

2025

ARERA Conciliation Service

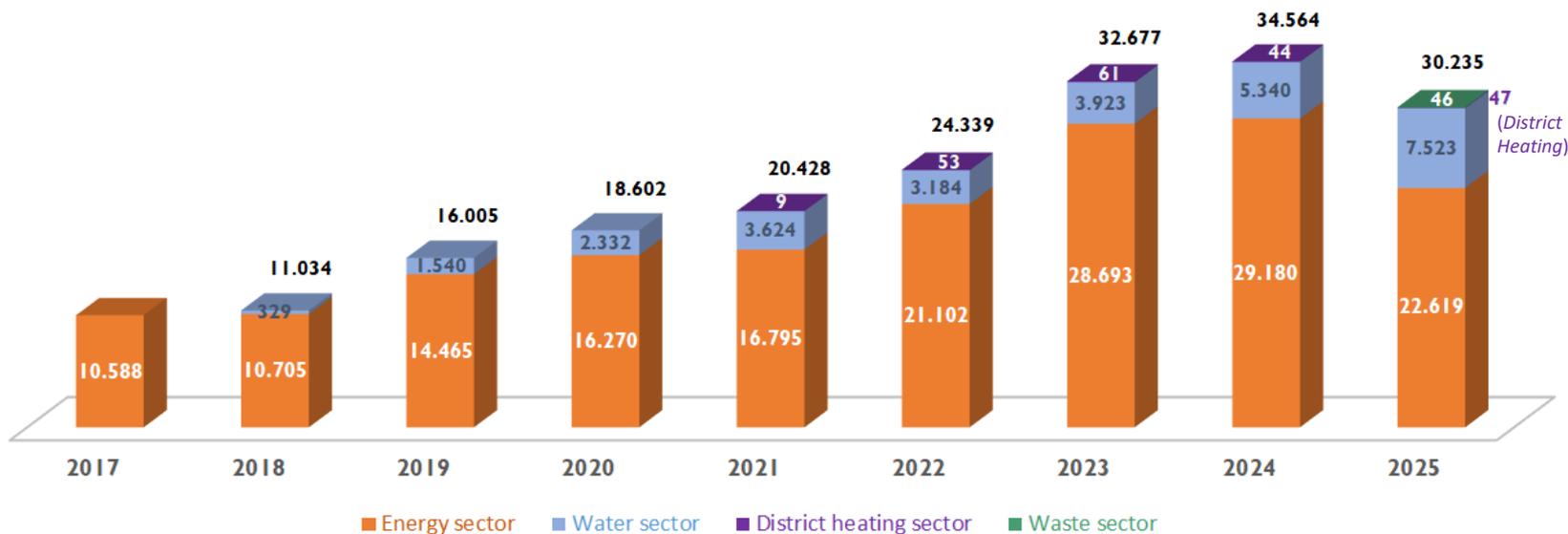
Electricity, gas, water, district heating and waste sectors

