



ARERA Conciliation Service

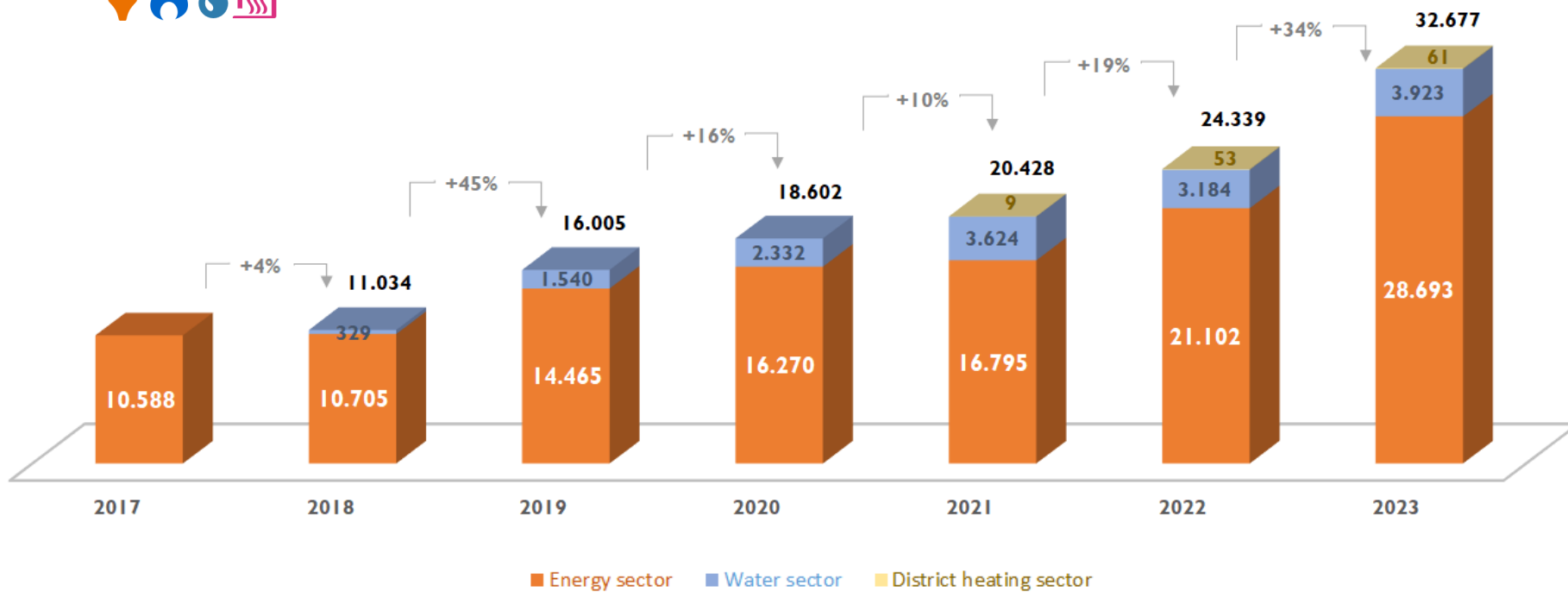
Electricity, gas, water and district heating sectors

