



# ARERA Conciliation Service

*Electricity, gas and water sector*

## Annual Report


*Year 2020 - Last updated 11 January 2021*

*The Conciliation Service is an ADR Entity listed by ARERA (the Italian Regulatory Authority for Energy, Networks and Environment) and it is registered in the European Commission's ODR platform. ARERA is a member of NEON (National Energy Ombudsmen Network).*

**10.054** Electricity Sector 

**4.794** Gas sector 

**2.332** Water sector 

**1.330** Dual-Fuel customers 

**92** Prosumer 

**18.602**

Amount of conciliation applications  
 2020



Fig. I

Amount of incoming conciliation applications year 2020

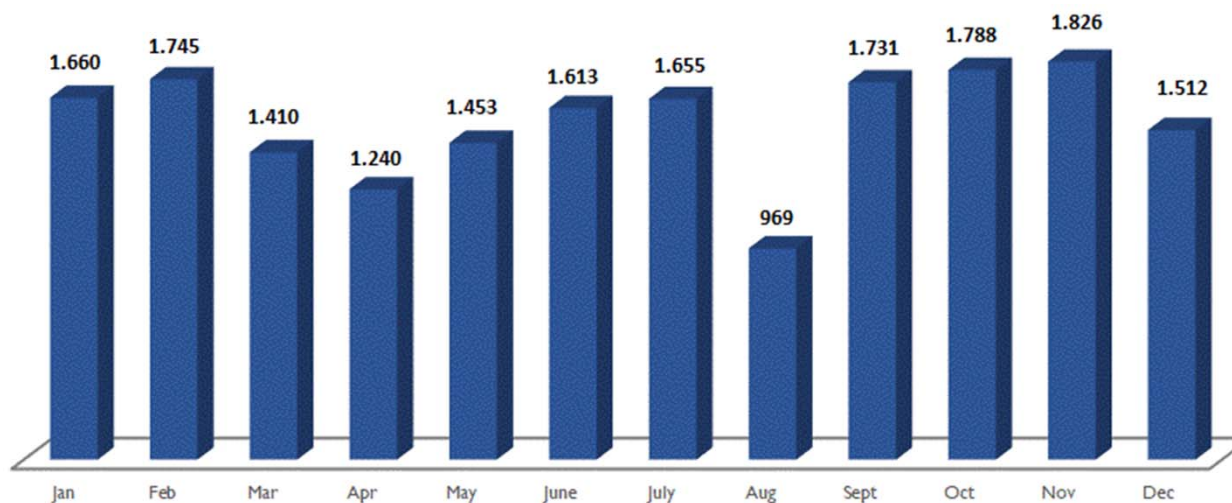
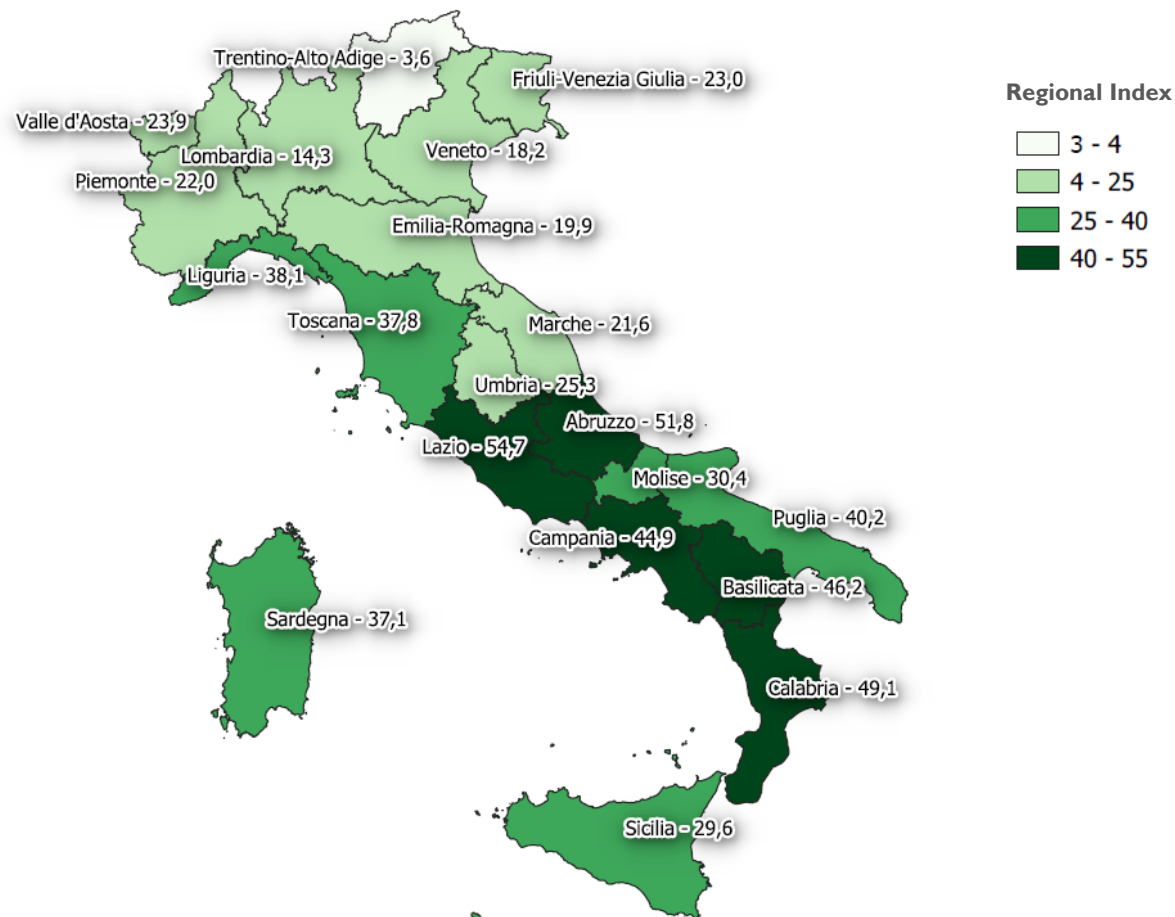


