

2024

# ARERA Conciliation Service

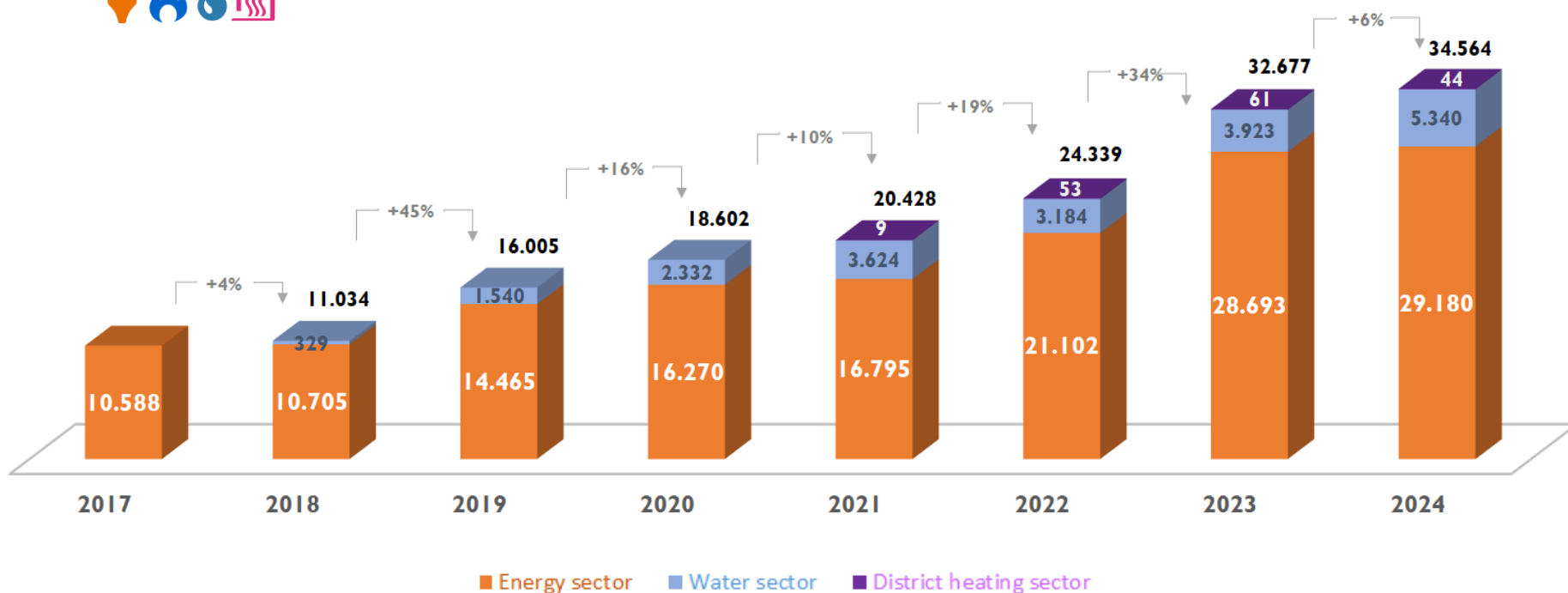
*Electricity, gas, water and district heating sectors*

