

2025

# ARERA Conciliation Service

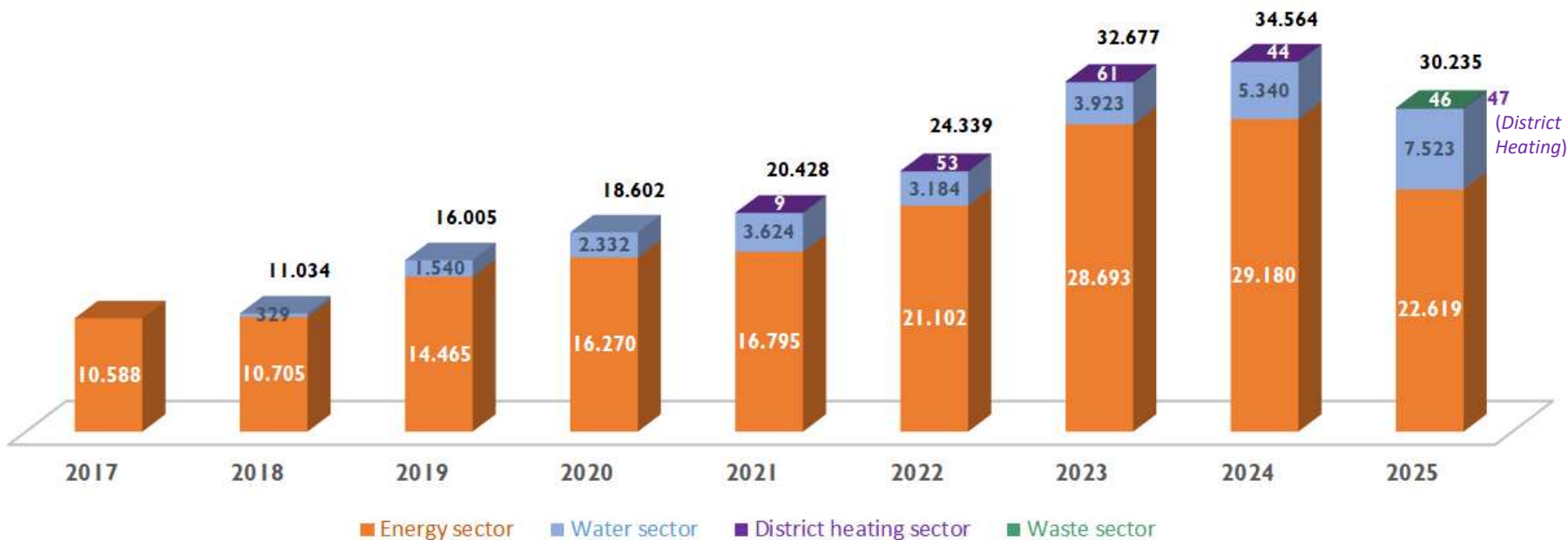
*Electricity, gas, water, district heating and waste sectors*

