

2019

ARERA Conciliation Service

Electricity, gas and water sector

Annual Report


Year 2019 - Last updated 10 July 2020

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).

8.165 Electricity Sector 

5.167 Gas sector 

1.540 Water sector 

995 Dual-Fuel customers 

138 Prosumer 

16.005

Amount of conciliation applications
 2019



Fig. I

Amount of incoming conciliation applications year 2019

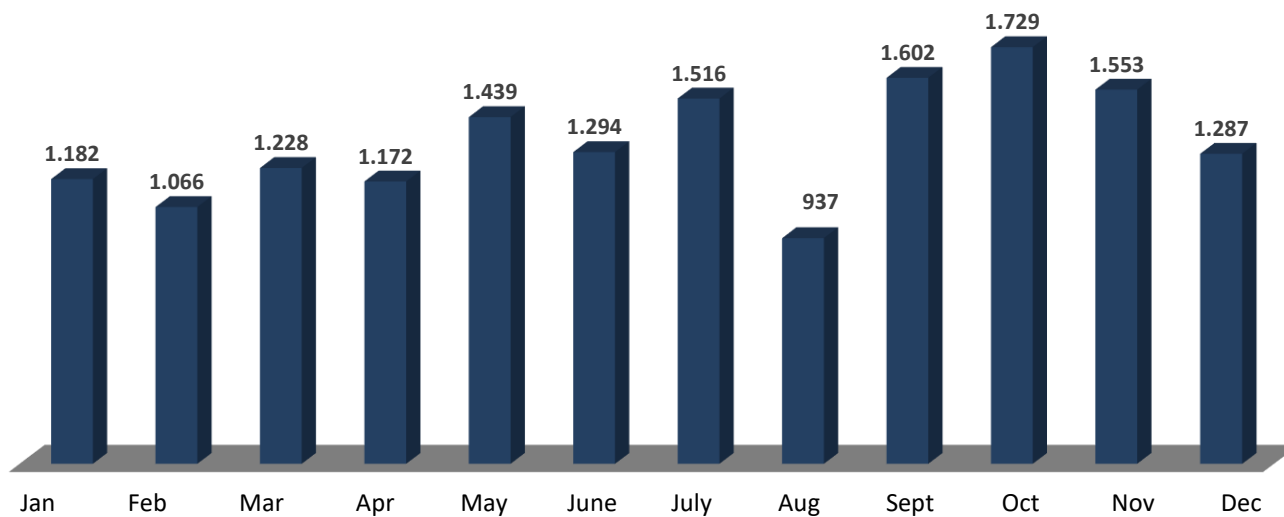
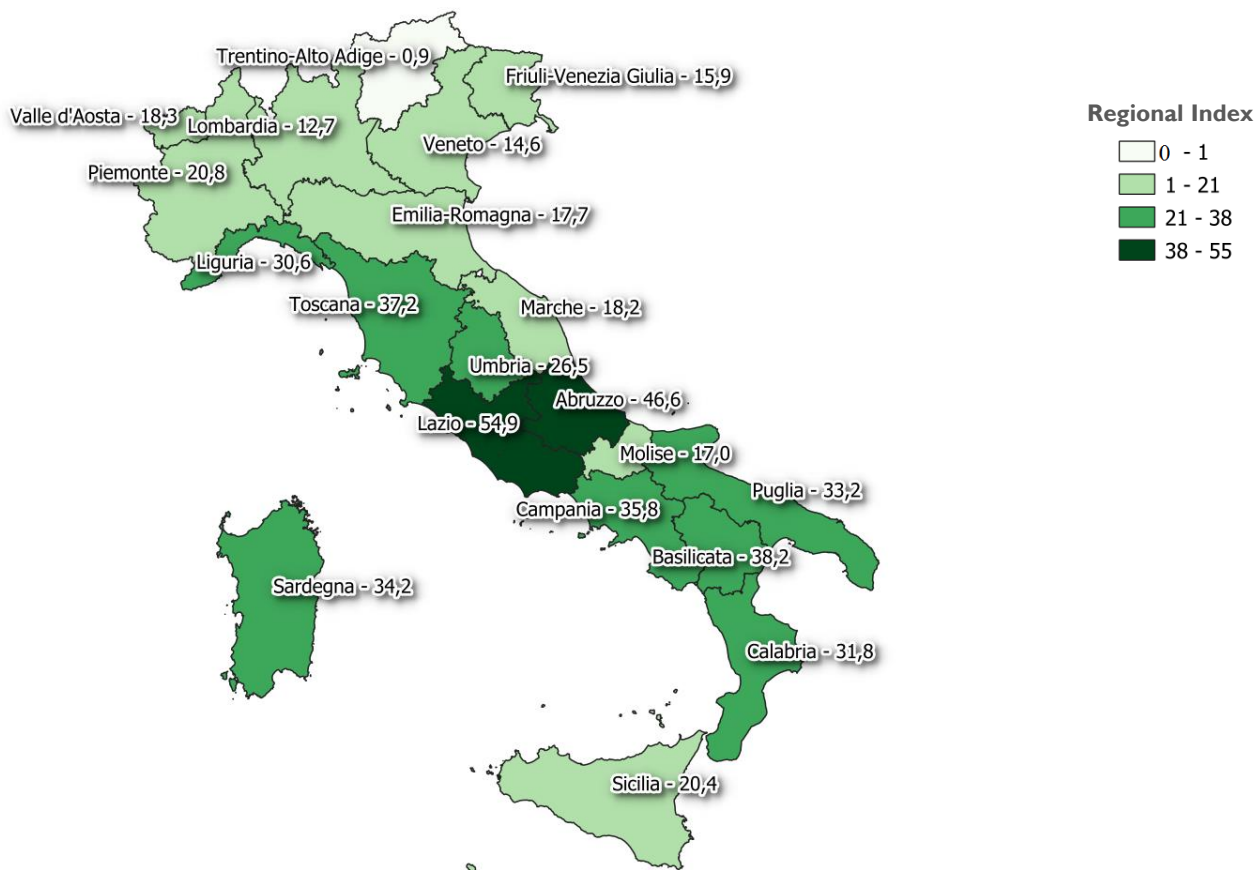


