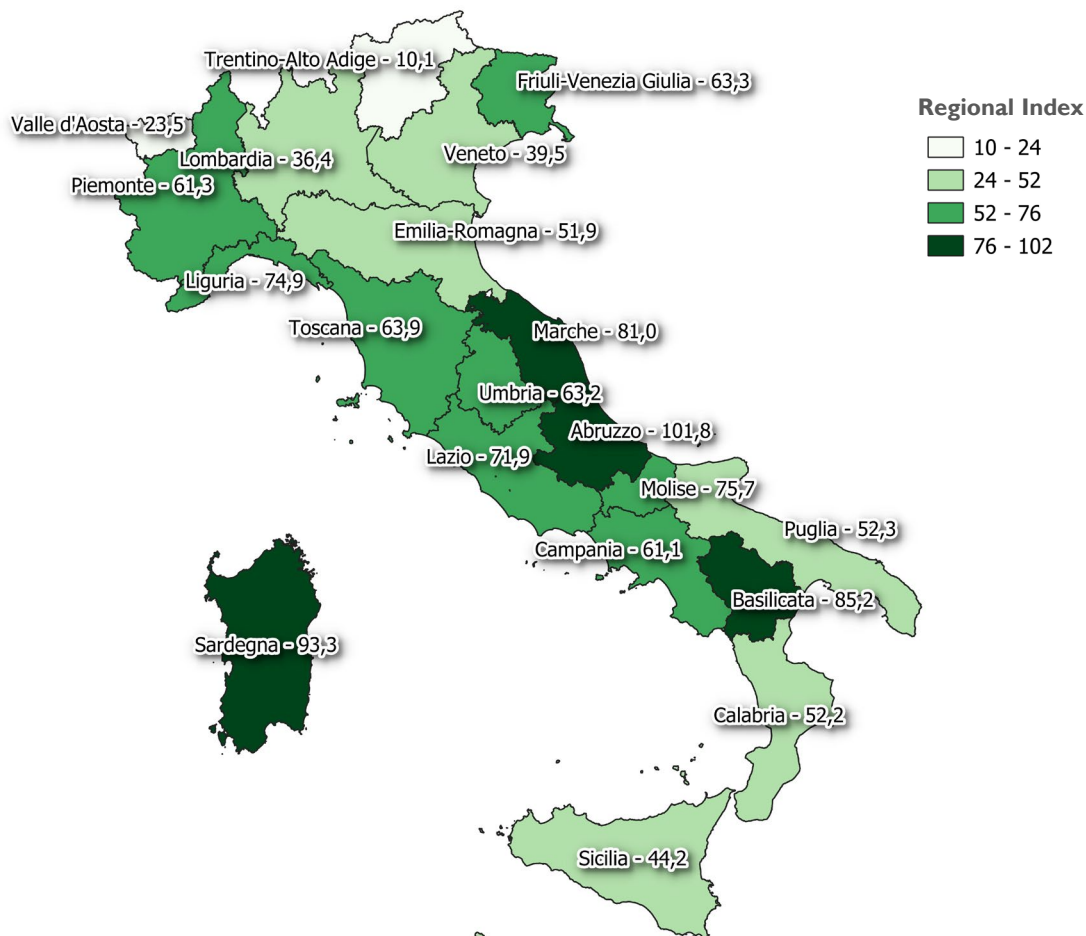


Fig. 3

**Regional Index<sup>1</sup>**  
 of submitted  
 conciliation  
 applications  
 year 2023



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 2023



2023 – Electricity sector		
Topic application	n.	% vs tot.
Invoicing/billing	7.196	44,4%
Contracts	3.386	20,9%
Damages	1576	9,7%
Late/non-payment, disconnection	1058	6,5%
Other	896	5,5%
Metering	712	4,4%
Market	675	4,2%
Connection, technical quality	645	4,0%
Commercial quality	72	0,4%
<b>Total</b>	<b>16.216</b>	<b>100%</b>

