



# ARERA Conciliation Service

*Electricity, gas, water and district heating sectors*

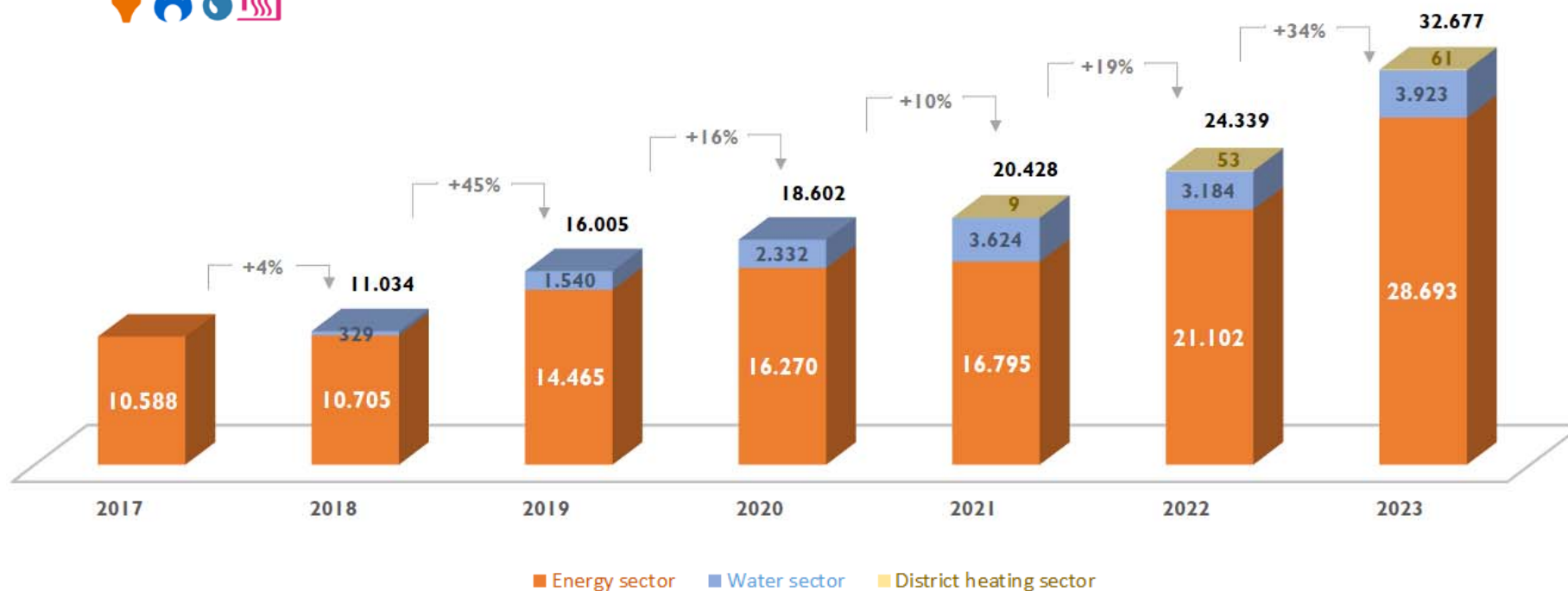
## Annual Report

*Year 2023 - Last updated January 22, 2024*

*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

**Amount of incoming conciliation applications 2017 - 2023**




**16.216** Electricity sector 

