

# 2021

## ARERA Conciliation Service

*Electricity, gas, water and district heating sectors*

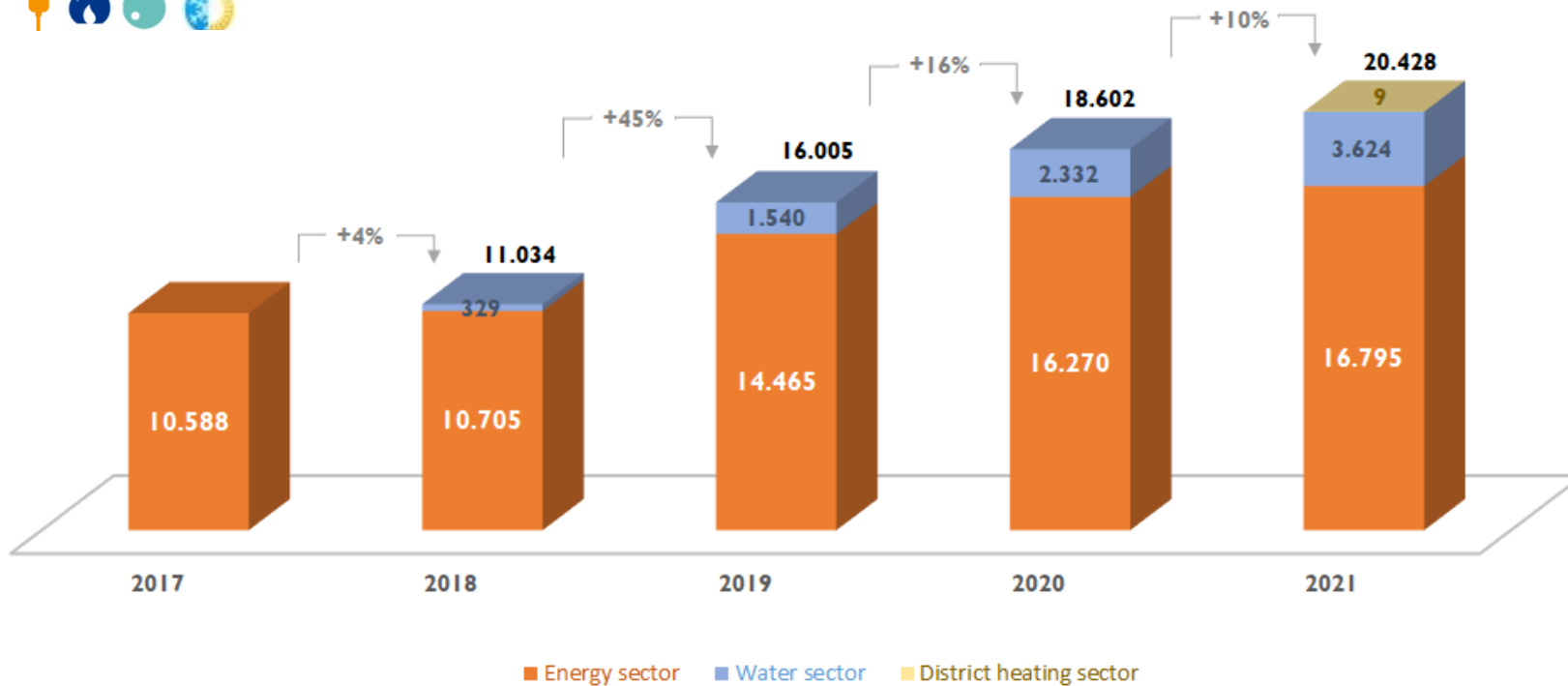
## Annual Report

*Year 2021 - Last updated February 1, 2022*

*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 2017-2021**