Annual Report

Year 2023 - Last updated May 9, 2024

Fig. I

**Amount of
incoming
conciliation
applications
2017 - 2023**



16.216 Electricity sector



8.420 Gas sector



3.817 Dual-Fuel customers



3.923 Water sector



240 Prosumer



61 District heating sector



32.677

Amount of conciliation
applications
2023



Fig. 2

Amount of
incoming
conciliation
applications
year 2023

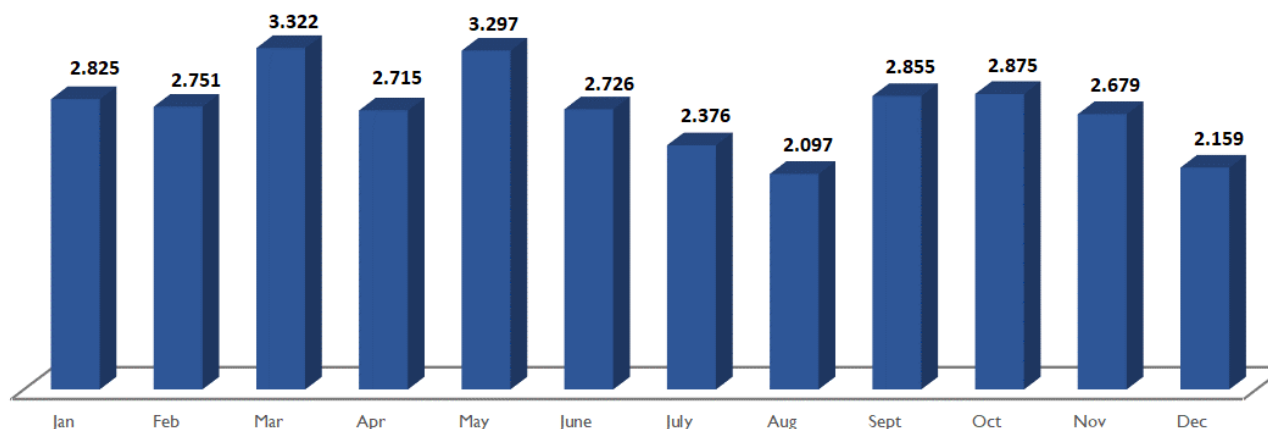
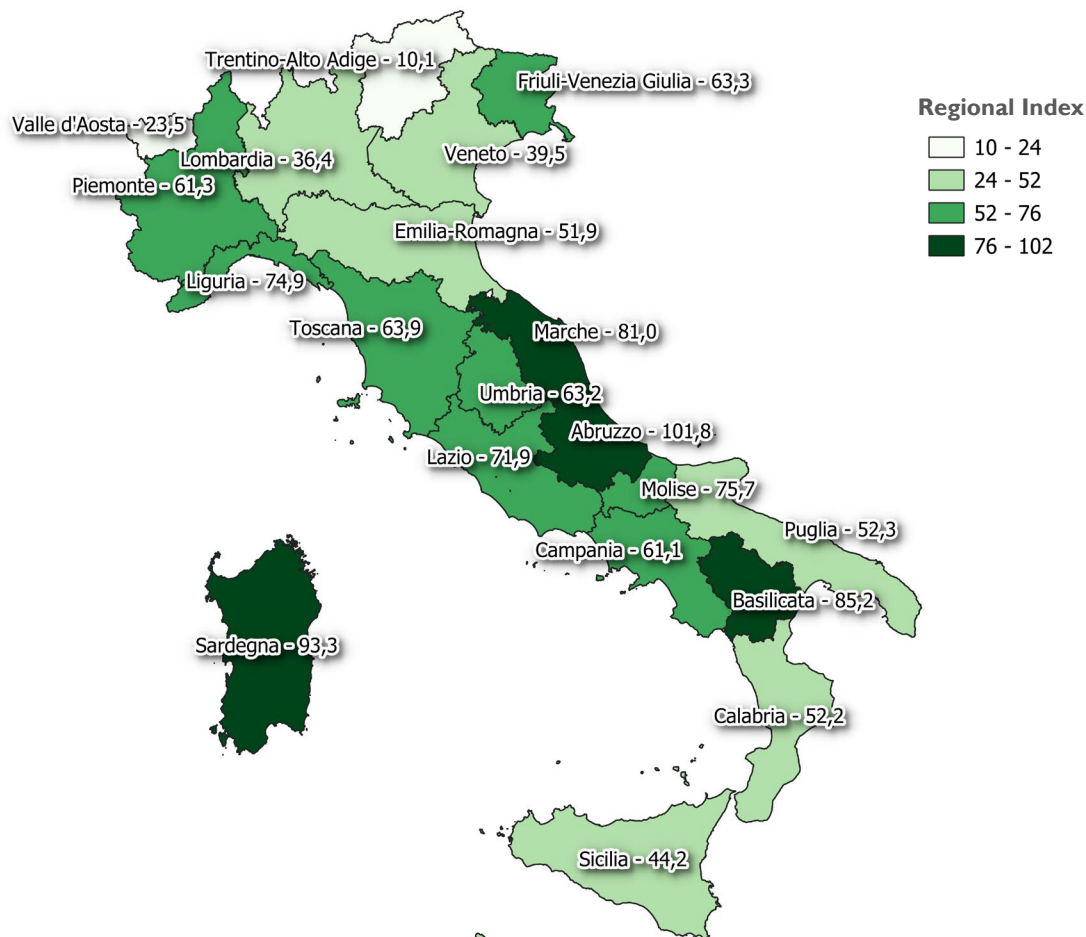