## Annual Report

*Year 2024 - Last updated January 22, 2025*

Fig. I

**Amount of  
incoming  
conciliation  
applications  
2017 - 2024**



**13.954**

Electricity sector



**11.373**

Gas sector



**3.636**

Dual-Fuel customers



**5.340**

Water sector



**217**

Prosumer



**44**

District heating sector



**34.564**

Amount of conciliation applications



Fig. 2

Amount of incoming conciliation applications year 2024

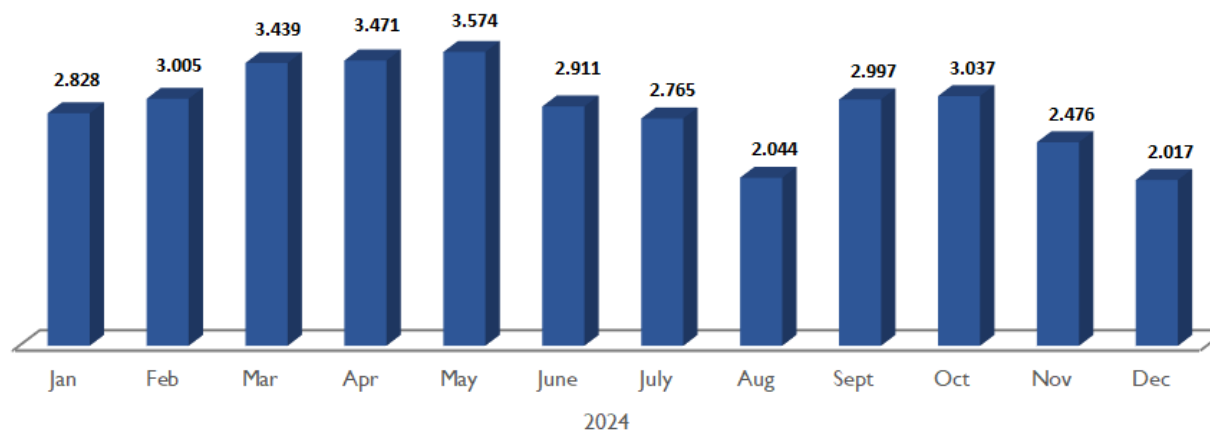
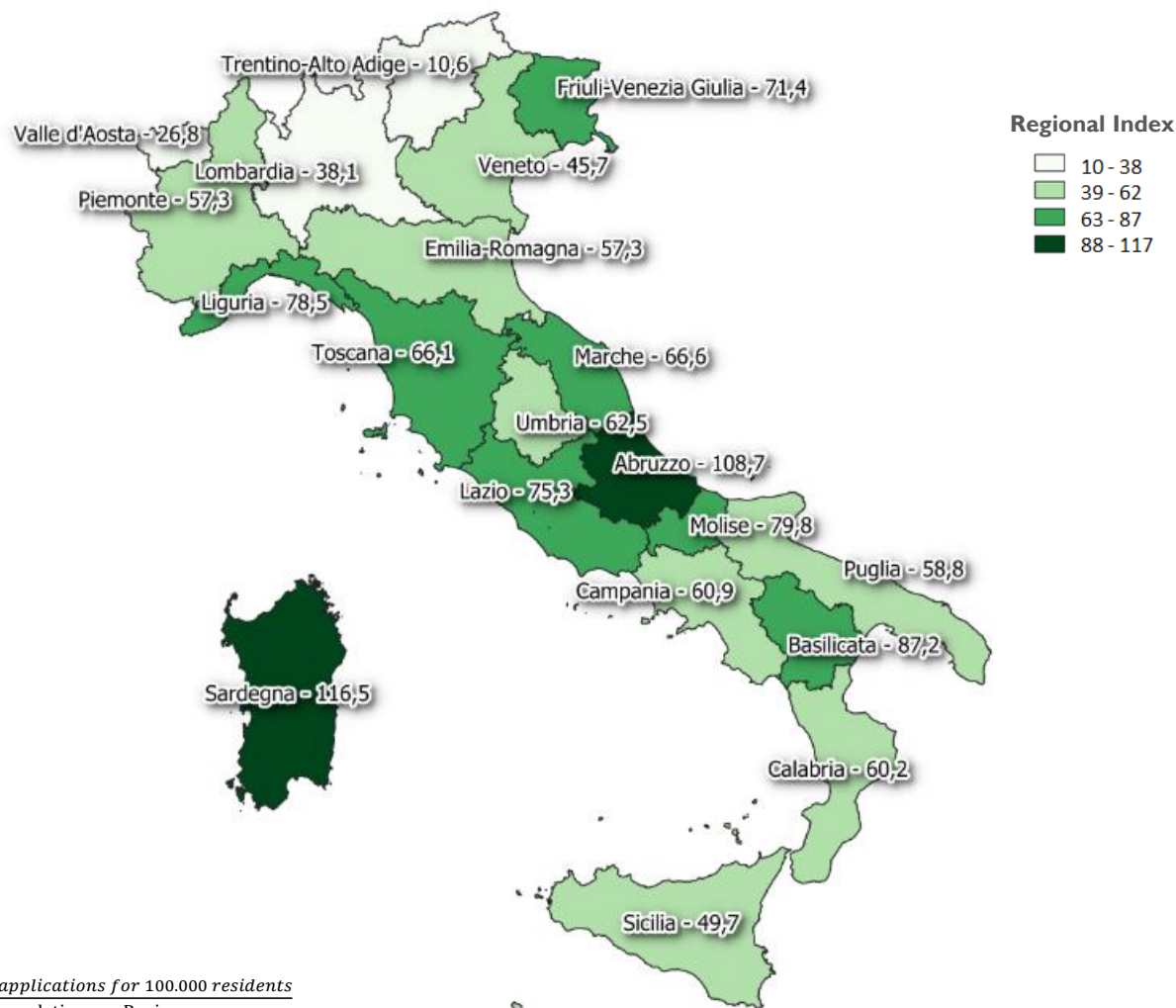


