



ARERA Conciliation Service

Electricity, gas ad water sector

Annual Report -Year 2018

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 year 2018

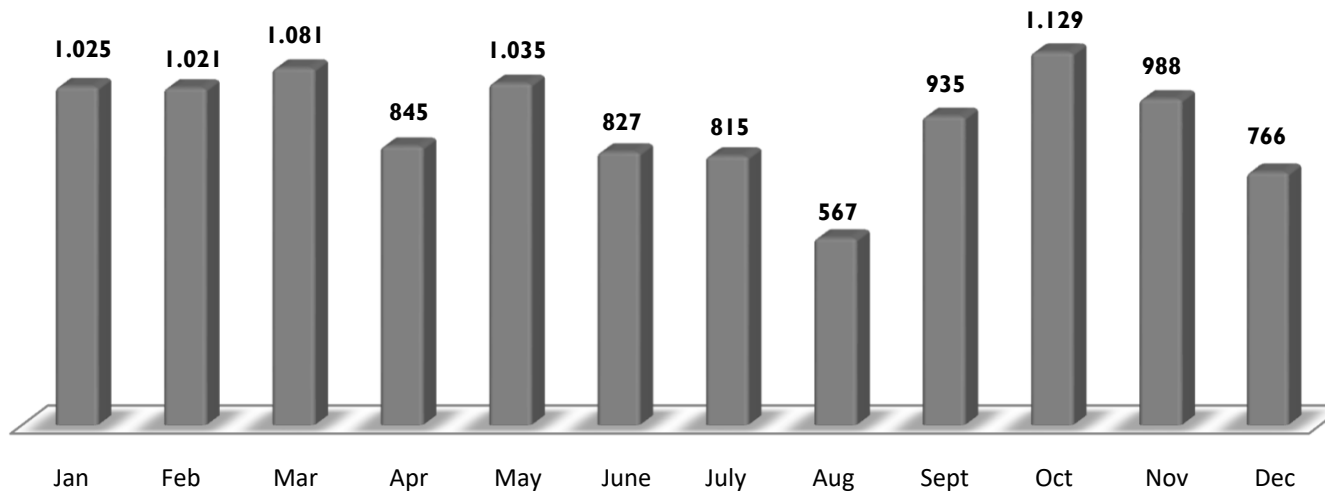
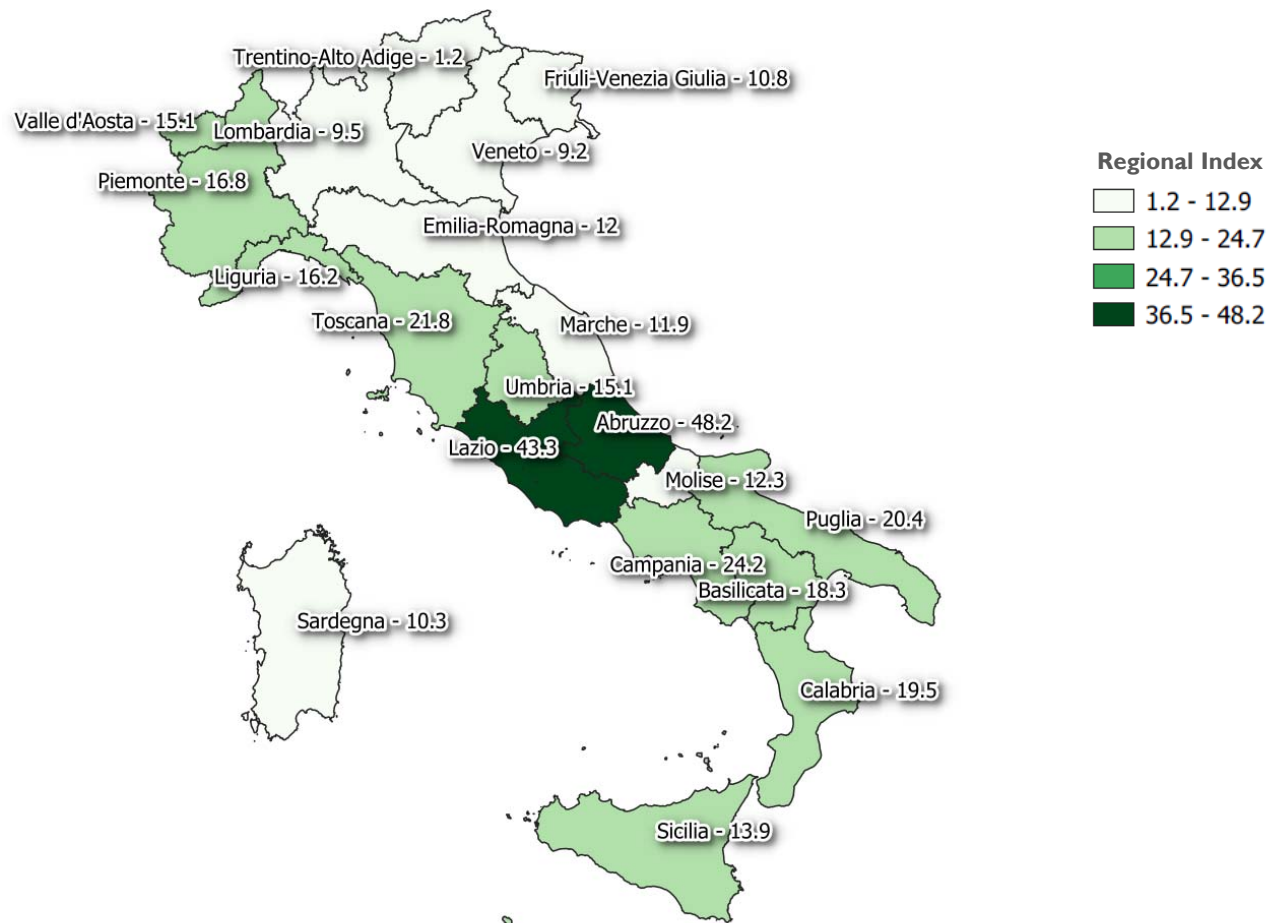