Fig. 3

Regional Index¹
of submitted
conciliation
applications
year 2023



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 2023



2023 – Electricity sector		
Topic application	n.	% vs tot.
Invoicing/billing	7.196	44,4%
Contracts	3.386	20,9%
Damages	1576	9,7%
Late/non-payment, disconnection	1058	6,5%
Other	896	5,5%
Metering	712	4,4%
Market	675	4,2%
Connection, technical quality	645	4,0%
Commercial quality	72	0,4%
Total	16.216	100%

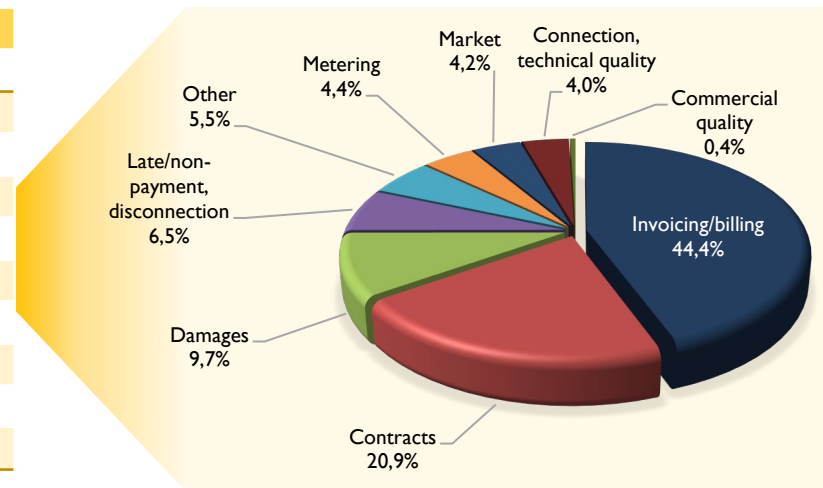


Fig. 5

Conciliation applications topics for the **Gas sector** year 2023



2023 – Gas sector		
Topic application	n.	% vs tot.
Invoicing/billing	4.738	56,3%
Contracts	1685	20,0%
Late/non-payment, disconnection	532	6,3%
Other	462	5,5%
Metering	414	4,9%
Market	301	3,6%
Connection, technical quality	177	2,1%
Damages	74	0,9%
Commercial quality	37	0,4%
Total	8.420	100%

