

2026

Energy and Environment Consumer Help Desk

1st Sem 2026

Report Call Centre, Special Procedures and Second-Level Complaints

Summary



 1. Call Centre

 2. Special Settlement Procedures and Second-Level Complaints

Call Centre



Freephone Number 800.166.654



Summary – Call Centre



-  1.1 Calls to the Call Centre received during working hours - 2020/Ist Sem 2026
-  1.2 Calls to the Call Centre received during working hours by topic - Ist Sem 2026
-  1.3 Written requests for information by sector and requests for activation of special information procedures – 2020/Ist Sem 2026
-  1.4 Written requests for information – Energy sectors - Ist Sem 2026
-  1.5 Requests for activation of special information procedures by topics - Ist Sem 2026
-  1.6 Written requests for information – water and district heating sectors - Ist Sem 2026
-  1.7 Customer Satisfaction - Ist Sem 2026

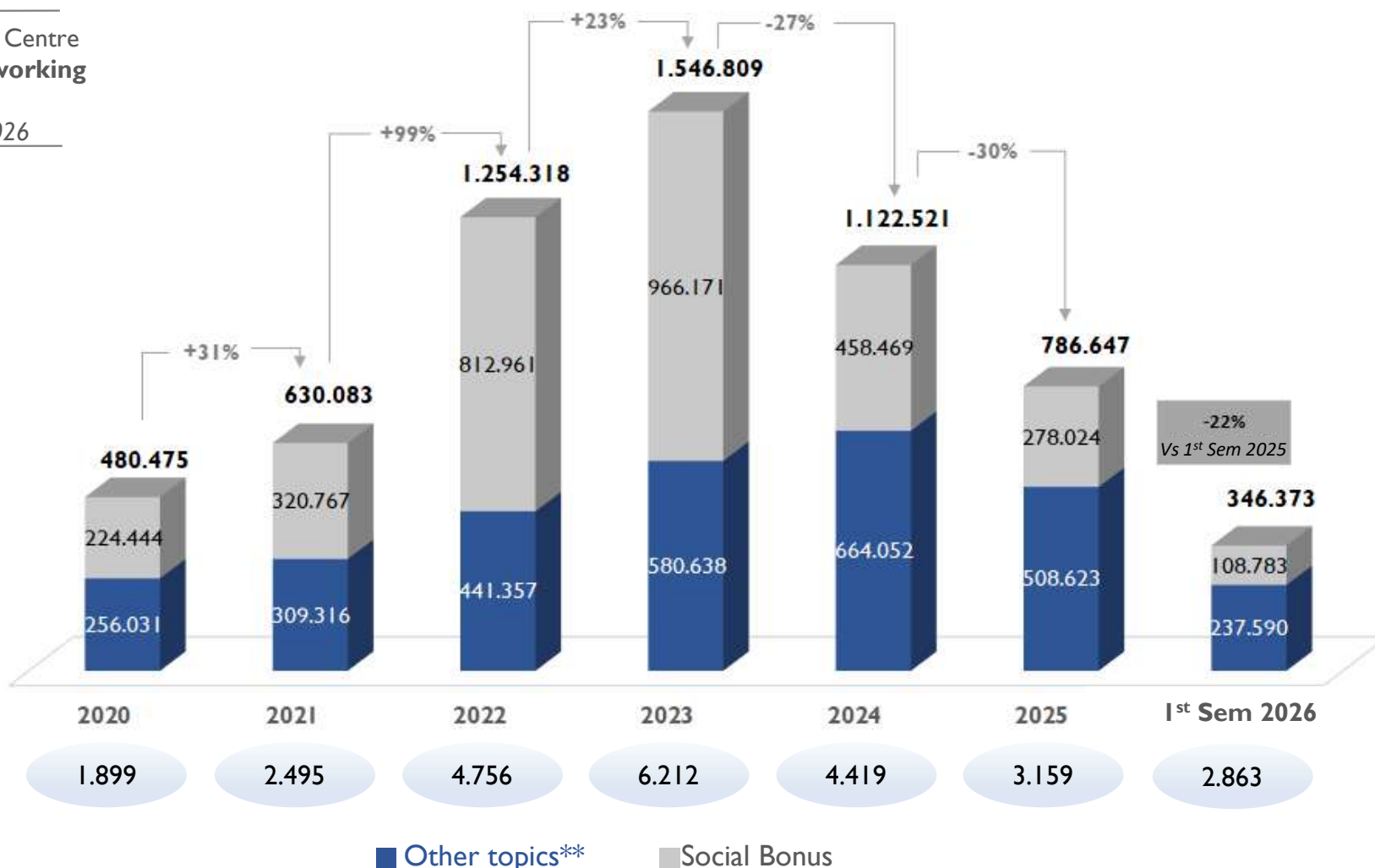
Freephone Number 800.166.654

12.488.158

Total calls since Sportello establishment (dec. 2009)

