



# ARERA Conciliation Service

*Electricity, gas and water sector*

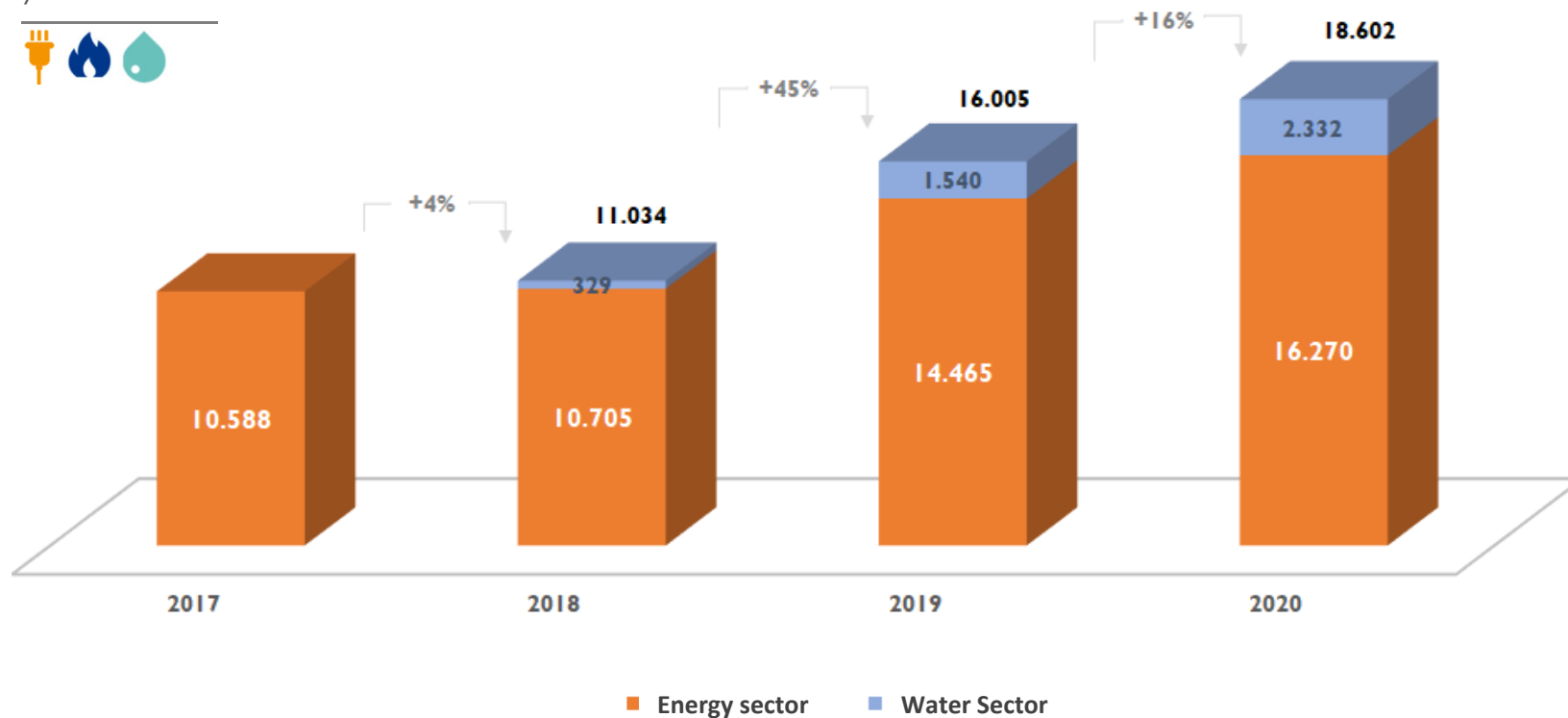
## Annual Report

*Year 2020 - Last updated 15 July 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).*

