

2026

ARERA Conciliation Service

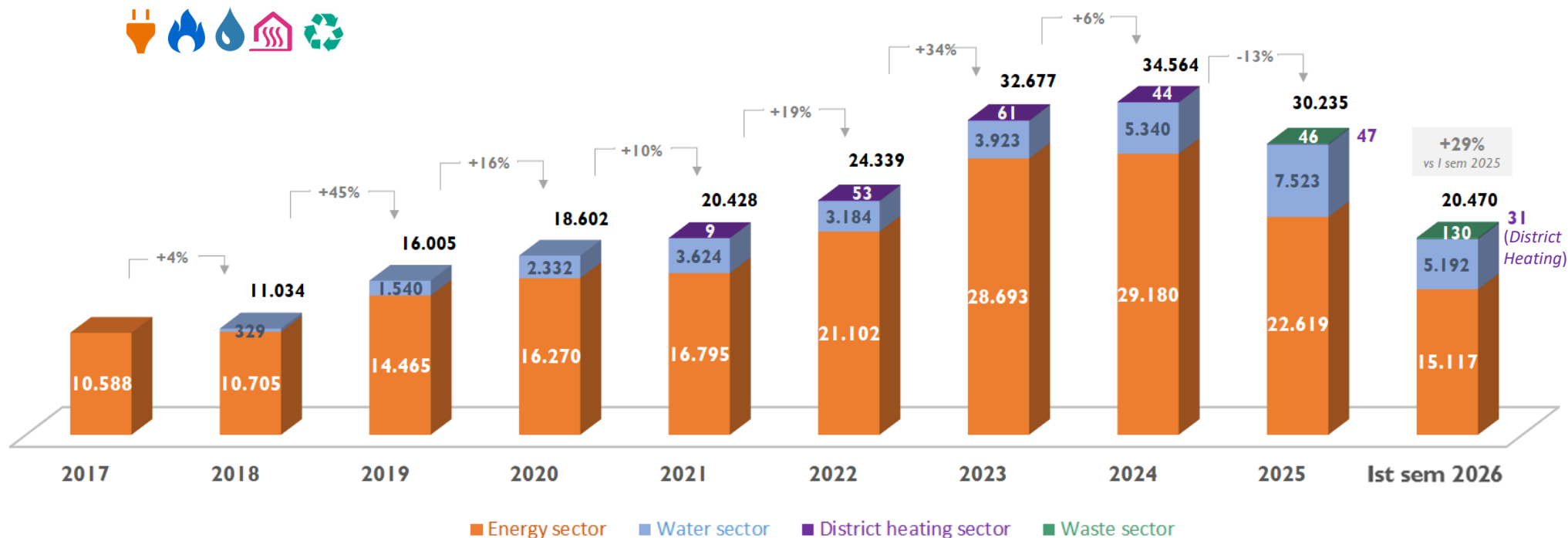
Electricity, gas, water, district heating and waste sectors