Fig. 2

Regional Index¹
 of submitted
 conciliation
 applications
 year 2018



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

Fig. 3

Conciliation applications topics for the **Electricity sector** year 2018



Electricity sector		Focus on 2018	
Topic applications	n.	% vs tot	
Invoicing/billing	2.635	43,9%	
Damages	1.183	19,7%	
Contracts	729	12,1%	
Other	512	8,5%	
Late/non-payment, disconnection	360	6,0%	
Connection, technical quality	283	4,8%	
Metering	243	4,0%	
Market	42	0,7%	
Commercial quality	21	0,3%	
Total	6.008	100%	

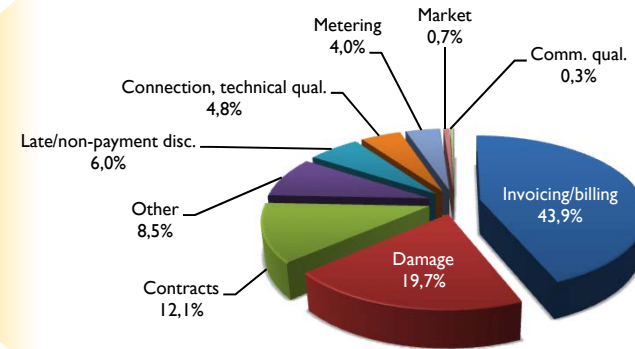


Fig. 4

Conciliation applications topics for the **Gas sector** year 2018



Gas sector		Focus on 2018	
Topic applications	n.	% vs tot	
Invoicing/billing	2.520	63,1%	
Contracts	374	9,3%	
Other	308	7,7%	
Late/non-payment, disconnection	266	6,7%	
Metering	224	5,6%	
Connection, technical quality	171	4,3%	
Damages	89	2,2%	
Commercial quality	27	0,7%	
Market	15	0,4%	
Total	3.994	100%	