Fig. 2

**Regional Index<sup>1</sup>**  
 of submitted  
 conciliation  
 applications  
 year 2020



1) Regional Index =  $\frac{\text{amount of submitted applications for 100.000 residents}}{\text{resident population per Region}}$

Fig. 3

Conciliation applications topics for **Electricity sector** year 2020



Focus on 2020 – Electricity sector		
Topic application	n.	% vs tot.
Invoicing/billing	5.193	51,7%
Damages	1.496	14,9%
Contracts	1069	10,6%
Late/non-payment, disconnection	641	6,4%
Metering	568	5,6%
Other	519	5,2%
Connection, technical quality	430	4,3%
Market	101	1,0%
Commercial quality	37	0,3%
<b>Total</b>	<b>10.054</b>	<b>100%</b>

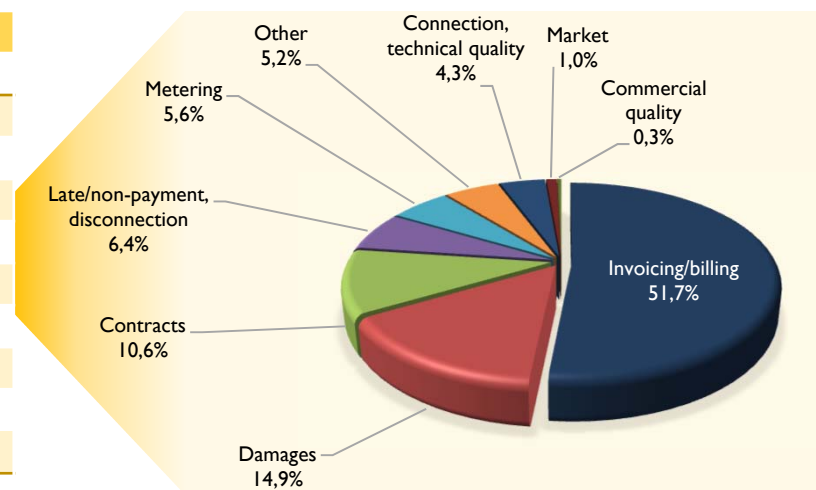


Fig. 4

Conciliation applications topics for **Gas sector** year 2020



Focus on 2020 – Gas sector		
Topic application	n.	% vs tot.
Invoicing/billing	3.081	64,3%
Contracts	531	11,1%
Late/non-payment, disconnection	392	8,2%
Metering	253	5,3%
Connection, technical quality	232	4,8%
Other	161	3,4%
Damages	103	2,1%
Market	27	0,6%
Commercial quality	14	0,2%
<b>Total</b>	<b>4.794</b>	<b>100%</b>