**8.420** Gas sector 

**3.817** Dual-Fuel customers 

**3.923** Water sector 

**240** Prosumer 

**61** District heating sector 

**32.677**

Amount of conciliation applications  
 2023



Fig. 2

Amount of incoming conciliation applications year 2023

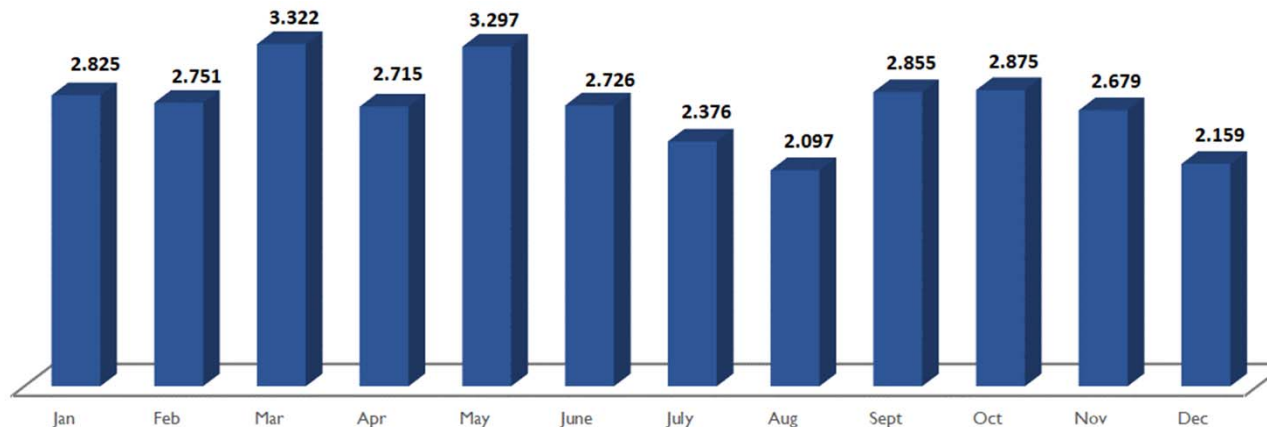
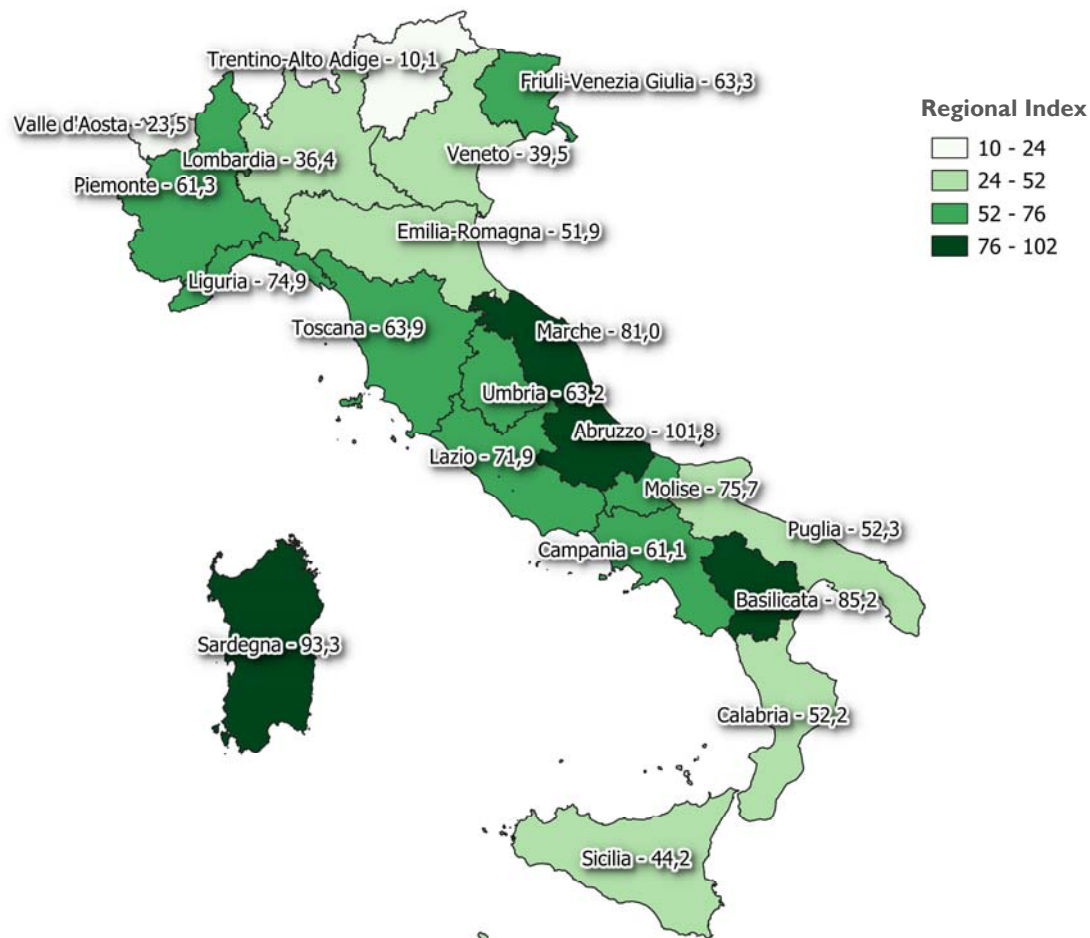


