

2024

ARERA Conciliation Service

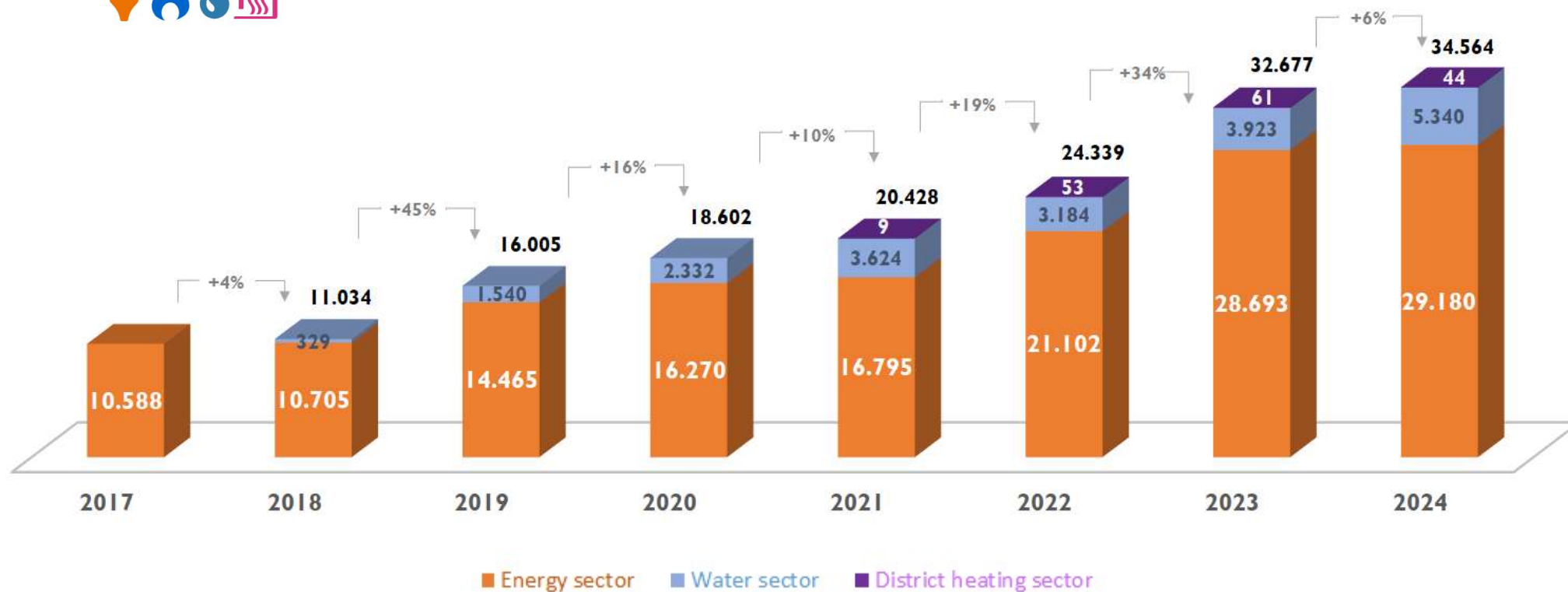
Electricity, gas, water and district heating sectors