Fig. 2

Regional Index¹
 of submitted
 conciliation
 applications
 year 2019



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 2019



Focus on 2019 – Electricity sector		
Topic application	n.	% vs tot.
Invoicing/billing	3.925	48,1%
Damages	1.329	16,3%
Contracts	971	11,9%
Other	682	8,4%
Late/non-payment, disconnection	477	5,8%
Connection, technical quality	377	4,6%
Metering	298	3,6%
Market	75	0,9%
Commercial quality	31	0,4%
Total	8.165	100%

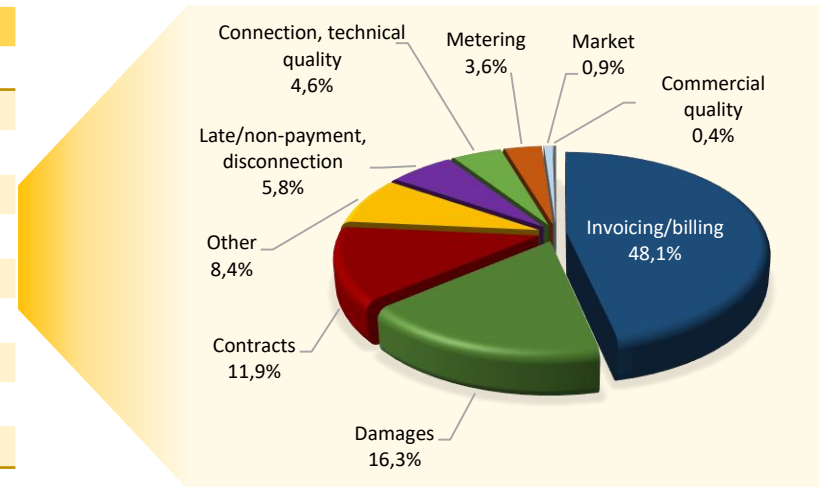


Fig. 4

Conciliation applications topics for the **Gas sector** year 2019



Focus on 2019 – Gas sector		
Topic application	n.	% vs tot.
Invoicing/billing	3.192	61,8%
Contracts	508	9,8%
Late/non-payment, disconnection	431	8,3%
Other	403	7,8%
Metering	279	5,4%
Connection, technical quality	215	4,2%
Damages	85	1,6%
Market	39	0,8%
Commercial quality	15	0,3%
Total	5.167	100%

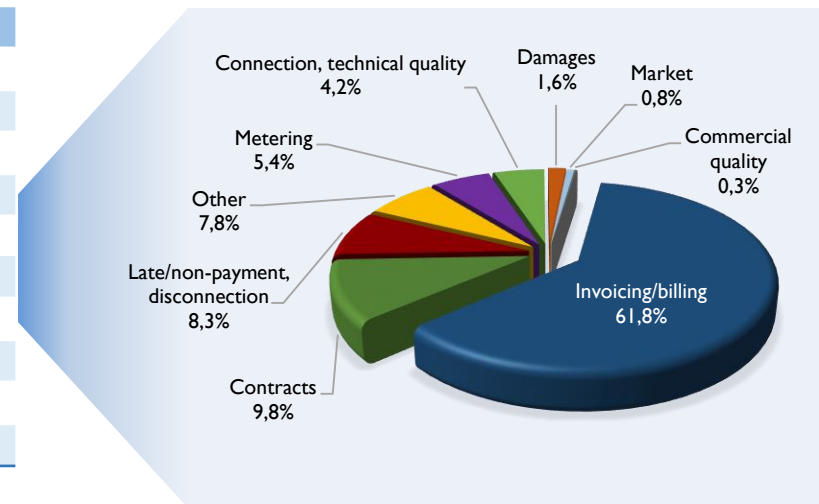


Fig. 5

Conciliation applications topics for **Prosumer** year 2019



Focus on 2019 - Prosumer		
Topic application	n.	% vs tot.
NEM	47	34,1%
Other	22	15,9%
Invoicing/billing	17	12,3%
Metering	13	9,4%
Purchase and sale	10	7,3%
Connection, technical quality	9	6,5%
Damages	9	6,5%
Contracts	6	4,4%
Commercial quality	3	2,2%
Late/non-payment, disconnection	2	1,4%
Total	138	100%