**9.784** Electricity sector 

**5.210** Gas sector 

**3.624** Water sector 

**1.688** Dual-Fuel customers 

**113** Prosumer 

**9** District heating sector 

**20.428**

Amount of conciliation applications  
2021



Fig. 2

Amount of incoming conciliation applications year 2021

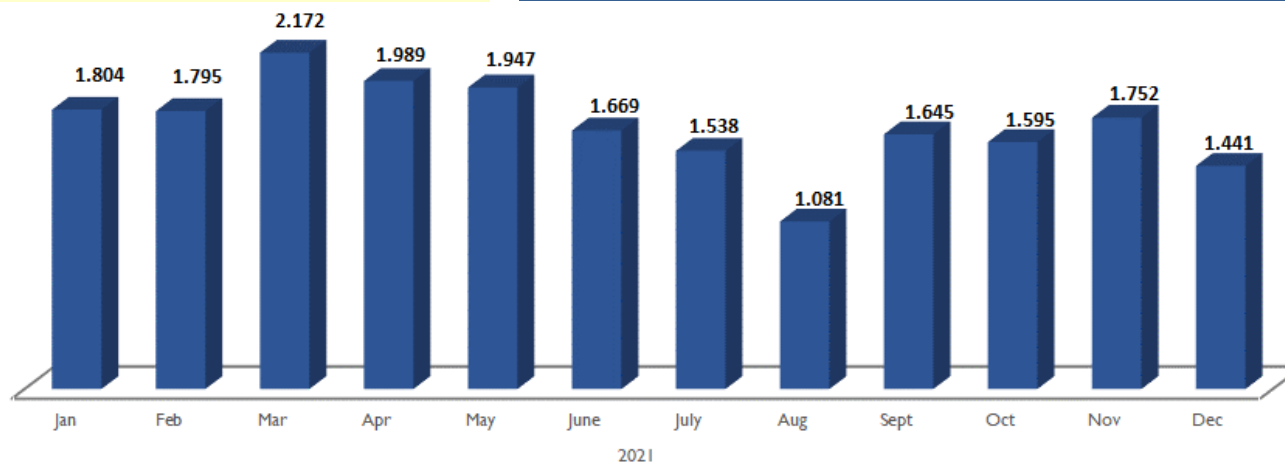
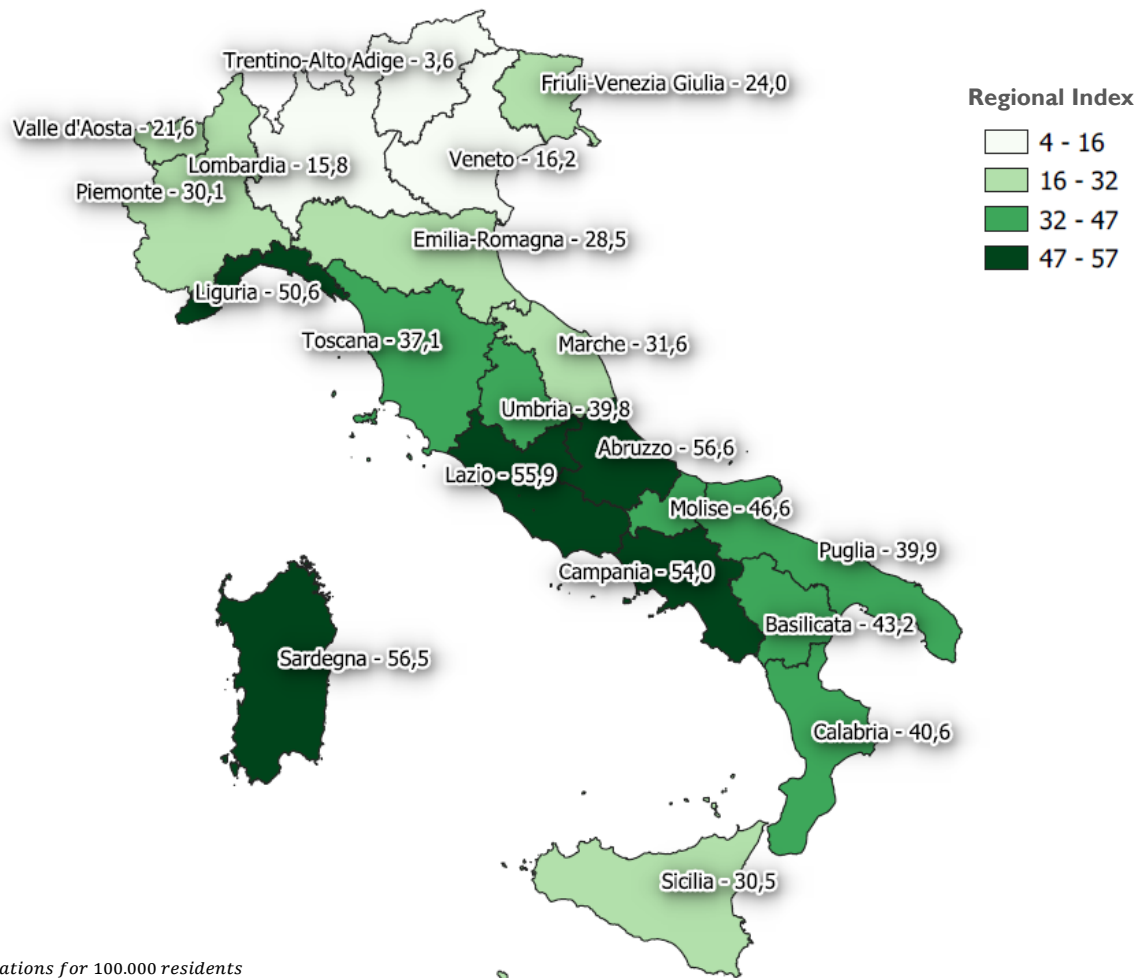