## Annual Report

*Year 2025 - Last updated February 9, 2026*

Fig. I

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




**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**

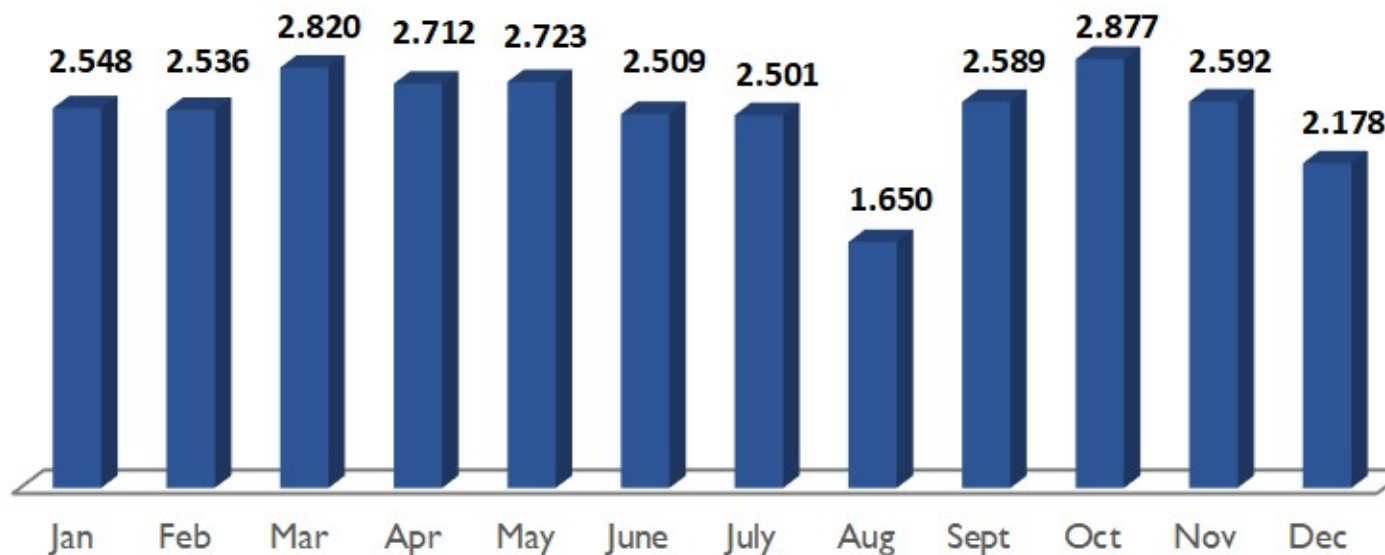
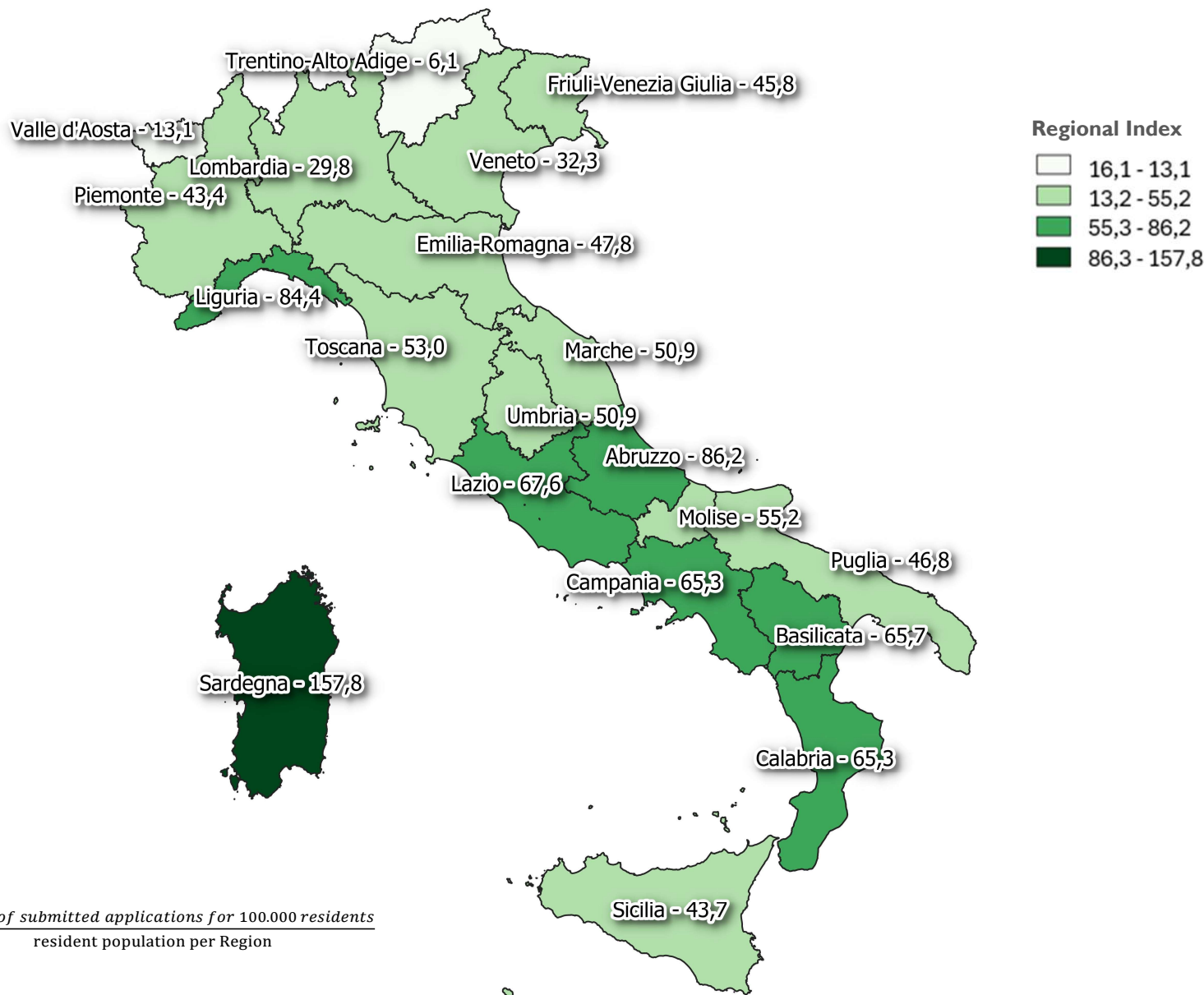