Semestral Report

1st Semester 2026 - Last updated September 9, 2026

Fig. I

**Amount of
incoming
conciliation
applications
2017 - 1st Sem 2026**



7.721

Electricity sector



5.061

Gas sector



2.199

Dual-Fuel customers



136

Prosumer



5.192

Water sector



31

District heating sector



130

Waste sector



20.470

Amount of conciliation
applications



Fig. 2

**Monthly
amount of
incoming
conciliation
applications
1st Sem 2026**

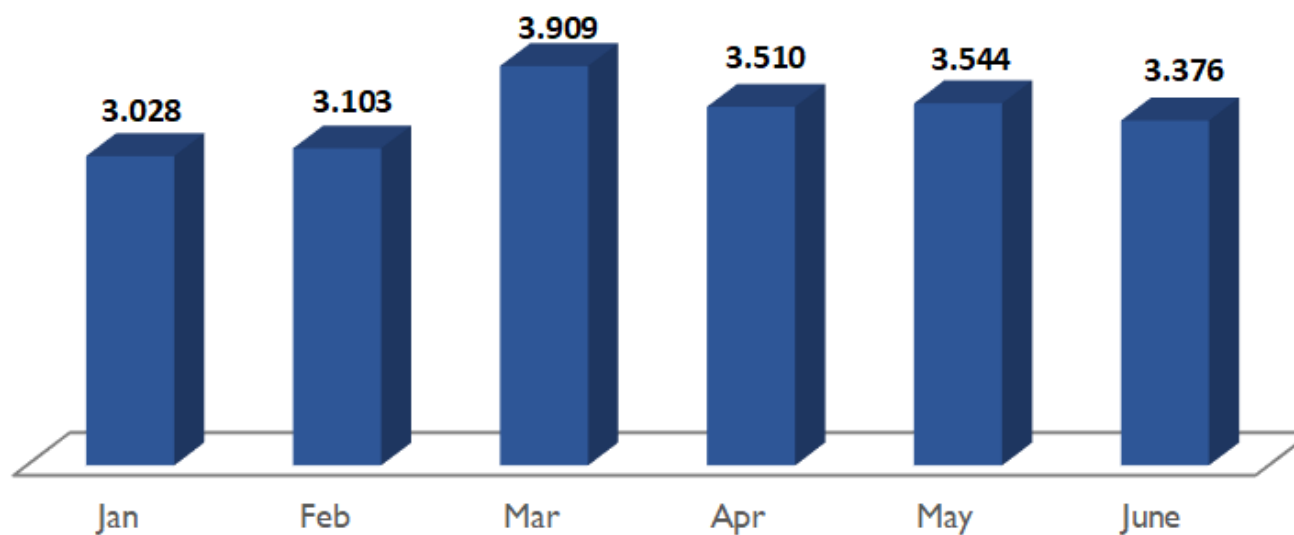
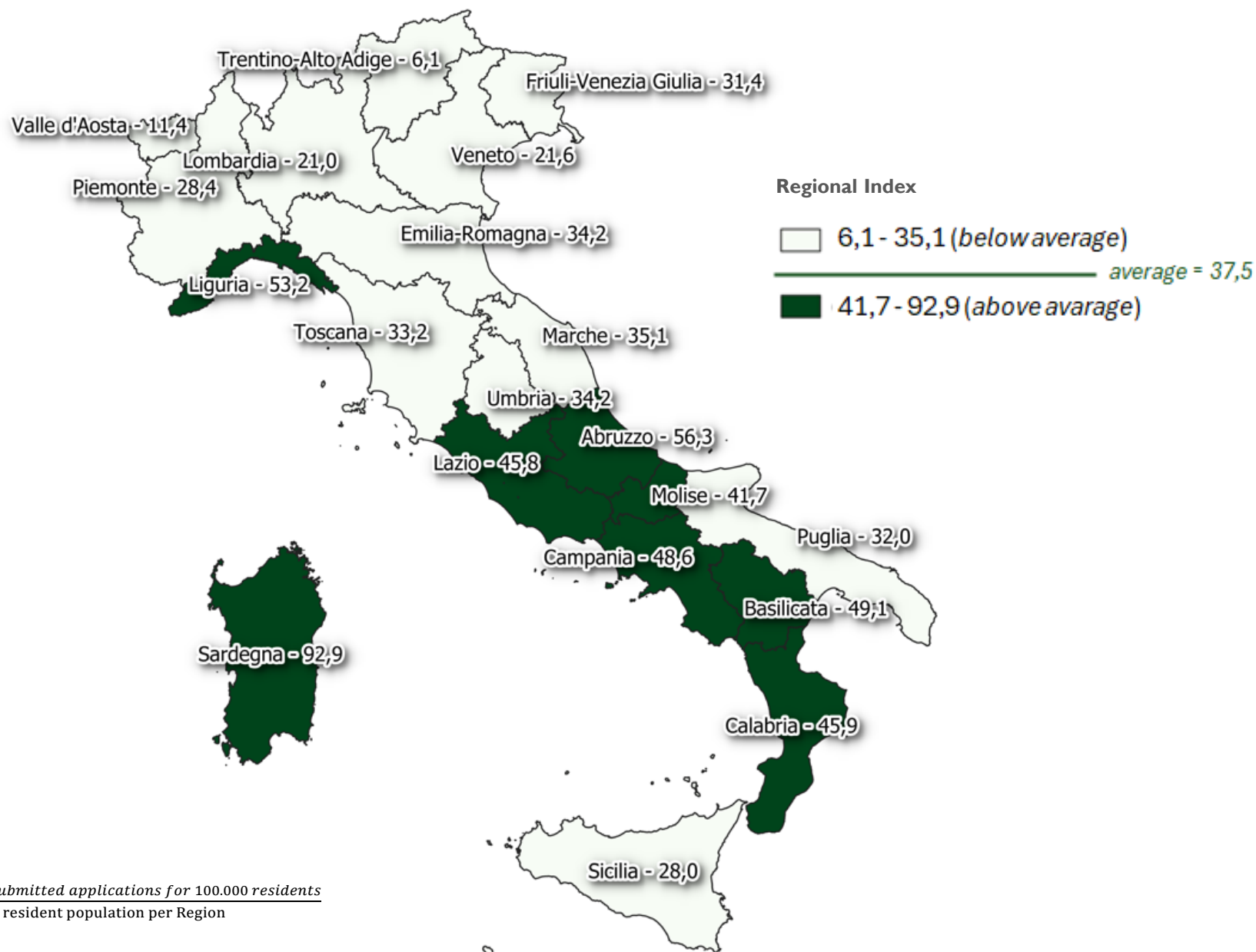