Fig. 3

**Regional Index<sup>1</sup>**  
 of submitted  
 conciliation  
 applications  
 year 2021



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 2021



Focus on 2021 – Electricity sector		
Topic application	n.	% vs tot.
Invoicing/billing	4.951	50,6%
Damages	1.434	14,7%
Contracts	1.199	12,3%
Late/non-payment, disconnection	639	6,5%
Other	541	5,5%
Connection, technical quality	463	4,7%
Metering	433	4,4%
Market	78	0,8%
Commercial quality	46	0,5%
<b>Total</b>	<b>9.784</b>	<b>100%</b>

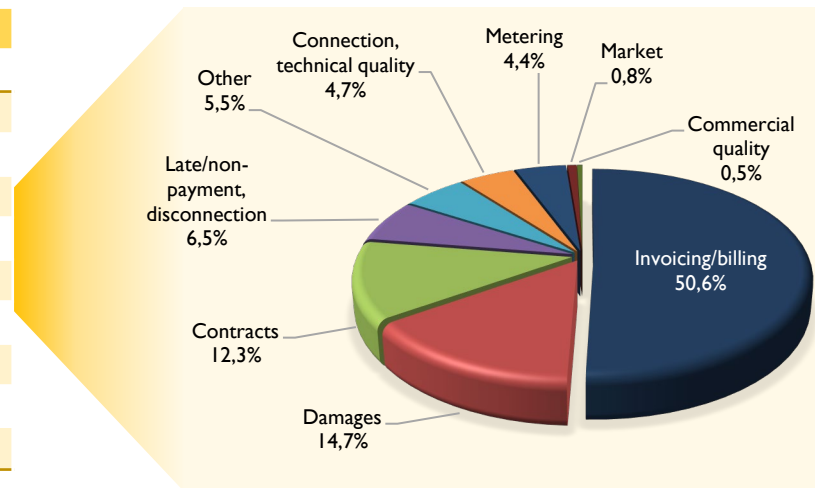


Fig. 5

Conciliation applications topics for the **Gas sector** year 2021



Focus on 2021 – Gas sector		
Topic application	n.	% vs tot.
Invoicing/billing	3.140	60,3%
Contracts	674	12,9%
Late/non-payment, disconnection	516	9,9%
Metering	282	5,4%
Other	213	4,1%
Connection, technical quality	206	4,0%
Damages	111	2,1%
Market	43	0,8%
Commercial quality	25	0,5%
<b>Total</b>	<b>5.210</b>	<b>100%</b>