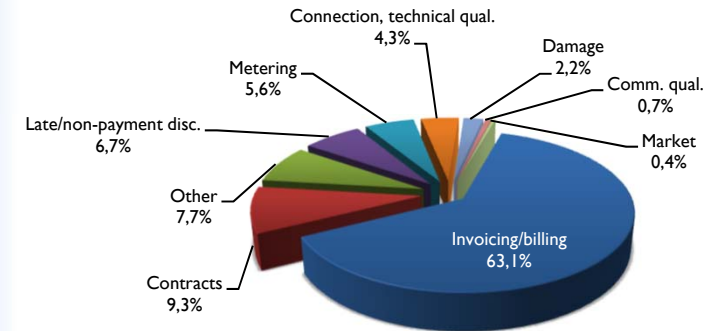


Fig. 5

Conciliation applications topics for the **Dual - Fuel sector** year 2018



Dual - Fuel sector		Focus on 2018	
Topic applications	n.	% vs tot	
Invoicing/billing	351	54,6%	
Contracts	151	23,5%	
Other	52	8,1%	
Late/non-payment, disconnection	38	5,9%	
Damages	14	2,2%	
Market	12	1,9%	
Connection, technical quality	11	1,7%	
Metering	8	1,2%	
Commercial quality	6	0,9%	
Total	643	100%	

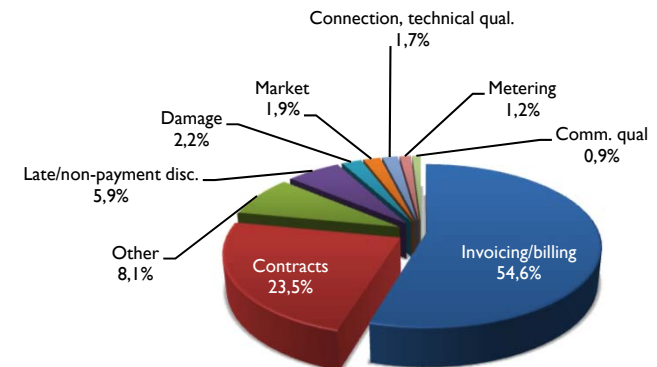


Fig. 6

Conciliation applications topics for the **Water sector** year 2018



Water sector		Focus on 2018	
Topic applications	n.	% vs tot	
Invoicing/billing	196	59,6%	
Other	42	12,8%	
Late/non-payment, disconnection	25	7,6%	
Contracts	18	5,5%	
Metering	16	4,9%	
Connection	10	3,0%	
Damages	9	2,7%	
Contractual quality	8	2,4%	
Technical quality	5	1,5%	
Total	329	100%	

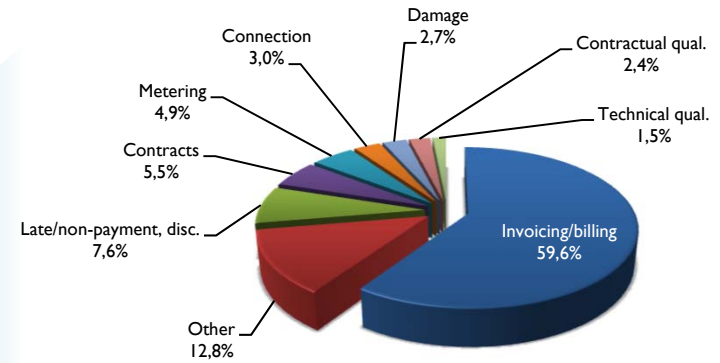


Fig. 7

Conciliation applications topics for the **Prosumer sector** year 2018



Prosumer sector		Focus on 2018	
Topic applications	n.	% vs tot	
Other	13	21,7%	
NEM	11	18,3%	
Connection, technical quality	9	15,0%	
Invoicing/billing	8	13,3%	
Contracts	6	10,0%	
Damages	6	10,0%	
Metering	4	6,7%	
Purchase and sale	3	5,0%	
Total	60	100%	