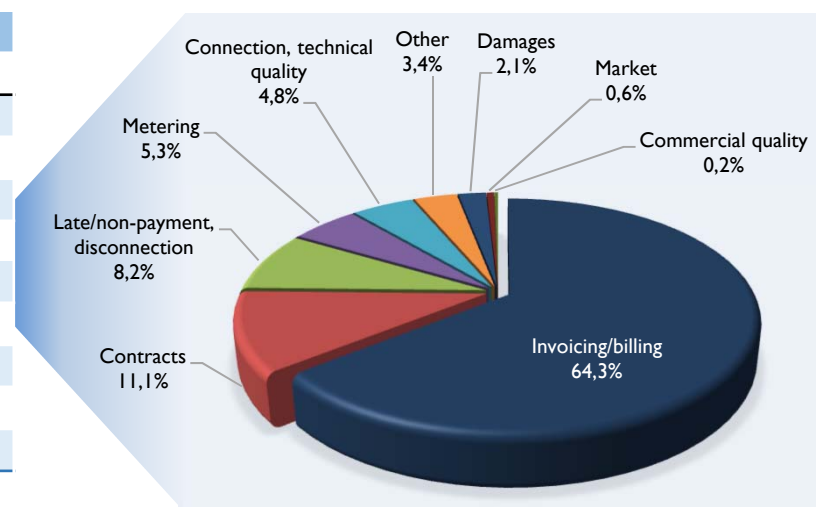


Fig. 5

Conciliation applications topics for **Prosumer** year 2020



Focus on 2020 - Prosumer		
Topic application	n.	% vs tot.
<b>NEM</b>	33	35,9%
<b>Connection, technical quality</b>	16	17,4%
<b>Metering</b>	13	14,1%
<b>Invoicing/billing</b>	12	13,0%
<b>Other</b>	7	7,6%
<b>Damages</b>	6	6,5%
<b>Purchase and sale</b>	3	3,3%
<b>Contracts</b>	2	2,2%
<b>Total</b>	<b>92</b>	<b>100%</b>

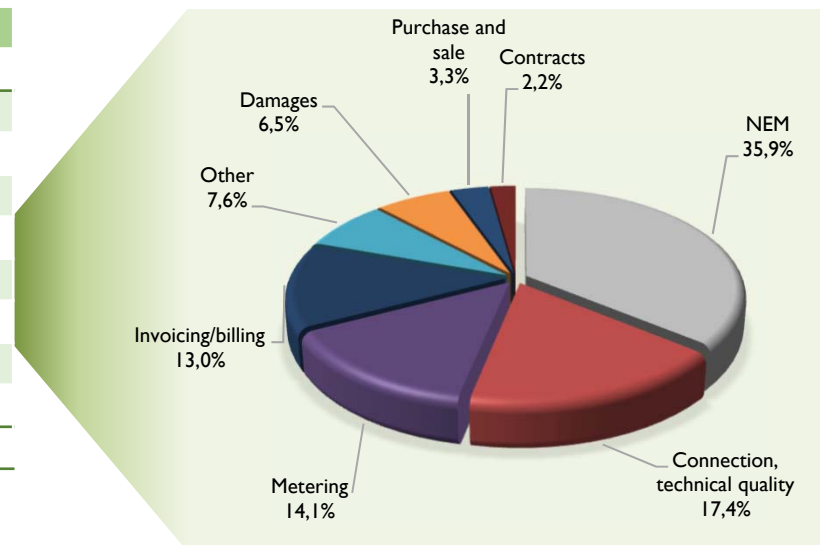


Fig. 6

Conciliation applications topics for **Dual-Fuel customers** year 2020



Focus on 2020 - Dual-Fuel customers		
Topic application	n.	% vs tot.
<b>Invoicing/billing</b>	742	55,8%
<b>Contracts</b>	317	23,8%
<b>Late/non-payment, disconnection</b>	87	6,5%
<b>Other</b>	62	4,7%
<b>Market</b>	44	3,3%
<b>Damages</b>	30	2,3%
<b>Connection, technical quality</b>	22	1,7%
<b>Metering</b>	16	1,2%
<b>Commercial quality</b>	10	0,7%
<b>Total</b>	<b>1.330</b>	<b>100%</b>