Fig. 3

**Regional Index<sup>1</sup>**  
of submitted  
conciliation  
applications  
year 2024



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 2024



2024 – Electricity sector		
Topic application	n.	% vs tot.
Invoicing/billing	5.789	41,5%
Contracts	2.243	16,1%
Damages	2057	14,7%
Late/non-payment, disconnection	1001	7,2%
Other	880	6,3%
Connection, technical quality	713	5,1%
Metering	690	4,9%
Market	530	3,8%
Commercial quality	51	0,4%
<b>Total</b>	<b>13.954</b>	<b>100%</b>

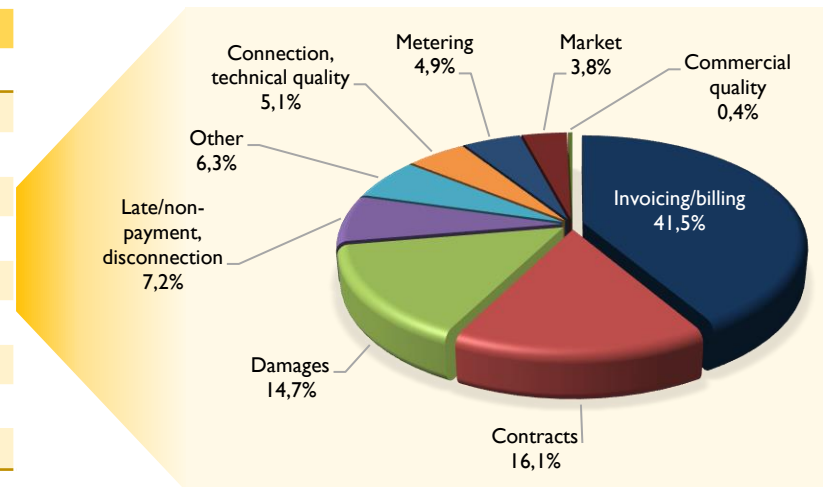


Fig. 5

Conciliation applications topics for the **Gas sector** year 2024



2024 – Gas sector		
Topic application	n.	% vs tot.
Invoicing/billing	5.610	49,3%
Contracts	3377	29,7%
Late/non-payment, disconnection	677	6,0%
Other	515	4,5%
Metering	483	4,2%
Market	427	3,8%
Connection, technical quality	169	1,5%
Damages	89	0,8%
Commercial quality	26	0,2%
<b>Total</b>	<b>11.373</b>	<b>100%</b>