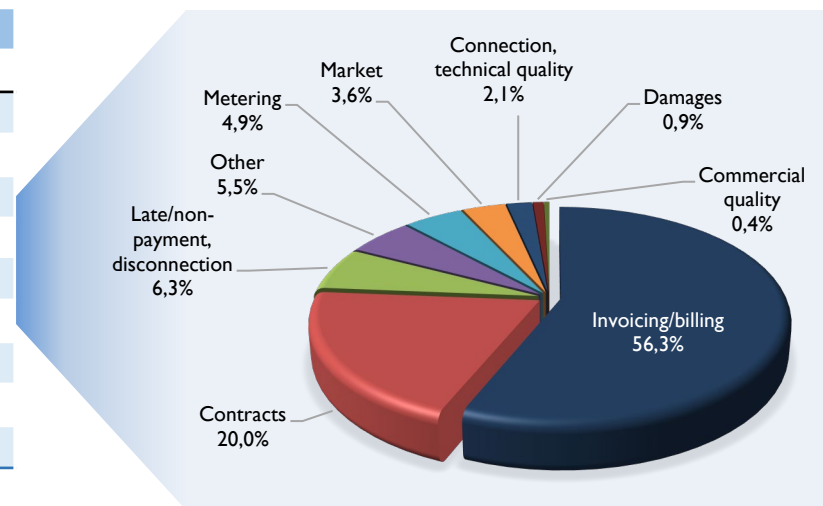


Fig. 6

Conciliation
applications
topics for
Prosumer
year 2023



2023 – Prosumer		
Topic application	n.	% su tot.
NEM	73	30,4%
Connection, technical quality	59	24,6%
Purchase and sale	29	12,1%
Invoicing/billing	26	10,8%
Metering	18	7,5%
Other	16	6,7%
Contracts	10	4,2%
Damages	7	2,9%
Market	1	0,4%
Commercial quality	1	0,4%
Total	240	100%

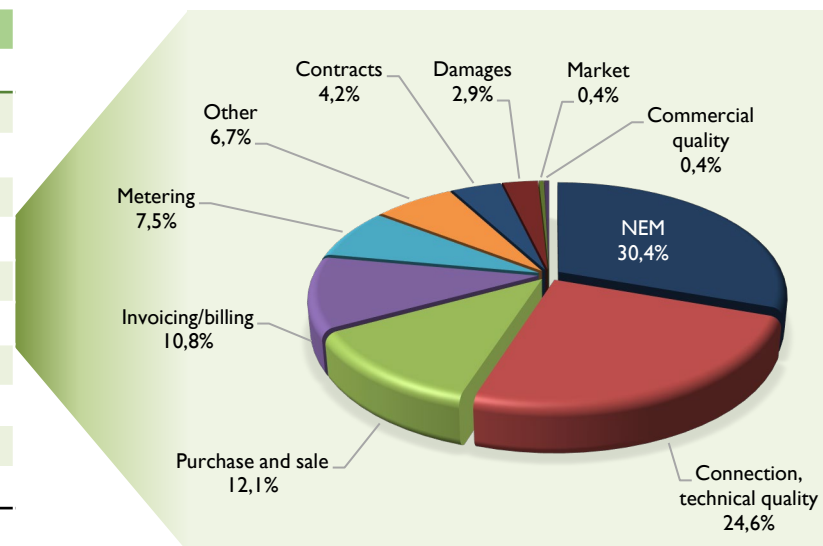


Fig. 7

Conciliation
applications topics
for **Dual-Fuel**
customers
year 2023



2023 - Dual-Fuel customers		
Topic application	n.	% vs tot.
Contracts	1.463	38,3%
Invoicing/billing	1.240	32,5%
Market	617	16,2%
Other	200	5,2%
Late/non-payment, disconnection	179	4,7%
Damages	47	1,2%
Metering	25	0,7%
Connection, technical quality	25	0,7%
Commercial quality	21	0,5%
Total	3.817	100%