Fig. I

Calls to the Call Centre received during working hours*
2020 - 1st Sem 2026



*) Service active Mon–Fri (8:00–18:00), excluding public holidays

**) e.g. Billing, contracts, connections, works and technical quality, Cmor

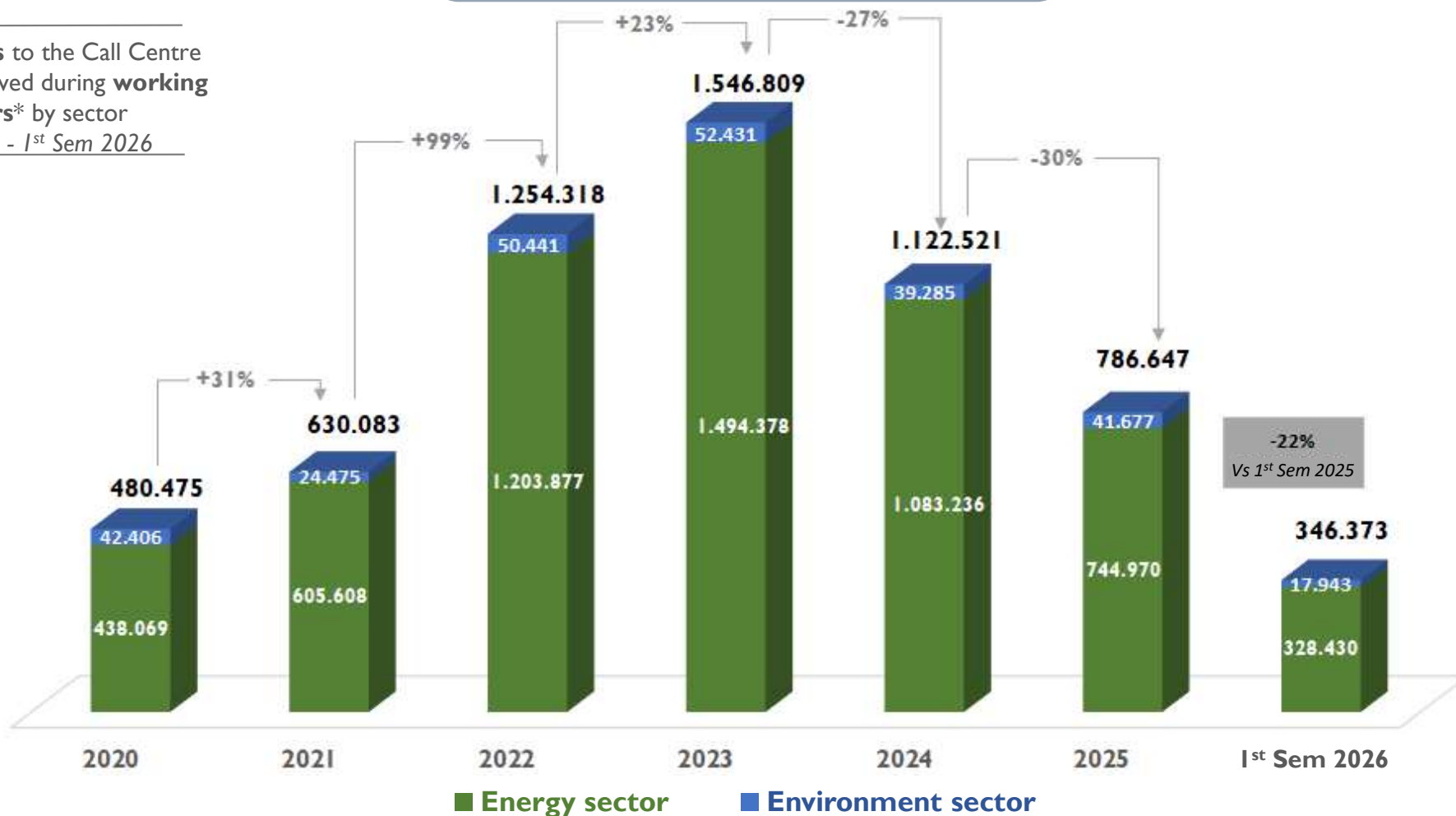
Freephone Number 800.166.654

 **12.488.158**

Total calls since Sportello establishment (dec. 2009)

Fig.2

Calls to the Call Centre received during **working hours*** by sector
2020 - 1st Sem 2026



*) Service active Mon–Fri (8:00–18:00), excluding public holidays

Freephone Number 800.166.654

Fig. 3

Calls to the Call Centre
received during working hours
by **topic** (n.) - 1st Sem 2026

Calls received by topic	n.	% vs total
Alternative dispute settlement	149.648	43%
Social Bonus	108.783	31%
Rights and Regulation	61.512	18%
Gradual standard offer service and vulnerable household	14.511	4%
Portale Offerte, Portale Consumi and Purchasing Groups	5.172	2%
Files at the Help Desk	6.747	2%
Total calls received	346.373	100%

346.373
Calls to the Call Centre
received during
working hours - 1st Sem 2026

Fig. 4

Calls to the Call Centre
received during working hours
by **topic** (%) - 1st Sem 2026