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



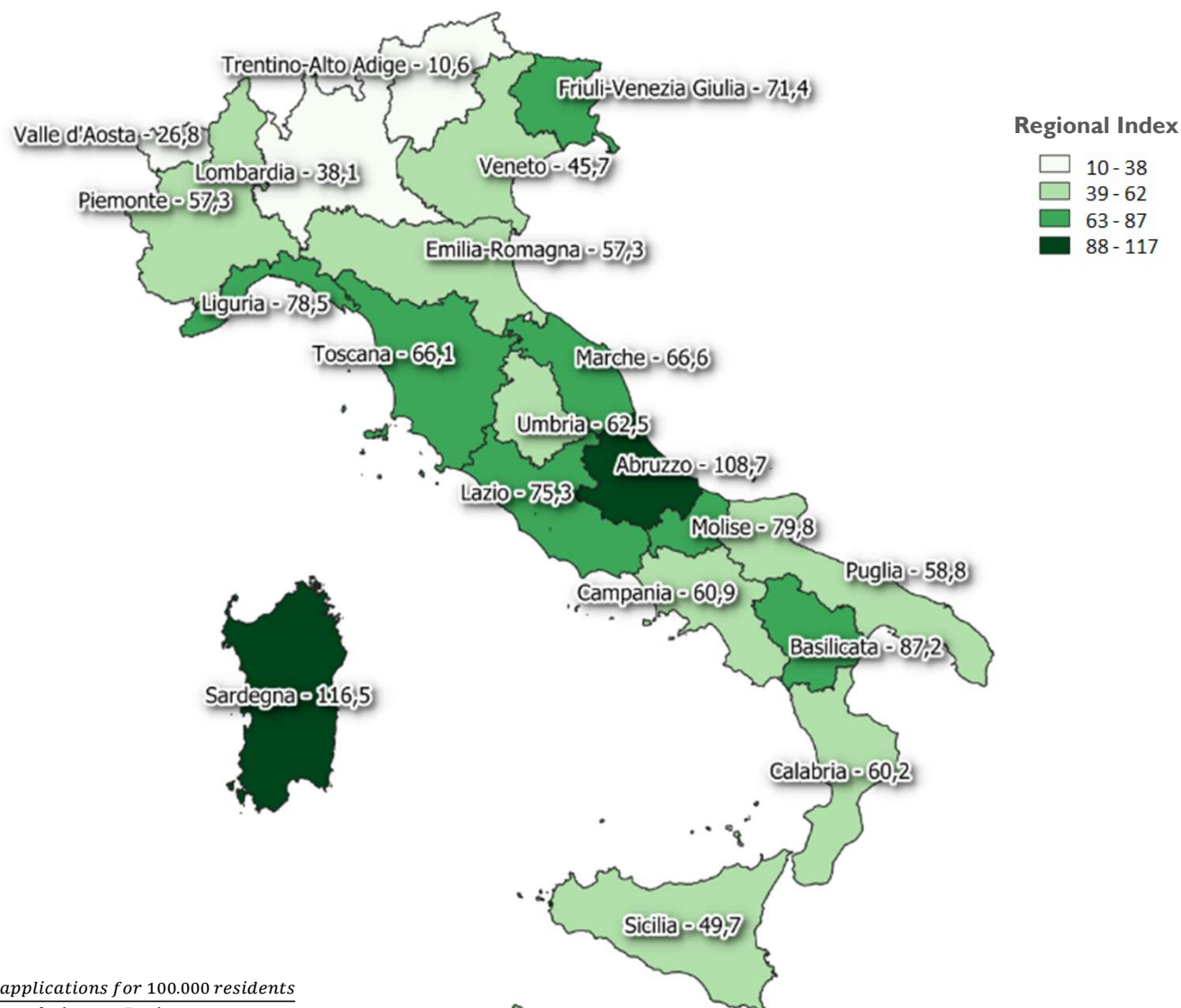
Fig. 2

Amount of incoming conciliation applications year 2024



Fig. 3

Regional Index¹
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%
Total	13.954	100%