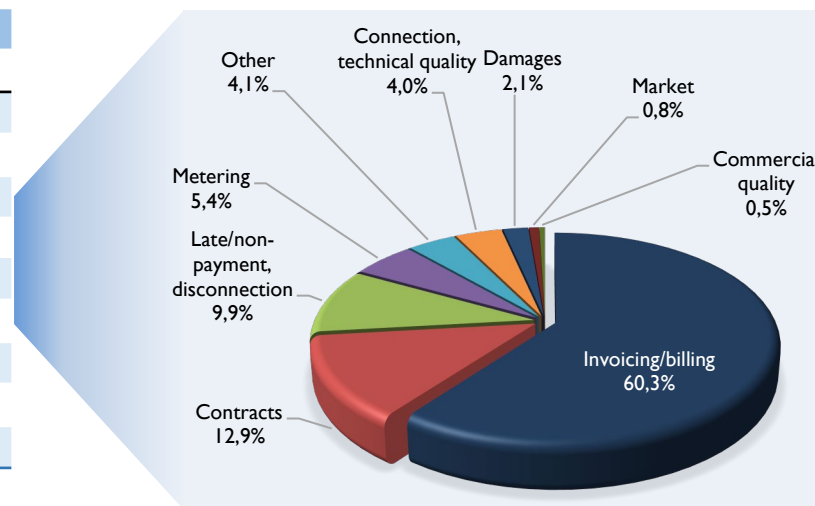


Fig. 6

Conciliation applications topics for **Prosumer** year 2021



Focus on 2021 - Prosumer		
Topic application	n.	% vs tot.
<b>NEM</b>	44	38,9%
<b>Metering</b>	16	14,2%
<b>Other</b>	13	11,5%
<b>Invoicing/billing</b>	13	11,5%
<b>Connection, technical quality</b>	8	7,1%
<b>Damages</b>	6	5,3%
<b>Contracts</b>	6	5,3%
<b>Purchase and sale</b>	5	4,4%
<b>Commercial quality</b>	2	1,8%
<b>Total</b>	<b>113</b>	<b>100%</b>

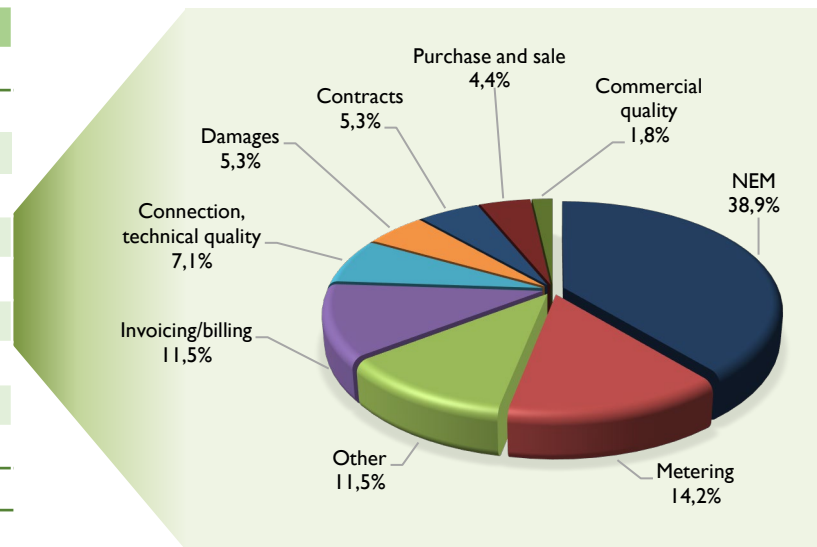


Fig. 7

Conciliation applications topics for **Dual-Fuel customers** year 2021



Focus on 2021 - Dual-Fuel customers		
Topic application	n.	% vs tot.
<b>Invoicing/billing</b>	848	50,2%
<b>Contracts</b>	473	28,0%
<b>Late/non-payment, disconnection</b>	150	8,9%
<b>Other</b>	81	4,8%
<b>Market</b>	42	2,5%
<b>Damages</b>	39	2,3%
<b>Connection, technical quality</b>	24	1,4%
<b>Metering</b>	17	1,0%
<b>Commercial quality</b>	14	0,9%
<b>Total</b>	<b>1.688</b>	<b>100%</b>