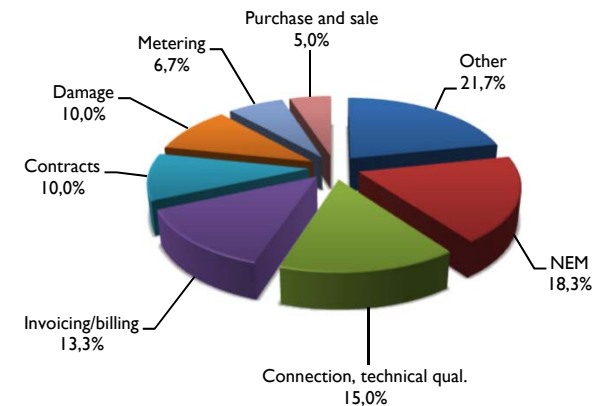


Fig. 8

Number of applications by applicants type year 2018



Applicants type	Customer	Consumer Associations	Others	SME Associations	Total
Households	2.300	2.645	3.073	-	8.018
Non-households	1.694	521	797	4	3.016
Total	3.994	3.166	3.870	4	11.034
% vs Tot.	36,1%	28,7%	35,1%	0,1%	100%

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

Fig. 9

Average age and applications issued by customer and delegate year 2018

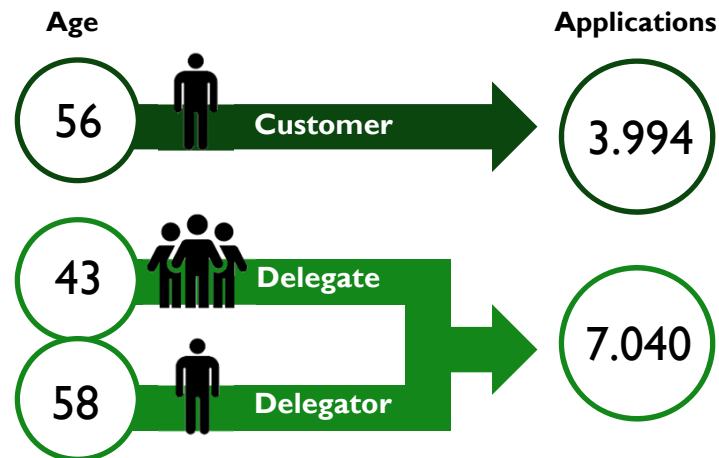


Fig. 10

Applications status per quarter year 2018



Applications status	2018				Total	% vs tot.
	I QTR	II QTR	III QTR	IV QTR		
Accepted	2.513	2.177	1.837	2.281	8.808	79,8%
Not accepted	366	296	275	367	1.304	11,8%
Not completed by the applicant	248	234	205	235	922	8,4%
Total	3.127	2.707	2.317	2.883	11.034	100%

Fig. 12

Accepted applications for Electricity, Gas, Prosumer and Dual Fuel sectors and status year 2018



Accepted applications and applications status	Total	% vs tot
Agreement between parties	4.768	55,8%
No-agreement	2.545	29,7%
Ongoing	1.153	13,5%
Withdrawal from procedure	77	0,9%
Lack of participation of counterparty*	3	0,1%
Total	8.546	100%

* Related to the applications in the electric/gas sectors against GSE, based on topics that are different from NME and purchase/sale

Fig. 13

Accepted applications for Water sector and status year 2018



Accepted applications and applications status	Total	% vs tot
Lack of participation of counterparty	94	35,9%
Ongoing	80	30,6%
Agreement between parties	68	25,9%
No-agreement	17	6,5%
Withdrawal from the procedure	3	1,1%
Total	262	100%