Fig. 3

**Regional Index<sup>1</sup>**  
 of submitted  
 conciliation  
 applications  
 year 2023



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 2023



2023 – Electricity sector		
Topic application	n.	% vs tot.
Invoicing/billing	7.196	44,4%
Contracts	3.386	20,9%
Damages	1576	9,7%
Late/non-payment, disconnection	1058	6,5%
Other	896	5,5%
Metering	712	4,4%
Market	675	4,2%
Connection, technical quality	645	4,0%
Commercial quality	72	0,4%
<b>Total</b>	<b>16.216</b>	<b>100%</b>

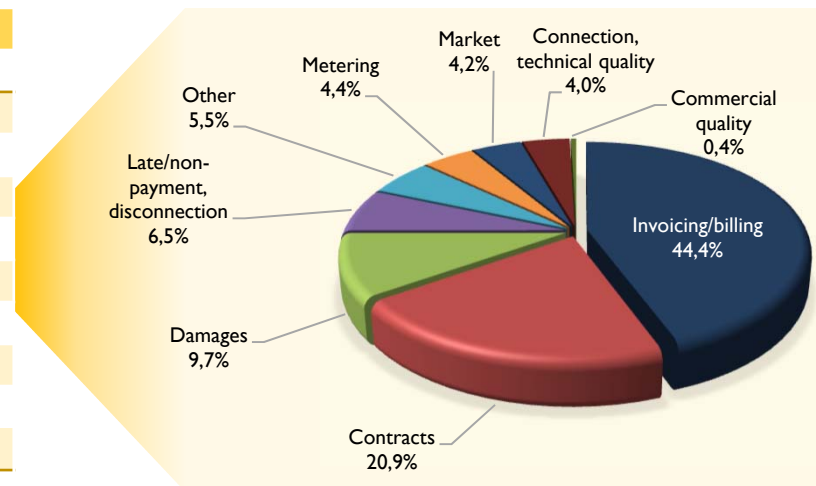


Fig. 5

Conciliation applications topics for the **Gas sector** year 2023



2023 – Gas sector		
Topic application	n.	% vs tot.
Invoicing/billing	4.738	56,3%
Contracts	1685	20,0%
Late/non-payment, disconnection	532	6,3%
Other	462	5,5%
Metering	414	4,9%
Market	301	3,6%
Connection, technical quality	177	2,1%
Damages	74	0,9%
Commercial quality	37	0,4%
<b>Total</b>	<b>8.420</b>	<b>100%</b>

