

2024

ARERA Conciliation Service

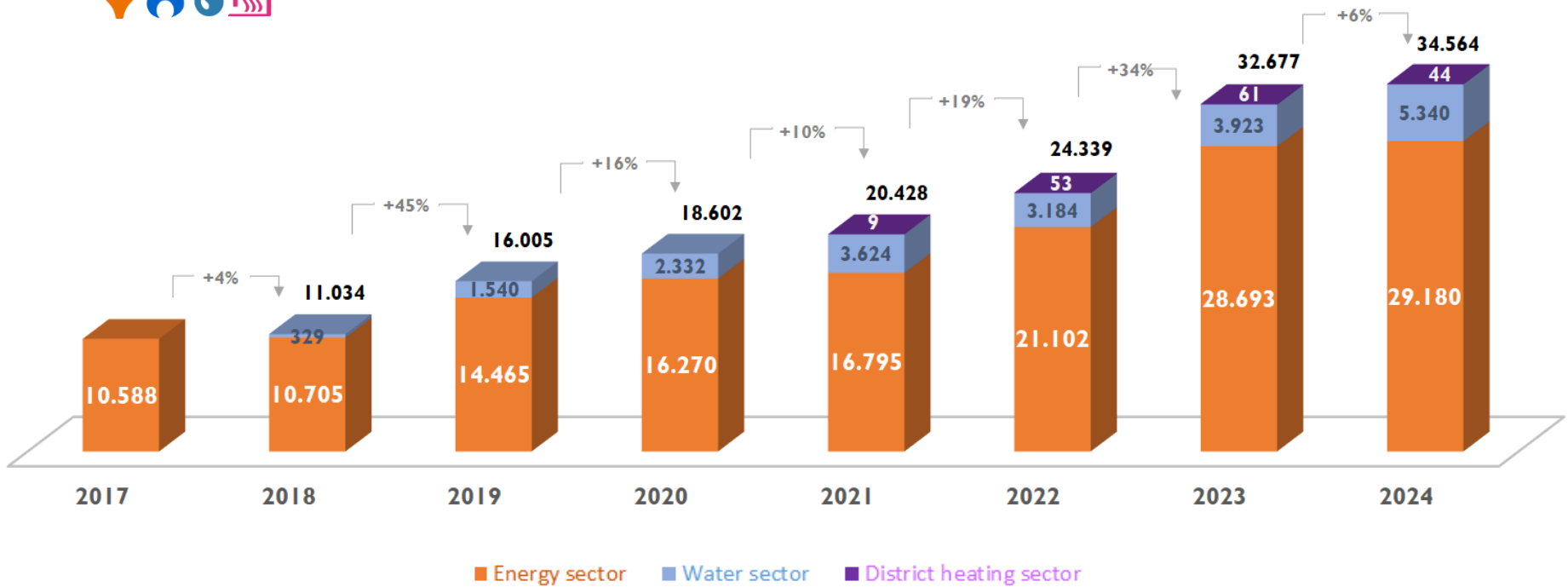
Electricity, gas, water and district heating sectors