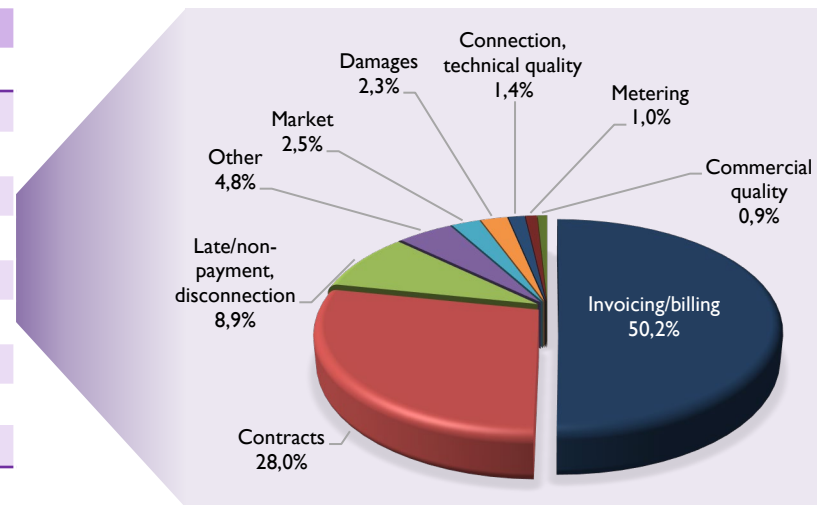


Fig. 8

Conciliation applications topics for the **Water sector** year 2021

Focus on 2021 – Water sector		
Topic application	n.	% vs tot.
Invoicing/billing	2.667	73,6%
Contracts	178	4,9%
Metering	175	4,8%
Other	147	4,1%
Late/non-payment, disconnection	134	3,7%
Damages	123	3,4%
Connection	111	3,1%
Contractual quality	50	1,4%
Technical quality	39	1,0%
<b>Total</b>	<b>3.624</b>	<b>100%</b>

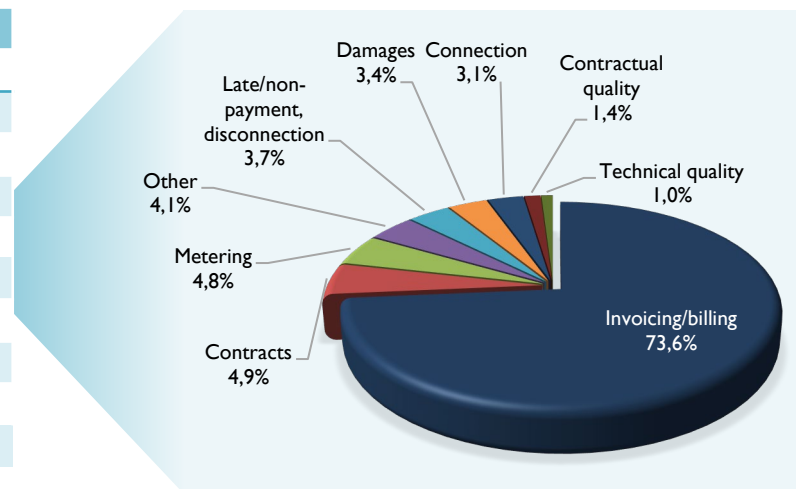


Fig. 9

Conciliation applications topics for the **District heating sector** year 2021

Focus on 2021 - District heating sector		
Topic application	n.	% vs tot.
Other	4	44,4%
Technical quality	2	22,2%
Transparency of the service	2	22,2%
Damages	1	11,2%
<b>Total</b>	<b>9</b>	<b>100%</b>