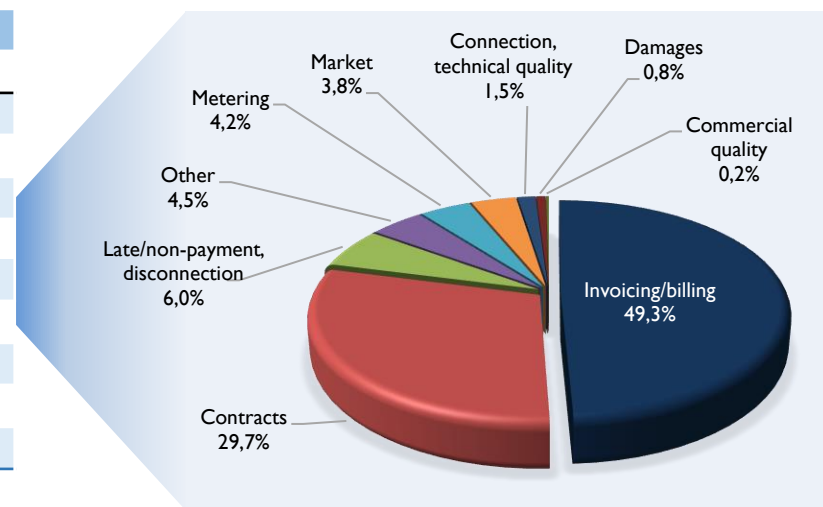


Fig. 6

Conciliation  
applications  
topics for **Dual-  
Fuel customers**  
year 2024



2024 – Dual-Fuel customers		
Topic application	n.	% su tot.
<b>Contracts</b>	1.368	37,6%
<b>Invoicing/billing</b>	1.275	35,1%
<b>Market</b>	497	13,7%
<b>Late/non-payment, disconnection</b>	204	5,6%
<b>Other</b>	184	5,1%
<b>Damages</b>	52	1,4%
<b>Commercial quality</b>	22	0,6%
<b>Connection, technical quality</b>	18	0,5%
<b>Metering</b>	16	0,4%
<b>Total</b>	<b>3.636</b>	<b>100%</b>

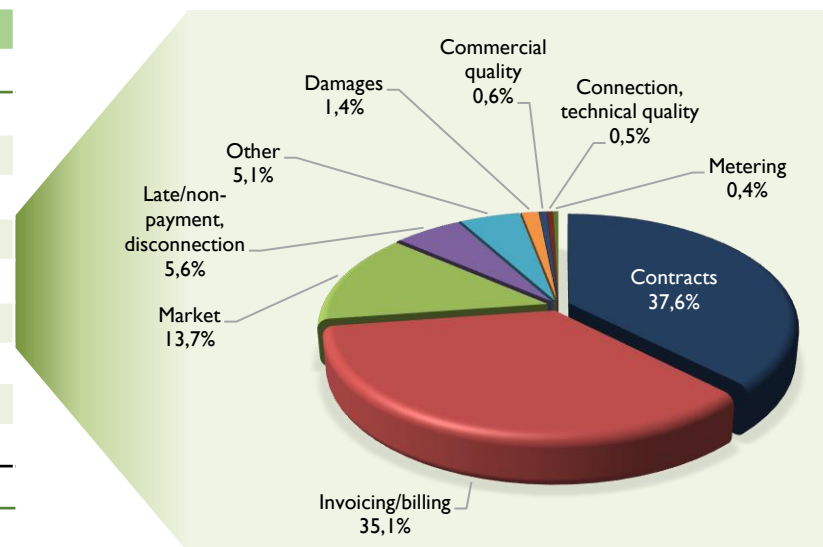


Fig. 7

Conciliation  
applications topics  
for **Prosumer**  
year 2024



2024 – Prosumer		
Topic application	n.	% vs tot.
<b>NEM</b>	79	36,4%
<b>Connection, technical quality</b>	37	17,1%
<b>Purchase and sale</b>	23	10,6%
<b>Invoicing/billing</b>	23	10,6%
<b>Metering</b>	20	9,2%
<b>Damages</b>	13	6,0%
<b>Other</b>	11	5,1%
<b>Contracts</b>	10	4,6%
<b>Market</b>	1	0,4%
<b>Total</b>	<b>217</b>	<b>100%</b>