Fig. 3

Regional Index¹
of submitted
conciliation
applications
1st Sem 2026



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
1st Sem 2026



1 st Sem 2026 – Electricity sector		
Topic application	n.	% vs tot.
Invoicing/billing	2.882	37,3%
Damages	1.410	18,3%
Contracts	984	12,7%
Connection, technical quality	680	8,8%
Late/non-payment, disconnection	571	7,4%
Other	454	5,9%
Market	383	5,0%
Metering	307	4,0%
Commercial quality	50	0,6%
Total	7.721	100%

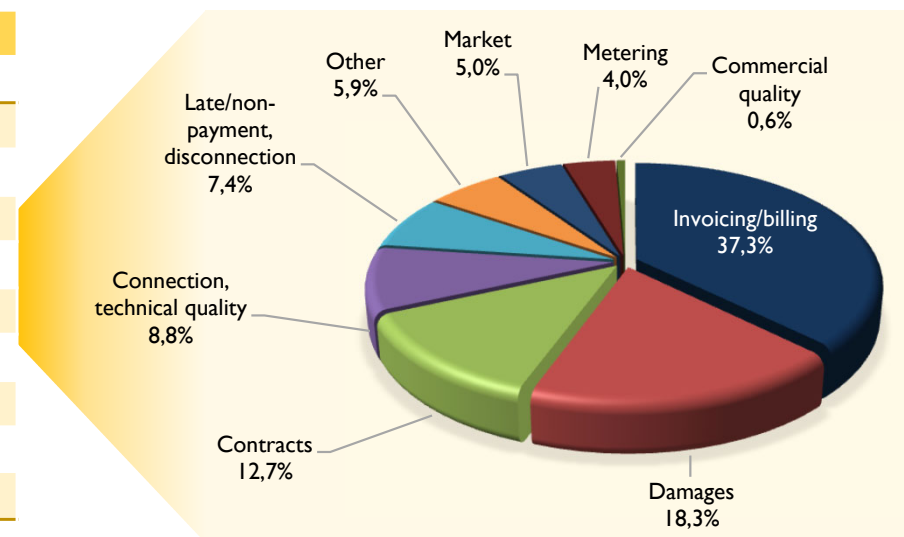


Fig. 5

Conciliation
applications
topics for the
Gas sector
1st Sem 2026



1 st Sem 2026 – Gas sector		
Topic application	n.	% vs tot.
Invoicing/billing	2.997	59,2%
Contracts	540	10,7%
Late/non-payment, disconnection	518	10,2%
Metering	395	7,8%
Other	253	5,0%
Connection, technical quality	144	2,8%
Market	131	2,6%
Damages	62	1,2%
Commercial quality	21	0,5%
Total	5.061	100%

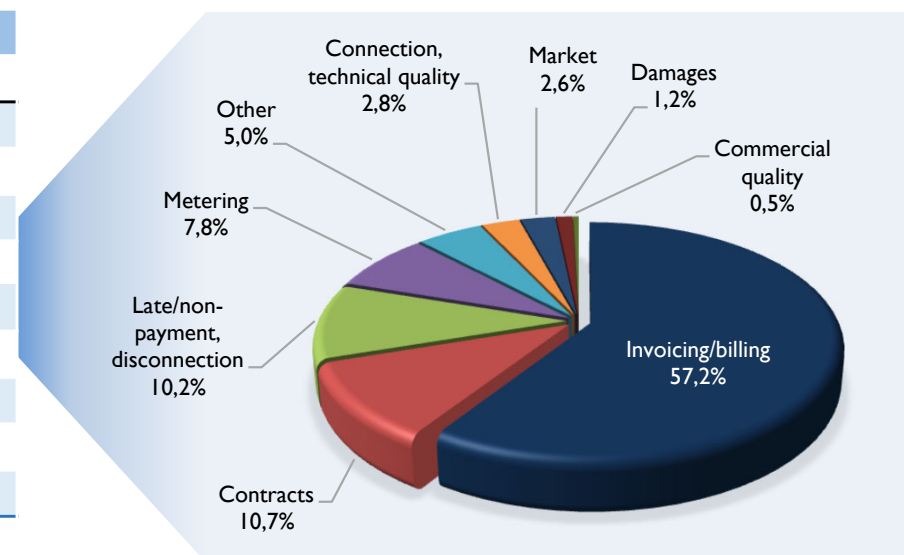


Fig. 6

Conciliation
applications
topics for **Dual-
Fuel customers**
1st Sem 2026



1st Sem 2026 – Dual-Fuel customers		
Topic application	n.	% su tot.
Contracts	696	31,7%
Invoicing/billing	688	31,3%
Market	454	20,6%
Late/non-payment, disconnection	186	8,5%
Other	113	5,1%
Damages	27	1,2%
Commercial quality	18	0,8%
Metering	9	0,4%
Connection, technical quality	8	0,4%
Total	2.199	100%