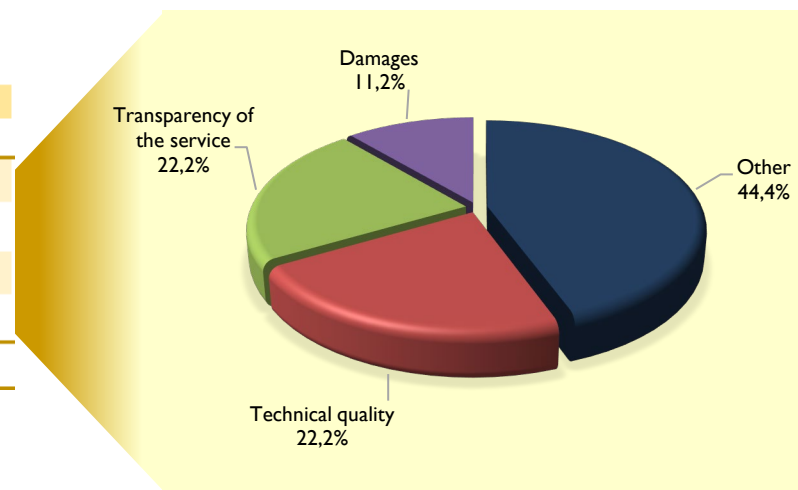


Fig. 10

Number of applications by applicants type year 2021



Focus on 2021					
Applicants type	Customer	Consumer Associations	Others	SME Associations	Total
Households	4.791	4.533	5.870		15.194
Non-households	1.740	770	2.710	14	5.234
<b>Total</b>	<b>6.531</b>	<b>5.303</b>	<b>8.580</b>	<b>14</b>	<b>20.428</b>
% vs Tot.	32,0%	25,9%	42,0%	0,1%	100,0%

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

Fig. 11

Average age and applications issued by customer and delegate year 2021

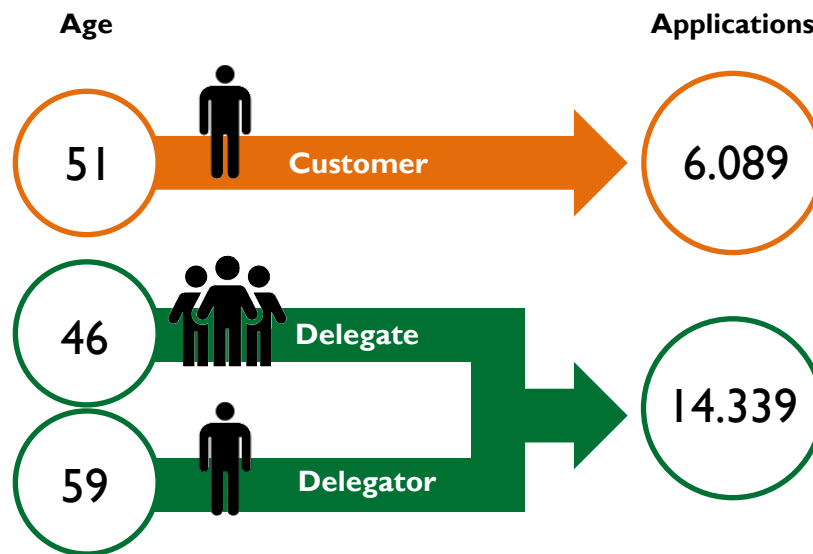




Fig. 12

**Applications status year 2021**



Focus on 2021		
Applications status	Tot.	% vs tot.
Accepted	16.434	80,4%
Not accepted	2.145	10,5%
Not completed by the applicant	1.849	9,1%
<b>Total</b>	<b>20.428</b>	<b>100%</b>