Annual Report

Year 2025 - Last updated February 9, 2026

Fig. I

**Amount of
 incoming
 conciliation
 applications
 2017 - year 2025**



* Waste sector: from October 1, 2025

12.027 Electricity sector 

7.450 Gas sector 

2.920 Dual-Fuel customers 

222 Prosumer 

7.523 Water sector 

47 District heating sector 

46 Waste sector 

30.235

Amount of conciliation applications



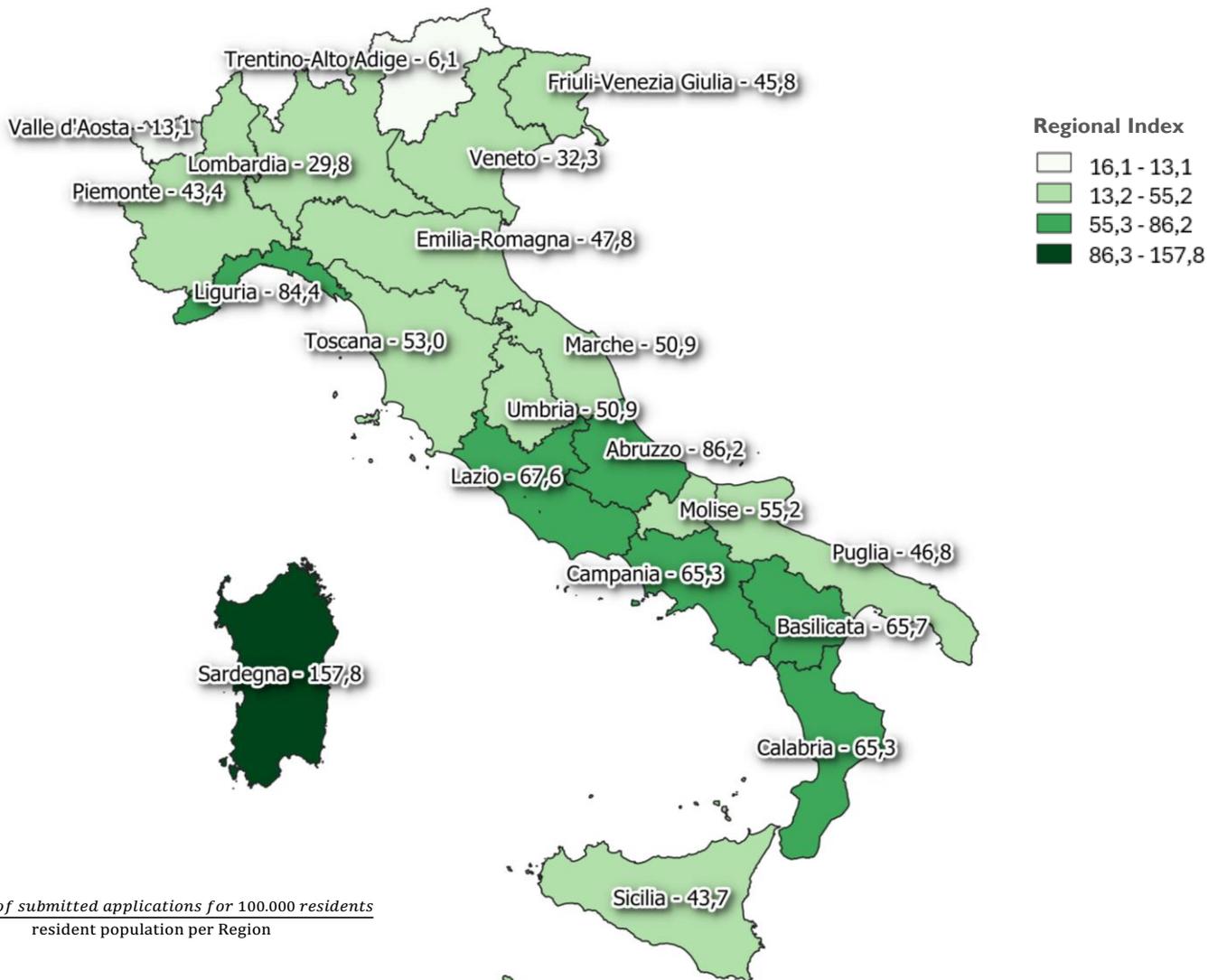
Fig. 2

Monthly amount of incoming conciliation applications year 2025



Fig. 3

Regional Index¹
 of submitted
 conciliation
 applications
 year 2025



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

Fig. 4

Conciliation applications topics for the **Electricity sector** year 2025



2025 – Electricity sector		
Topic application	n.	% vs tot.
Invoicing/billing	4.726	39,3%
Damages	2.223	18,5%
Contracts	1466	12,2%
Late/non-payment, disconnection	927	7,7%
Connection, technical quality	866	7,2%
Other	639	5,3%
Metering	625	5,2%
Market	495	4,1%
Commercial quality	60	0,5%
Total	12.027	100%