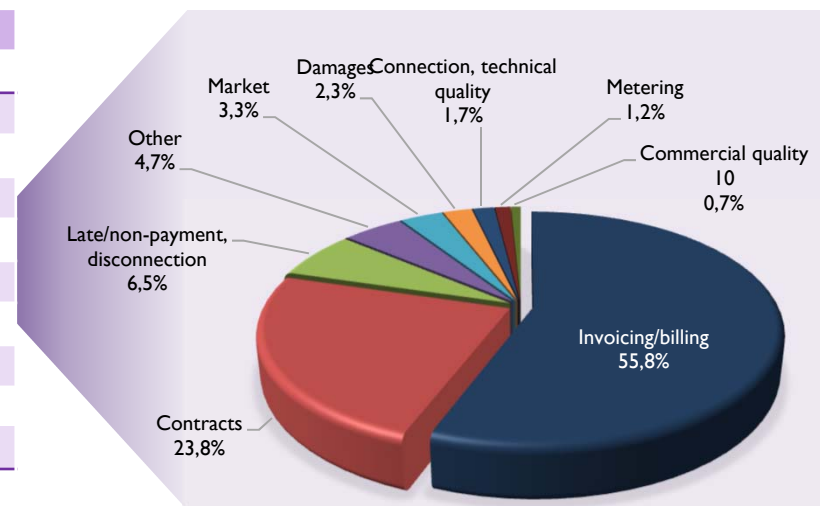


Fig. 7

Conciliation applications topics for the **Water sector** year 2020



Focus on 2020 – Water sector		
Topic application	n.	% vs tot.
<b>Invoicing/billing</b>	1.657	71,1%
<b>Metering</b>	143	6,1%
<b>Damages</b>	118	5,1%
<b>Contracts</b>	106	4,5%
<b>Other</b>	94	4,0%
<b>Connection</b>	92	3,9%
<b>Late/non-payment, disconnection</b>	73	3,1%
<b>Technical quality</b>	28	1,2%
<b>Contractual quality</b>	21	1,0%
<b>Total</b>	<b>2.332</b>	<b>100%</b>

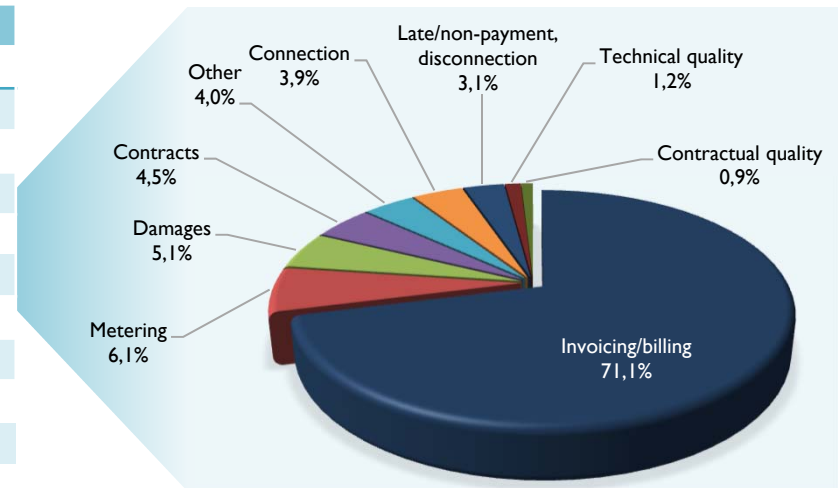


Fig. 8

Number of applications by applicants type year 2020



Focus on 2020					
Applicants type	Customer	Consumer Associations	Others	SME Associations	Total
Households	4.262	3.815	5.637		13.714
Non-households	1.585	698	2.601	4	4.888
<b>Total</b>	<b>5.847</b>	<b>4.513</b>	<b>8.238</b>	<b>4</b>	<b>18.602</b>
% vs Tot.	31,43%	24,26%	44,29%	0,02%	100%