Not accepted details

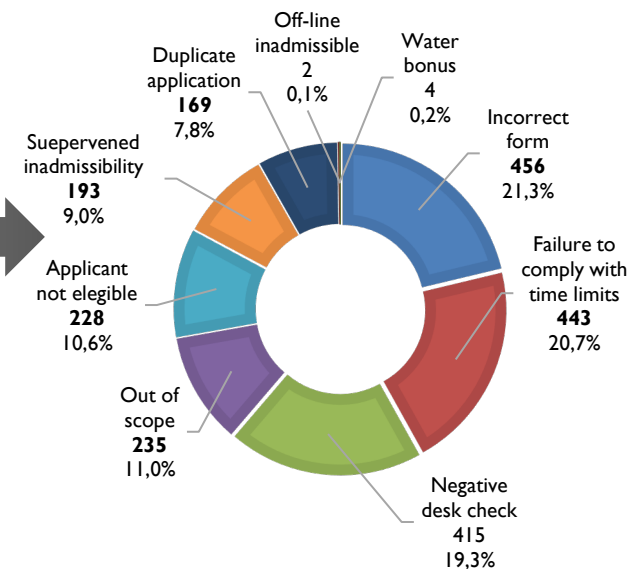


Fig. 13

**Accepted applications for Electricity and Gas sectors, Prosumer and Dual-Fuel customers and status year 2021**



Focus on 2021 – Electricity and Gas sectors, Prosumer, Dual-Fuel customers		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	8.318	66,9%
No-agreement	3.880	31,2%
Withdrawal from procedure	222	1,8%
Lack of participation of counterparty**	6	0,1%
<b>Totale</b>	<b>12.426</b>	<b>100%</b>

\* 1.071 Pending procedures on 01/02/2021

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

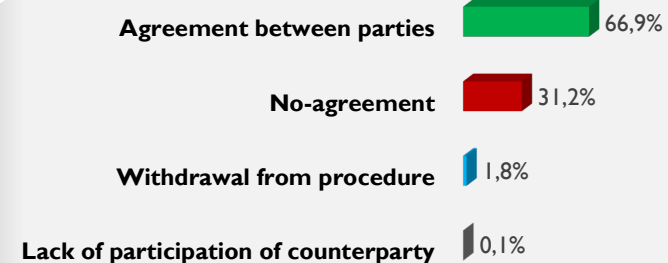


Fig. 14

Accepted applications for **Water sector** and status year 2021

Focus on 2021 – Water sector		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	1.883	70,7%
No-agreement	486	18,0%
Lack of participation of counterparty	208	8,1%
Withdrawal from procedure	86	3,2%
<b>Total</b>	<b>2.663</b>	<b>100%</b>

\* 269 Pending procedures on 01/02/2021

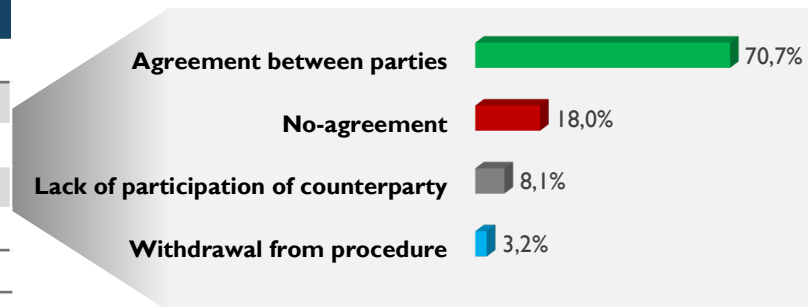


Fig. 15

Accepted applications for **District heating sector** and status year 2021

Focus on 2021 – District heating sector		
Accepted applications and status*	Tot.	% vs tot.
Withdrawal from procedure	1	50,0%
Lack of participation of counterparty	1	50,0%
<b>Total</b>	<b>2</b>	<b>100%</b>