Fig. 3

**Regional Index<sup>1</sup>**  
 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	1.466	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%
<b>Total</b>	<b>12.027</b>	<b>100%</b>

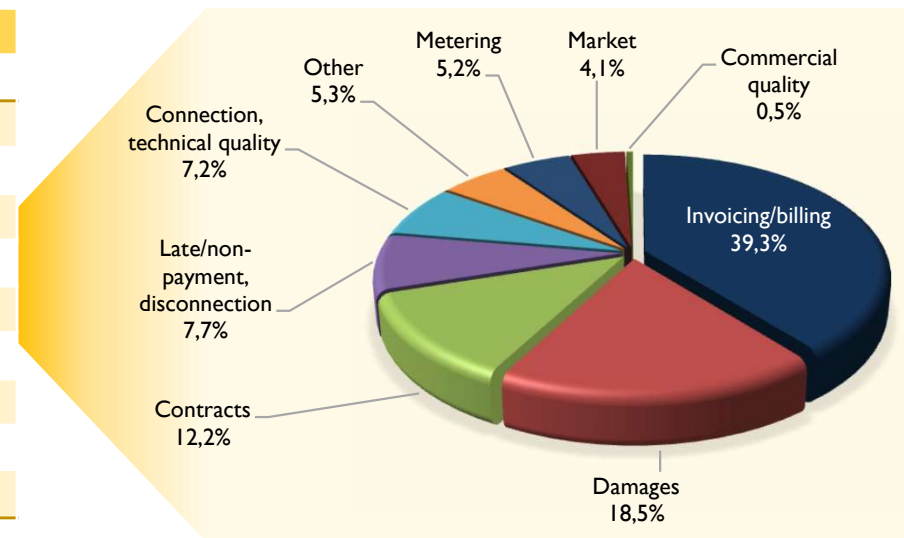


Fig. 5

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%
<b>Total</b>	<b>7.450</b>	<b>100%</b>

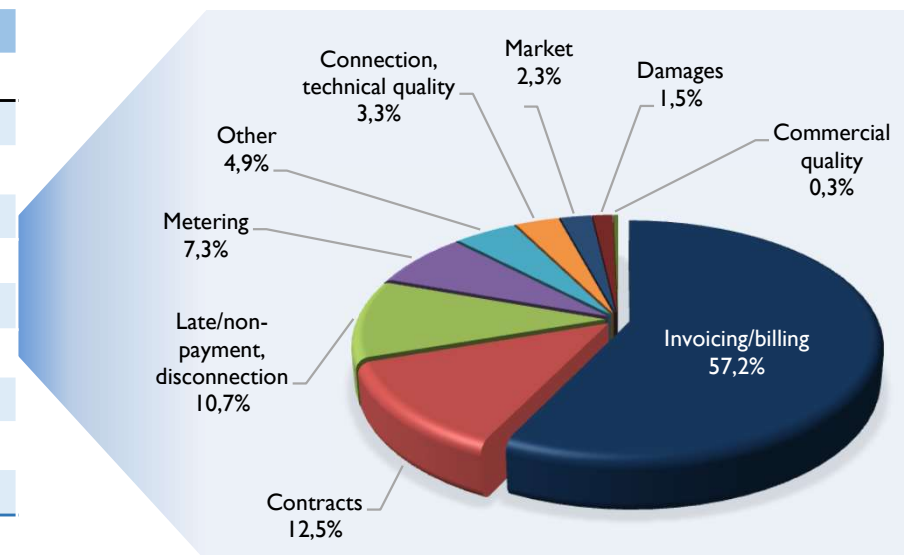


Fig. 6

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%
<b>Total</b>	<b>2.920</b>	<b>100%</b>