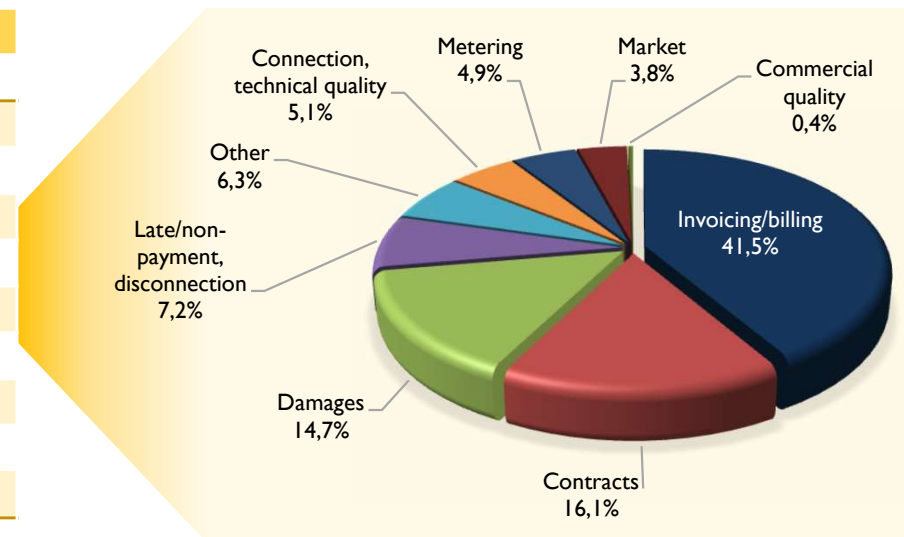


Fig. 5

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%
Total	11.373	100%

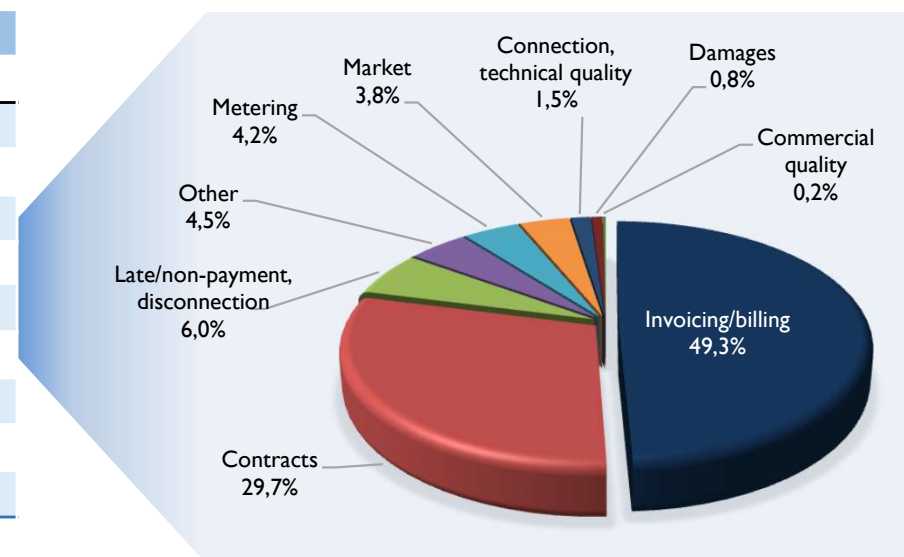


Fig. 6

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



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