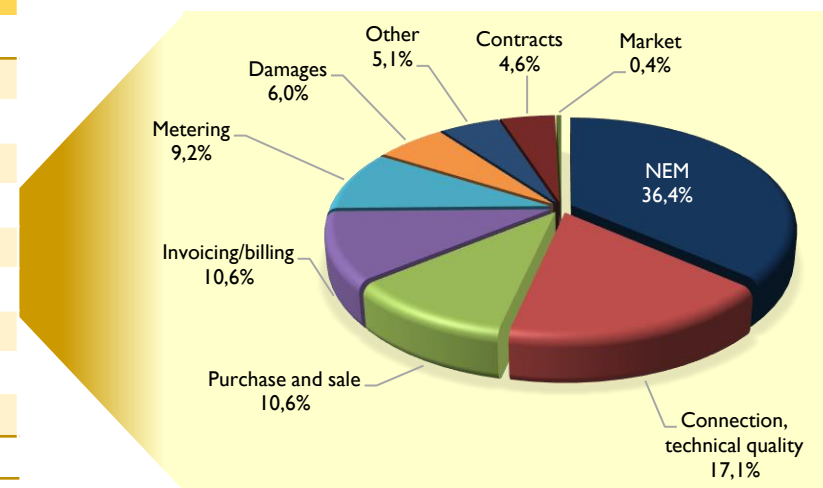


Fig. 8

Conciliation applications topics for the **Water sector** year 2024



2024 – Water sector		
Topic application	n.	% vs tot.
Invoicing/billing	3.729	69,8%
Metering	308	5,8%
Late/non-payment, disconnection	304	5,7%
Contracts	256	4,8%
Other	238	4,5%
Damages	211	4,0%
Connection	150	2,8%
Contractual quality	86	1,6%
Technical quality	58	1,0%
<b>Total</b>	<b>5.340</b>	<b>100%</b>

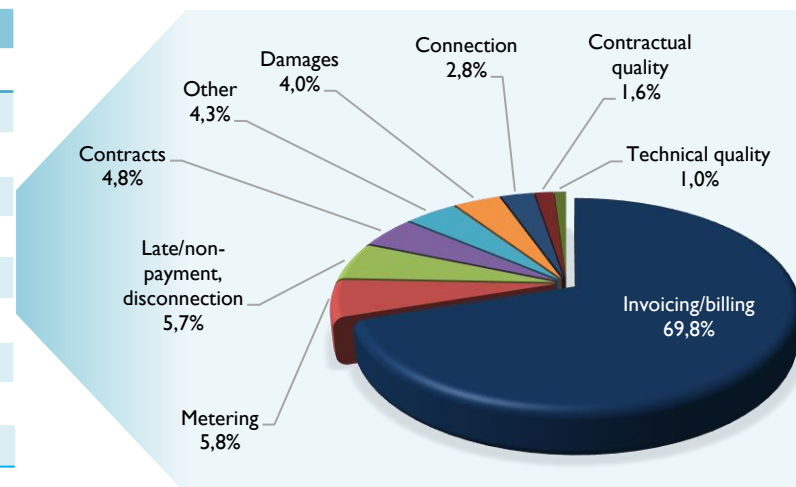


Fig. 9

Conciliation applications topics for the **District heating sector** year 2024



2024 - District heating sector		
Topic application	n.	% vs tot.
Service transparency	15	34,2%
Other	11	25,0%
Late/non-payment, disconnection	8	18,2%
Damages	3	6,8%
Connections	3	6,8%
Technical quality of service	2	4,5%
Commercial quality	2	4,5%
<b>Total</b>	<b>44</b>	<b>100%</b>

