

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

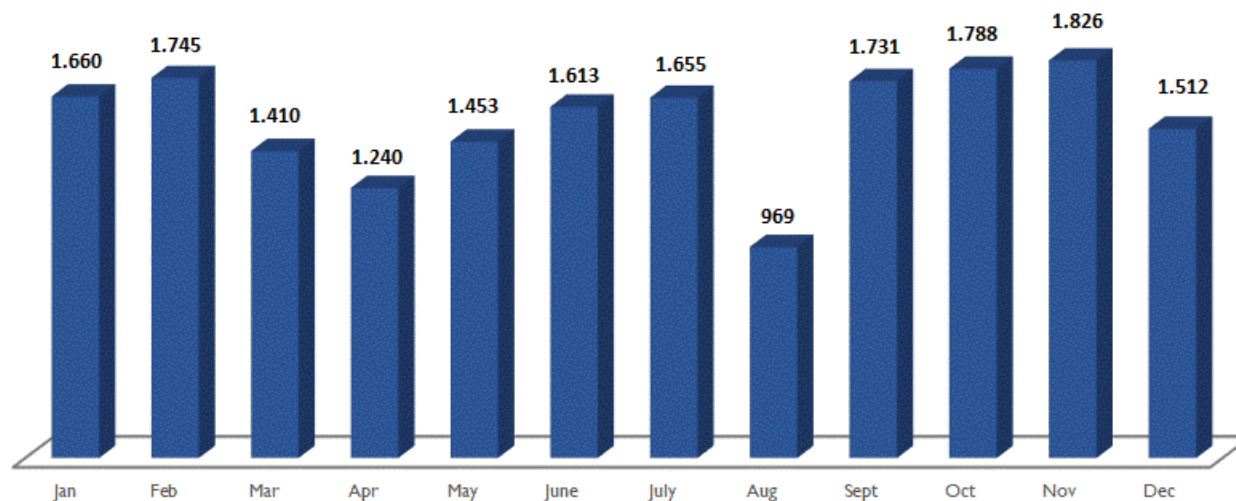
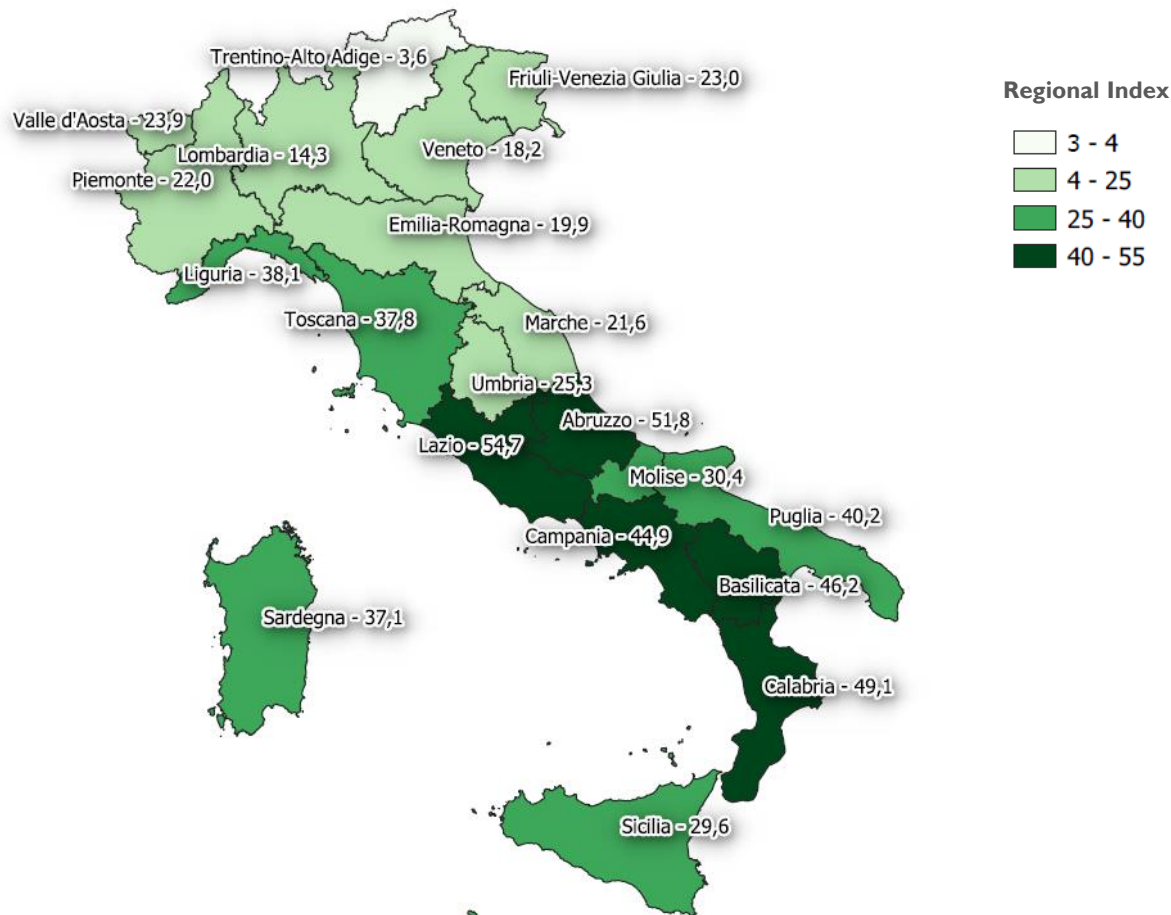