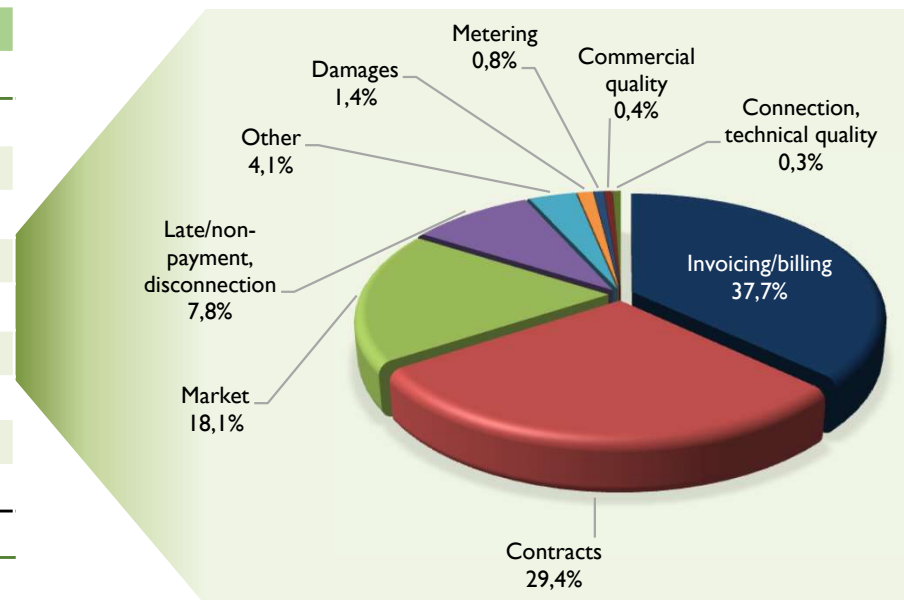


Fig. 7

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%
<b>Total</b>	<b>222</b>	<b>100%</b>

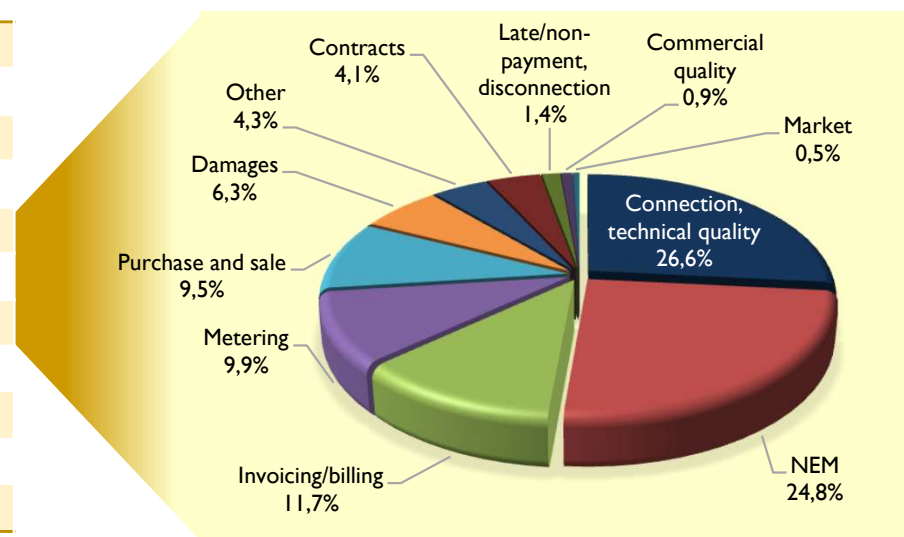


Fig. 8

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%
<b>Total</b>	<b>7.523</b>	<b>100%</b>