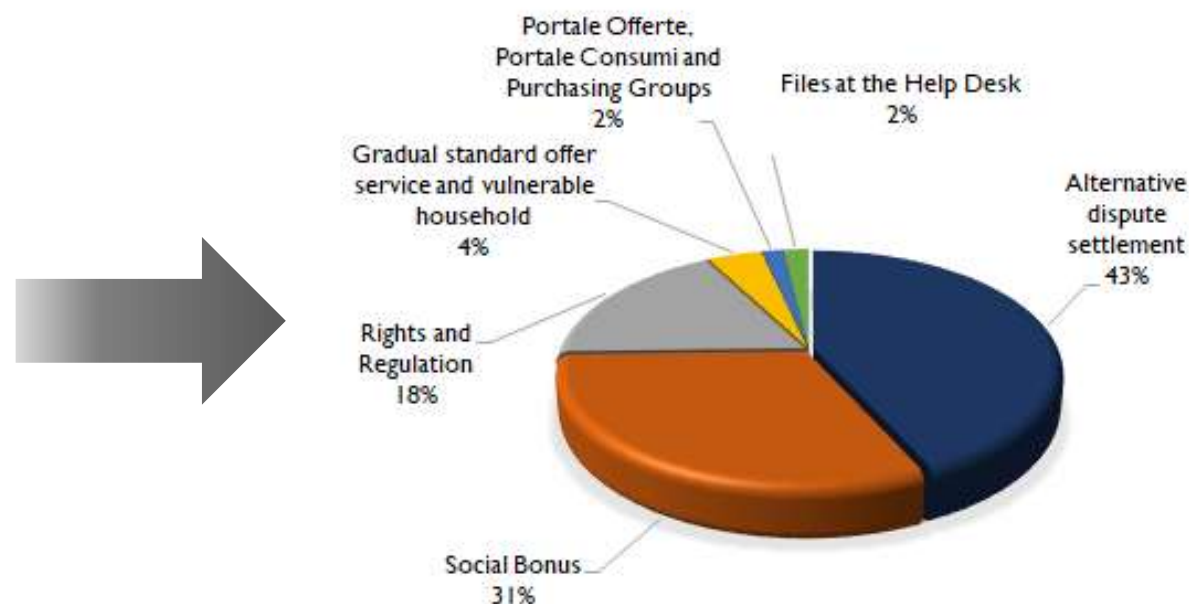


Fig. 5

Written requests for information by sector and requests for activation of special information procedures - 2020 - 1st Sem 2026

541.121

Written requests for information by sector and requests for activation of special information procedures since 2020

- Written requests for information – water and district heating sectors
- Written requests for information – energy sector
- Requests for activation of special information procedures – energy sector