Annual Report

Year 2024 - Last updated June 10, 2025

Fig. I

Amount of incoming conciliation applications 2017 - 2024




13.954 Electricity sector 

11.373 Gas sector 

3.636 Dual-Fuel customers 

5.340 Water sector 

217 Prosumer 

44 District heating sector 

34.564

Amount of conciliation applications



Fig. 2

Amount of incoming conciliation applications year 2024

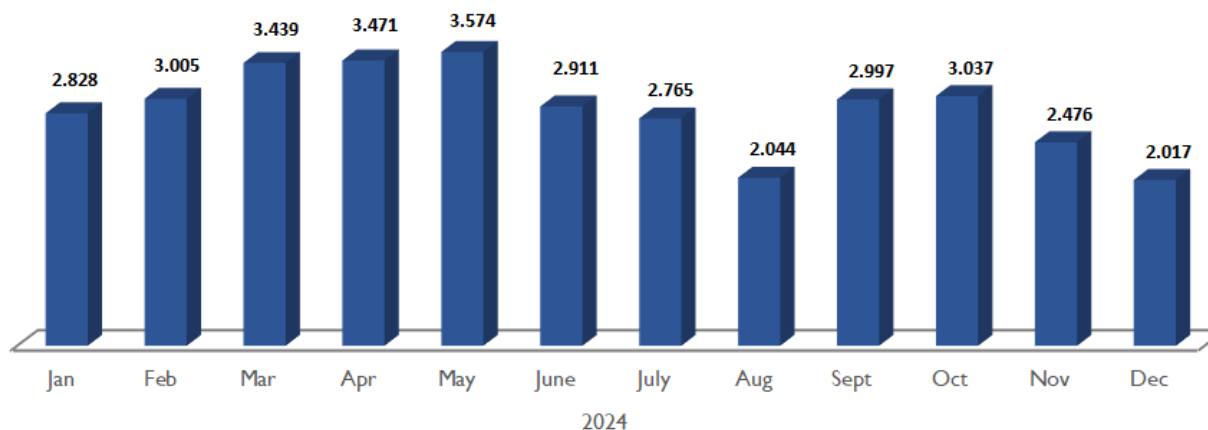
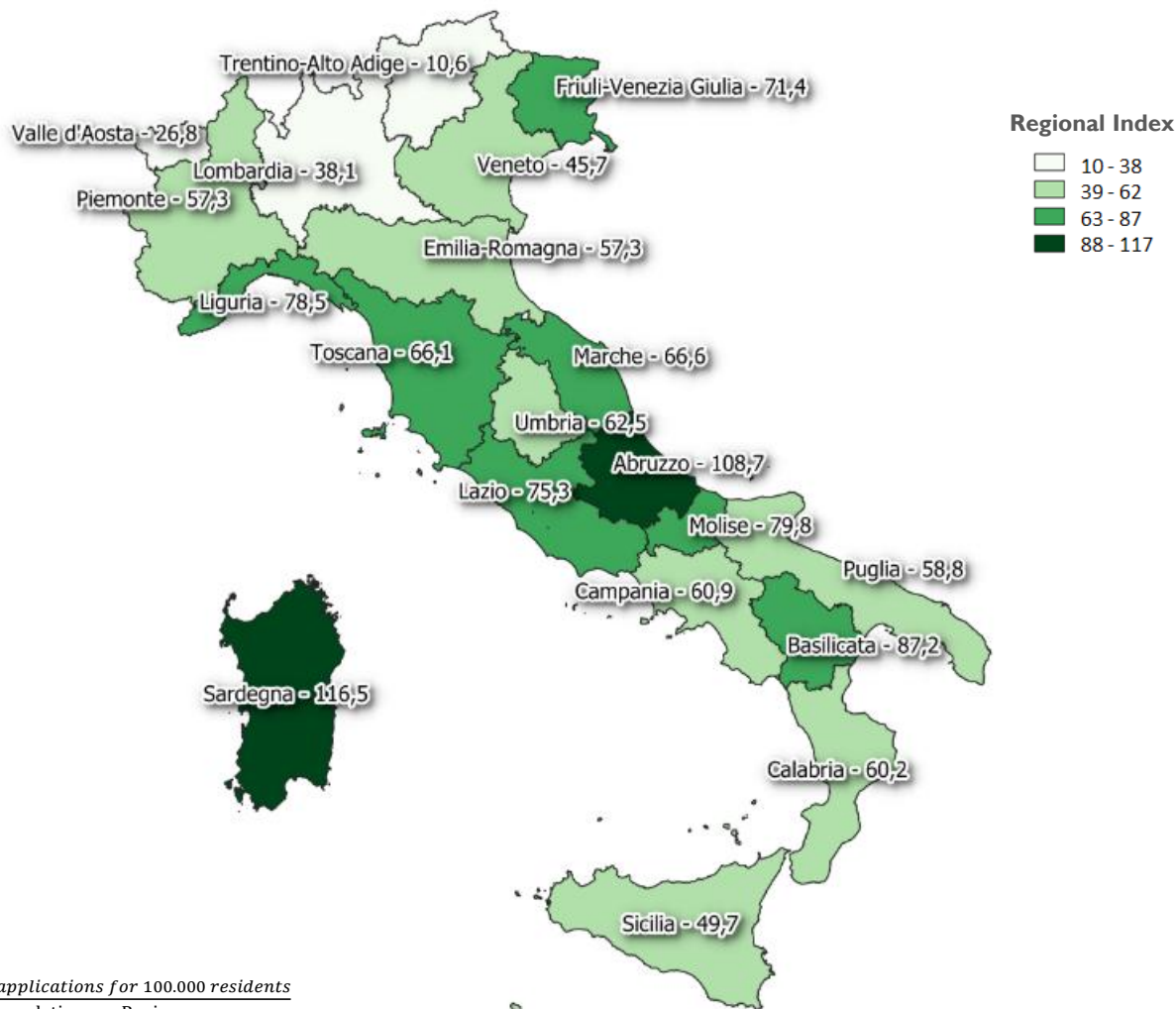