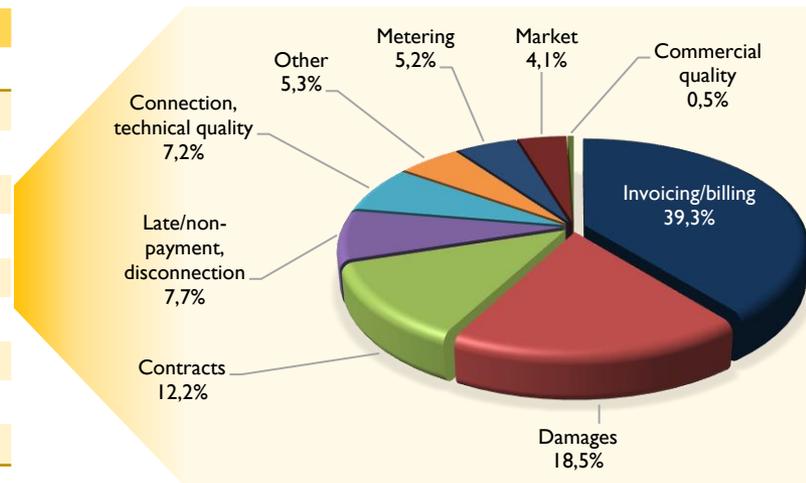


Fig. 5

Conciliation applications topics for the **Gas sector** year 2025



2025 – Gas sector		
Topic application	n.	% vs tot.
Invoicing/billing	4.265	57,2%
Contracts	932	12,5%
Late/non-payment, disconnection	798	10,7%
Metering	547	7,3%
Other	349	4,9%
Connection, technical quality	246	3,3%
Market	175	2,3%
Damages	113	1,5%
Commercial quality	25	0,3%
Total	7.450	100%

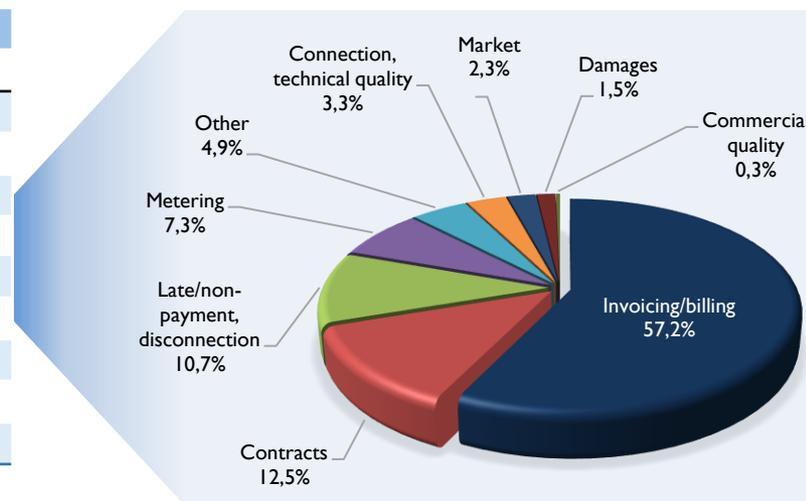


Fig. 6

Conciliation applications topics for **Dual-Fuel customers** year 2025



2025 – Dual-Fuel customers		
Topic application	n.	% su tot.
Invoicing/billing	1.080	37,7%
Contracts	841	29,4%
Market	531	18,1%
Late/non-payment, disconnection	270	7,8%
Other	105	4,1%
Damages	35	1,4%
Metering	22	0,8%
Commercial quality	18	0,4%
Connection, technical quality	18	0,3%
Total	2.920	100%