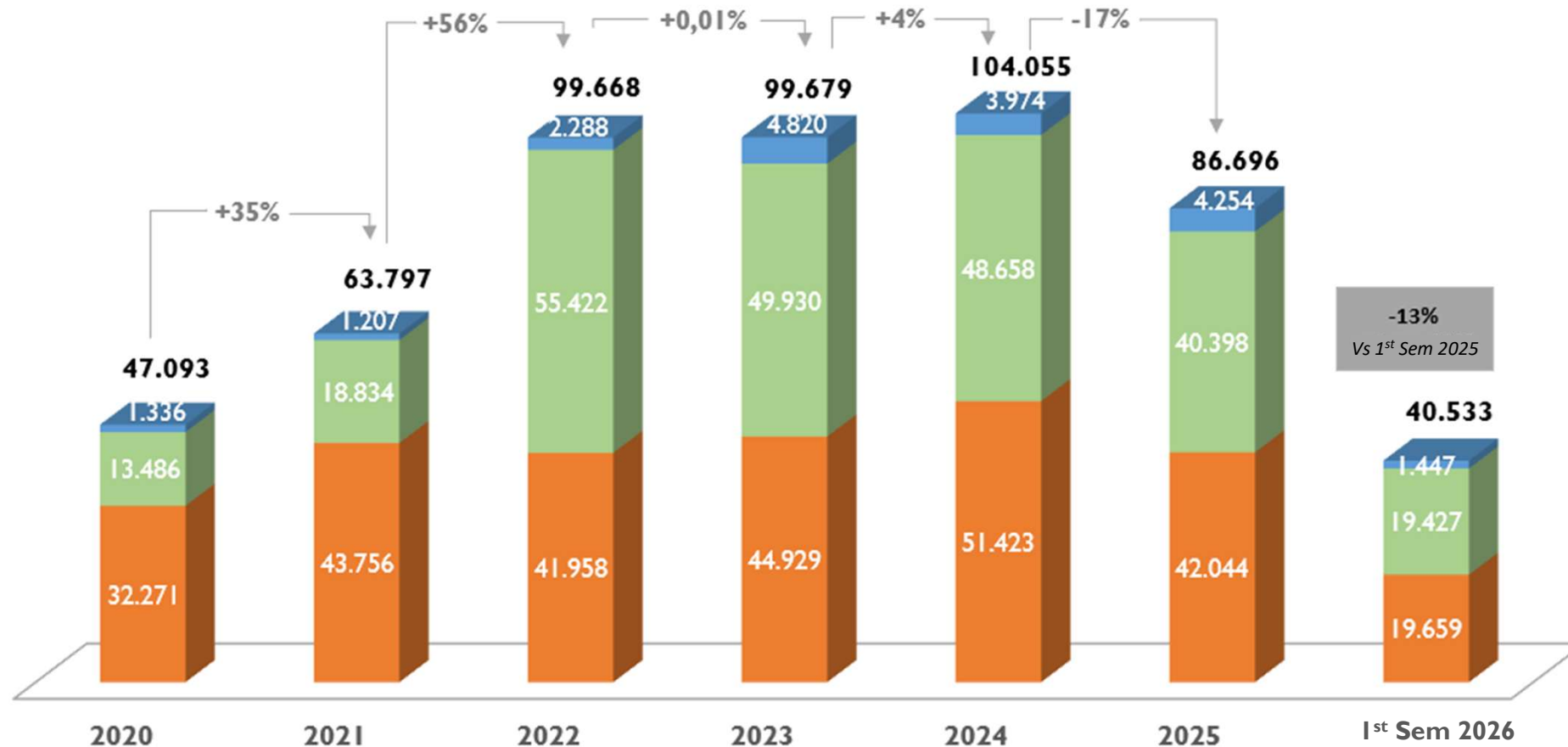


Fig. 6

**Written requests for
information** by topic -
Energy sectors - 1st Sem 2026

1 st Sem 2026 - Written requests for information		
Topic	n.	% vs tot.
Social Bonus	4.363	22%
Market	4.165	21%
Billing	2.848	15%
Non-payment of bills and disconnection	2.214	11%
Connection, technical quality	2.062	11%
Contracts	1.908	10%
Other	607	3%
Metering	489	3%
Vulnerable household	371	2%
Prosumer	212	1%
Commercial quality	188	1%
Total	19.427	100%

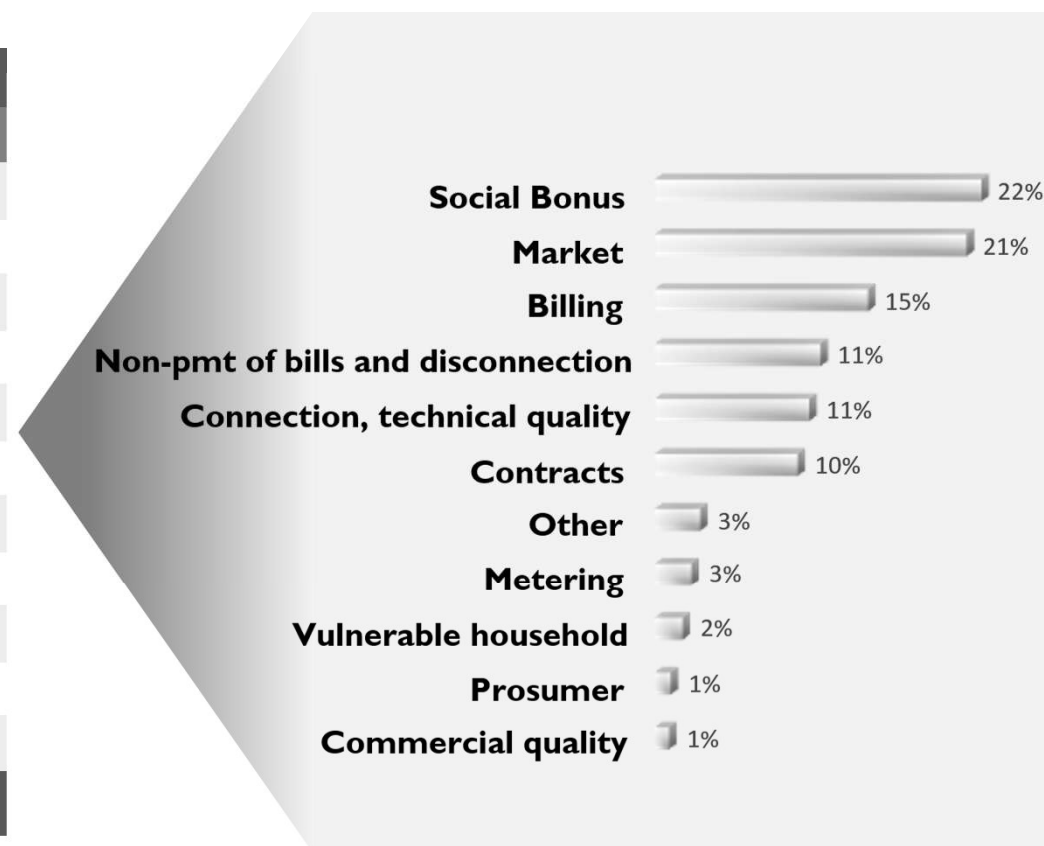
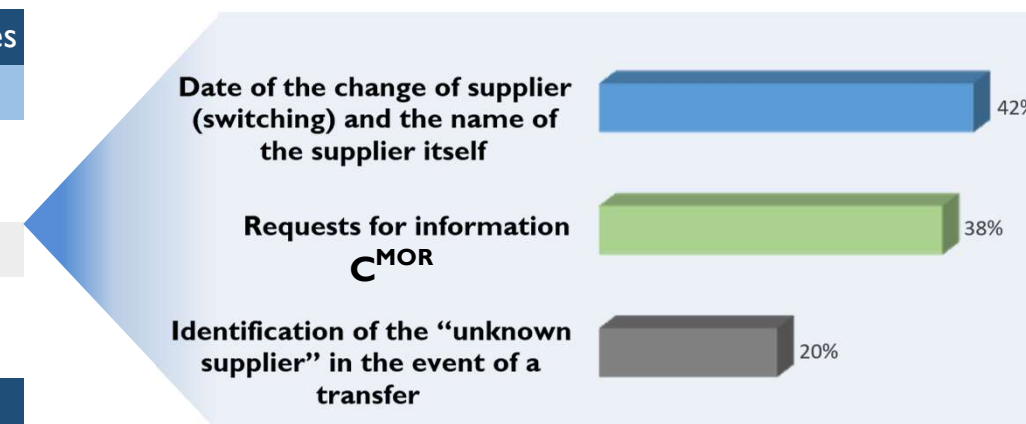