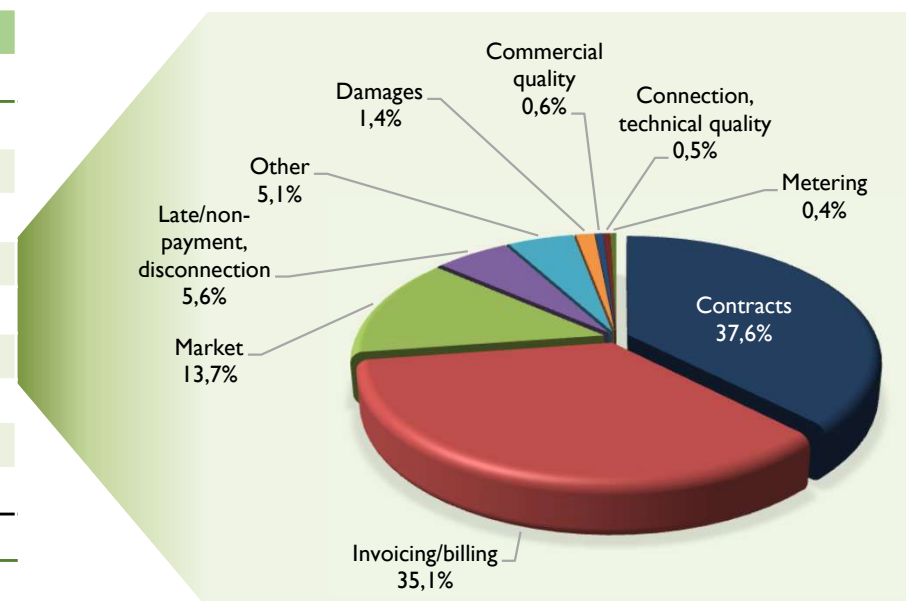


Fig. 7

Conciliation
applications topics
for **Prosumer**
year 2024



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

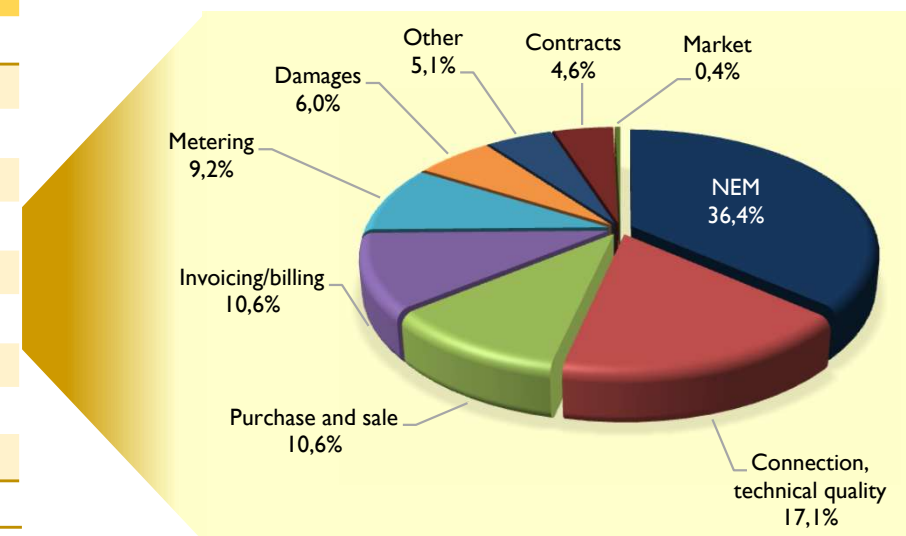


Fig. 8

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%
Total	5.340	100%