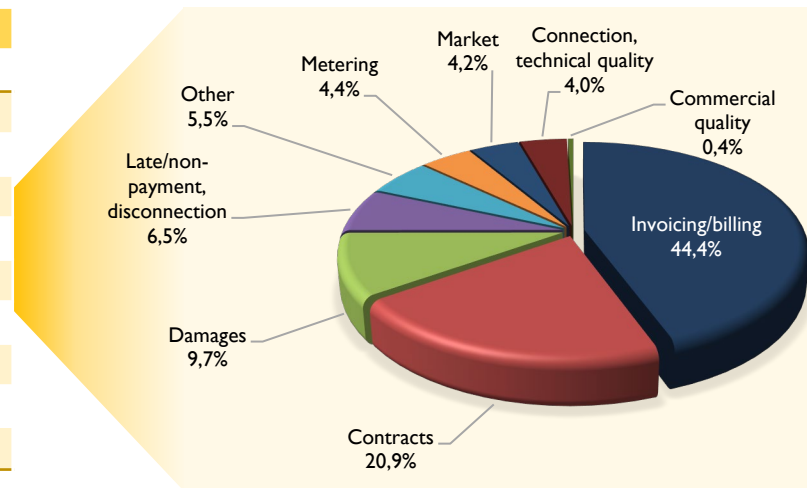


Fig. 5

Conciliation applications topics for the **Gas sector** year 2023



2023 – Gas sector		
Topic application	n.	% vs tot.
Invoicing/billing	4.738	56,3%
Contracts	1685	20,0%
Late/non-payment, disconnection	532	6,3%
Other	462	5,5%
Metering	414	4,9%
Market	301	3,6%
Connection, technical quality	177	2,1%
Damages	74	0,9%
Commercial quality	37	0,4%
<b>Total</b>	<b>8.420</b>	<b>100%</b>

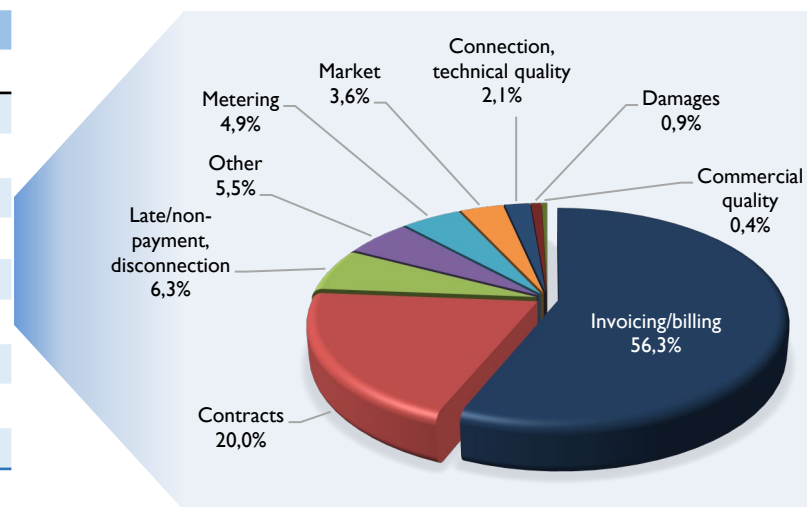


Fig. 6

Conciliation applications topics for **Prosumer** year 2023



2023 – Prosumer		
Topic application	n.	% su tot.
<b>NEM</b>	73	30,4%
<b>Connection, technical quality</b>	59	24,6%
<b>Purchase and sale</b>	29	12,1%
<b>Invoicing/billing</b>	26	10,8%
<b>Metering</b>	18	7,5%
<b>Other</b>	16	6,7%
<b>Contracts</b>	10	4,2%
<b>Damages</b>	7	2,9%
<b>Market</b>	1	0,4%
<b>Commercial quality</b>	1	0,4%
<b>Total</b>	<b>240</b>	<b>100%</b>