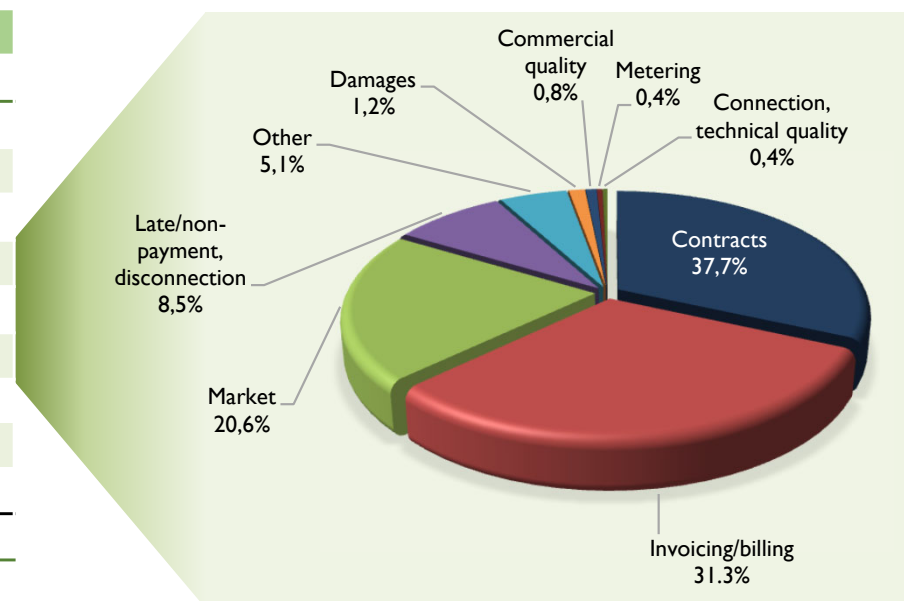


Fig. 7

Conciliation
applications topics
for **Prosumer**
1st Sem 2026



1st Sem 2026 – Prosumer		
Topic application	n.	% vs tot.
Connection, technical quality	48	35,3%
NEM	25	18,4%
Invoicing/billing	20	14,7%
Metering	14	10,3%
Purchase and sale	10	7,4%
Damages	8	5,9%
Other	7	5,1%
Contracts	4	2,9%
Total	136	100%

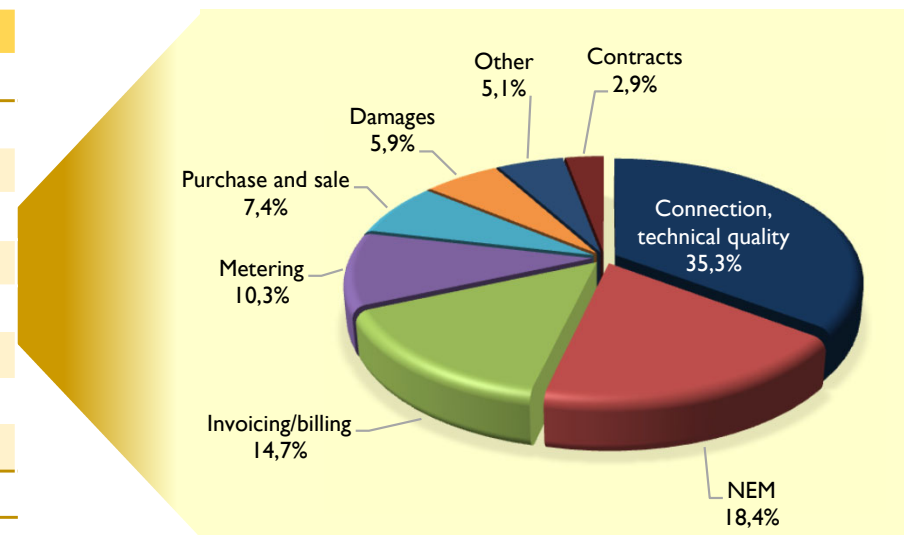


Fig. 8

Conciliation
applications topics
for the **Water**
sector
1st Sem 2026



1 st Sem 2026 – Water sector		
Topic application	n.	% vs tot.
Invoicing/billing	3.655	70,4%
Contracts	282	5,4%
Other	276	5,3%
Late/non-payment, disconnection	252	4,9%
Metering	227	4,4%
Damages	173	3,3%
Connection	152	2,9%
Contractual quality	89	1,7%
Technical quality	86	1,7%
Total	5.192	100%