Fig. 2

Regional Index¹
 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%
Total	10.054	100%

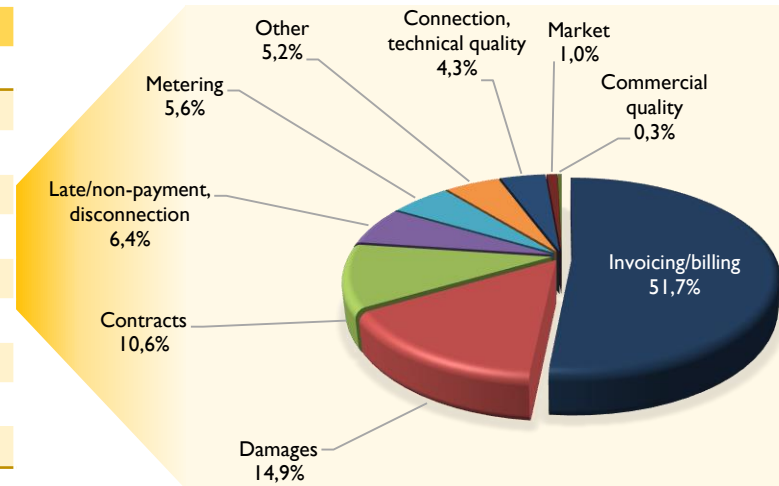


Fig. 4

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%
Total	4.794	100%

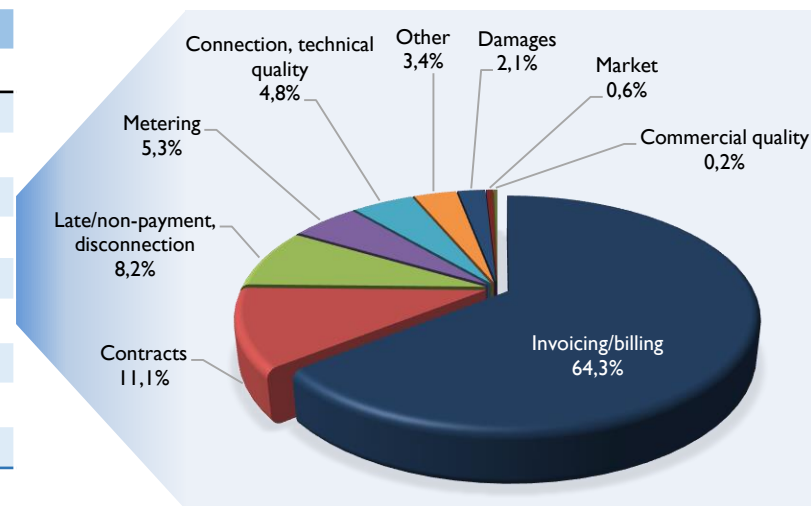


Fig. 5

Conciliation applications topics for **Prosumer** year 2020



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

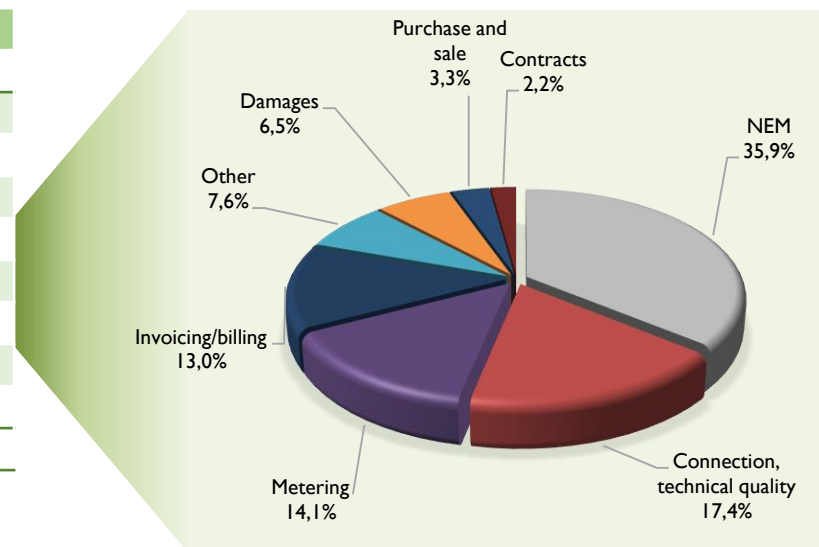


Fig. 6