Fig. 3

Regional Index¹
 of submitted
 conciliation
 applications
 year 2024



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 2024



2024 – Electricity sector		
Topic application	n.	% vs tot.
Invoicing/billing	5.789	41,5%
Contracts	2.243	16,1%
Damages	2057	14,7%
Late/non-payment, disconnection	1001	7,2%
Other	880	6,3%
Connection, technical quality	713	5,1%
Metering	690	4,9%
Market	530	3,8%
Commercial quality	51	0,4%
Total	13.954	100%

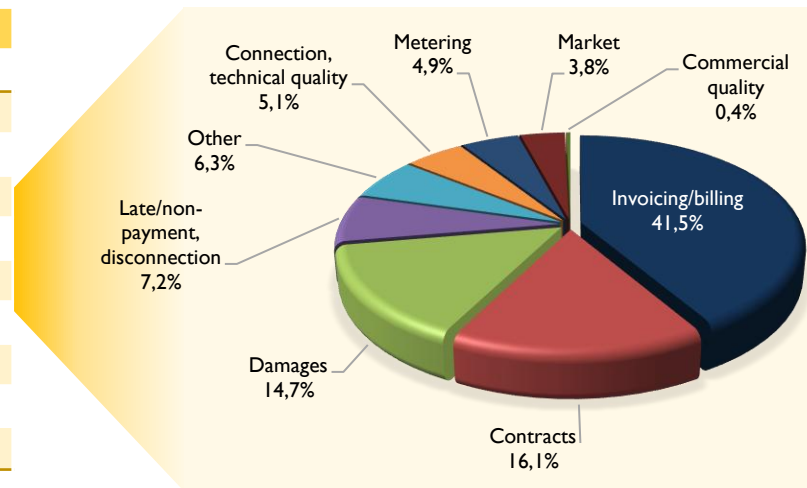


Fig. 5

Conciliation applications topics for the **Gas sector** year 2024



2024 – Gas sector		
Topic application	n.	% vs tot.
Invoicing/billing	5.610	49,3%
Contracts	3.377	29,7%
Late/non-payment, disconnection	677	6,0%
Other	515	4,5%
Metering	483	4,2%
Market	427	3,8%
Connection, technical quality	169	1,5%
Damages	89	0,8%
Commercial quality	26	0,2%
Total	11.373	100%

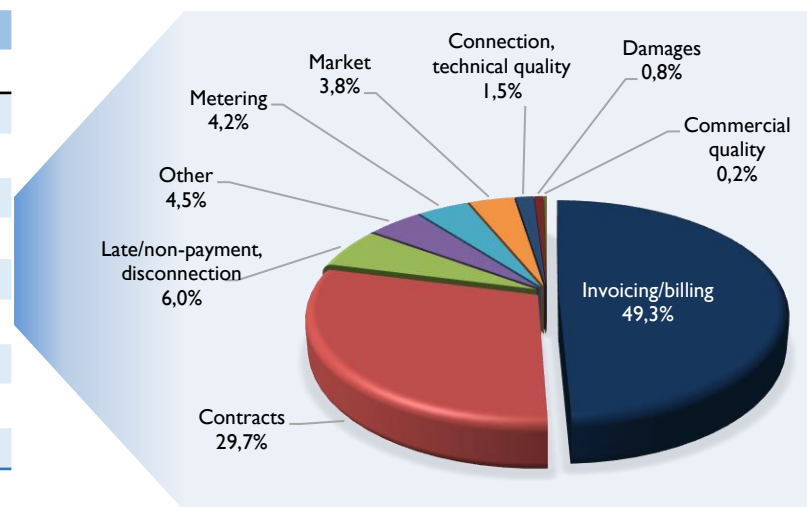


Fig. 6

Conciliation applications topics for **Dual-Fuel customers** year 2024



2024 – Dual-Fuel customers		
Topic application	n.	% su tot.
Contracts	1.368	37,6%
Invoicing/billing	1.275	35,1%
Market	497	13,7%
Late/non-payment, disconnection	204	5,6%
Other	184	5,1%
Damages	52	1,4%
Commercial quality	22	0,6%
Connection, technical quality	18	0,5%
Metering	16	0,4%
Total	3.636	100%