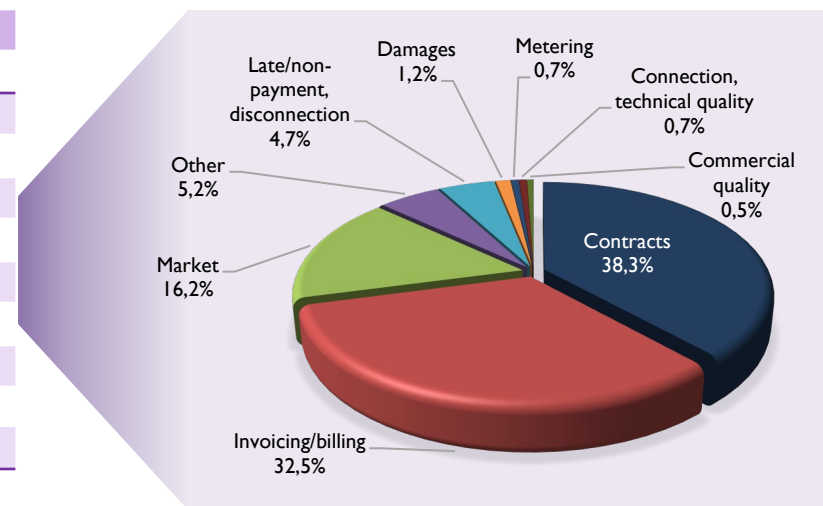


Fig. 8

Conciliation applications topics for the **Water sector** year 2023

2023 – Water sector		
Topic application	n.	% vs tot.
Invoicing/billing	2.756	70,3%
Metering	222	5,7%
Other	207	5,3%
Contracts	202	5,1%
Late/non-payment, disconnection	179	4,6%
Connection	137	3,5%
Damages	119	3,0%
Technical quality	52	1,3%
Contractual quality	49	1,2%
Total	3.923	100%

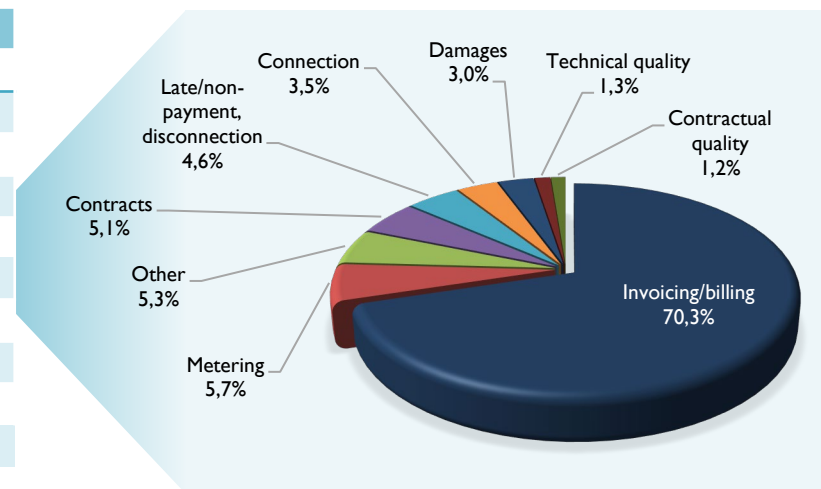


Fig. 9

Conciliation applications topics for the **District heating sector** year 2023

Focus on 2023 - District heating sector		
Topic application	n.	% vs tot.
Transparency of the service	24	39,3%
Other	22	36,1%
Connections	5	8,2%
Late/non-payment, disconnection	4	6,6%
Damages	3	4,9%
Commercial quality	2	3,3%
Technical quality	1	1,6%
Total	61	100%

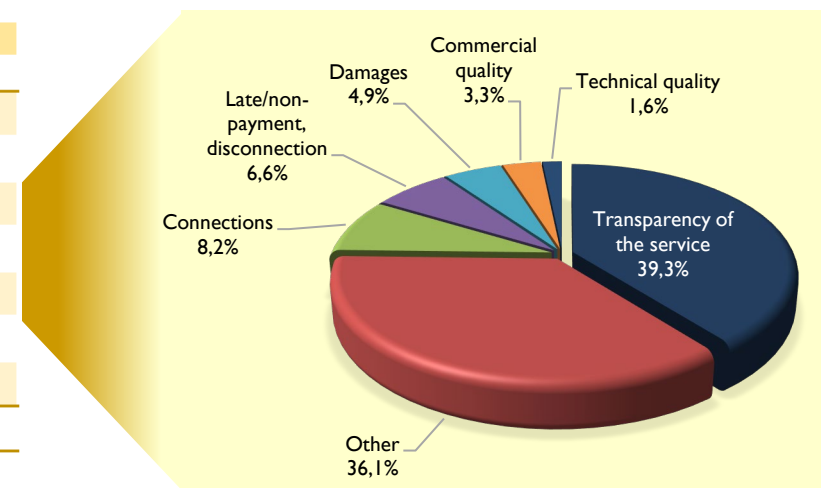


Fig. 10

Number of
applications by
applicants type
year 2023



Focus on 2023					
Applicants type	Customer	Consumer Associations	Others	SME Associations	Total
Households	8.665	7.909	8.357		24.931
Non-households	2.653	1066	4.016	11	7.746
Total	11.318	8.975	12.373	11	32.677
% vs Tot.	34,6%	27,5%	37,9%	0,03%	100%