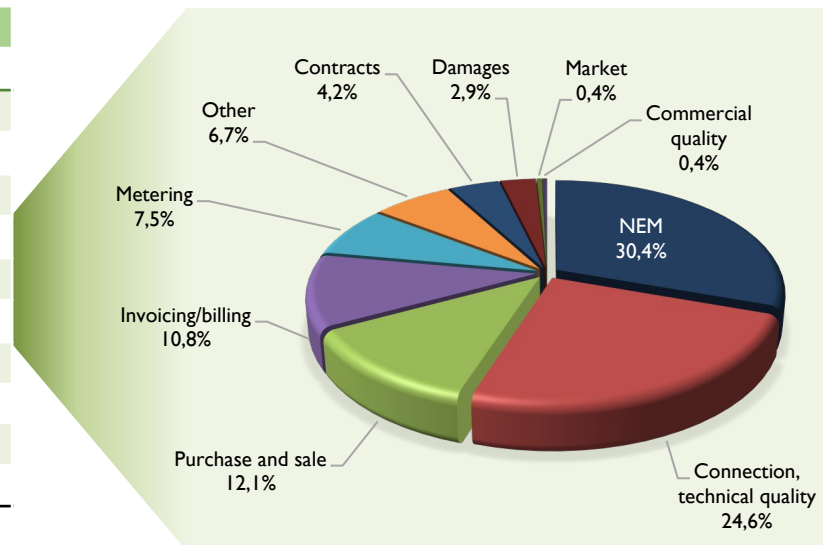


Fig. 7

Conciliation applications topics for **Dual-Fuel customers** year 2023



2023 - Dual-Fuel customers		
Topic application	n.	% vs tot.
<b>Contracts</b>	1.463	38,3%
<b>Invoicing/billing</b>	1.240	32,5%
<b>Market</b>	617	16,2%
<b>Other</b>	200	5,2%
<b>Late/non-payment, disconnection</b>	179	4,7%
<b>Damages</b>	47	1,2%
<b>Metering</b>	25	0,7%
<b>Connection, technical quality</b>	25	0,7%
<b>Commercial quality</b>	21	0,5%
<b>Total</b>	<b>3.817</b>	<b>100%</b>

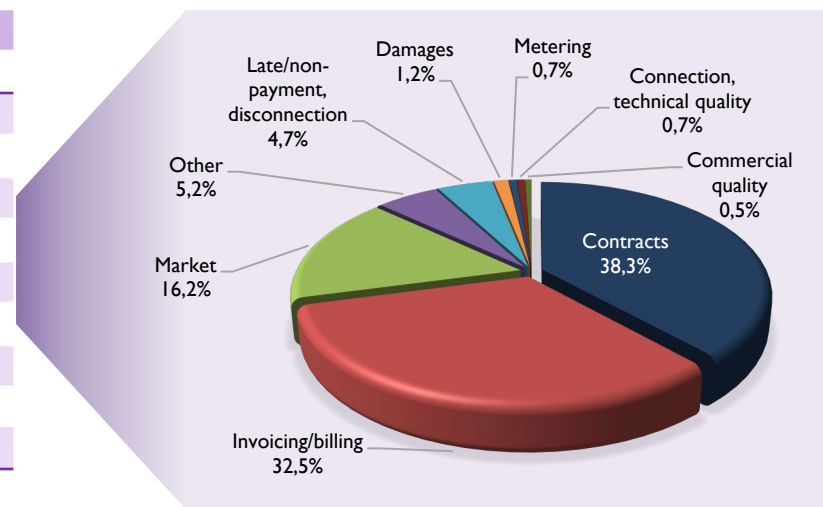


Fig. 8

Conciliation applications topics for the **Water sector** year 2023



2023 – Water sector		
Topic application	n.	% vs tot.
Invoicing/billing	2.756	70,3%
Metering	222	5,7%
Other	207	5,3%
Contracts	202	5,1%
Late/non-payment, disconnection	179	4,6%
Connection	137	3,5%
Damages	119	3,0%
Technical quality	52	1,3%
Contractual quality	49	1,2%
<b>Total</b>	<b>3.923</b>	<b>100%</b>

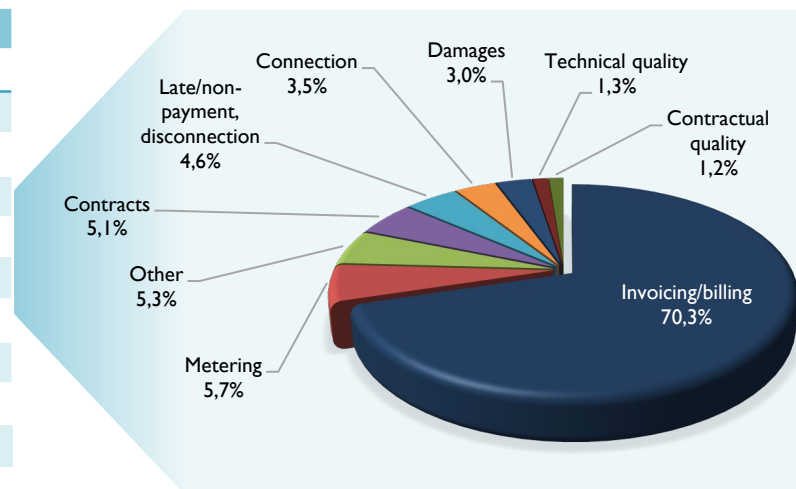


Fig. 9

Conciliation applications topics for the **District heating sector** year 2023



Focus on 2023 - District heating sector		
Topic application	n.	% vs tot.
Transparency of the service	24	39,3%
Other	22	36,1%
Connections	5	8,2%
Late/non-payment, disconnection	4	6,6%
Damages	3	4,9%
Commercial quality	2	3,3%
Technical quality	1	1,6%
<b>Total</b>	<b>61</b>	<b>100%</b>