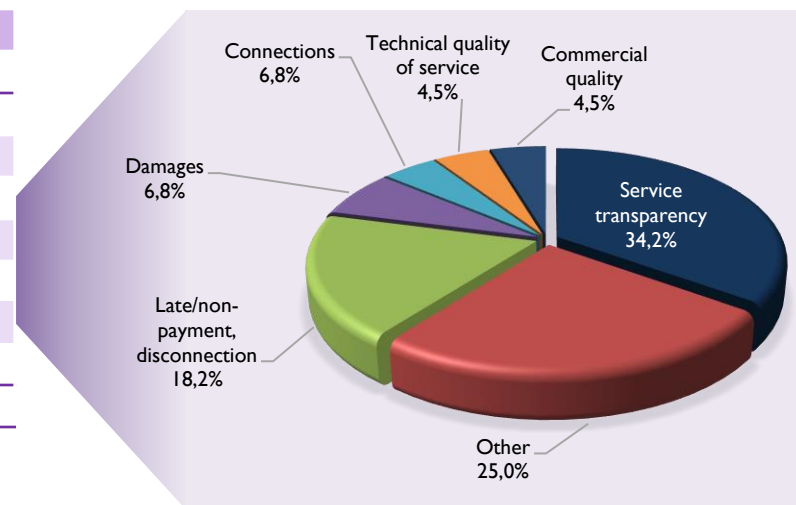


Fig. 10

Number of  
applications by  
**applicants type**  
year 2024



Focus on 2024					
Applicants type	Customer	Consumer Associations	Others	SME Associations	Total
Households	8.825	8.987	9.632		27.444
Non-households	2.561	905	3.646	8	7.120
<b>Total</b>	<b>11.386</b>	<b>9.892</b>	<b>13.278</b>	<b>8</b>	<b>34.564</b>
% vs Tot.	33,0%	28,6%	38,4%	0,02%	100%

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

Fig. 11

**Average age**  
and applications  
issued by  
customer and  
delegate  
year 2024

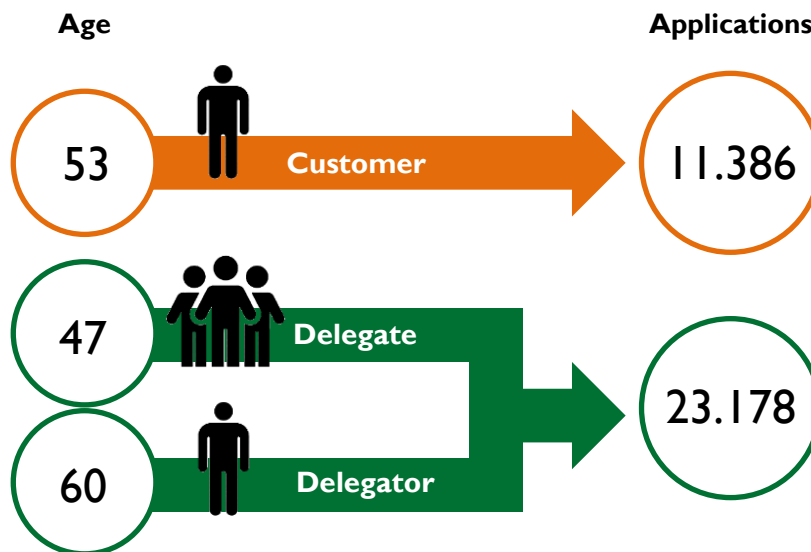




Fig. 12

**Applications  
status  
year 2024**



Focus on 2024		
Applications status	Tot.	% vs tot.
Accepted	28.284	81,8%
Not accepted	2.670	7,7%
Not completed by the applicant	3.608	10,5%
<b>Total</b>	<b>34.562</b>	<b>100%</b>