Fig. 7

Requests for activation of special information procedures by topics - Energy sector - 1st Sem 2026

1 st Sem 2026 - Requests for activation of special information procedures		
Topic	n.	% vs tot.
Date of the change of supplier (switching) and the name of the supplier itself	8.215	42%
Requests for information CMOR	7.536	38%
Identification of the “unknown supplier” in the event of a transfer	3.908	20%
Total	19.659	100%

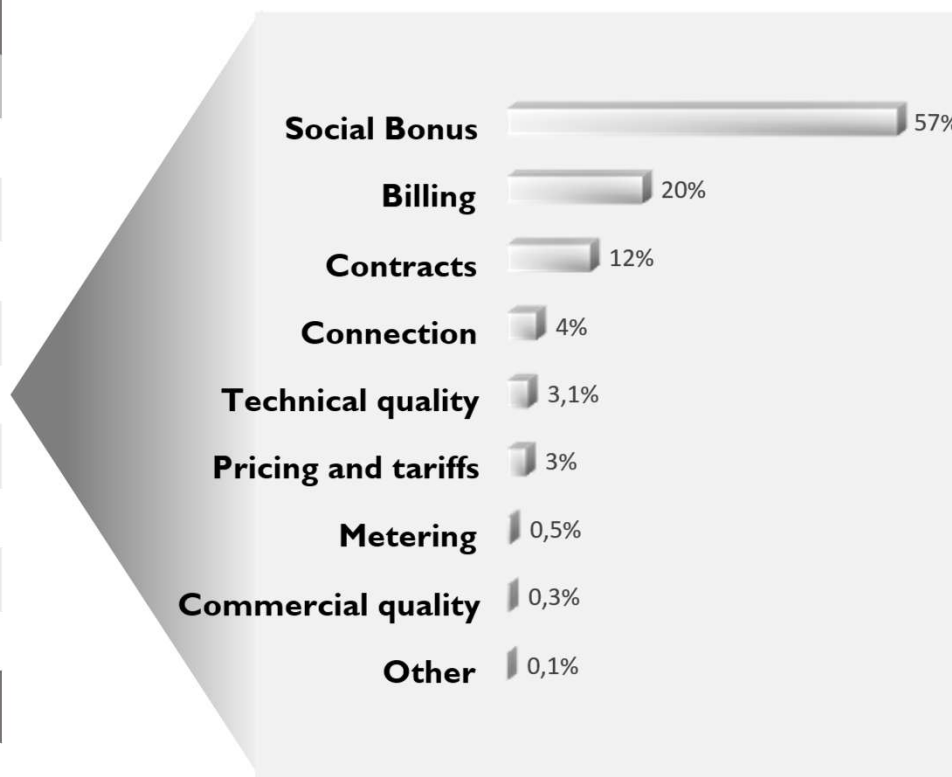


**) Special information procedures allow final customers in the energy sectors to obtain specific information encoded in centralised databases (Integrated Information System, Indemnity System) accessible from the Help Desk and subject to specific regulation by ARERA. At the final customer's request, the Help Desk, through these procedures, may provide: the name of the commercial counterparty of the contract for which it is intended to request the transfer, the name of the current commercial counterparty with the date of switching and, with regard to the CMOR, the name of the supplier that requested the application of that charge, the minimum contents of the claim provided for by the regulation and the information regarding the possible state of suspension or cancellation of the compensation.*

Fig. 8

Written requests for information – water and district heating sectors – 1st Sem 2026

1 st Sem 2026 - Written requests for information		
Topic	n.	% vs tot.
Social Bonus	827	57%
Billing	287	20%
Contracts	176	12%
Connection	62	4%
Technical quality	43	3,1%
Pricing and tariffs	40	3%
Metering	7	0,5%
Commercial quality	4	0,3%
Other	1	0,1%
Total	1.447	100%



Freephone Number 800.166.654

Fig. 9

Satisfaction of customers
who contacted the
Call Centre via
Telephone - 1st Sem 2026