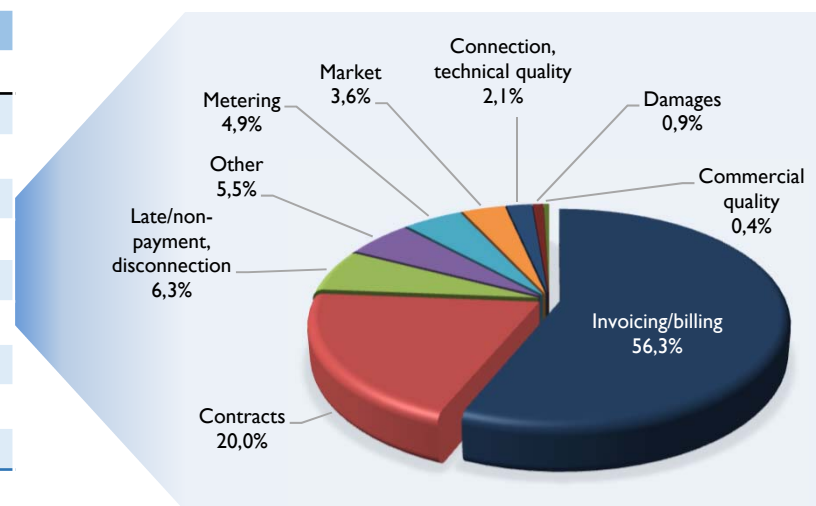


Fig. 6

Conciliation applications topics for **Prosumer** year 2023



2023 – Prosumer		
Topic application	n.	% su tot.
<b>NEM</b>	73	30,4%
<b>Connection, technical quality</b>	59	24,6%
<b>Purchase and sale</b>	29	12,1%
<b>Invoicing/billing</b>	26	10,8%
<b>Metering</b>	18	7,5%
<b>Other</b>	16	6,7%
<b>Contracts</b>	10	4,2%
<b>Damages</b>	7	2,9%
<b>Market</b>	1	0,4%
<b>Commercial quality</b>	1	0,4%
<b>Total</b>	<b>240</b>	<b>100%</b>

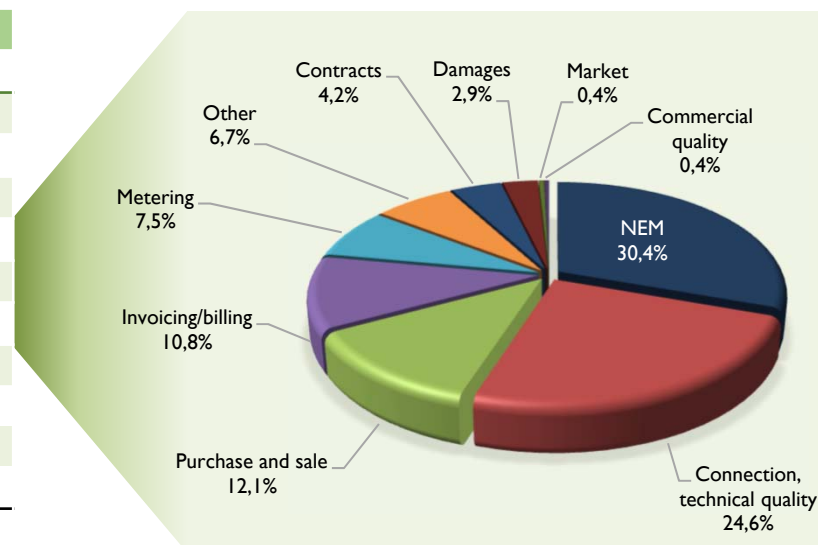


Fig. 7

Conciliation applications topics for **Dual-Fuel customers** year 2023



2023 - Dual-Fuel customers		
Topic application	n.	% vs tot.
<b>Contracts</b>	1.463	38,3%
<b>Invoicing/billing</b>	1.240	32,5%
<b>Market</b>	617	16,2%
<b>Other</b>	200	5,2%
<b>Late/non-payment, disconnection</b>	179	4,7%
<b>Damages</b>	47	1,2%
<b>Metering</b>	25	0,7%
<b>Connection, technical quality</b>	25	0,7%
<b>Commercial quality</b>	21	0,5%
<b>Total</b>	<b>3.817</b>	<b>100%</b>