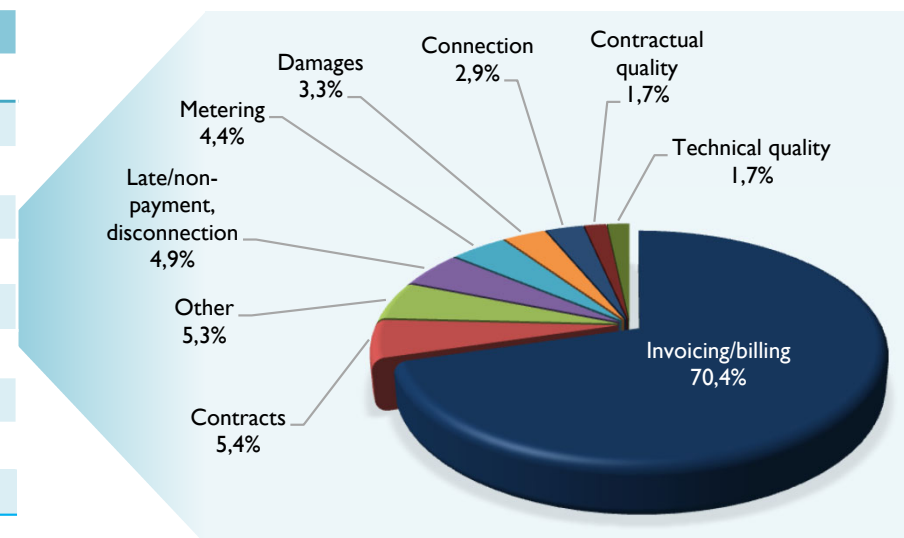


Fig. 9

Conciliation
applications topics
for the **District**
heating sector
1st Sem 2026



1 st Sem 2026 - District heating sector		
Topic application	n.	% vs tot.
Transparency of the service	15	48,4%
Late/non-payment, disconnection	6	19,4%
Technical quality of service	5	16,1%
Other	2	6,5%
Damages	2	6,5%
Connections	1	3,1%
Total	31	100%

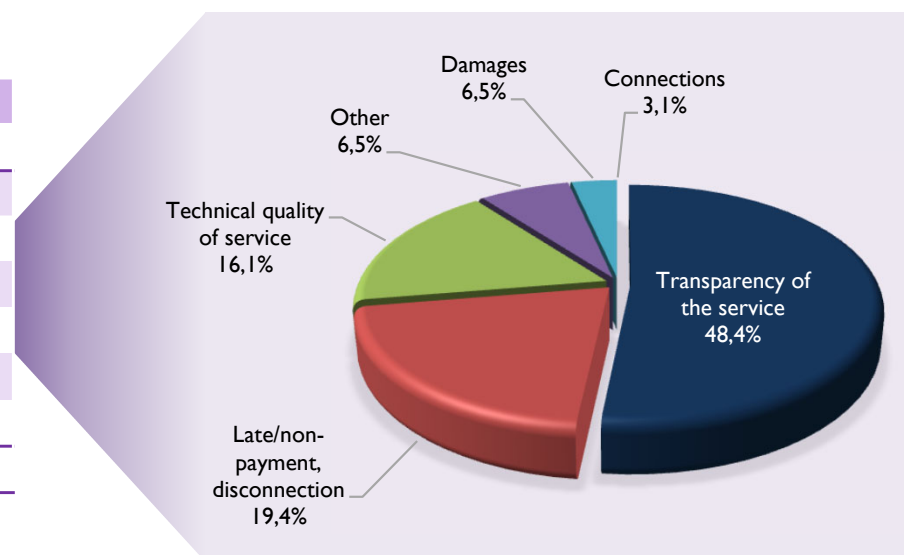


Fig. 10

Conciliation
applications topics
for the **Waste**
sector
1st Sem 2026



1st Sem 2026 – Waste sector		
Topic application	n.	% vs tot.
Rate	52	40,0%
Collection document	41	31,5%
Activation, modification, and termination of service	25	19,2%
Damages	5	3,8%
Contractual quality	5	3,8%
Technical quality	2	1,7%
Total	130	100%