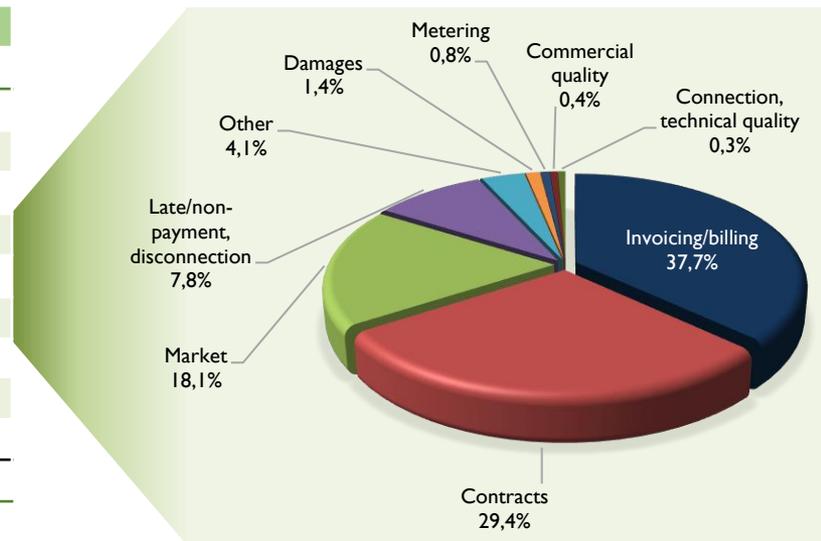


Fig. 7

Conciliation applications topics for **Prosumer** year 2025



2025 – Prosumer		
Topic application	n.	% vs tot.
Connection, technical quality	59	26,6%
NEM	55	24,8%
Invoicing/billing	26	11,7%
Metering	22	9,9%
Purchase and sale	21	9,5%
Damages	14	6,3%
Other	10	4,3%
Contracts	9	4,1%
Late/non-payment, disconnection	3	1,4%
Commercial quality	2	0,9%
Market	1	0,5%
Total	222	100%

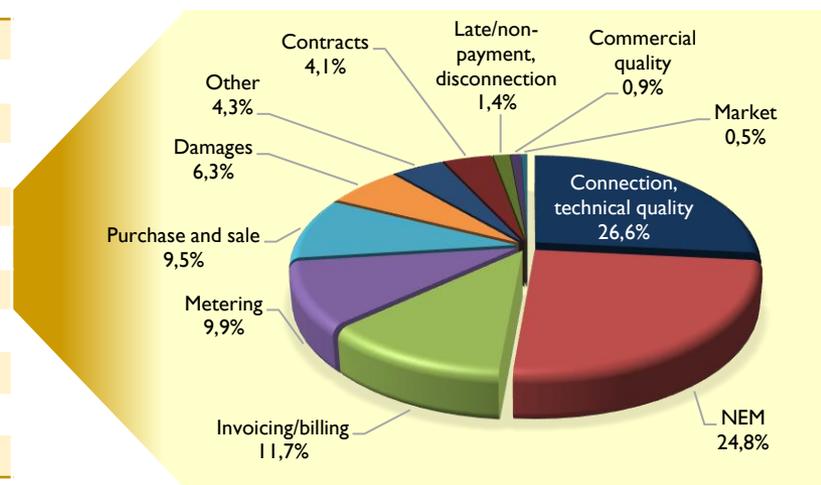


Fig. 8

Conciliation applications topics for the **Water sector** year 2025



2025 – Water sector		
Topic application	n.	% vs tot.
Invoicing/billing	5.443	72,4%
Contracts	384	5,1%
Metering	355	4,7%
Other	348	4,6%
Late/non-payment, disconnection	330	4,4%
Damages	242	3,2%
Connection	217	2,9%
Technical quality	121	1,6%
Contractual quality	83	1,1%
Total	7.523	100%