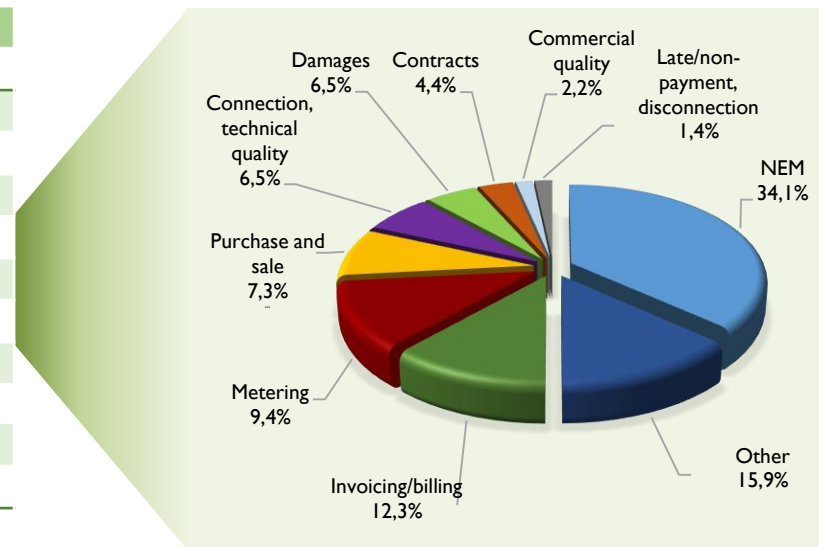


Fig. 6

Conciliation applications topics for **Dual-Fuel customers** year 2019



Focus on 2019 - Dual-Fuel customers		
Topic application	n.	% vs tot.
Invoicing/billing	504	50,7%
Contracts	210	21,1%
Other	109	11,0%
Late/non-payment, disconnection	74	7,4%
Market	32	3,2%
Damages	27	2,7%
Connection, technical quality	23	2,3%
Metering	10	1,0%
Commercial quality	6	0,6%
Total	995	100%

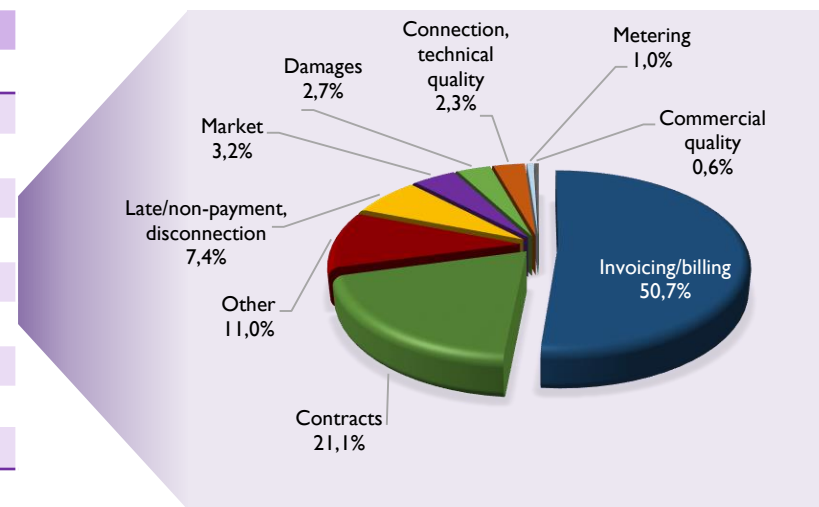


Fig. 7

Conciliation applications topics for the **Water sector** year 2019

Focus on 2019 – Water sector		
Topic application	n.	% vs tot.
Invoicing/billing	1.002	65,1%
Metering	127	8,3%
Late/non-payment, disconnection	89	5,8%
Damages	76	4,9%
Other	68	4,4%
Contracts	65	4,2%
Connection	59	3,8%
Technical quality	34	2,2%
Contractual quality	20	1,3%
Total	1.540	100%

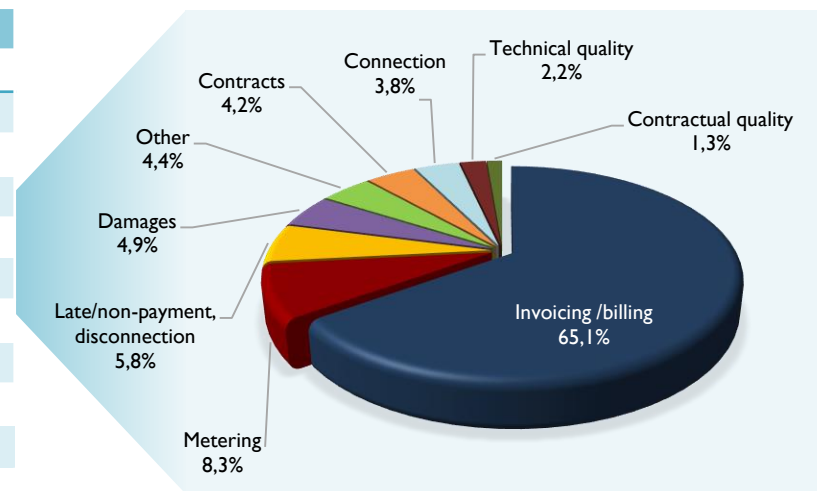


Fig. 8

Number of applications by applicants type year 2019



Focus on 2019					
Applicants type	Customer	Consumer Associations	Others	SME Associations	Total
Households	3.650	3.659	4.467		11.776
Non-households	1.497	585	2.140	7	4.229
Total	5.147	4.244	6.607	7	16.005
% vs Tot.	32%	27%	41%	0,04%	100%