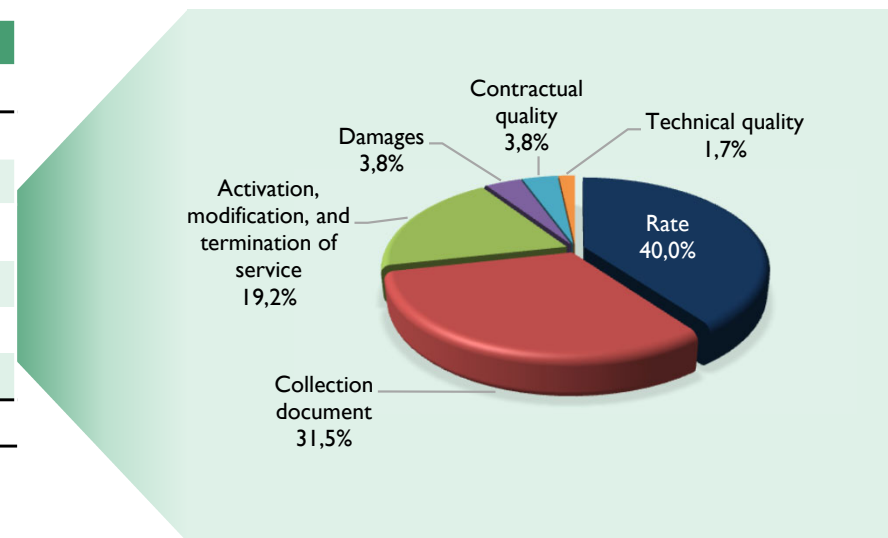


Fig. 11

Number of
applications by
applicants type
1st Sem 2026



Focus on 1st Sem 2026					
Applicants type	Customer	Consumer Associations	Others	SME Associations	Total
Households	6.981	3.361	6.334		16.676
Non-households	1.543	256	1.986	9	3.794
Total	8.524	3.617	8.320	9	20.470
% vs Tot.	42%	18%	40%	-	100%

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

Fig. 12

Average age
and applications
issued by
customer and
delegate
1st Sem 2026

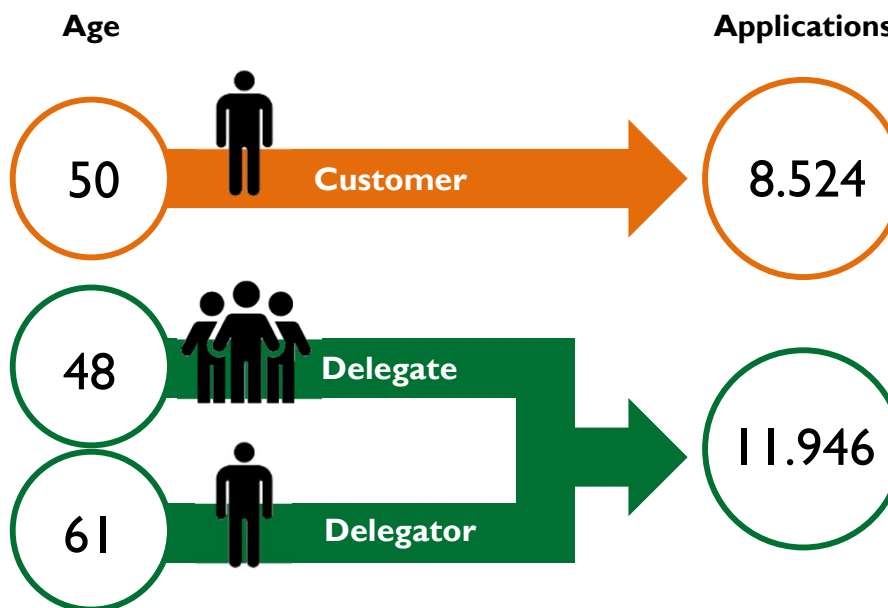


Fig. 13

Applications status 1st Sem 2026



Focus on 1st Sem 2026		
Applications status	Tot.	% vs tot.
Accepted	16.186	79,1%
Not accepted	1.266	6,2%
Not completed by the applicant	3.018	14,7%
Total	20.470	100%

Not accepted details

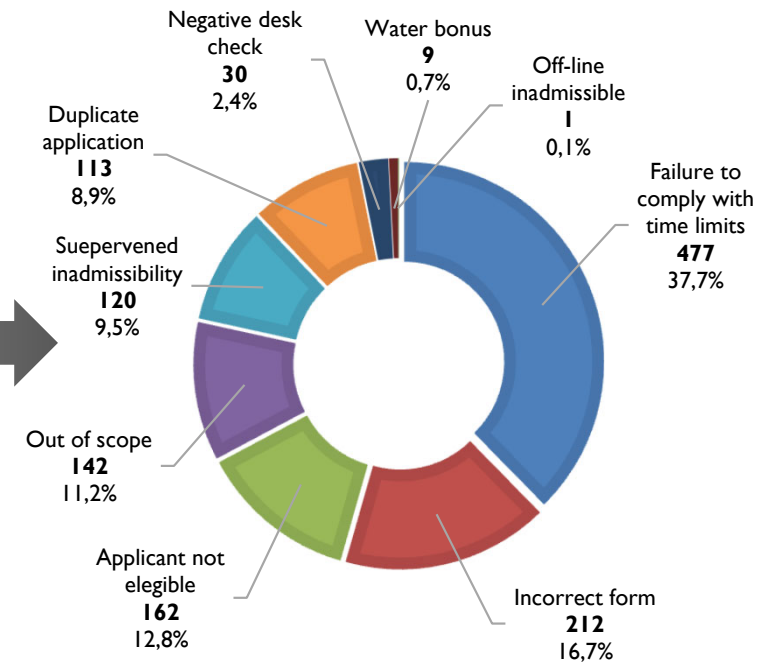


Fig. 14

Accepted applications for Electricity and Gas sectors, Prosumer and Dual-Fuel customers and status 1st Sem 2026