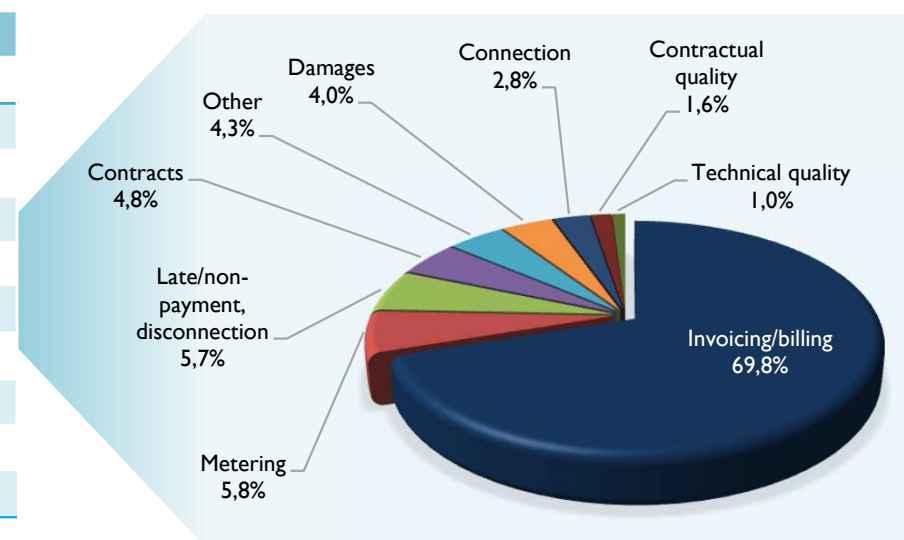


Fig. 9

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%
Total	44	100%

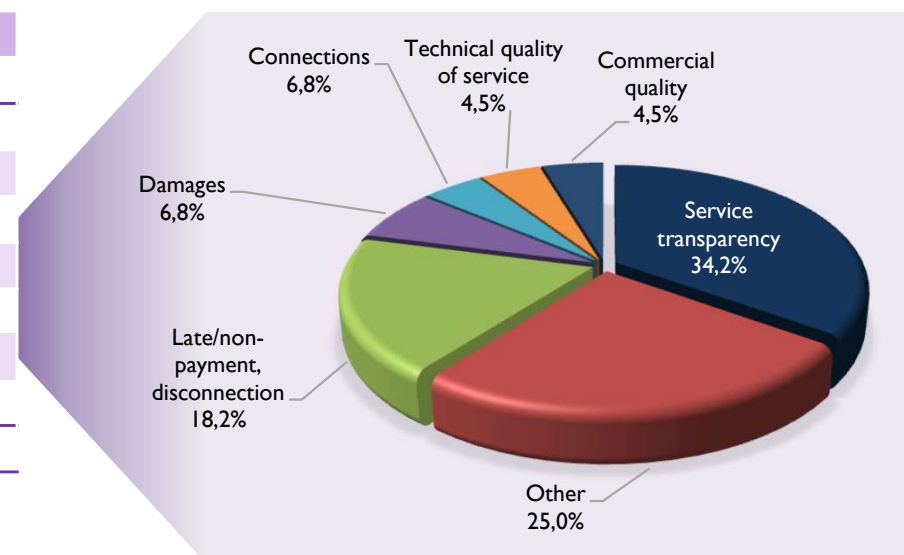


Fig. 10

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
Total	11.386	9.892	13.278	8	34.564
% 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