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

Fig. 9

Average age and applications issued by customer and delegate year 2019

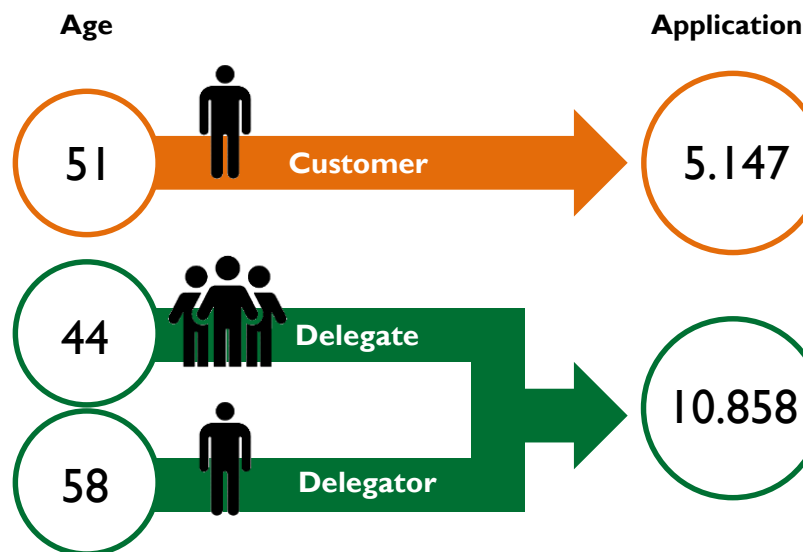


Fig. 10

Applications status year 2019



Focus on 2019		
Applications status	Tot.	% vs tot.
Accepted	12.679	79,2%
Not accepted	1.865	11,7%
Not completed by the applicant	1.461	9,1%
Total	16.005	100%

Not accepted details

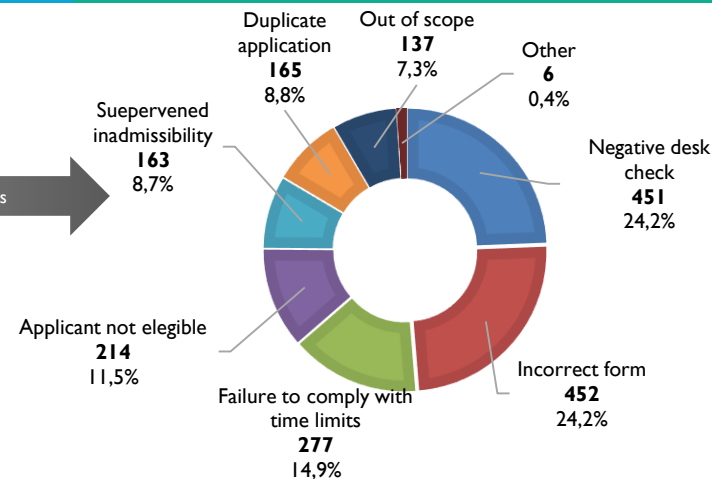


Fig. 11

Accepted applications for **Electricity and Gas sectors, Prosumer and Dual-Fuel customers** and status year 2019



Focus on 2019 – Electricity and Gas sectors, Prosumer, Dual-Fuel customers		
Accepted applications and status	Tot.	% vs tot.
Agreement between parties	7.782	67,8%
No-agreement	3.535	30,8%
Withdrawal from procedure	159	1,4%
Total	11.476	100%