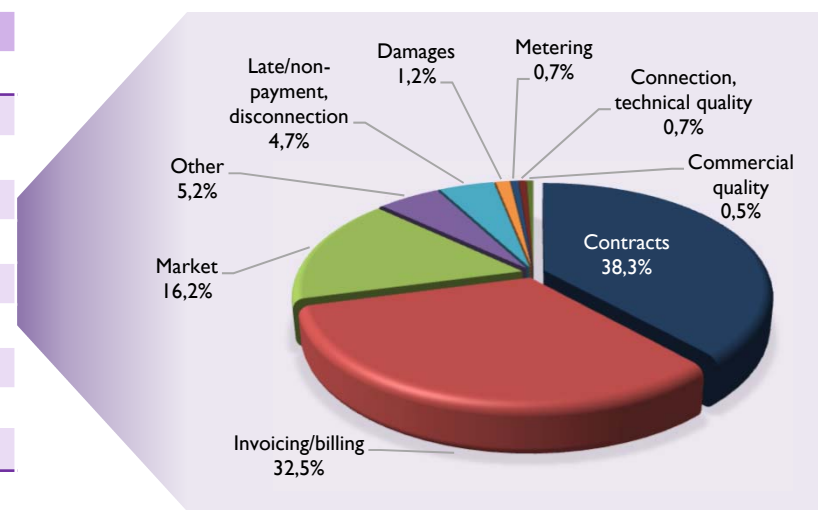


Fig. 8

Conciliation applications topics for the **Water sector** year 2023



2023 – Water sector		
Topic application	n.	% vs tot.
Invoicing/billing	2.756	70,3%
Metering	222	5,7%
Other	207	5,3%
Contracts	202	5,1%
Late/non-payment, disconnection	179	4,6%
Connection	137	3,5%
Damages	119	3,0%
Technical quality	52	1,3%
Contractual quality	49	1,2%
<b>Total</b>	<b>3.923</b>	<b>100%</b>

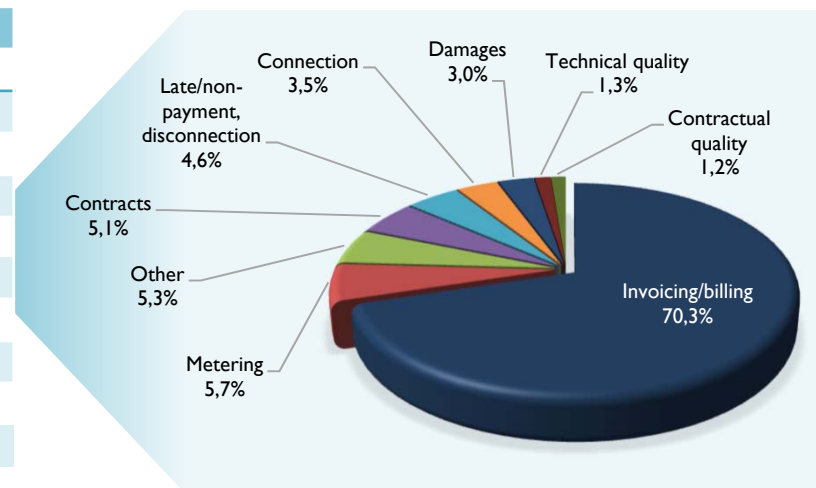


Fig. 9

Conciliation applications topics for the **District heating sector** year 2023



Focus on 2023 - District heating sector		
Topic application	n.	% vs tot.
Transparency of the service	24	39,3%
Other	22	36,1%
Connections	5	8,2%
Late/non-payment, disconnection	4	6,6%
Damages	3	4,9%
Commercial quality	2	3,3%
Technical quality	1	1,6%
<b>Total</b>	<b>61</b>	<b>100%</b>

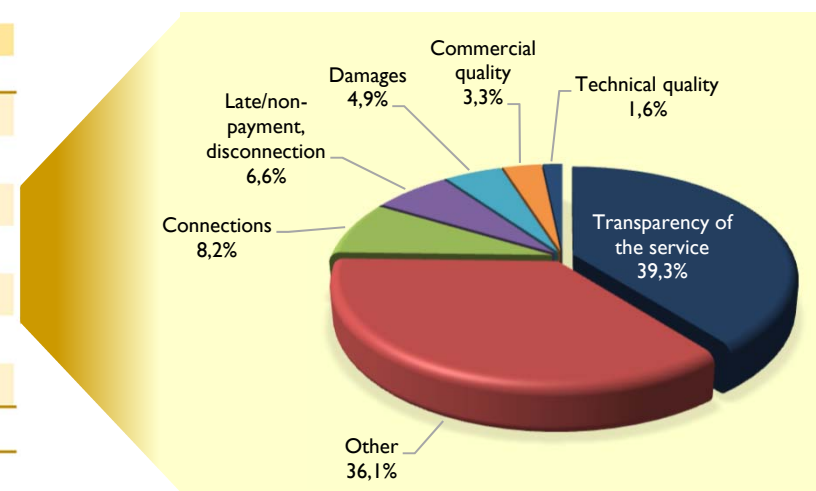


Fig. 10

Number of applications by applicants type year 2023



Focus on 2023					
Applicants type	Customer	Consumer Associations	Others	SME Associations	Total
Households	8.665	7.909	8.357		24.931
Non-households	2.653	1066	4.016	11	7.746
<b>Total</b>	<b>11.318</b>	<b>8.975</b>	<b>12.373</b>	<b>11</b>	<b>32.677</b>
% vs Tot.	34,6%	27,5%	37,9%	0,03%	100%