Not accepted details

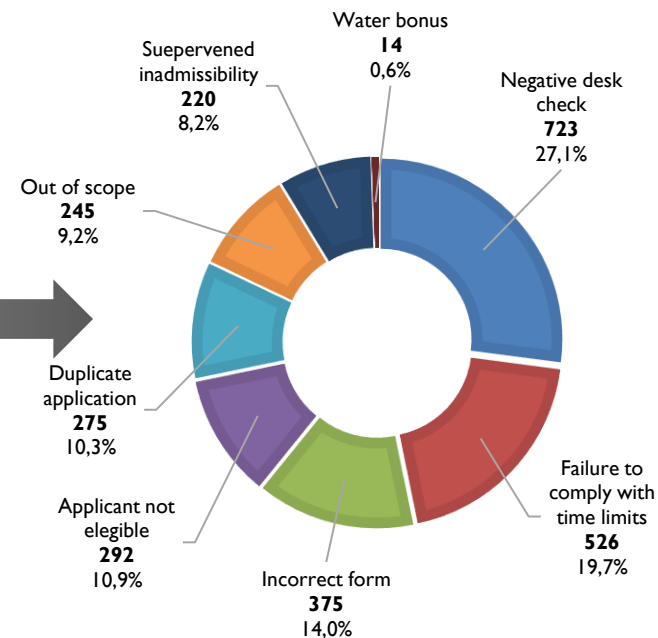


Fig. 13

**Accepted applications for  
Electricity and Gas  
sectors, Prosumer and  
Dual-Fuel customers  
and status  
year 2024**



2024 – Electricity and Gas sectors, Prosumer, Dual-Fuel customers		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	13.484	60,7%
No-agreement	8.181	36,8%
Withdrawal from procedure	420	1,9%
Lack of participation of counterparty**	121	0,6%
<b>Total</b>	<b>22.206</b>	<b>100%</b>

\* 1.696 procedures pending as of January 22, 2025

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

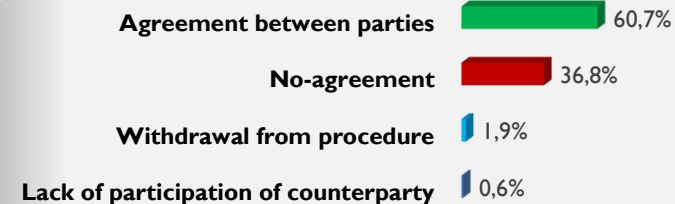


Fig. 14

Accepted applications  
for **Water sector**  
and status  
year 2024



Focus on 2024 – Water sector		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	2.554	64,1%
No-agreement	1.343	33,7%
Withdrawal from procedure	86	2,2%
<b>Total</b>	<b>3.983</b>	<b>100%</b>

\* 377 procedures pending as of January 22, 2025

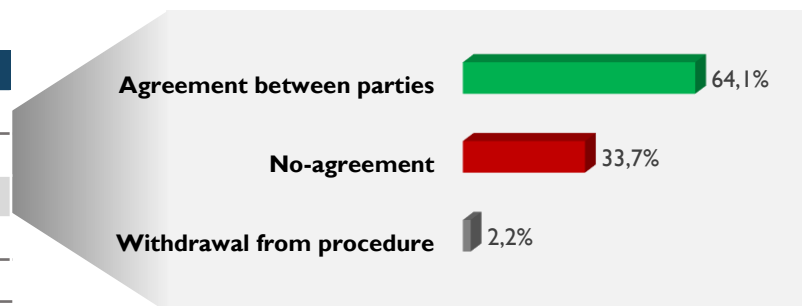


Fig. 15

Accepted applications  
for **District heating sector**  
and status  
year 2024



Focus on 2024 – District heating sector		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	9	42,9%
Withdrawal from procedure	7	33,3%
No-agreement	5	23,8%
<b>Total</b>	<b>21</b>	<b>100%</b>