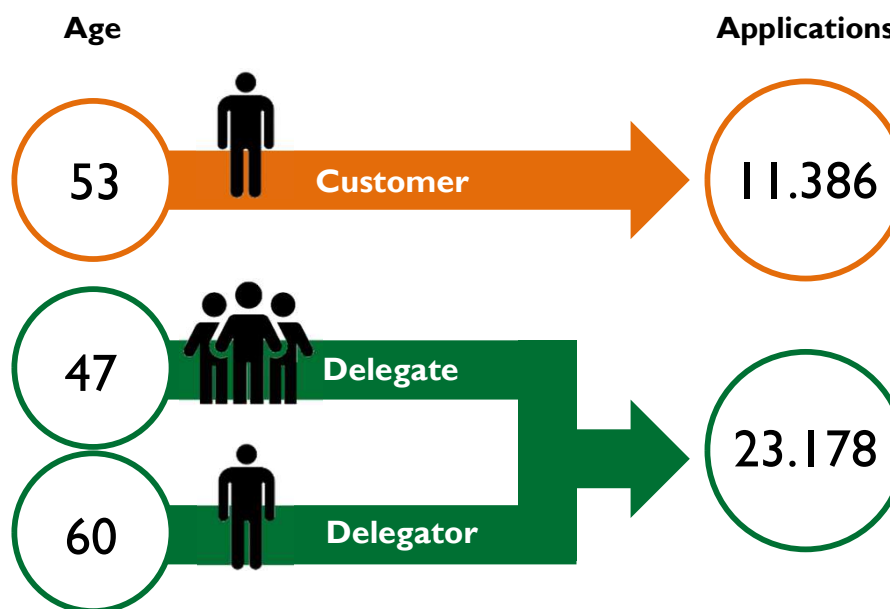


Fig. 12

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%
Total	34.562	100%

Not accepted details

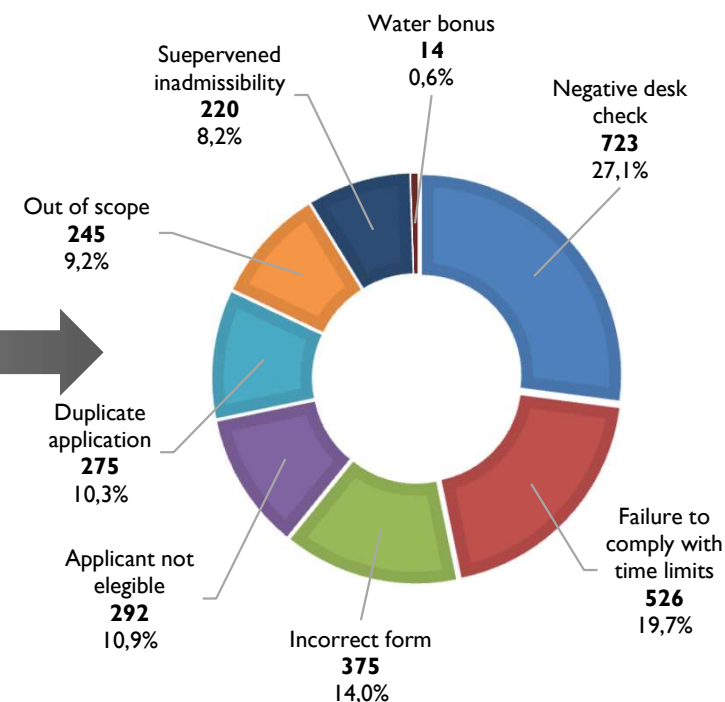


Fig. 13

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%
Total	22.206	100%

* 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%
Total	3.983	100%

* 377 procedures pending as of January 22, 2025

Agreement between parties



64,1%

No-agreement



33,7%

Withdrawal from procedure



2,2%

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%
Total	21	100%

* 1 procedure pending as of January 22, 2025

Agreement between parties



42,9%

Withdrawal from procedure



33,3%

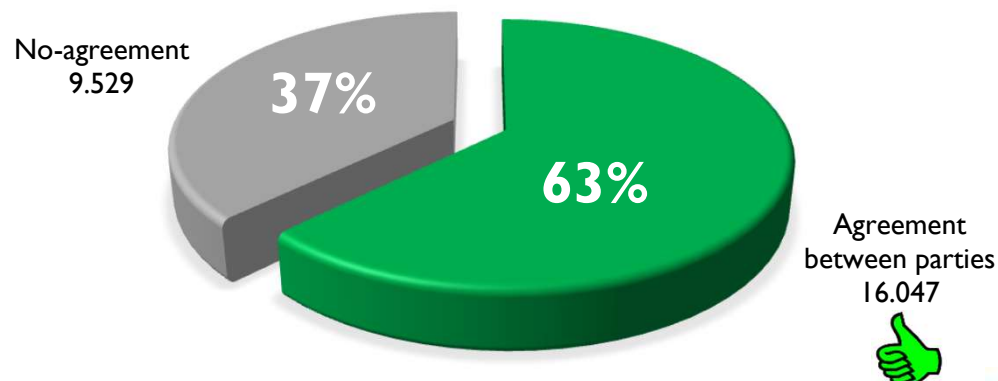
No-agreement



23,8%

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**



Applications status	Focus on 2024													
	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.
Agreement between parties	5.871	59%	5.496	63%	2.044	73%	2.554	66%	73	54%	9	64%	16.047	63%
No-agreement	4.070	41%	3.278	37%	770	27%	1.343	34%	63	46%	5	36%	9.529	37%
Total	9.941	100%	8.774	100%	2.814	100%	3.897	100%	136	100%	14	100%	25.576	100%

* 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

Compensation¹ for
the procedures started
and concluded
year 2024



Fig. 19

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



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