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

Fig. 9

Average age and applications issued by customer and delegate year 2020

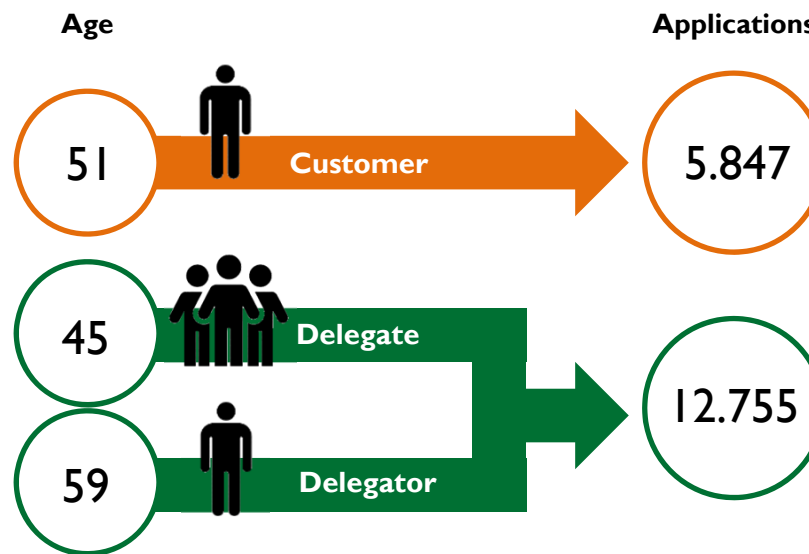


Fig. 10

## Applications status year 2020



Focus on 2020		
Applications status	Tot.	% vs tot.
Accepted	15.038	80,8%
Not accepted	2.094	11,3%
Not completed by the applicant	1.470	7,9%
<b>Total</b>	<b>18.602</b>	<b>100%</b>

Not accepted details

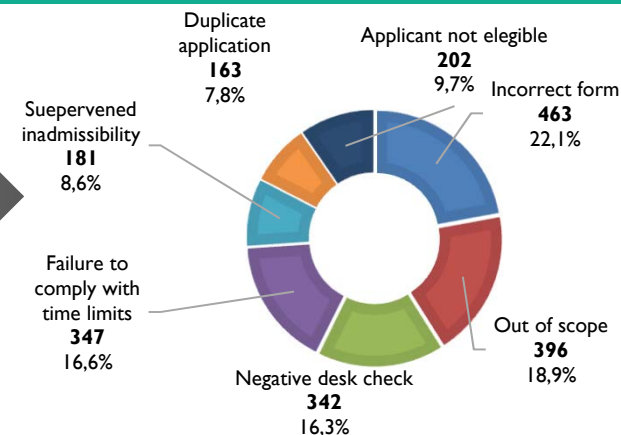


Fig. 11

## Accepted applications for Electricity and Gas sectors, Prosumer and Dual-Fuel costumers and status year 2020



Focus on 2020 – Electricity and Gas sectors, Prosumer, Dual-Fuel customers		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	7.466	67,6%
No-agreement	3.364	30,5%
Withdrawal from procedure	214	1,9%
<b>Total</b>	<b>11.044</b>	<b>100%</b>

\* 2.124 Pending procedures on 11/1/2021

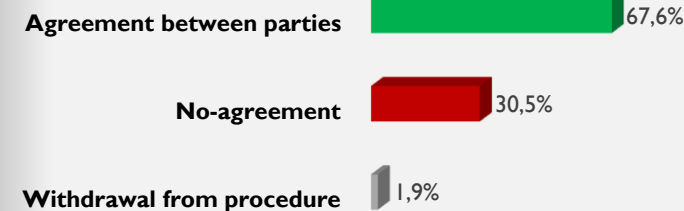


Fig. 12

## Accepted applications for Water sector and status year 2020



Focus on 2020 – Water sector		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	1.132	73,4%
No-agreement	271	17,6%
Lack of participation of counterparty	119	7,7%
Withdrawal from procedure	20	1,3%
<b>Total</b>	<b>1.542</b>	<b>100%</b>