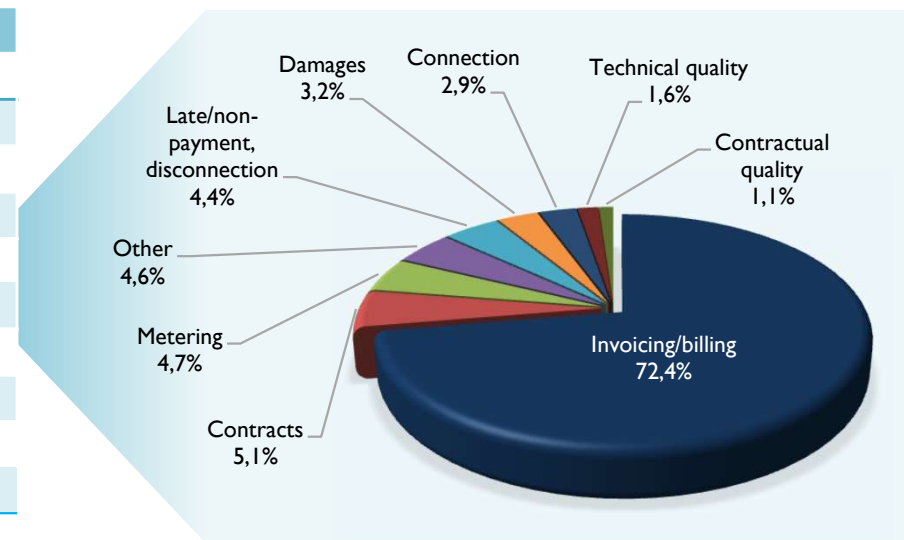


Fig. 9

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%
<b>Total</b>	<b>47</b>	<b>100%</b>

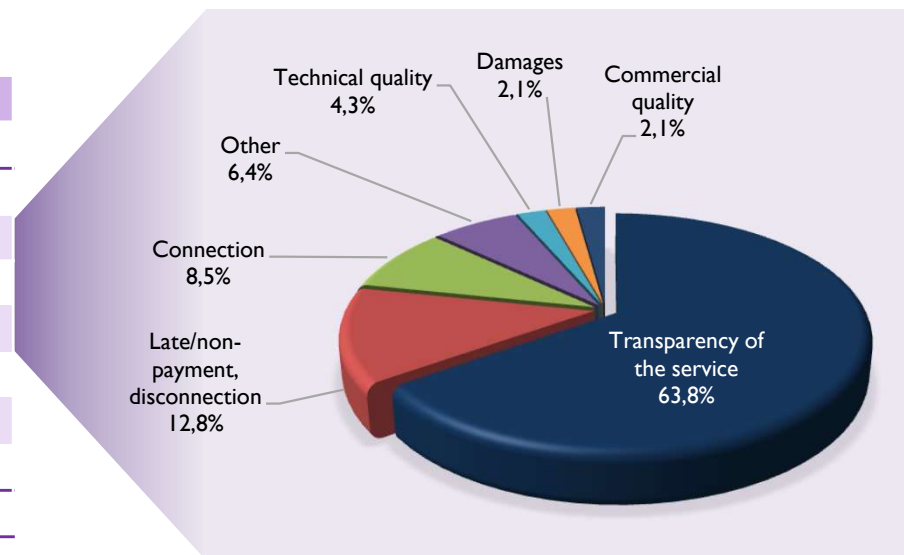


Fig. 10  
 Conciliation applications topics for the **Waste sector** year 2025



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%
<b>Total</b>	<b>46</b>	<b>100%</b>

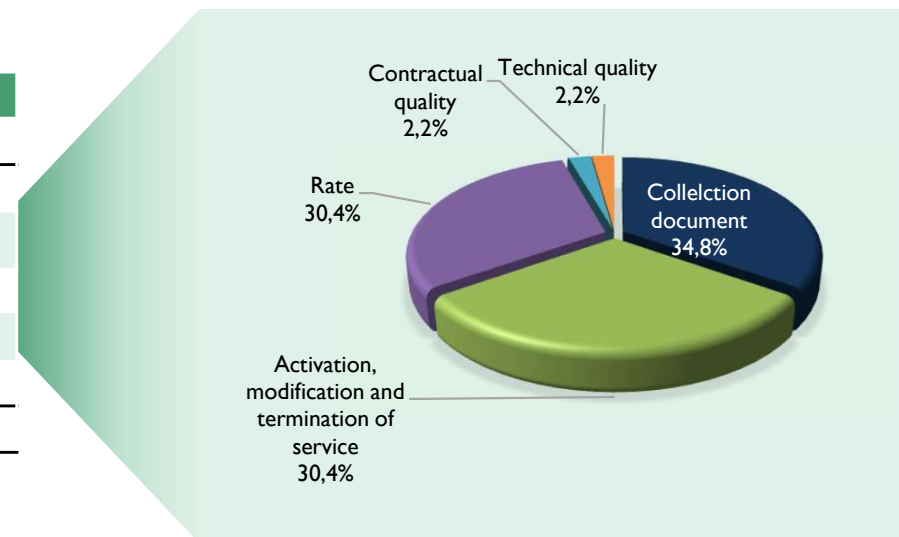


Fig. 11

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
<b>Total</b>	<b>10.227</b>	<b>7.201</b>	<b>12.794</b>	<b>13</b>	<b>30.235</b>
% 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