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



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

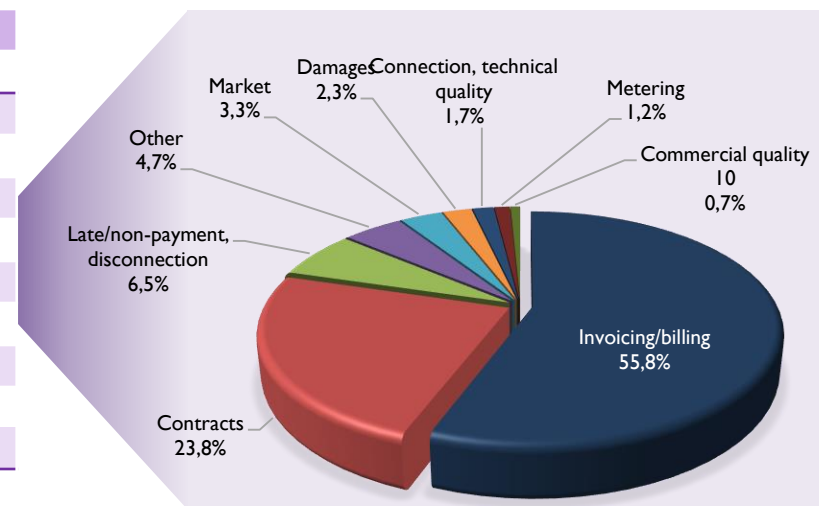


Fig. 7

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

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

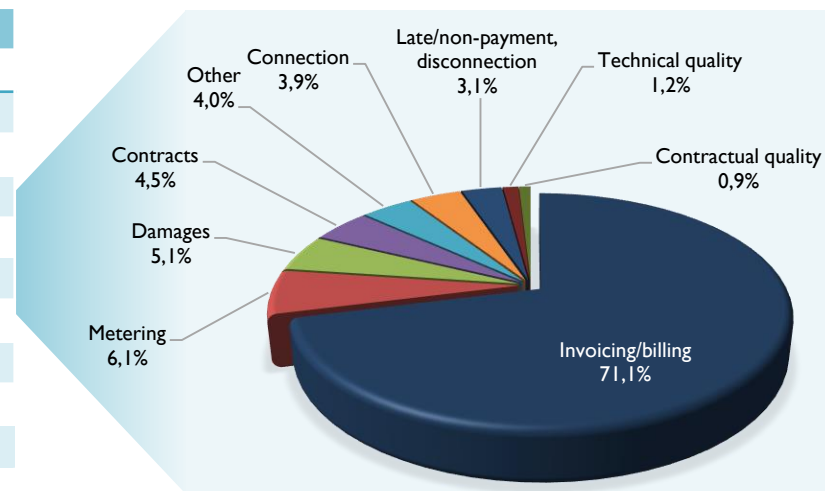


Fig. 8

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
Total	5.847	4.513	8.238	4	18.602
% 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