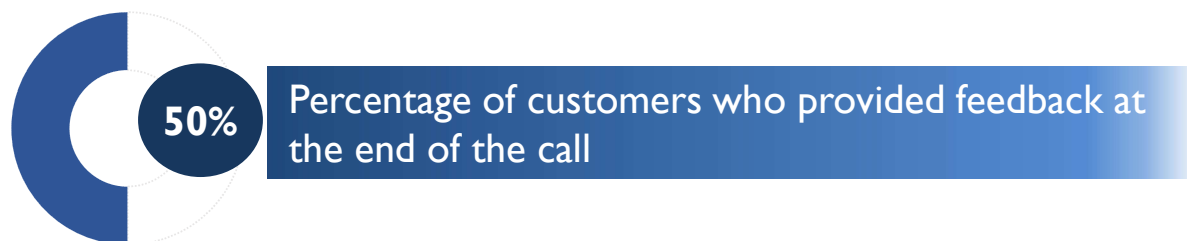
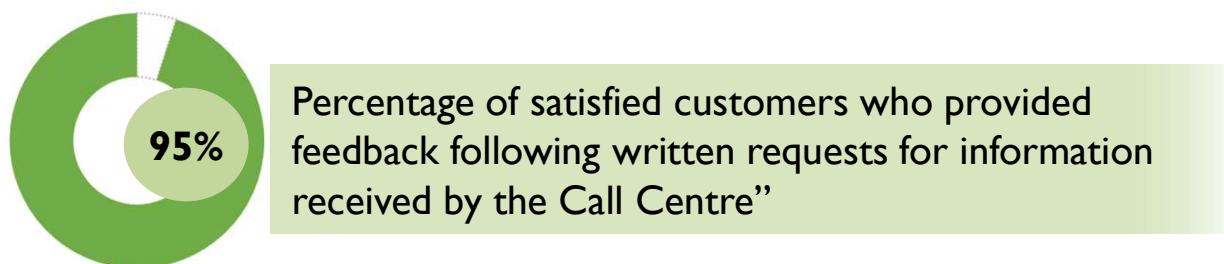
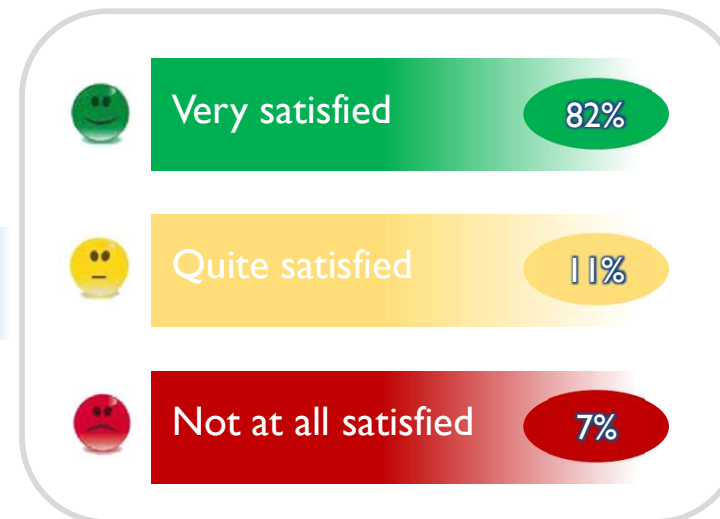


Fig. 10

Satisfaction of customers
who contacted the
Call Centre with
**written requests for
information** - 1st Sem 2026



Summary of call feedback



Customer satisfaction for Written requests for information

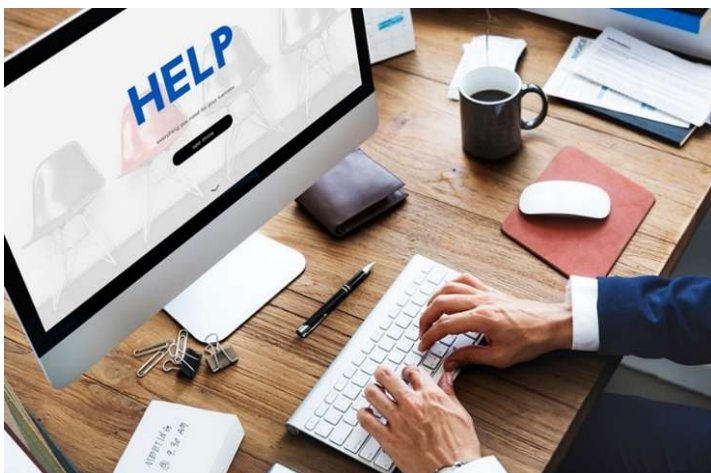


*) Percentage of customers reporting satisfaction with the service at the end of the procedure



Special Settlement Procedures and Second-Level Complaints

www.sportelloperilconsumatore.it





Summary - Special Settlement Procedures and Second-Level Complaints



Energy sector

- 2.1 Special Settlement Procedures and other requests – 2020/Ist Sem 2026
- 2.2 Special Settlement Procedures by topic – Ist Sem 2026
- 2.3 Special Settlement Procedures and other requests: Customer Satisfaction and Compensation – Ist Sem 2026