\* 1 procedure pending as of January 22, 2025

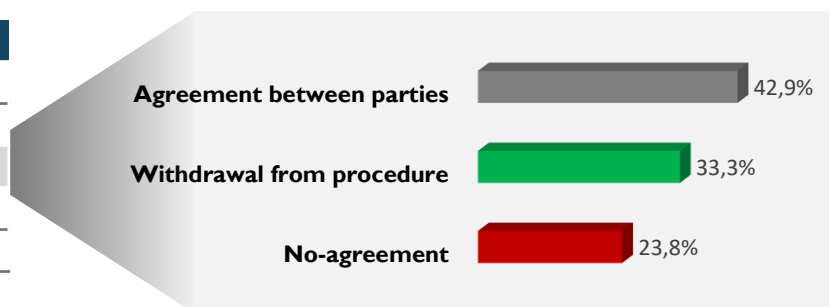
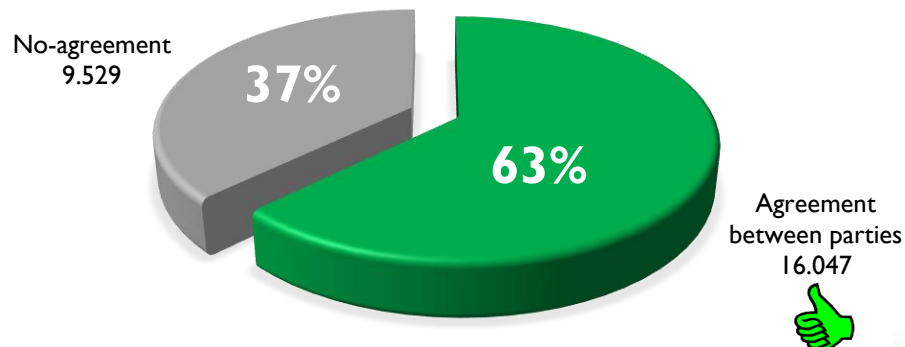


Fig. 16

**Outcomes of  
procedures started  
and concluded  
year 2024**



**57**

**Average number of days for  
concluding the procedure\*  
year 2024**

Fig. 17

**Outcomes of  
procedures by  
sector  
year 2024**

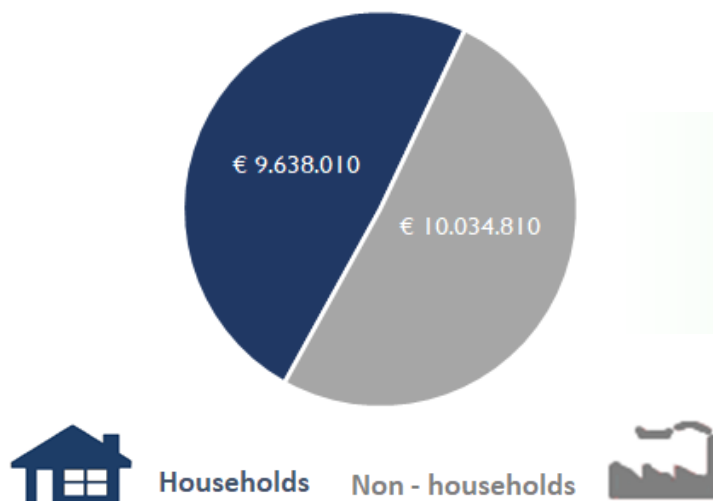


Focus on 2024														
Applications status	Electricity		Gas		Dual-fuel		Water		Prosumer		District heating sector		Total	
	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.
<b>Agreement between parties</b>	5.871	59%	5.496	63%	2.044	73%	2.554	66%	73	54%	9	64%	<b>16.047</b>	<b>63%</b>
<b>No-agreement</b>	4.070	41%	3.278	37%	770	27%	1.343	34%	63	46%	5	36%	<b>9.529</b>	<b>37%</b>
<b>Total</b>	<b>9.941</b>	<b>100%</b>	<b>8.774</b>	<b>100%</b>	<b>2.814</b>	<b>100%</b>	<b>3.897</b>	<b>100%</b>	<b>136</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>25.576</b>	<b>100%</b>

\* From 01/10/2024, the maximum time frame for the conclusion of procedures with extension has been changed from 120 to 150 calendar days

Fig. 18

**Compensation<sup>1</sup>** for  
the procedures started  
and concluded  
year 2024



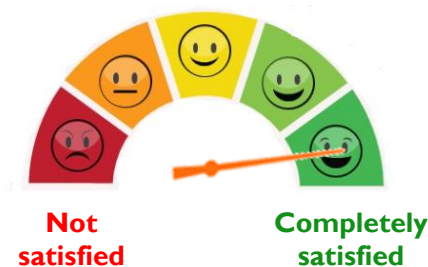
**19.672.819 €**

Fig. 19

**Customer  
satisfaction**  
for the procedures  
started and concluded  
year 2024



**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 and signed an agreement in front of the Conciliation Service.
- 2) 10.769 complete questionnaire replies.