1st Sem 2026 – Electricity and Gas sectors, Prosumer, Dual-Fuel customers		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	7.017	66,6%
No-agreement	3.198	30,3%
Withdrawal from procedure	326	3,1%
Total	10.541	100%

* 1.349 procedures pending as of September 09, 2026

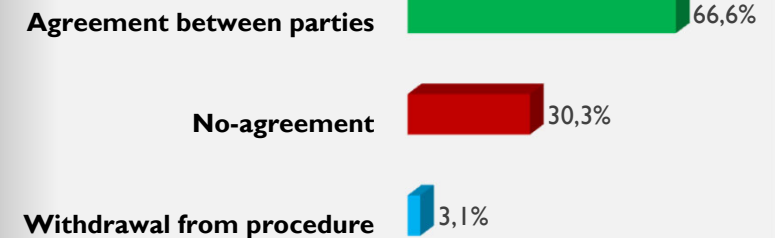


Fig. 15

Accepted applications for
Water sector and
status
1st Sem 2026



1 st Sem 2026 – Water sector		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	2.092	55,0%
No-agreement	1.661	43,7%
Withdrawal from procedure	48	1,3%
Total	3.801	100%

* 398 procedures pending as of September 09, 2026

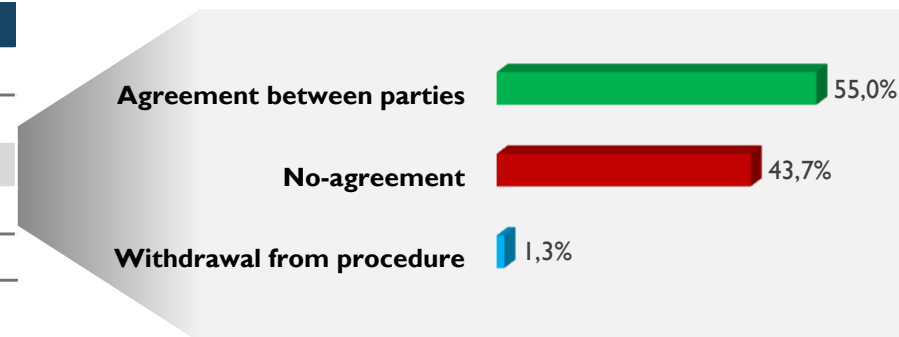


Fig. 16

Accepted applications for
District heating sector and status
1st Sem 2026



1 st Sem 2026 – District heating sector		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	9	81,8%
No-agreement	2	18,2%
Total	11	100%

* 4 procedures pending as of September 09, 2026

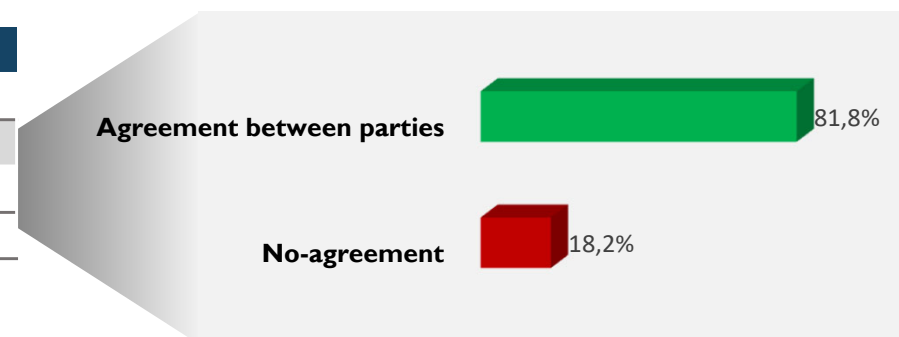


Fig. 17

Accepted applications for
Waste sector
and status
1st Sem 2026



1 st Sem 2026 – Waste sector		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	22	28,3%
No-agreement	14	17,9%
Lack of participation of counterparty	42	53,8%
Total	78	100%