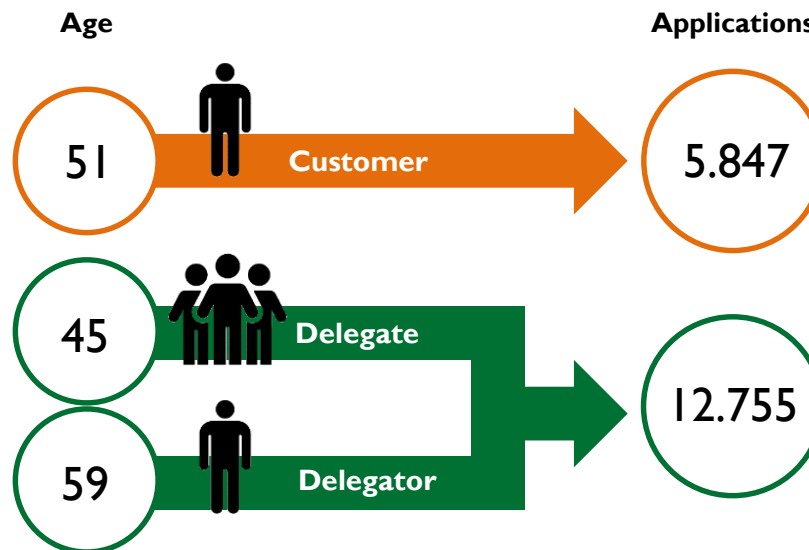


Fig. 10

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%
Total	18.602	100%

Not accepted details

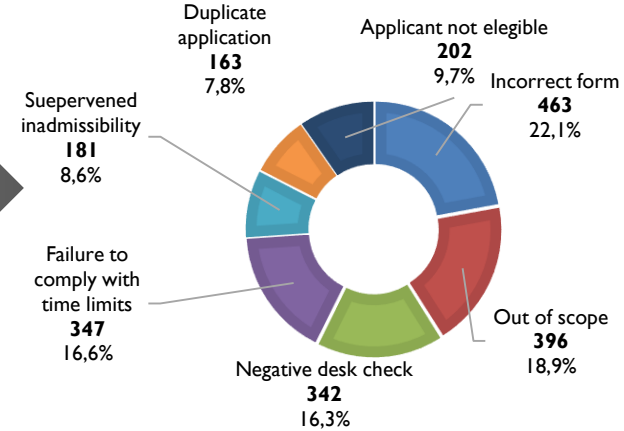


Fig. 11

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%
Total	11.044	100%

* 2.124 Pending procedures on 11/1/2021

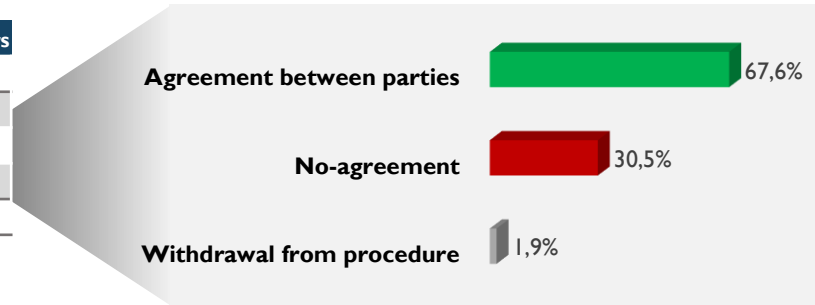


Fig. 12

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%
Total	1.542	100%

* 328 Pending procedures on 11/1/2021

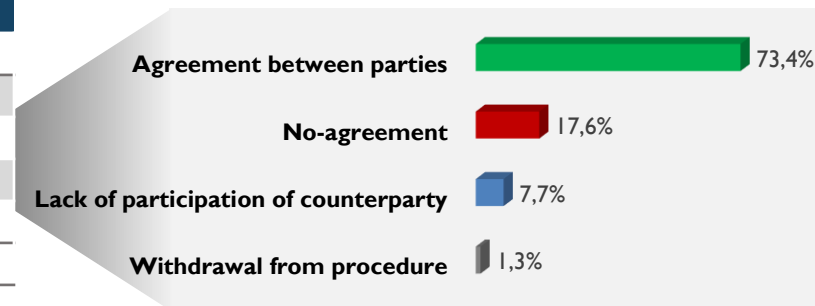


Fig. 13

Outcomes of
 procedures started
 and concluded
 year 2020

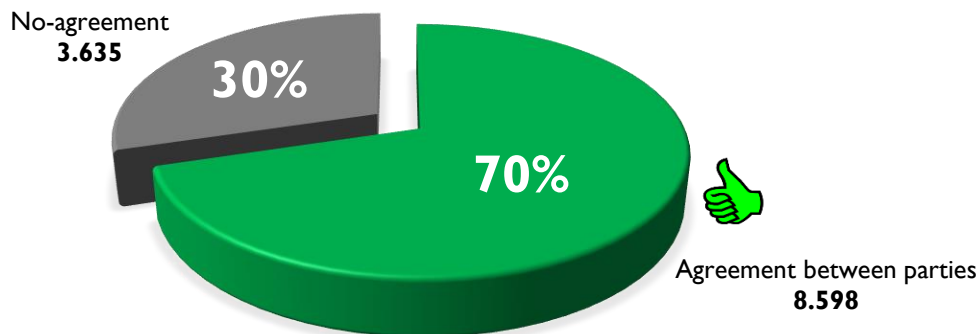


Fig. 14

Outcomes of
 procedures by
 sector
 year 2020



Average number of days for
 concluding the procedure