Fig. I


**Trend of incoming conciliation applications years 2017-2020**



**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. 2

Amount of incoming conciliation applications year 2020

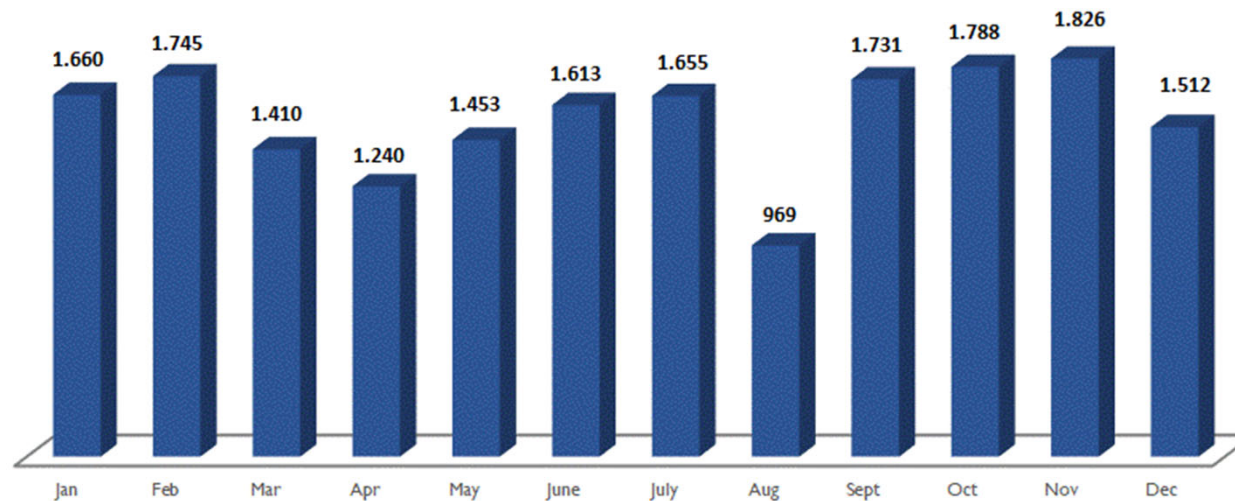
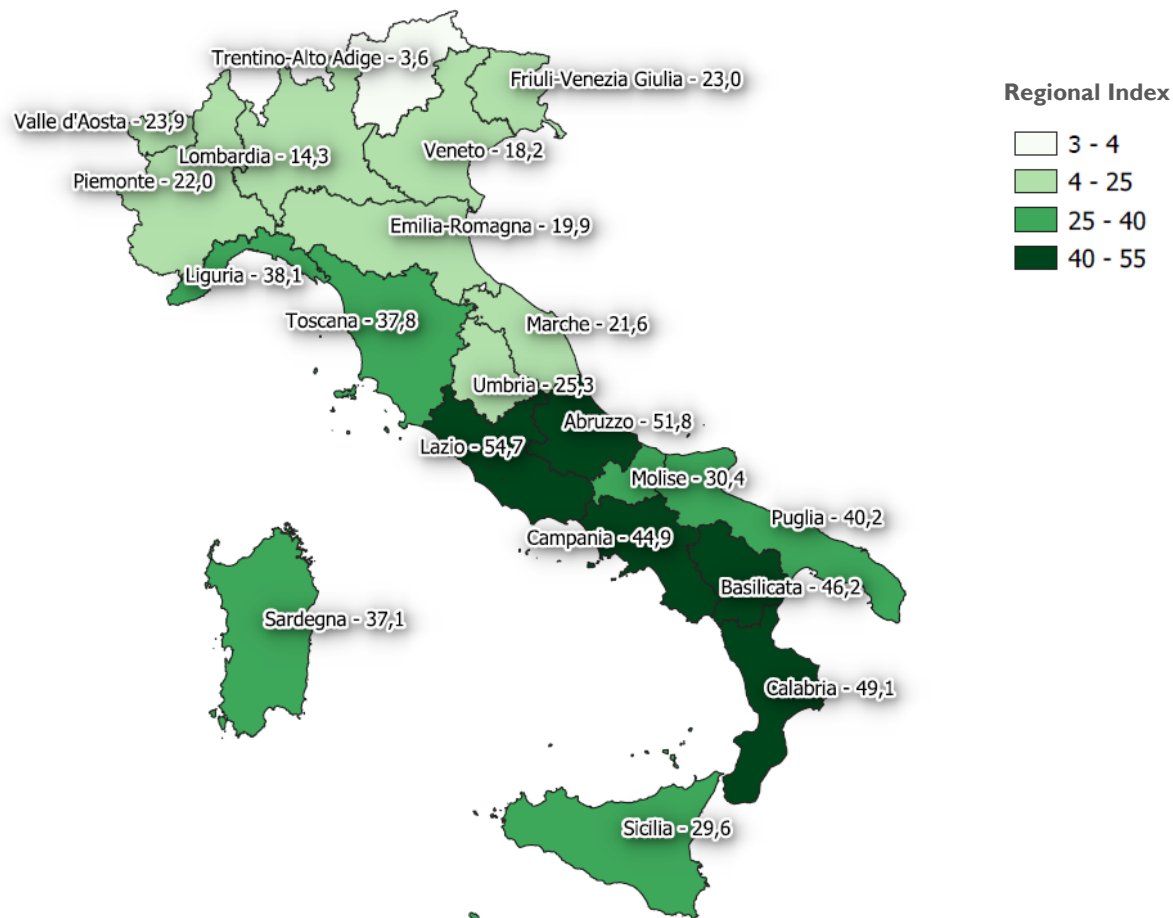