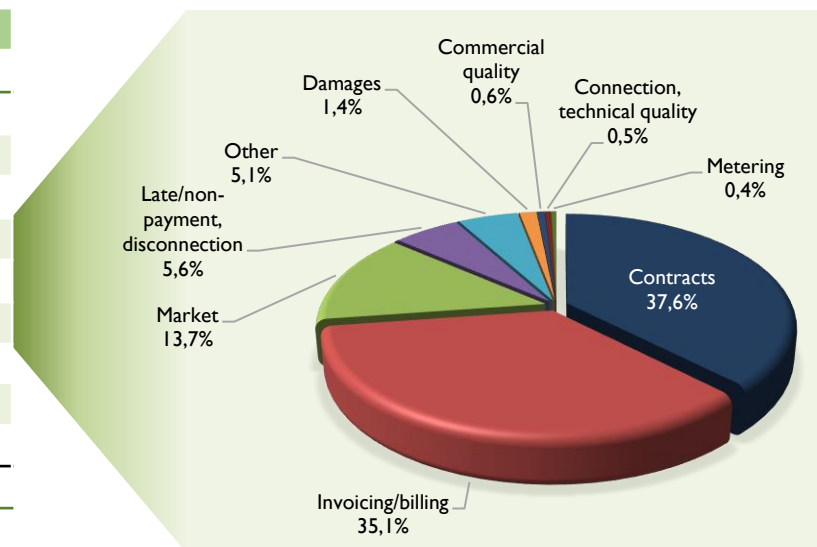


Fig. 7

Conciliation applications topics for **Prosumer** year 2024



2024 – Prosumer		
Topic application	n.	% vs tot.
NEM	79	36,4%
Connection, technical quality	37	17,1%
Purchase and sale	23	10,6%
Invoicing/billing	23	10,6%
Metering	20	9,2%
Damages	13	6,0%
Other	11	5,1%
Contracts	10	4,6%
Market	1	0,4%
Total	217	100%

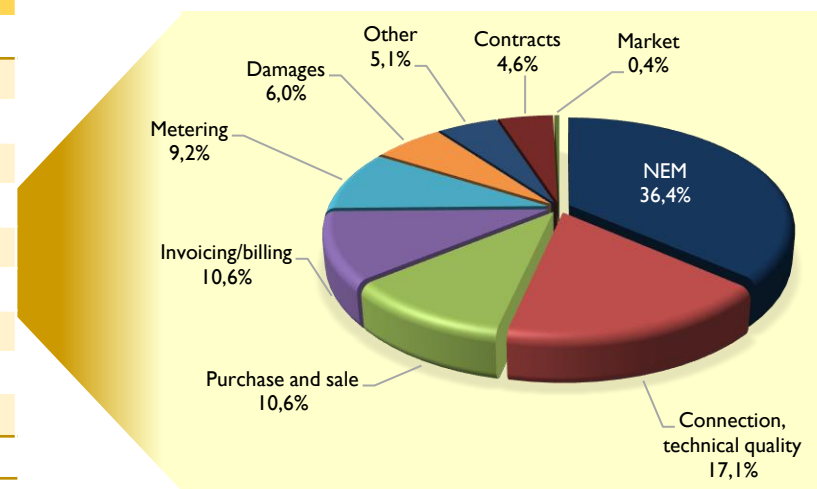


Fig. 8

Conciliation applications topics for the **Water sector** year 2024



2024 – Water sector		
Topic application	n.	% vs tot.
Invoicing/billing	3.729	69,8%
Metering	308	5,8%
Late/non-payment, disconnection	304	5,7%
Contracts	256	4,8%
Other	238	4,5%
Damages	211	4,0%
Connection	150	2,8%
Contractual quality	86	1,6%
Technical quality	58	1,0%
Total	5.340	100%