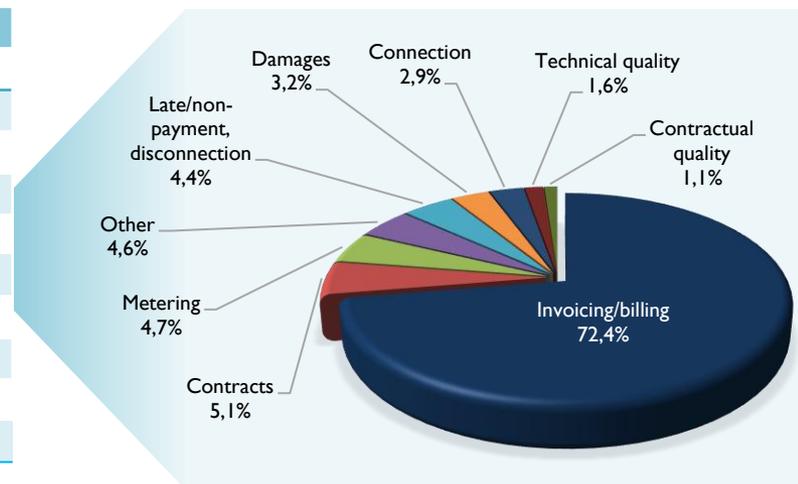


Fig. 9

Conciliation applications topics for the **District heating sector** year 2025



2025 - District heating sector		
Topic application	n.	% vs tot.
Transparency of the service	30	63,8%
Late/non-payment, disconnection	6	12,8%
Connection	4	8,5%
Other	3	6,4%
Technical quality	2	4,3%
Damages	1	2,1%
Commercial quality	1	2,1%
Total	47	100%

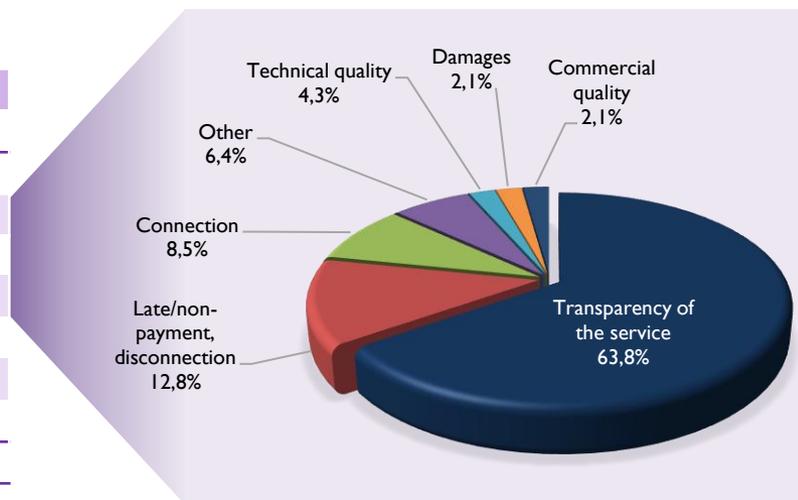


Fig. 10

Conciliation applications topics for the **Waste sector** year 2025

2025 – Waste sector		
Topic application	n.	% vs tot.
Collection document	16	34,8%
Activation, modification and termination of service	14	30,4%
Rate	14	30,4%
Contractual quality	1	2,2%
Technical quality	1	2,2%
Total	46	100%

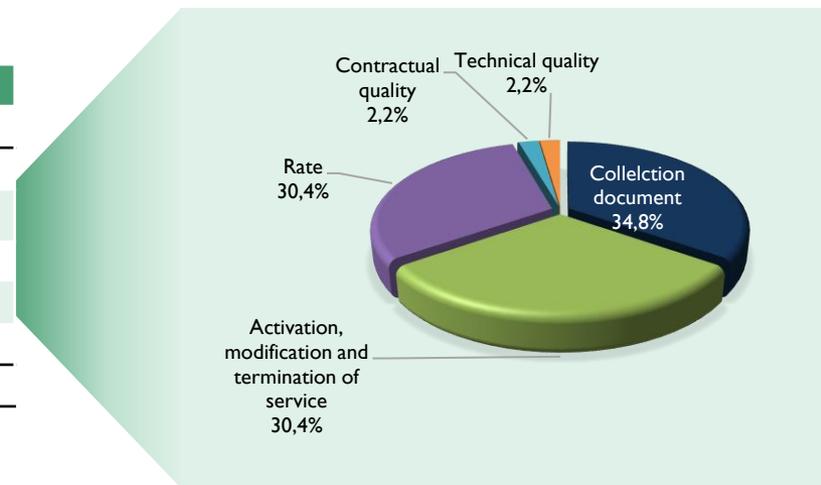


Fig. 11

Number of applications by applicants type year 2025



Focus on 2025					
Applicants type	Customer	Consumer Associations	Others	SME Associations	Total
Households	7.981	6.521	9.327		23.829
Non-households	2.246	680	3.467	13	6.406
Total	10.227	7.201	12.794	13	30.235
% vs Tot.	34%	24%	42%	-	100%