Fig. 3

**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. 4

Conciliation applications topics for the **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> |

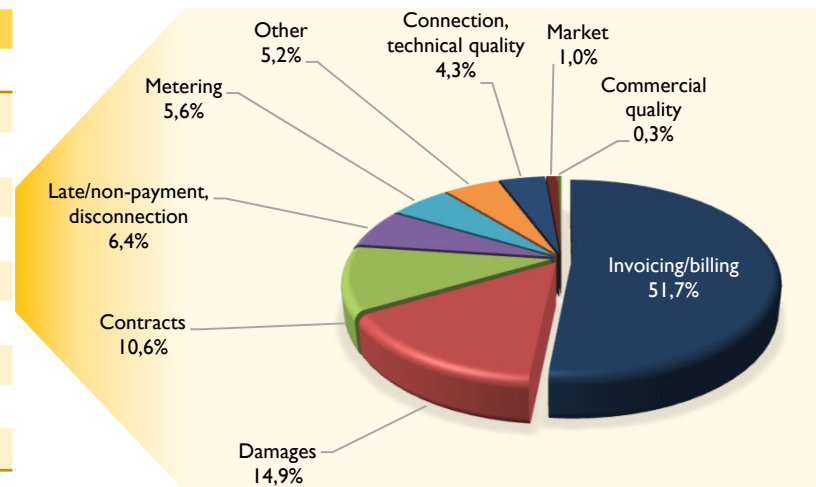


Fig. 5

Conciliation applications topics for the **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> |