Environment sector

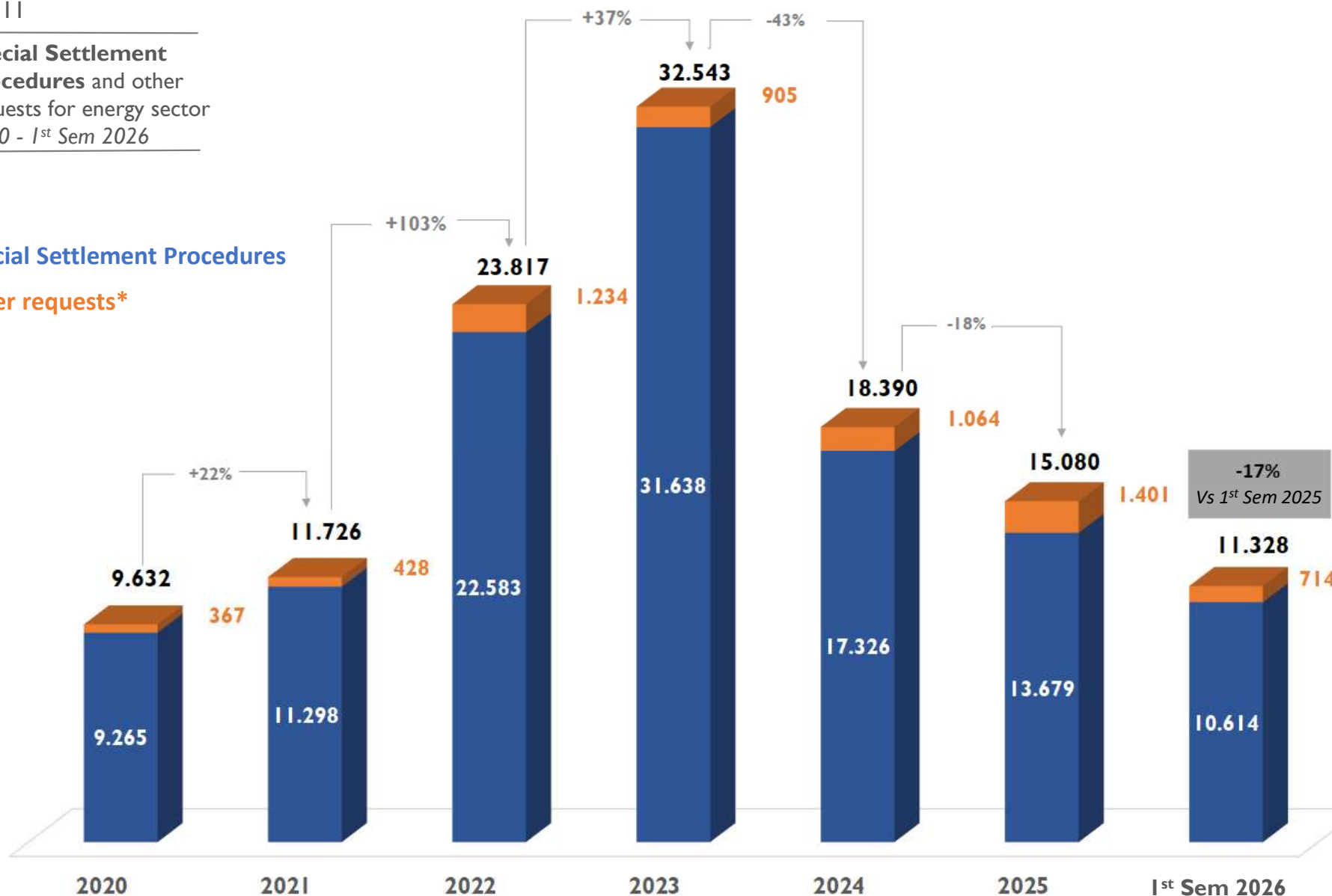
- 2.4 Volumes Second-Level Complaints for water and waste sectors - 2020/ Ist Sem 2026
- 2.5 Second-Level Complaints for water sector by topic - Ist Sem 2026
- 2.6 Second-Level Complaints for waste sector by topic - Ist Sem 2026

Fig. 11

Special Settlement Procedures and other requests for energy sector
2020 - 1st Sem 2026

■ Special Settlement Procedures

■ Other requests*

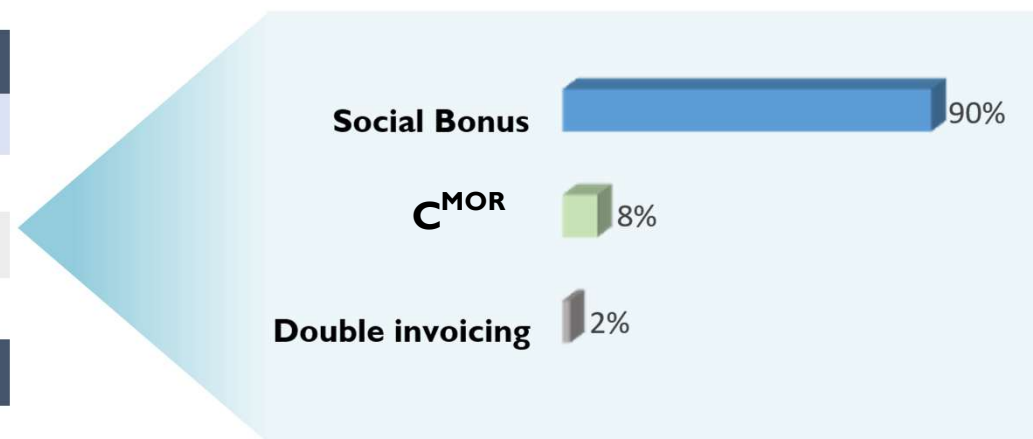


**) Other requests mainly concerned: cases related to the earthquakes in Central Italy, Ischia, and other natural disasters, the gradual transition to the standard offer service and support for vulnerable households, customer reports and the Help Desk for Consumer Associations*