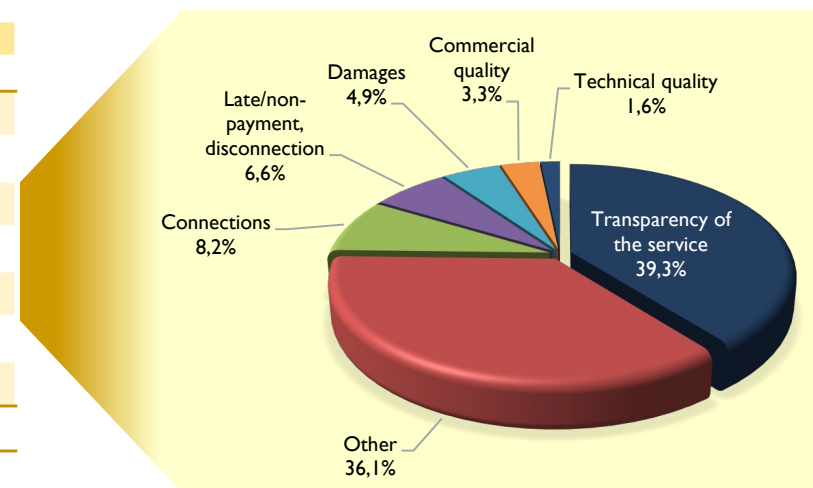


Fig. 10

Number of applications by applicants type year 2023



Focus on 2023					
Applicants type	Customer	Consumer Associations	Others	SME Associations	Total
Households	8.665	7.909	8.357		24.931
Non-households	2.653	1066	4.016	11	7.746
<b>Total</b>	<b>11.318</b>	<b>8.975</b>	<b>12.373</b>	<b>11</b>	<b>32.677</b>
% vs Tot.	34,6%	27,5%	37,9%	0,03%	100%

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

Fig. 11

Average age and applications issued by customer and delegate year 2023

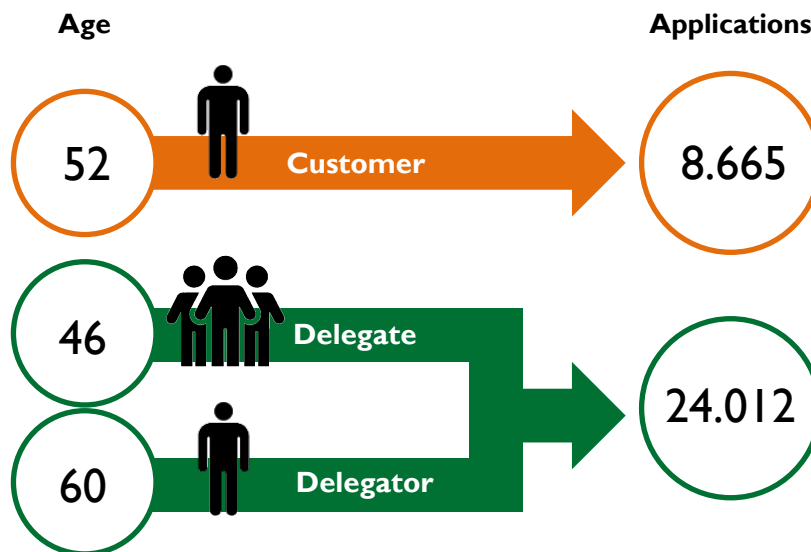




Fig. 12

**Applications status year 2023**



Focus on 2023		
Applications status	Tot.	% vs tot.
Accepted	26.533	81,2%
Not accepted	2.862	8,8%
Not completed by the applicant	3.282	10,0%
<b>Total</b>	<b>32.677</b>	<b>100%</b>