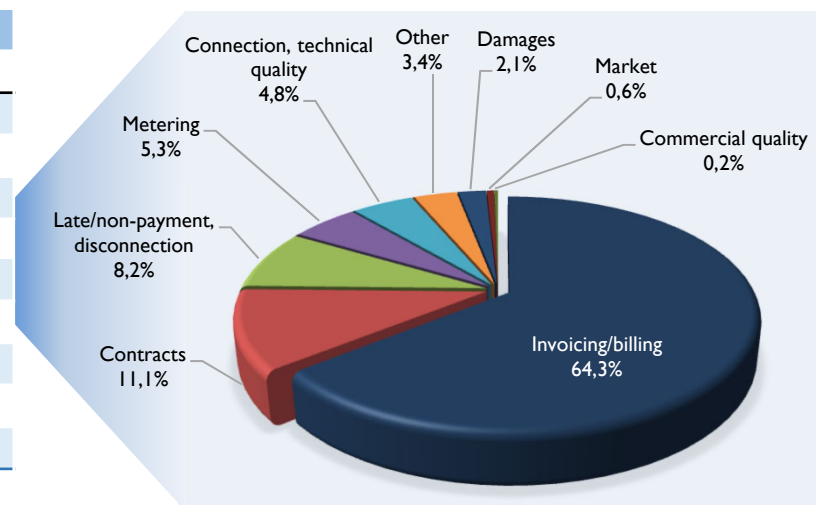


Fig. 6

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> |

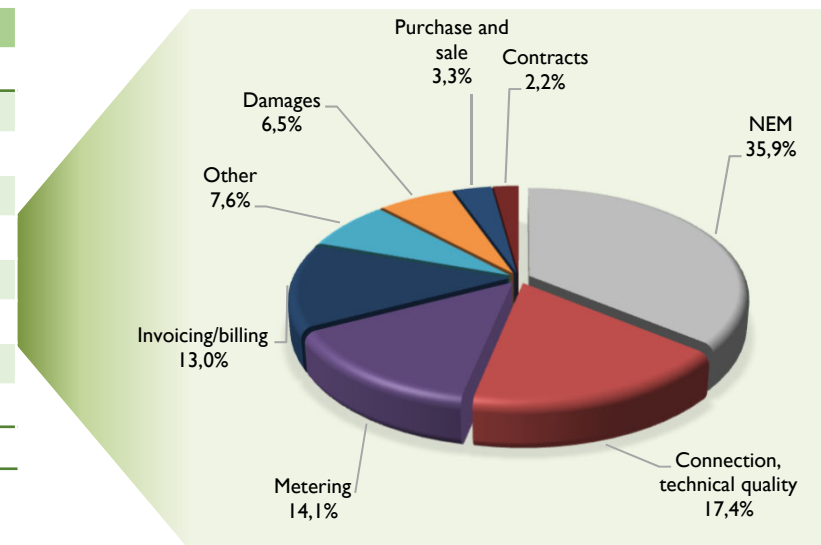


Fig. 7

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> |

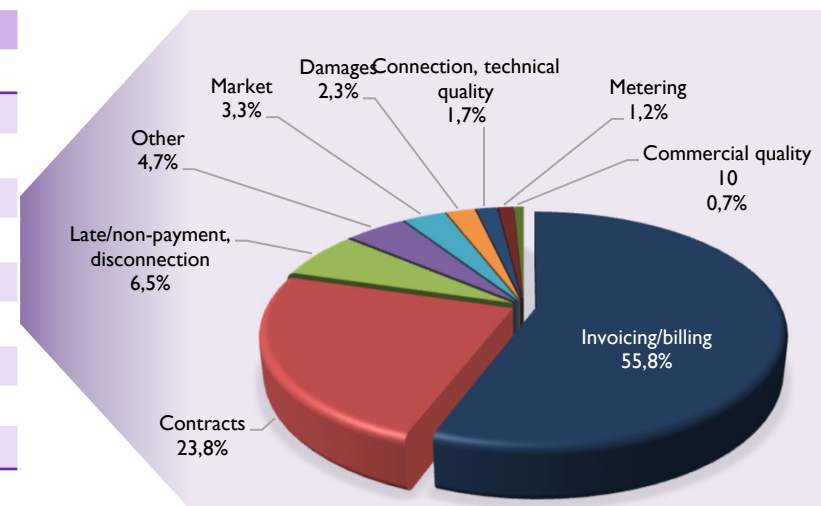


Fig. 8

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> |

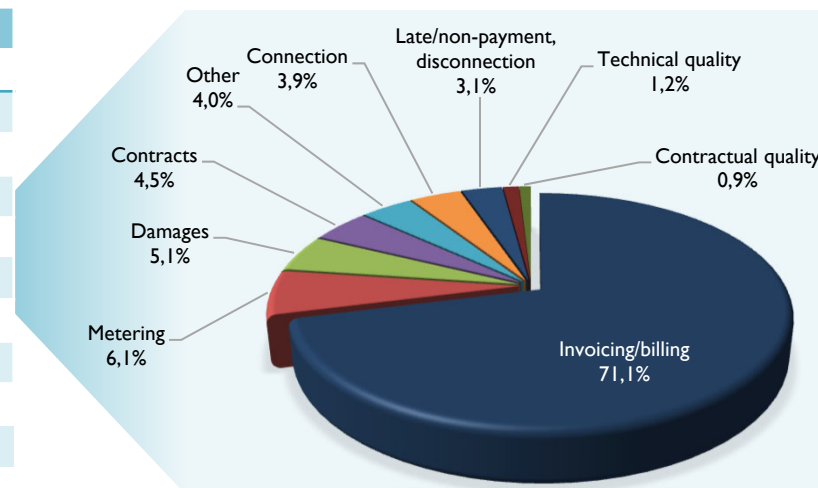


Fig. 9

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. 10

Average age and applications issued by customer and delegate year 2020

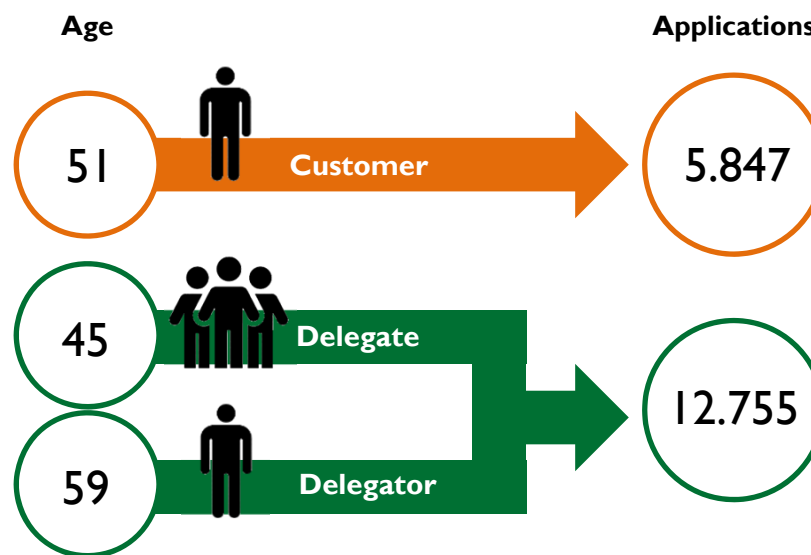




Fig. 11

**Applications status**  
year 2020



| Focus on 2020                  |               |             |
|--------------------------------|---------------|-------------|