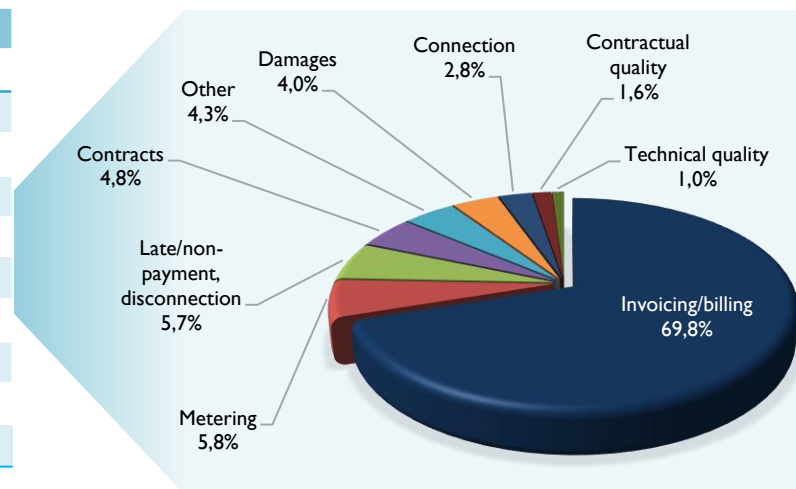


Fig. 9

Conciliation applications topics for the **District heating sector** year 2024



2024 - District heating sector		
Topic application	n.	% vs tot.
Service transparency	15	34,2%
Other	11	25,0%
Late/non-payment, disconnection	8	18,2%
Damages	3	6,8%
Connections	3	6,8%
Technical quality of service	2	4,5%
Commercial quality	2	4,5%
Total	44	100%

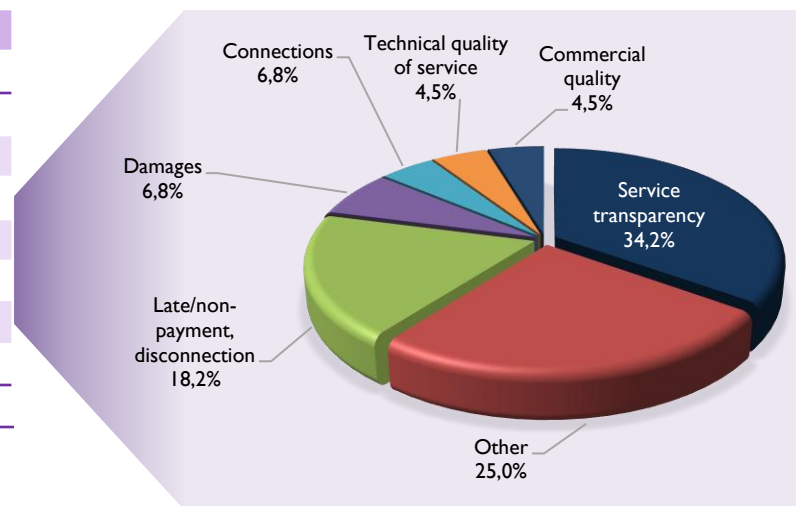


Fig. 10

Number of applications by applicants type year 2024



Focus on 2024					
Applicants type	Customer	Consumer Associations	Others	SME Associations	Total
Households	8.825	8.987	9.632		27.444
Non-households	2.561	905	3.646	8	7.120
Total	11.386	9.892	13.278	8	34.564
% vs Tot.	33,0%	28,6%	38,4%	0,02%	100%