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

Fig. 12

Average age and applications issued by customer and delegate year 2025

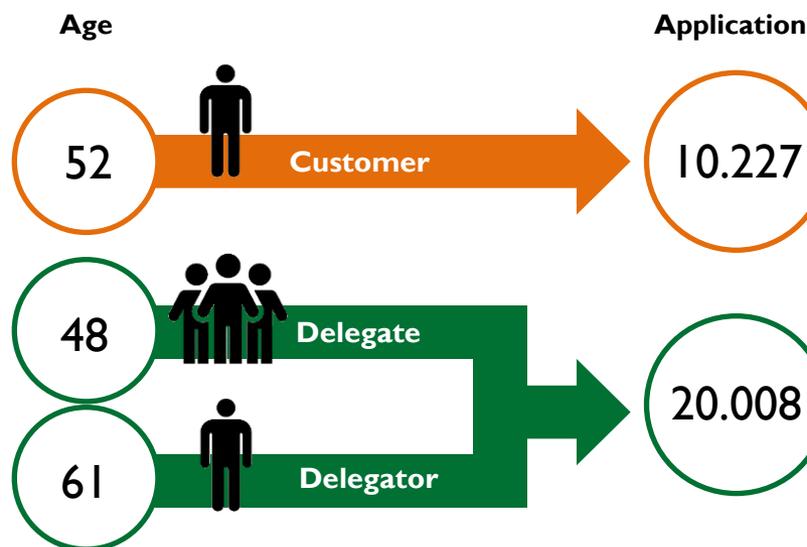


Fig. 13

Applications status year 2025



Focus on 2025		
Applications status	Tot.	% vs tot.
Accepted	24.140	79,8%
Not accepted	1.843	6,1%
Not completed by the applicant	4.252	14,1%
Total	30.235	100%

Not accepted details

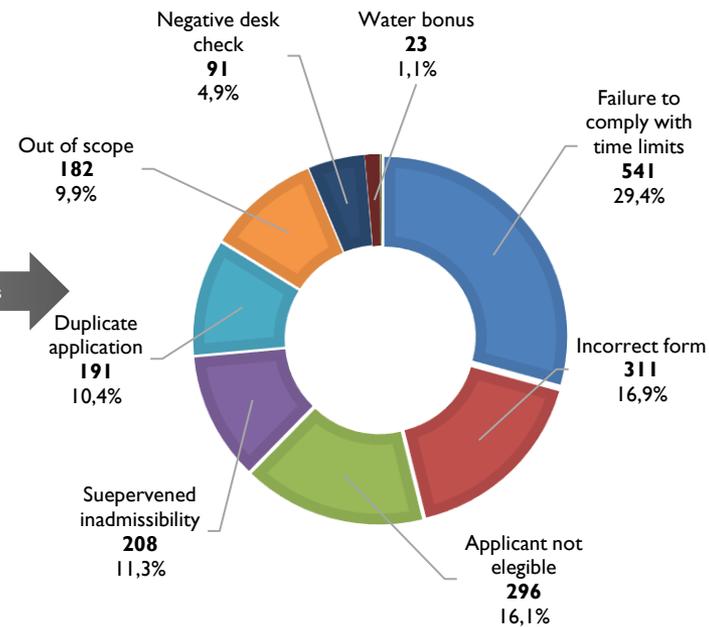


Fig. 14

Accepted applications for Electricity and Gas sectors, Prosumer and Dual-Fuel customers and status year 2025



