



PRESS RELEASE

## **GdF-ARERA: more controls on supplier activities in view of the end of electricity and gas standard offer service**

*6.8 million euros recovered through joint activities  
Inspections performed on 1,600 companies. In 2022, the lowest number of gas  
accidents on end-user systems has been recorded.*

Rome, 15 June 2023 – The gradual end of the electricity and gas market with a reference price for households and companies, keeps the attention on the behaviour of suppliers high. In 2022, the year of transition to the free market, many of the documentary controls and joint inspection activities carried out by Guardia di Finanza and ARERA, according to the Protocol Agreement stipulated between the two institutions in 2001, focused on electricity and gas suppliers. In particular, the activities involved the Nucleo Speciale Beni e Servizi (Special Goods and Services Unit) of the Corps' Special Units Command.

Thanks to the inspections carried out on more than 1,600 companies, 1.2 million euros have been recovered in the context of controls on the quality and safety of services, the sustainability of the tariff system, and the protection of final customers; moreover, 1.6 million euros have been recovered from ARERA's operating contribution charges evaded by operators and 2 million euros in fines imposed in 2022. In addition, a claim for undue collection of Cip/6 contributions for further 2 million euros has been filed and the recovered amount will be paid to CSEA (Energy and Environmental Services Fund) to reduce the need for general system charges to reduce bills.

Checks on the fairness of commercial practices and the conditions of sales service provision in the free market revealed critical issues with regard to switching procedures, to the regulation of transparency of billing documents and to fuel mix. On the latter topic and on the offers of energy produced from renewable energy resources, on which numerous violations have been found, it will be possible to extend future controls to all electricity suppliers, thanks to the support of the GSE (resolved in 2022).

In detail, for the electricity sector, activities focused on the continuity of the service and on the mechanism for reintegrating general charges, paid by distribution operators but not collected, which had been introduced by ARERA as a guarantee for the benefit of users and the resilience of the system.

For the gas sector, on the other hand, the checks focused on the efficiency of the emergency services of the distribution operators and on the application of the rules set up to protect people and properties

from the risk of explosions, bursts and fires. In 2022, the lowest number of gas accidents on end-user systems, since the beginning of the time series, has been recorded.

The activities aimed at ensuring consumer protection and the proper functioning of the market are also the focus of the 2023 activity programme. In this framework, both compliance with the costs declared by companies for tariff recognition purposes and the requests submitted by suppliers for the recognition of general system charges not collected from final customers and already paid to distributors will be verified by means of documentary controls and inspections.

Finally, in order to protect households and small companies, the compliance with the mandatory conditions set by ARERA for PLACET (free price offers under uniform contractual conditions) standard supply offers and the proper disbursement of social bonuses for electricity and gas for customers in poor conditions will be verified.