\* 3 Pending procedures on 01/02/2021

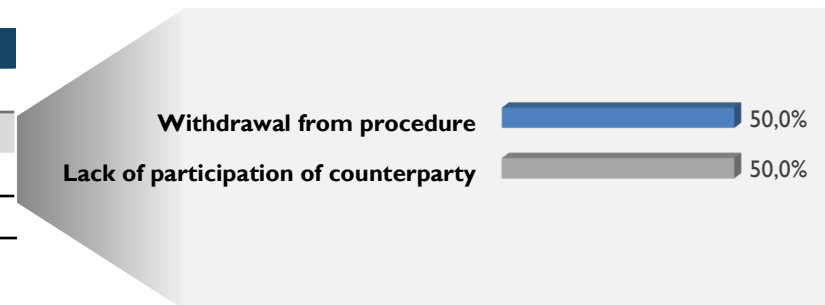


Fig. 16

Outcomes of  
procedures started  
and concluded  
year 2021

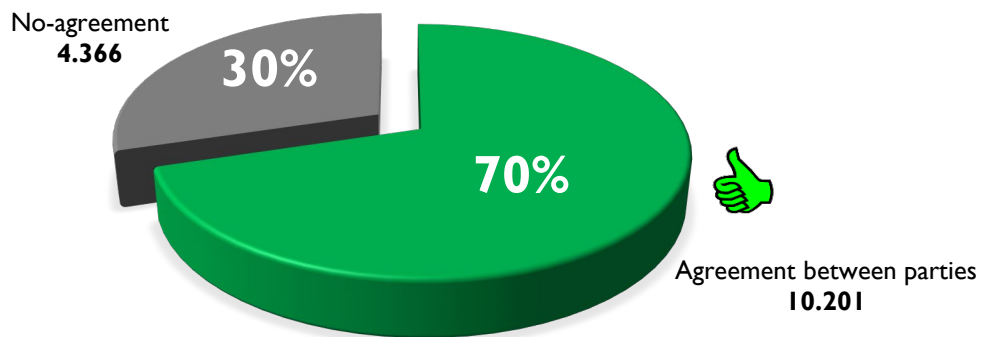


Fig. 17

Outcomes of  
procedures by  
sector  
year 2021



Average number of days for  
concluding the procedure  
year 2021

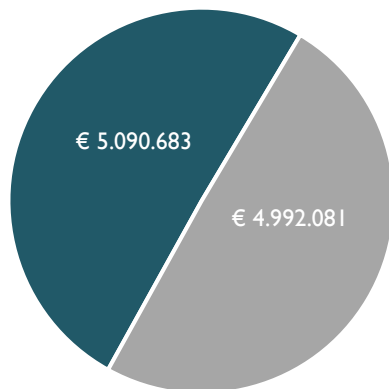
**55**



Year 2021												
	Electricity		Gas		Water		Dual-Fuel		Prosumer		Total	
Applications status	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.
<b>Agreement between parties</b>	4.410	62%	2.884	76%	1.883	79%	981	78%	43	61%	<b>10.201</b>	<b>70%</b>
<b>No-agreement</b>	2.647	38%	934	24%	486	21%	271	22%	28	39%	<b>4.366</b>	<b>30%</b>
<b>Total</b>	<b>7.057</b>	<b>100%</b>	<b>3.818</b>	<b>100%</b>	<b>2.369</b>	<b>100%</b>	<b>1.252</b>	<b>100%</b>	<b>71</b>	<b>100%</b>	<b>14.567</b>	<b>100%</b>

Fig. 18

**Compensation<sup>1</sup>** for the procedures started and concluded year 2021



■ Households ■ Non - households



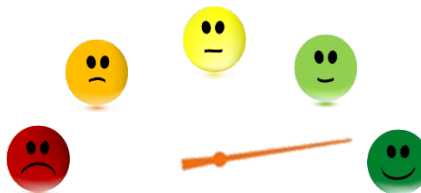
**10.082.764 €**

Fig. 19

**Customer satisfaction** for the procedures started and concluded year 2021



**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**



**Not satisfied**

**Completely satisfied**

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 2021 and signed an agreement in front of the Conciliation Service.

2) 6.879 complete questionnaire replies.