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

Fig. 11

Average age
and applications
issued by
customer and
delegate
year 2023

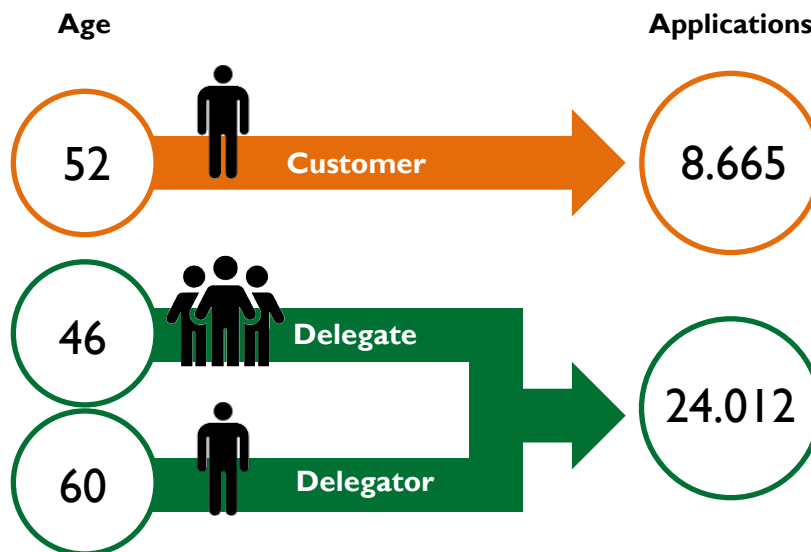


Fig. 12

**Applications
status
year 2023**



Focus on 2023		
Applications status	Tot.	% vs tot.
Accepted	26.528	81,2%
Not accepted	2.867	8,8%
Not completed by the applicant	3.282	10,0%
Total	32.677	100%

Not accepted details

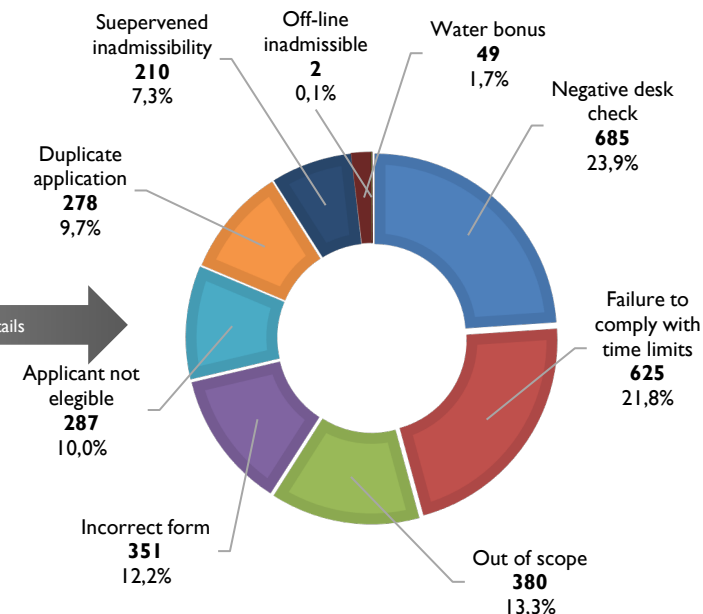


Fig. 13

**Accepted applications for
Electricity and Gas
sectors, Prosumer and
Dual-Fuel customers
and status
year 2023**



2023 – Electricity and Gas sectors, Prosumer, Dual-Fuel customers		
Accepted applications and status	Tot.	% vs tot.
Agreement between parties	16.038	68,8%
No-agreement	6.803	29,2%
Withdrawal from procedure	347	1,5%
Lack of participation of counterparty*	126	0,5%
Total	23.314	100%