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

Fig. 11

Average age and applications issued by customer and delegate year 2023

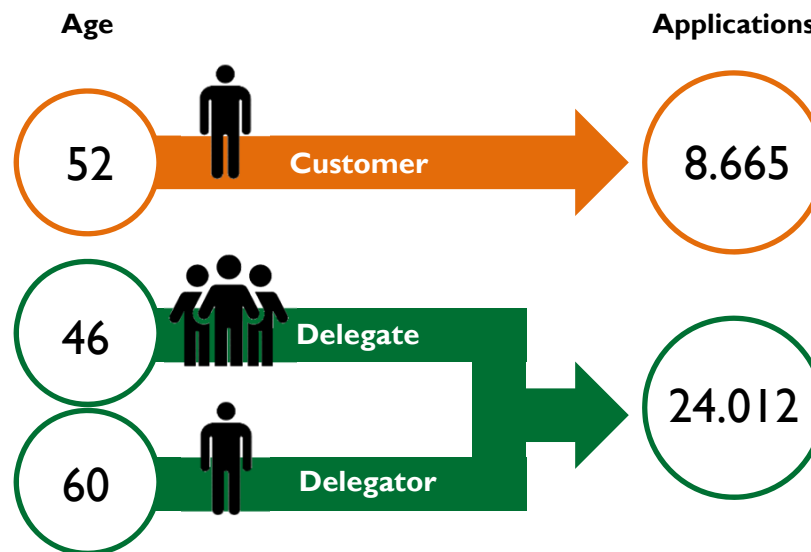




Fig. 12

**Applications status year 2023**



Focus on 2023		
Applications status	Tot.	% vs tot.
Accepted	26.533	81,2%
Not accepted	2.862	8,8%
Not completed by the applicant	3.282	10,0%
<b>Total</b>	<b>32.677</b>	<b>100%</b>

Not accepted details

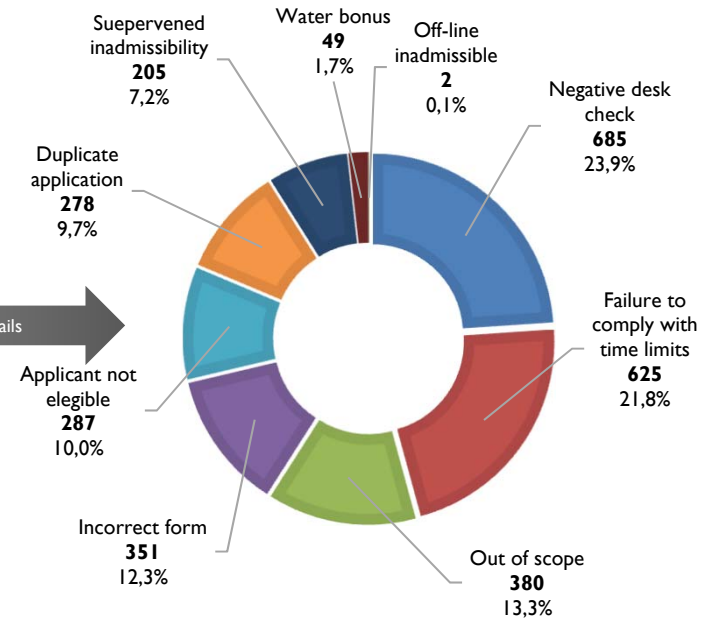


Fig. 13

**Accepted applications for Electricity and Gas sectors, Prosumer and Dual-Fuel customers and status year 2023**



2023 – Electricity and Gas sectors, Prosumer, Dual-Fuel customers		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	14.740	68,7%
No-agreement	6.251	29,1%
Withdrawal from procedure	338	1,6%
Lack of participation of counterparty**	126	0,6%
<b>Total</b>	<b>21.455</b>	<b>100%</b>

\* 1.863 procedures pending as of January 22, 2024.