2025 – Electricity and Gas sectors, Prosumer, Dual-Fuel customers		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	11.092	66,0%
No-agreement	5.402	32,1%
Withdrawal from procedure	310	1,9%
Total	16.804	100%

* 1.158 procedures pending as of February 9, 2026

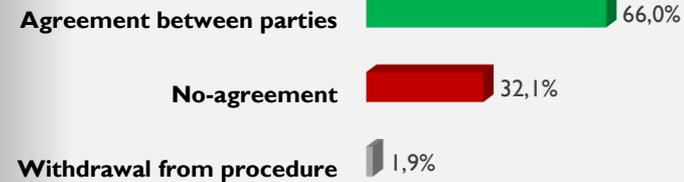


Fig. 15

Accepted applications for **Water sector** and status year 2025



2025 – Water sector		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	3.367	58,5%
No-agreement	2.338	40,6%
Withdrawal from procedure	49	0,9%
Total	5.754	100%

* 352 procedures pending as of February 9, 2026

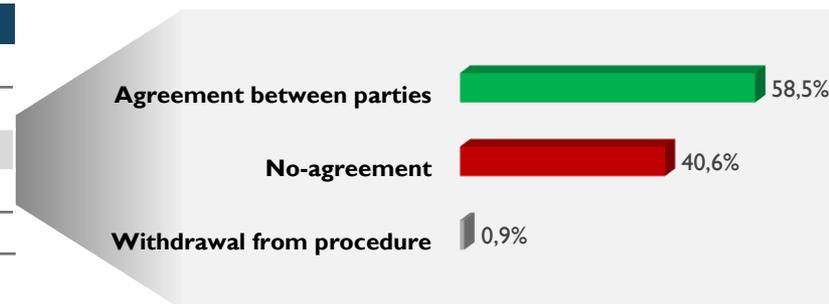


Fig. 16

Accepted applications for **District heating sector** and status year 2025



2025 – District heating sector		
Accepted applications and status*	Tot.	% vs tot.
Withdrawal from procedure	17	60,7%
No-agreement	11	39,3%
Total	28	100%

* 3 procedures pending as of February 9, 2026

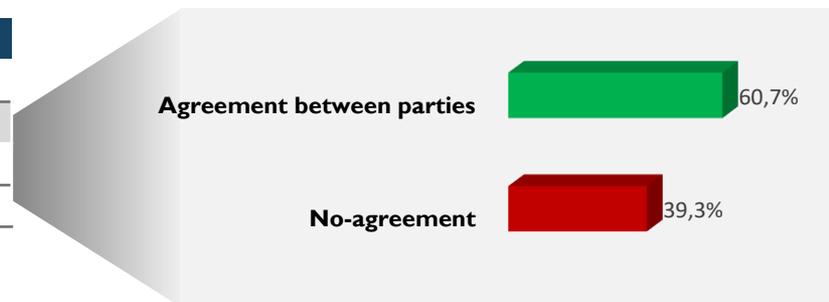


Fig. 17

Accepted applications for **Waste sector** and status year 2025



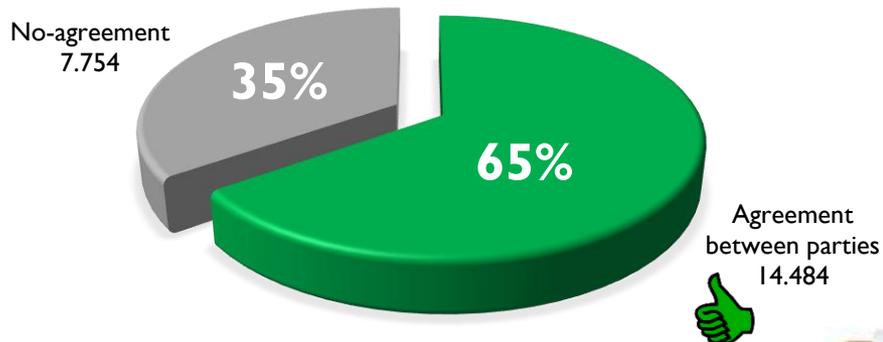
2025 – Waste sector		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	8	22,9%
No-agreement	3	8,6%
Withdrawal from procedure	1	2,8%
Lack of participation of counterparty	23	65,7%
Total	35	100%