* 4 procedures pending as of September 09, 2026

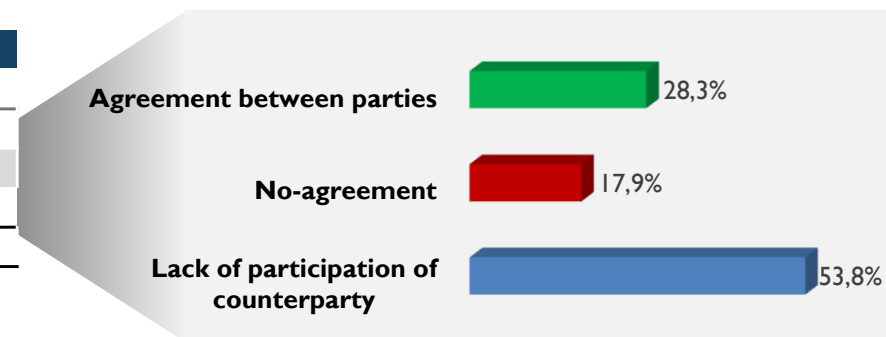
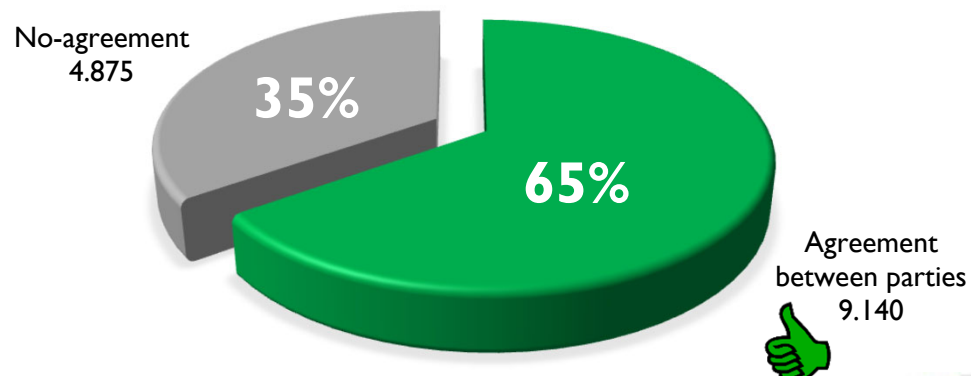


Fig. 18

Outcomes of
procedures started
and concluded
1st Sem 2026



53

Average number of days for
concluding the procedure
1st Sem 2026

Fig. 19

Outcomes of
procedures by
sector
1st Sem 2026



Focus on 1st Sem 2026																
Applications status	Electricity		Water		Gas		Dual-fuel		Prosumer		Waste sector		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.	n.	% vs tot.
Agreement between parties	3.072	60%	2.092	56%	2.627	77%	1.280	81%	38	47%	22	61%	9	82%	9.140	65%
No-agreement	2.090	40%	1.661	44%	768	23%	298	19%	42	53%	14	39%	2	18%	4.875	35%
Total	5.162	100%	3.753	100%	3.395	100%	1.578	100%	80	100%	36	100%	11	100%	14.015	100%

Fig. 20

Compensation¹ for
the procedures started
and concluded
1st Sem 2026

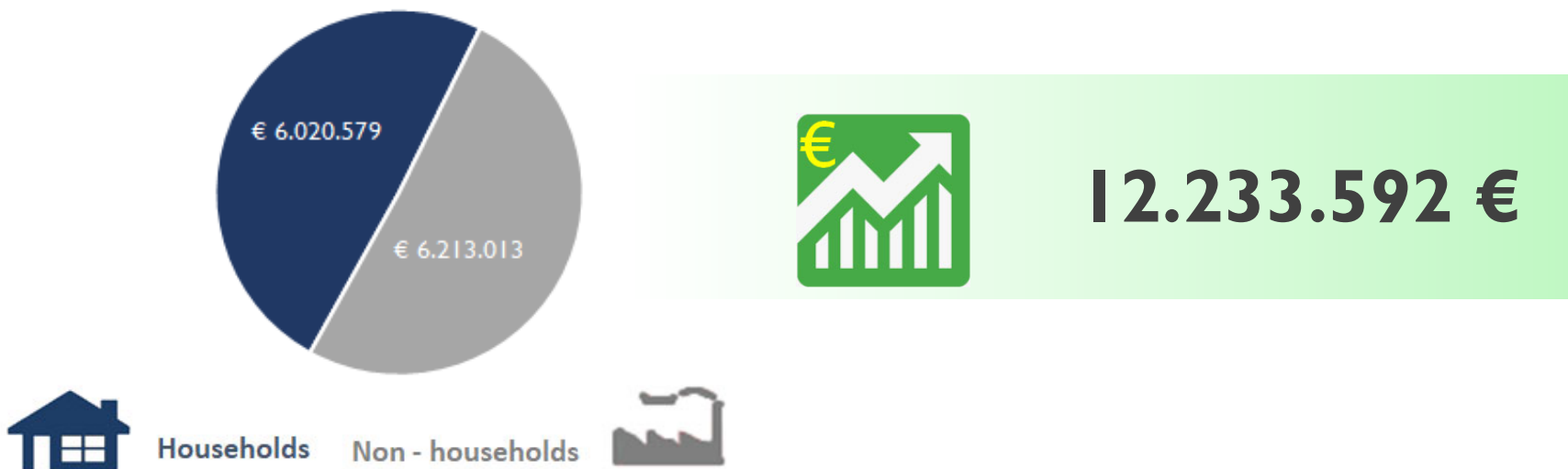


Fig. 21

**Customer
satisfaction**
for the procedures
started and concluded
1st Sem 2026



**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) 3.939 complete questionnaire replies.