| Applications status            | Tot.          | % vs tot.   |
| Accepted                       | 15.024        | 80,8%       |
| Not accepted                   | 2.108         | 11,3%       |
| Not completed by the applicant | 1.470         | 7,9%        |
| <b>Total</b>                   | <b>18.602</b> | <b>100%</b> |

Not accepted details

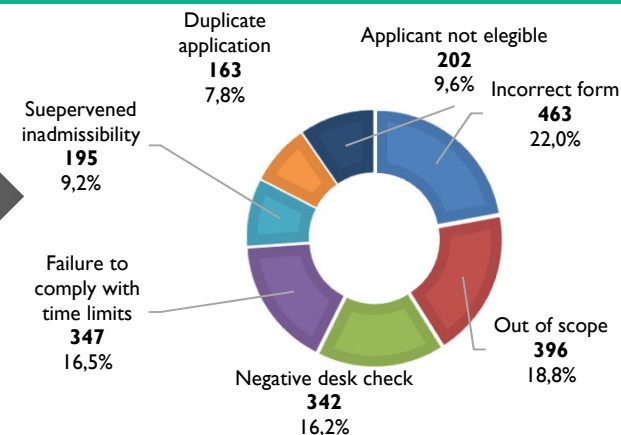


Fig. 12

Accepted applications for  
**Electricity and Gas**  
sectors, Prosumer and  
**Dual-Fuel** customers  
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  | 8.992         | 68,3%       |
| No-agreement   | 3.923         | 29,8%       |
| Withdrawal from procedure  | 244           | 1,9%        |
| <b>Total</b>   | <b>13.159</b> | <b>100%</b> |