\* 328 Pending procedures on 11/1/2021

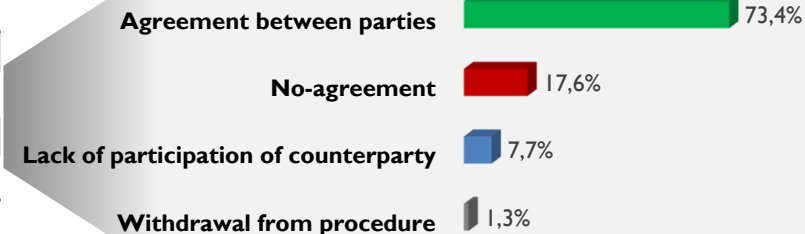




Fig. 13

Outcomes of procedures started and concluded year 2020

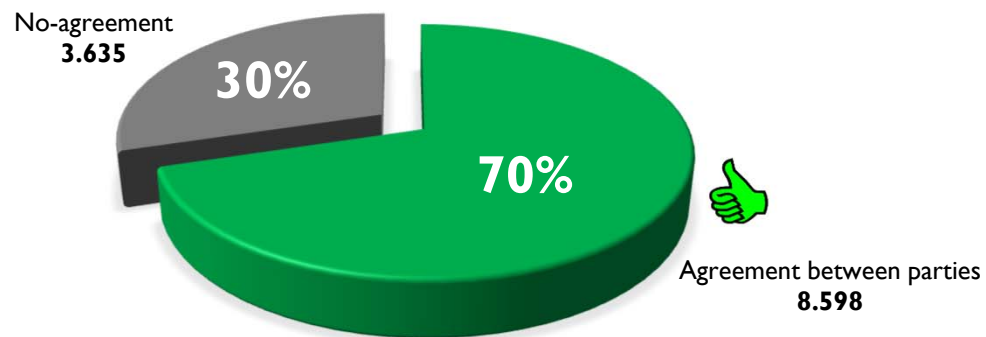
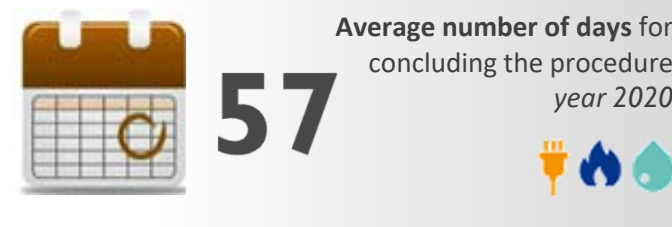


Fig. 14

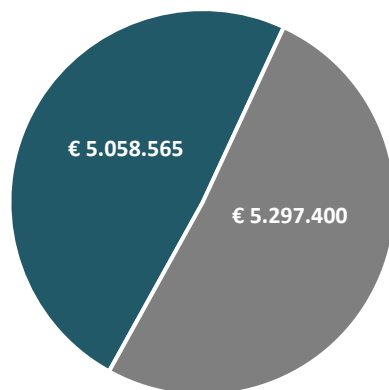
Outcomes of procedures by sector year 2020



Applications status	Year 2020											
	Electricity		Gas		Water		Dual-Fuel		Prosumer		Total	
	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.
Agreement between parties	4.335	66%	2.444	74%	1.132	81%	656	75%	31	63%	8.598	70%
No-agreement	2.262	34%	868	26%	271	19%	216	25%	18	37%	3.635	30%
<b>Total</b>	<b>6.597</b>	<b>100%</b>	<b>3.312</b>	<b>100%</b>	<b>1.403</b>	<b>100%</b>	<b>872</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>12.233</b>	<b>100%</b>

Fig. 15

**Compensation<sup>1</sup>** for the procedures started and concluded year 2020



■ Households

■ Non - households



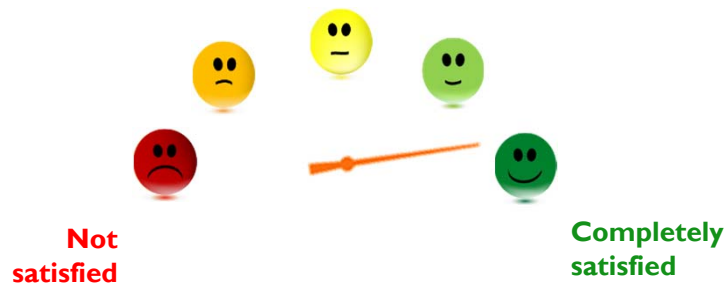
**10.355.965 €**

Fig. 16

**Customer satisfaction** for the procedures started and concluded year 2020



**About 98% 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 2020 and signed an agreement in front of the Conciliation Service.  
 2) 5.917 complete questionnaire replies.