 year 2020

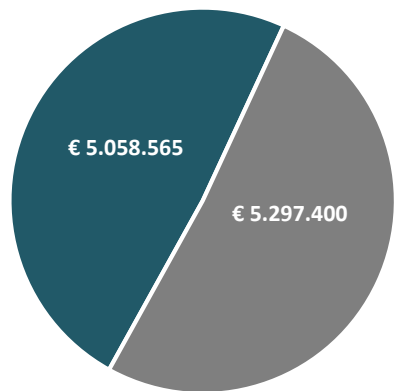
57



Year 2020												
	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.
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%
Total	6.597	100%	3.312	100%	1.403	100%	872	100%	49	100%	12.233	100%

Fig. 15

Compensation¹ for the procedures started and concluded year 2020



■ Households

■ Non-households



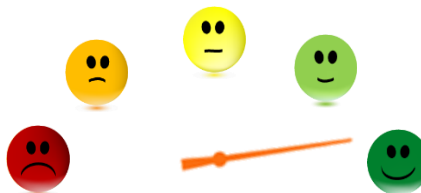
10.355.965 €

Fig. 16

Customer satisfaction for the procedures started and concluded year 2020



About 98% of the customers who completed the survey² 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 2020 and signed an agreement in front of the Conciliation Service.
- 2) 5.917 complete questionnaire replies.