Fig. 12

Special Settlement Procedures by topic - 1st Sem 2026

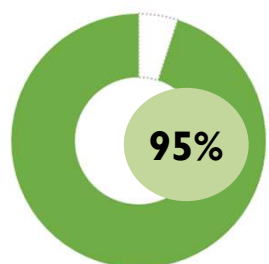
1 st Sem 2026 - Special Settlement Procedures		
Topic	n.	% vs tot.
Social Bonus	9.527	90%
C ^{MOR}	897	8%
Double invoicing	190	2%
Total	10.614	100%



**) Special solution procedures are applied for specific types of problems in the energy sectors, for the solution of which, at the final customer's request, the Help Desk can access codified information in centralised databases (as is the case for special information procedures) and, where appropriate, also send special requests for information to the operators involved. In particular, final customer issues related to the social bonus and CMOR are handled through these procedures.*

Fig. 13

Customer Satisfaction for
Special Settlement Procedures
and other requests - 1st Sem 2026



Percentage of customers satisfied who provided
feedback regarding Special Settlement Procedures and
other requests

Satisfaction for Special Settlement
Procedures and other requests



Fig. 14

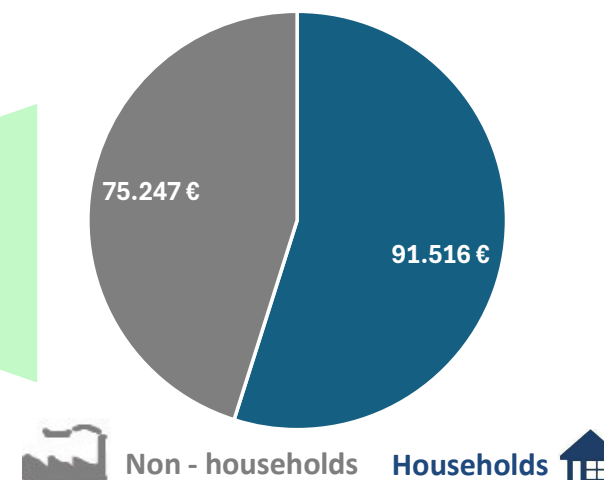
**Compensation for Special
Settlement Procedures: CMOR
and Social Bonus- 1st Sem 2026**

Compensation: 219.727 €



CMOR: 166.763 €

Social Bonus: 52.964 €



**) The amount recovered by final users or customers following the intervention of the Help Desk, either through requests for refunds or adjustments, or corresponding to the requested CMOR or to the value of the Social Bonus due for the relevant year.*

Fig. 15

Volumes

Water and waste sectors
2020 - 1st Sem 2026

- Second-Level Complaints for water sector
- Second-Level Complaints for waste sector*
- Other requests**



*) The service has been active since October 2025

**) Other requests mainly include customer reports concerning the water sector, as well as other requests related to the waste sector.

Fig. 16

**Second-Level
Complaints** for water
sector
by Topic - 1st Sem 2026

1 st Sem 2026 - Second-Level Complaints for water sector		
Topic	n.	% vs tot.
Social Bonus	1.566	48,8%
Billing	685	21%
Contracts	434	14%
Technical quality	307	10%
Connection	136	4%
Pricing and tariffs	44	1%
Metering	31	1%
Commercial quality	5	0,2%
Total	3.208	100%

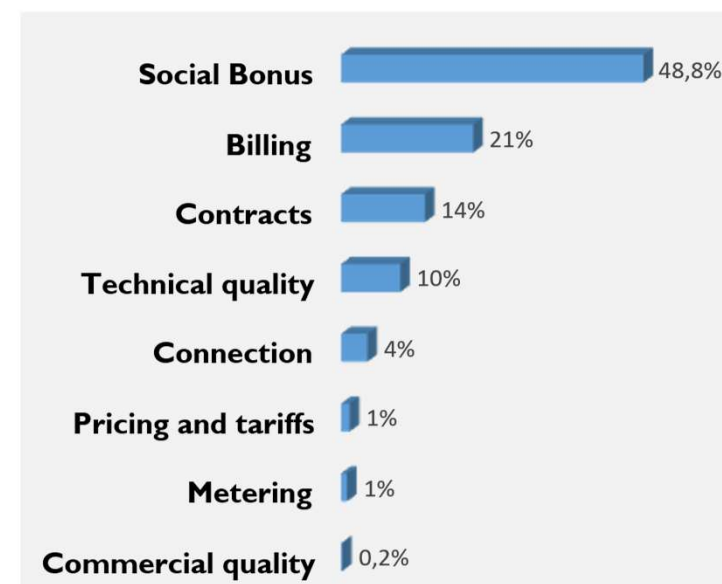


Fig. 16

**Second-Level
Complaints** for waste
sector
by Topic - 1st Sem 2026

1 st Sem 2026 - Second-Level Complaints for waste sector		
Topic	n.	% vs tot.
Social Bonus	156	45%
Tax bill	61	17%
Tariffs	59	17%
Technical quality	36	10%
Commercial quality	16	5%
Service activation	12	3%
Billing	5	1,5%
Waste tax	4	1,2%
Other	1	0,3%
Total	350	100%