\*\* Lack of participation communicated by suppliers operating in Last Instance Service (LIS)



Fig. 14

Accepted applications  
for **Water sector**  
and status  
year 2023



Focus on 2023 – Water sector		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	1.926	68,2%
No-agreement	787	27,9%
Lack of participation of counterparty**	58	2,1%
Withdrawal from procedure	51	1,8%
<b>Total</b>	<b>2.822</b>	<b>100%</b>

\* 358 procedures pending as of January 22, 2024.

\*\*The non-adhesions of the counterpart in the water and district heating sectors refer to applications submitted before 06/30/2023, the date from which the conciliation attempt was also mandatory for the aforementioned sectors, with the consequent mandatory participation of all water operators/managers

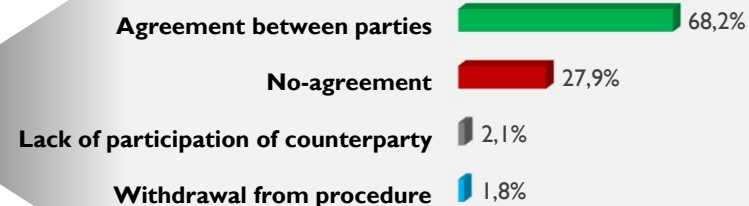


Fig. 15

Accepted applications  
for **District heating sector**  
and status  
year 2023



Focus on 2023 – District heating sector		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	15	50,0%
Lack of participation of counterparty**	7	23,3%
No-agreement	6	20,0%
Withdrawal from procedure	2	6,7%
<b>Total</b>	<b>30</b>	<b>100%</b>

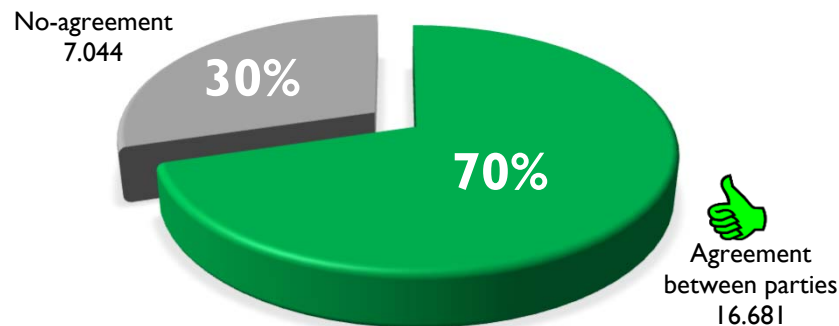
\* 5 procedures pending as of January 22, 2024.

\*\*The non-adhesions of the counterpart in the water and district heating sectors refer to applications submitted before 06/30/2023, the date from which the conciliation attempt was also mandatory for the aforementioned sectors, with the consequent mandatory participation of all water operators/managers



Fig. 16

Outcomes of procedures started and concluded year 2023



**53** Average number of days for concluding the procedure year 2023

Fig. 17

Outcomes of procedures by sector year 2023



Applications status	2023													
	Electricity		Gas		Water		Dual-fuel		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.
<b>Agreement between parties</b>	7.652	65%	4.515	74%	1.926	71%	2.486	84%	87	58%	15	71%	<b>16.681</b>	<b>70%</b>
<b>No-agreement</b>	4.098	35%	1.605	26%	787	29%	484	16%	64	42%	6	29%	<b>7.044</b>	<b>30%</b>
<b>Total</b>	<b>11.750</b>	<b>100%</b>	<b>6.120</b>	<b>100%</b>	<b>2.713</b>	<b>100%</b>	<b>2.970</b>	<b>100%</b>	<b>151</b>	<b>100%</b>	<b>21</b>	<b>100%</b>	<b>23.725</b>	<b>100%</b>

Fig. 18

**Compensation<sup>1</sup>** for the procedures started and concluded year 2023



Fig. 19

**Customer satisfaction** for the procedures started and concluded year 2023



**About 95% 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 2023 and signed an agreement in front of the Conciliation Service.  
 2) 11.668 complete questionnaire replies.