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

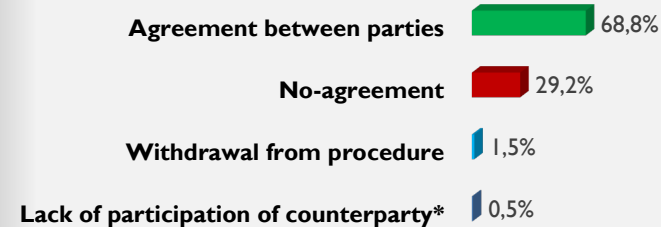


Fig. 14

Accepted applications
for **Water sector**
and status
year 2023



Focus on 2023 – Water sector		
Accepted applications and status	Tot.	% vs tot.
Agreement between parties	2.155	67,8%
No-agreement	915	28,8%
Lack of participation of counterparty*	58	1,8%
Withdrawal from procedure	52	1,6%
Total	3.180	100%

* The non-adhesions of the counterpart in the water and district heating sectors refer to applications submitted before 30/06/2023, the date from which the conciliation attempt was also mandatory for the aforementioned sectors, with the consequent mandatory participation of all operators



Fig. 15

Accepted applications
for **District heating sector**
and status
year 2023



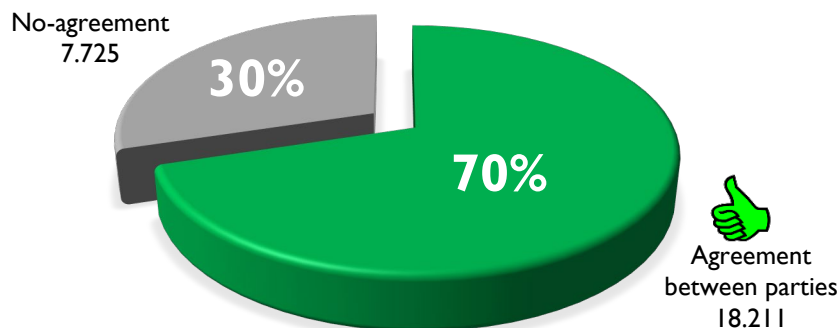
Focus on 2023 – District heating sector		
Accepted applications and status	Tot.	% vs tot.
Agreement between parties	18	52,9%
Lack of participation of counterparty*	7	20,6%
No-agreement	7	20,6%
Withdrawal from procedure	2	5,9%
Total	34	100%

* The non-adhesions of the counterpart in the water and district heating sectors refer to applications submitted before 30/06/2023, the date from which the conciliation attempt was also mandatory for the aforementioned sectors, with the consequent mandatory participation of all operators



Fig. 16

**Outcomes of
procedures started
and concluded
year 2023**



56 Average number of days for
concluding the procedure
year 2023

Fig. 17

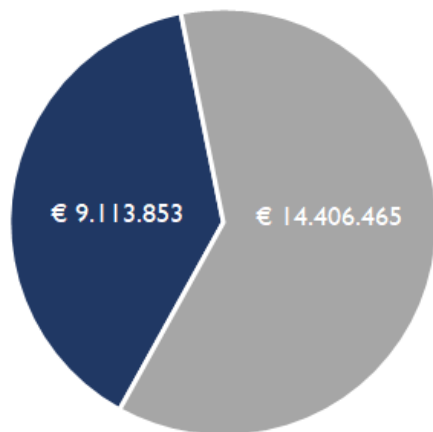
**Outcomes of
procedures by
sector
year 2023**



Applications status	2023													
	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	8.403	65%	4.880	74%	2.660	84%	2.155	70%	95	57%	18	72%	18.211	70%
No-agreement	4.478	35%	1.734	26%	518	16%	915	30%	73	43%	7	28%	7.725	30%
Total	12.881	100%	6.614	100%	3.178	100%	3.070	100%	168	100%	25	100%	25.936	100%

Fig. 18

Compensation¹ for
the procedures started
and concluded
year 2023



Households

Non - households



25.520.318 €

Fig. 19

**Customer
satisfaction**
for the procedures
started and concluded
year 2023



**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 in 2023 and signed an agreement in front of the Conciliation Service.
- 2) 12.190 complete questionnaire replies.