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

Fig. 11

Average age and applications issued by customer and delegate year 2024

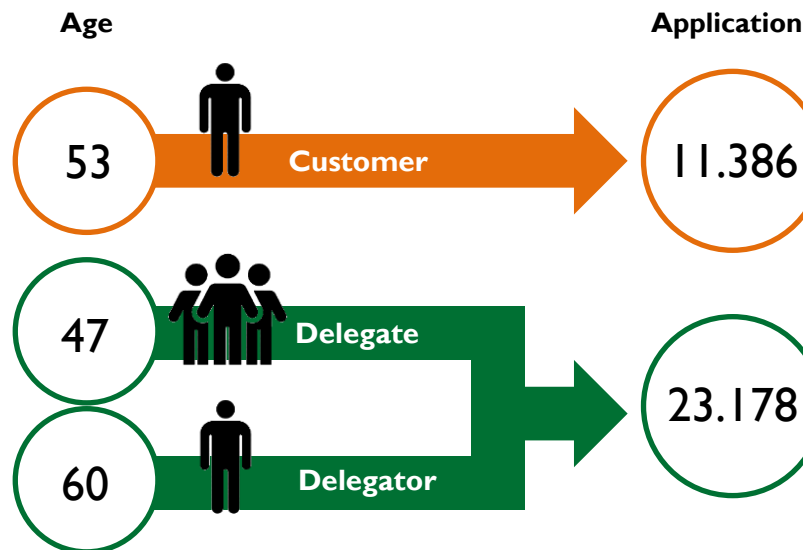


Fig. 12

Applications status year 2024



Focus on 2024		
Applications status	Tot.	% vs tot.
Accepted	28.277	81,8%
Not accepted	2.677	7,8%
Not completed by the applicant	3.610	10,4%
Total	34.564	100%

Not accepted details

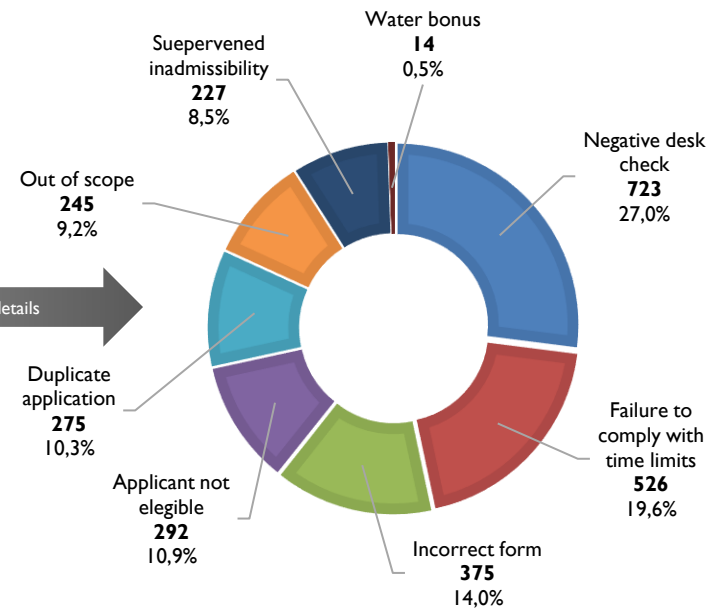


Fig. 13

Accepted applications for Electricity and Gas sectors, Prosumer and Dual-Fuel customers and status year 2024



2024 – Electricity and Gas sectors, Prosumer, Dual-Fuel customers		
Accepted applications and status	Tot.	% vs tot.
Agreement between parties	14.651	61,3%
No-agreement	8.695	36,4%
Withdrawal from procedure	430	1,8%
Lack of participation of counterparty*	121	0,5%
Total	23.897	100%

* Lack of participation communicated by gas suppliers operating in Last Instance Service (LIS)

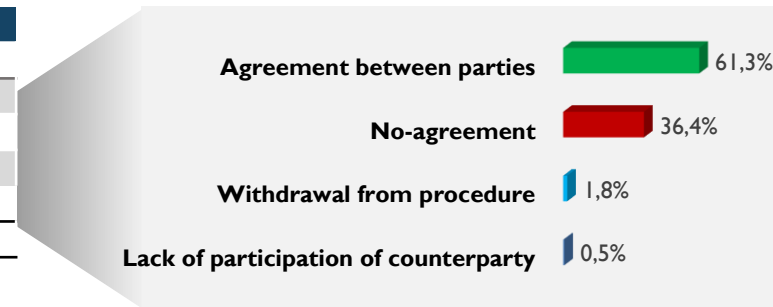


Fig. 14

Accepted applications for **Water sector** and status year 2024

Focus on 2024 – Water sector		
Accepted applications and status	Tot.	% vs tot.
Agreement between parties	2.819	64,7%
No-agreement	1.452	33,3%
Withdrawal from procedure	87	2,0%
Total	4.358	100%