Not accepted details

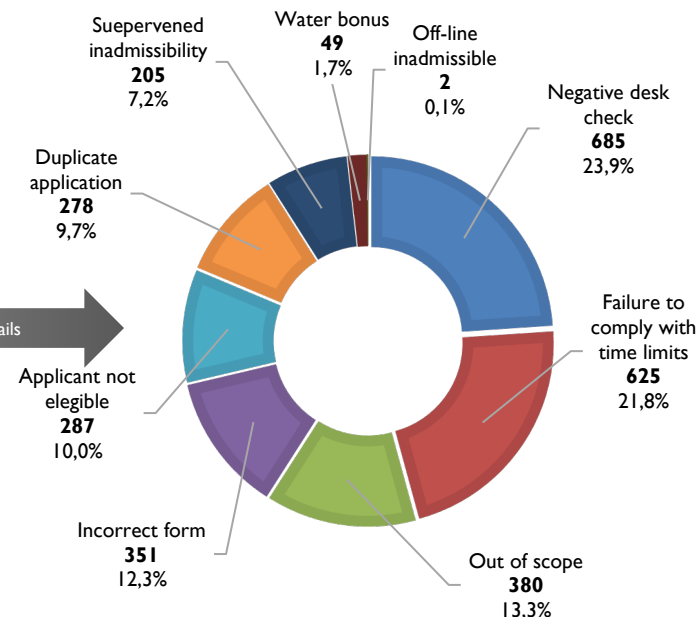


Fig. 13

Accepted applications for **Electricity and Gas sectors, Prosumer and Dual-Fuel customers** and status year 2023



2023 – Electricity and Gas sectors, Prosumer, Dual-Fuel customers		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	14.740	68,7%
No-agreement	6.251	29,1%
Withdrawal from procedure	338	1,6%
Lack of participation of counterparty**	126	0,6%
<b>Total</b>	<b>21.455</b>	<b>100%</b>

\* 1.863 procedures pending as of January 22, 2024.

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

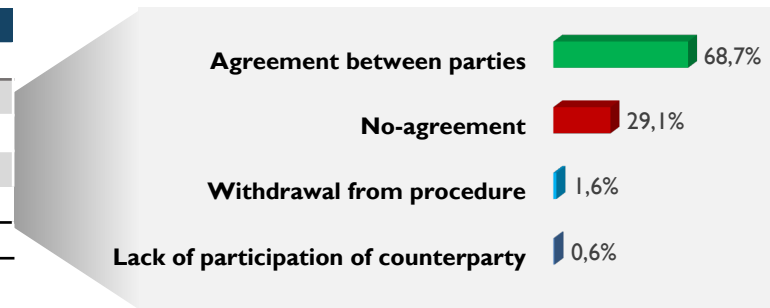


Fig. 14

Accepted applications for **Water sector** and status year 2023

Focus on 2023 – Water sector		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	1.926	68,2%
No-agreement	787	27,9%
Lack of participation of counterparty**	58	2,1%
Withdrawal from procedure	51	1,8%
<b>Total</b>	<b>2.822</b>	<b>100%</b>

\* 358 procedures pending as of January 22, 2024.

\*\*The non-adhesions of the counterpart in the water and district heating sectors refer to applications submitted before 06/30/2023, the date from which the conciliation attempt was also mandatory for the aforementioned sectors, with the consequent mandatory participation of all water operators/managers

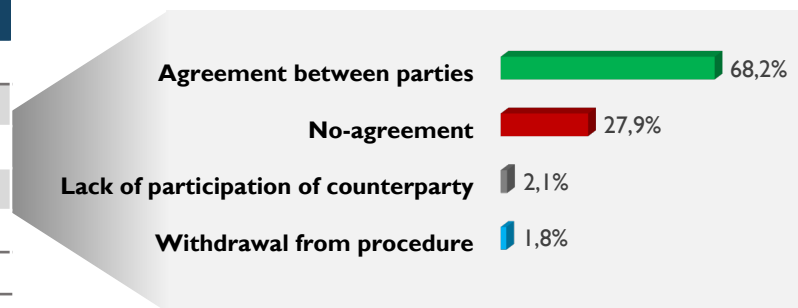


Fig. 15

Accepted applications for **District heating sector** and status year 2023

Focus on 2023 – District heating sector		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	15	50,0%
Lack of participation of counterparty**	7	23,3%
No-agreement	6	20,0%
Withdrawal from procedure	2	6,7%
<b>Total</b>	<b>30</b>	<b>100%</b>

\* 5 procedures pending as of January 22, 2024.