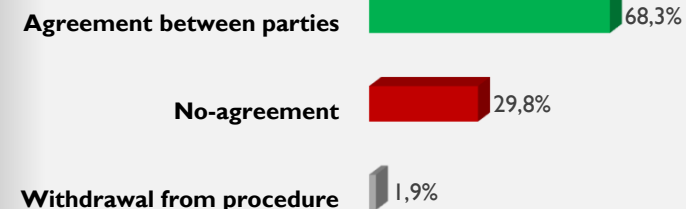


Fig. 13

Accepted applications  
for **Water** sector  
and status  
year 2020



| Focus on 2020 – Water sector          |              |             |
|---------------------------------------|--------------|-------------|
| Accepted applications and status      | Tot.         | % vs tot.   |
| Agreement between parties             | 1.391        | 74,6%       |
| No-agreement                          | 331          | 17,7%       |
| Lack of participation of counterparty | 123          | 6,6%        |
| Withdrawal from procedure             | 20           | 1,1%        |
| <b>Total</b>                          | <b>1.865</b> | <b>100%</b> |



Fig. 14

Outcomes of  
procedures started  
and concluded  
year 2020

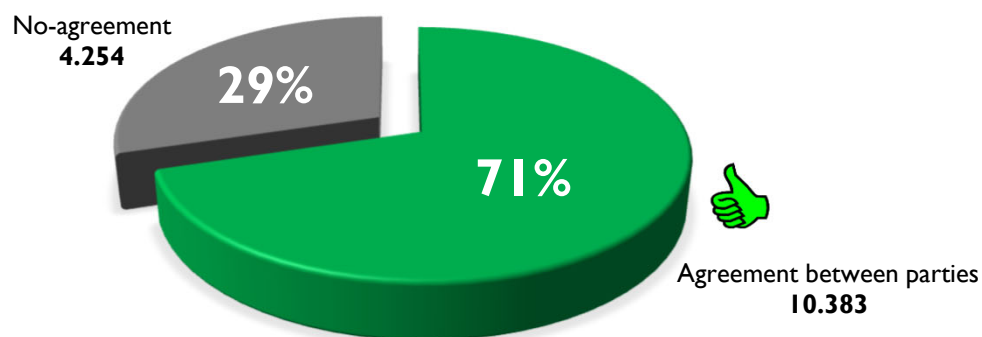


Fig. 15

Outcomes of  
procedures by  
sector  
year 2020



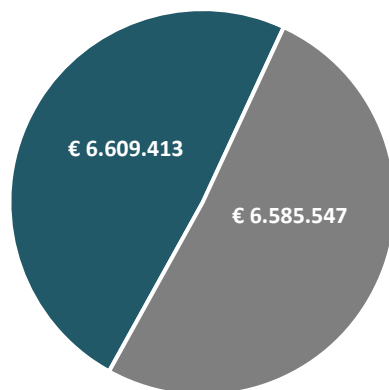
Average number of days for  
concluding the procedure  
year 2020

**63**

| 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.   |
| <b>Agreement between parties</b> | 5.219        | 67%         | 2.925        | 74%         | 1.391        | 81%         | 801          | 75%         | 47        | 68%         | <b>10.383</b> | <b>71%</b>  |
| <b>No-agreement</b>              | 2.618        | 33%         | 1.023        | 26%         | 331          | 19%         | 260          | 25%         | 22        | 32%         | <b>4.254</b>  | <b>29%</b>  |
| <b>Total</b>                     | <b>7.837</b> | <b>100%</b> | <b>3.948</b> | <b>100%</b> | <b>1.722</b> | <b>100%</b> | <b>1.061</b> | <b>100%</b> | <b>69</b> | <b>100%</b> | <b>14.637</b> | <b>100%</b> |

Fig. 16

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



■ Households

■ Non - households



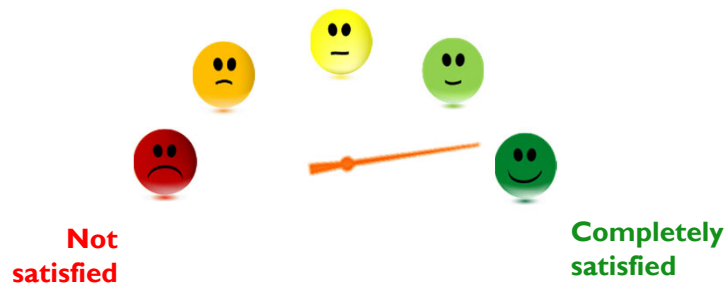
**13.194.960 €**

Fig. 17

**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) 6.750 complete questionnaire replies.