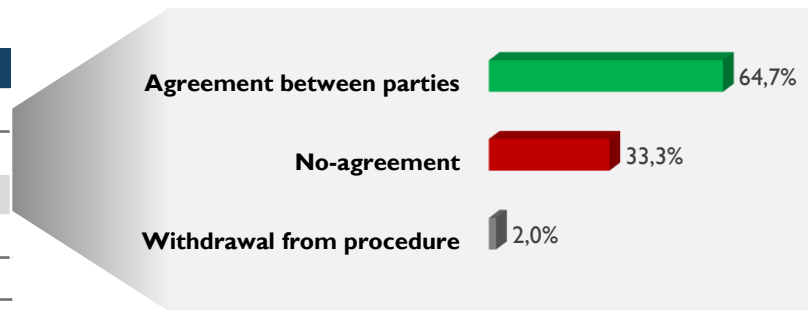


Fig. 15

Accepted applications for **District heating sector** and status year 2024

Focus on 2024 – District heating sector		
Accepted applications and status	Tot.	% vs tot.
Agreement between parties	10	45,5%
Withdrawal from procedure	7	31,8%
No-agreement	5	22,7%
Total	22	100%

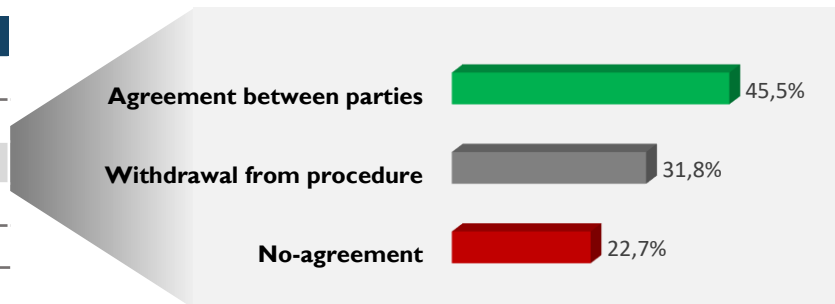
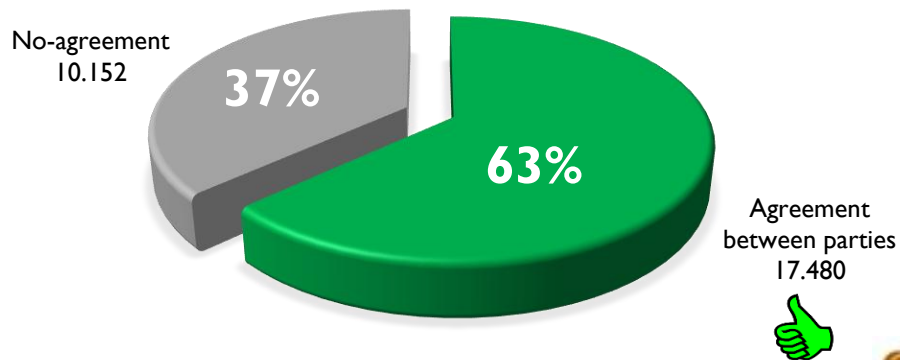


Fig. 16

Outcomes of
procedures started
and concluded
year 2024



60 Average number of days for
concluding the procedure*
year 2024

Fig. 17

Outcomes of
procedures by
sector
year 2024

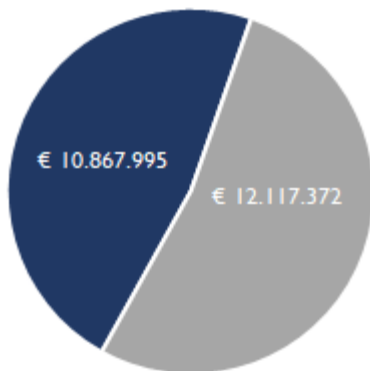


Applications status	Focus on 2024													
	Electricity		Gas		Dual-fuel		Water		Prosumer		District heating sector		Total	
	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.
Agreement between parties	6.500	59%	5.891	63%	2.177	73%	2.819	66%	83	55%	10	67%	17.480	63%
No-agreement	4.431	41%	3393	37%	802	27%	1452	34%	69	45%	5	33%	10.152	37%
Total	10.931	100%	9.284	100%	2.979	100%	4.271	100%	152	100%	15	100%	27.632	100%

* From 01/10/2024, the maximum time frame for the conclusion of procedures with extension has been changed from 120 to 150 calendar days

Fig. 18

Compensation¹ for the procedures started and concluded year 2024



22.985.367 €



Households

Non - households



Fig. 19

Customer satisfaction for the procedures started and concluded year 2024



About 95% 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) 12.180 complete questionnaire replies.