* 6 procedures pending as of February 9, 2026



Fig. 18

Outcomes of
procedures started
and concluded
year 2025



55 Average number of days for
concluding the procedure
year 2025

Fig. 19

Outcomes of
procedures by
sector
year 2025



Focus on 2025																
Applications status	Electricity		Gas		Water		Dual-fuel		Prosumer		District heating sector		Waste sector		Total	
	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.						
Agreement between parties	5.213	60%	4.027	74%	3.367	59%	1.781	79%	71	49%	17	61%	8	73%	14.484	65%
No-agreement	3.472	40%	1385	26%	2338	41%	470	21%	75	51%	11	39%	3	27%	7.754	35%
Total	8.685	100%	5.412	100%	5.705	100%	2.251	100%	146	100%	28	100%	11	100%	22.227	100%

Fig. 20

Compensation¹ for the procedures started and concluded year 2025

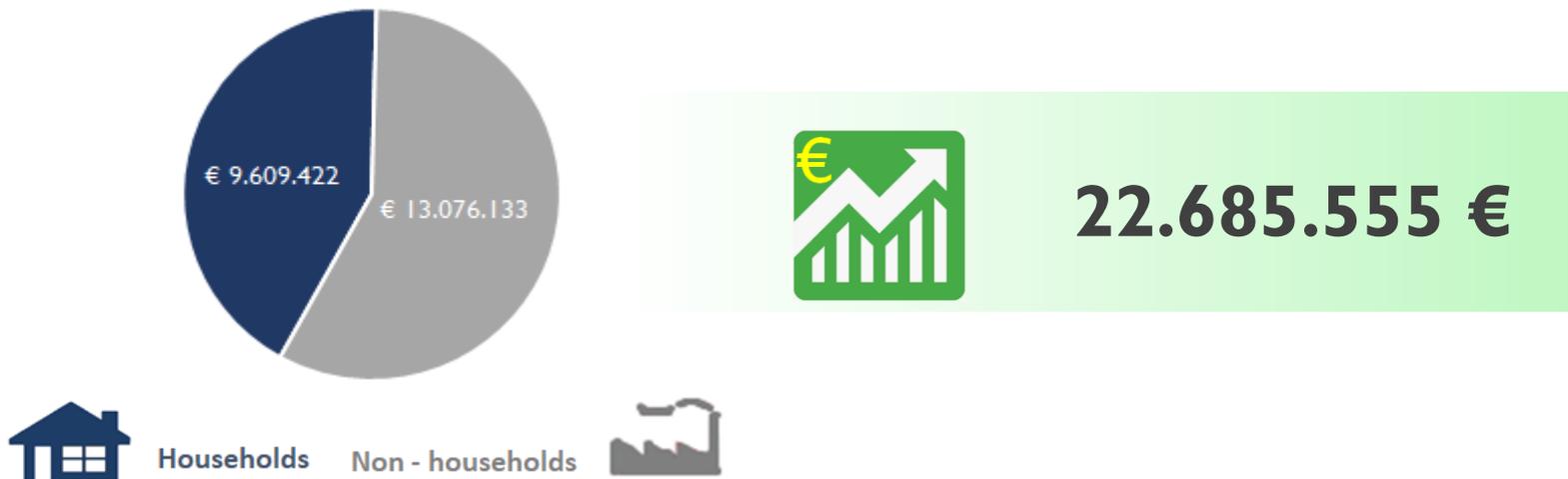


Fig. 21

Customer satisfaction for the procedures started and concluded year 2025



About 96% of the customers who completed the survey² 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 started a procedure and signed an agreement in front of the Conciliation Service.

2) 10.829 complete questionnaire replies.