

PRESS RELEASE

## **Electricity: until 30 June 2025 vulnerable customers can choose the gradual standard offer service**

*Operational procedures for requesting access to the service published in implementation of the Competition Law 2024*

Milan, 22 January 2025 - The implementation modalities to allow vulnerable households, currently served in the free market or in the standard offer market, to access the Gradual Standard Offer Service (STG), as provided for by Article 24 of Law 193/24 (Competition Law 2024), have been published. The legislator has in fact stipulated that all vulnerable customers may request, by 30 June 2025, to be provided with the Gradual Standard Offer Service by contacting the operator of that service responsible for their territorial area. Even customers already supplied under the STG, who will become vulnerable by 30 June 2025, may ask their operator to continue receiving the service until this date.

Resolution 10/2025/R/EEL requires operators of the Gradual Standard Offer Service to publish on their websites, within 30 days:

- the available channels (telephone, digital, and, where present, physical help-desk) for requesting information and submitting the application for access to the service
- the necessary documentation, including self-declaration forms prepared by ARERA to certify vulnerability requirements
- the toll-free number of the Energy and Environment Consumer Help Desk and the dedicated section of the ARERA website 800 166 654

Vulnerable customers who do not apply to join the Gradual Standard Offer Service by 30 June 2025 and those who become vulnerable after this date will no longer be able to apply to be supplied by the STG operator.

The resolution 10/2025/R/EEL is published on the [website www.arera.it](http://www.arera.it).