\*\*The non-adhesions of the counterpart in the water and district heating sectors refer to applications submitted before 06/30/2023, the date from which the conciliation attempt was also mandatory for the aforementioned sectors, with the consequent mandatory participation of all water operators/managers

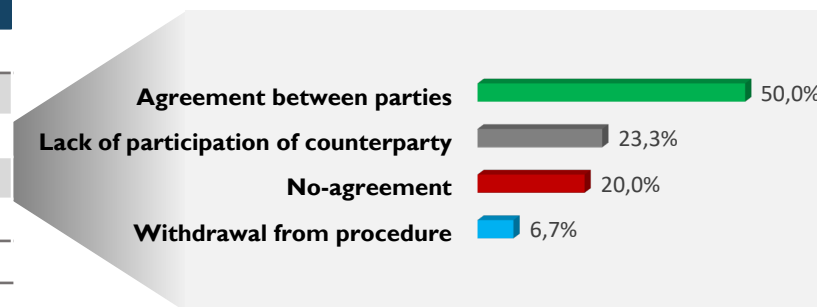
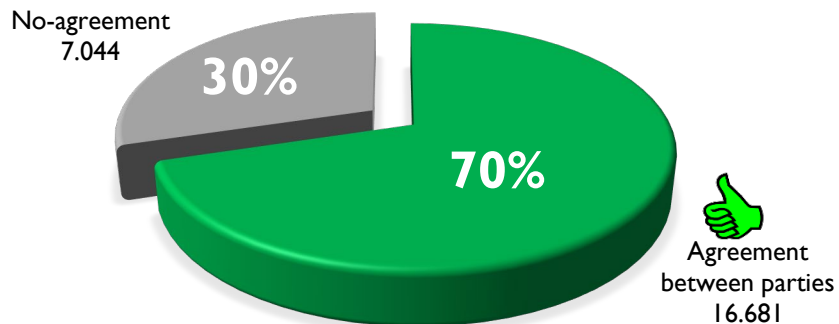


Fig. 16

Outcomes of procedures started and concluded year 2023



Average number of days for concluding the procedure year 2023

# 53

Fig. 17

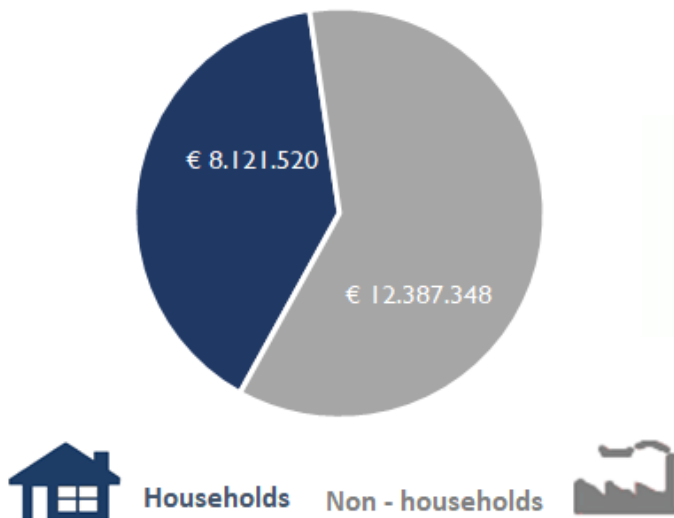
Outcomes of procedures by sector year 2023



Applications status	2023													
	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.
<b>Agreement between parties</b>	7.652	65%	4.515	74%	1.926	71%	2.486	84%	87	58%	15	71%	<b>16.681</b>	70%
<b>No-agreement</b>	4.098	35%	1.605	26%	787	29%	484	16%	64	42%	6	29%	<b>7.044</b>	30%
<b>Total</b>	<b>11.750</b>	<b>100%</b>	<b>6.120</b>	<b>100%</b>	<b>2.713</b>	<b>100%</b>	<b>2.970</b>	<b>100%</b>	<b>151</b>	<b>100%</b>	<b>21</b>	<b>100%</b>	<b>23.725</b>	<b>100%</b>

Fig. 18

**Compensation<sup>1</sup>** for the procedures started and concluded year 2023



**20.508.868 €**

Fig. 19

**Customer satisfaction** for the procedures started and concluded year 2023



**About 95% of the customers who completed the survey<sup>2</sup> 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 2023 and signed an agreement in front of the Conciliation Service.  
 2) 11.668 complete questionnaire replies.