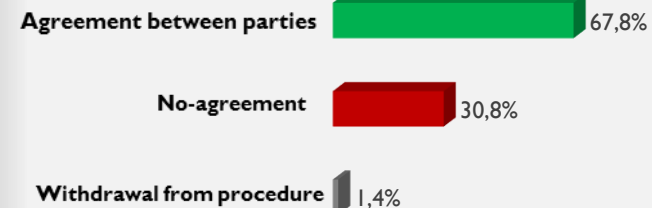


Fig. 12

Accepted applications for **Water sector** and status year 2019



Focus on 2019 – Water sector		
Accepted applications and status	Tot.	% vs tot.
Agreement between parties	808	67,4%
No-agreement	245	20,1%
Lack of participation of counterparty	138	11,5%
Withdrawal from procedure	12	1%
Total	1.203	100%



Fig. 13

Outcomes of
procedures started
and concluded
year 2019

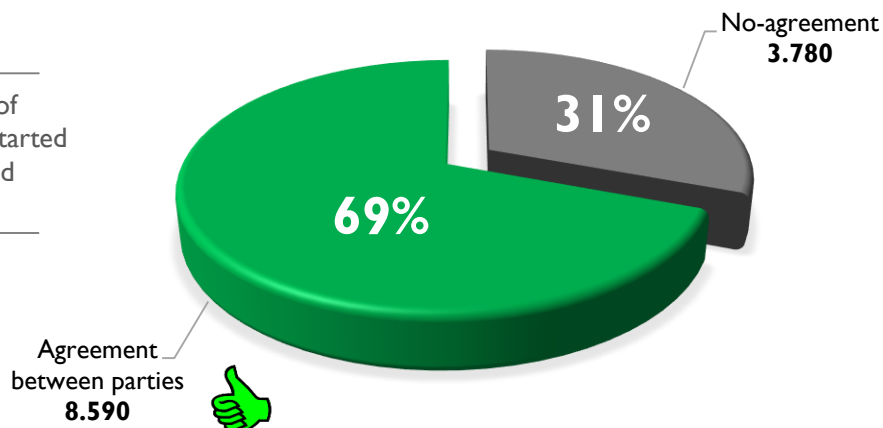


Fig. 14

Outcomes of
procedures by
sector
year 2019



56

Average number of days for
concluding the procedure
year 2019

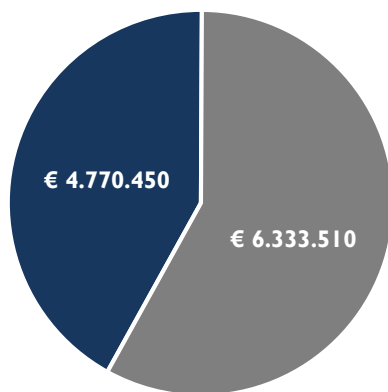


Year 2019

Applications status	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.
Agreement between parties	4.095	65%	3.038	74%	808	77%	578	75%	71	69%	8.590	69%
No-agreement	2.226	35%	1.086	26%	245	23%	191	25%	32	31%	3.780	31%
Total	6.321	100%	4.124	100%	1.053	100%	769	100%	103	100%	12.370	100%

Fig. 15

Compensation¹ for the procedures started and concluded year 2019



■ Households

■ Non-households



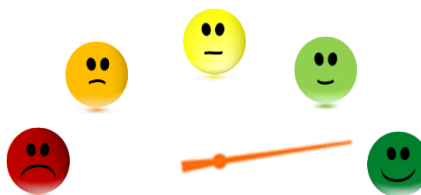
11.103.960 €

Fig. 16

Customer satisfaction for the procedures started and concluded year 2019



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 2019 and signed an agreement in front of the Conciliation Service.
- 2) 4.772 complete questionnaire replies.