Fig. 11

Reasons of applications ineligibility year 2018

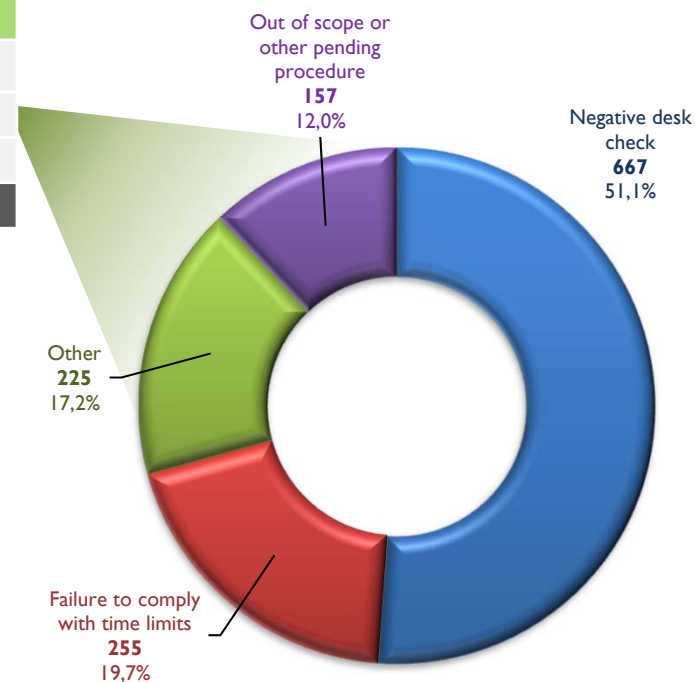
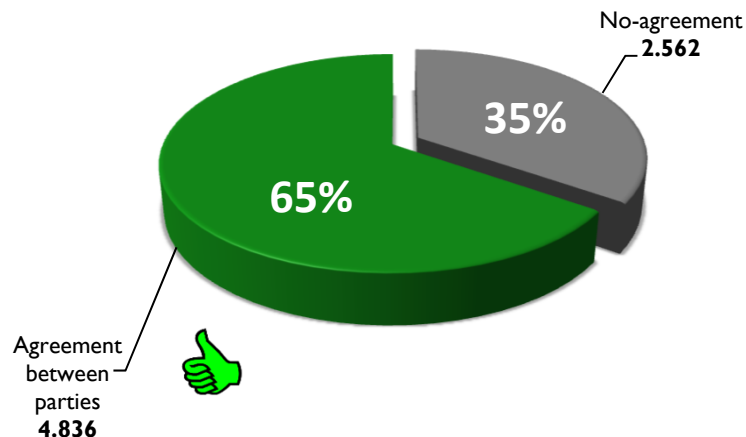


Fig. 14

Outcomes of applications started in 2018 and concluded



48

Average number of days for concluding the procedure year 2018



Fig. 15

Outcomes of applications by sector year 2018



Applications status	Electricity		Gas		Dual Fuel		Water		Prosumer		Total	
	n.	% vs Tot	n.	% vs Tot	n.	% vs Tot	n.	% vs Tot	n.	% vs Tot	n.	% vs Tot
No-agreement	1.673	41%	744	27%	116	26%	17	20%	12	34%	2.562	35%
Agreement between parties	2.375	59%	2.045	73%	325	74%	68	80%	23	66%	4.836	65%
Total	4.048	100%	2.789	100%	441	100%	85	100%	35	100%	7.398	100%

Fig. 16

Compensation¹
 for the procedures
 started in 2018
 and concluded

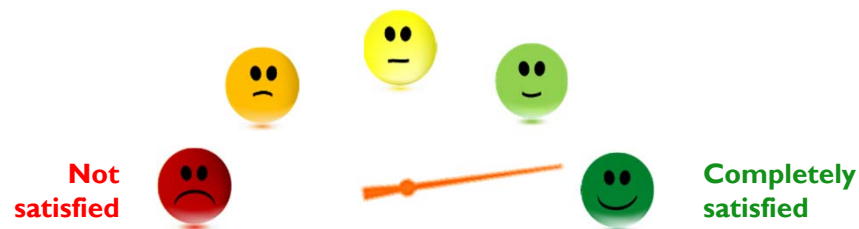


Fig. 17

Customer satisfaction
 for the procedures
 started in 2018
 and concluded



About 94% of the customers who completed the survey 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 signed an agreement in front of the Conciliation Service in 2018