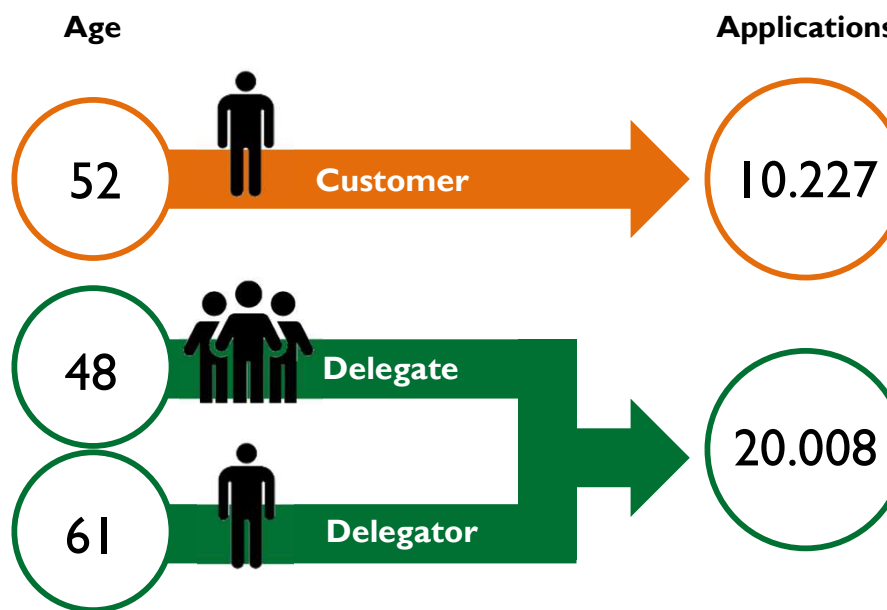


Fig. 13

**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%
<b>Total</b>	<b>30.235</b>	<b>100%</b>

Not accepted details

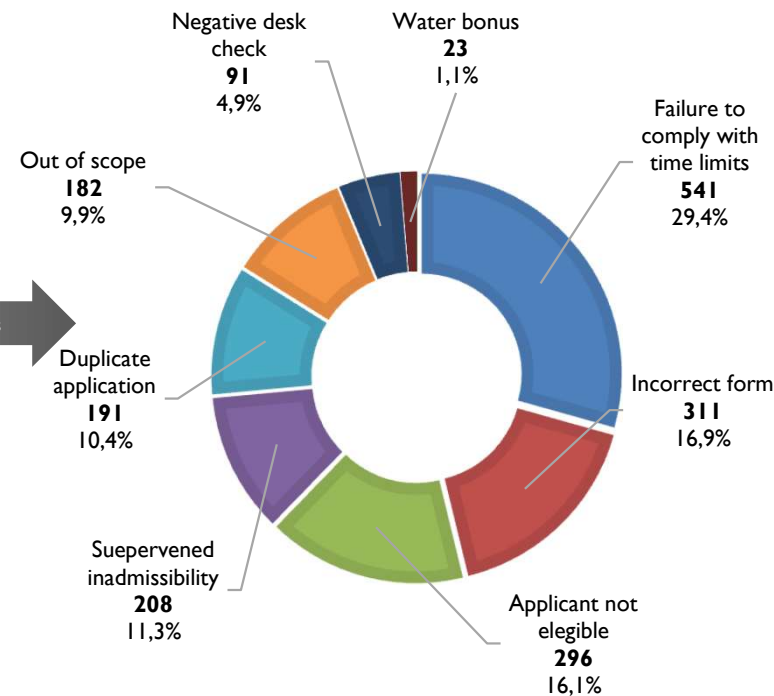


Fig. 14

**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%
<b>Total</b>	<b>16.804</b>	<b>100%</b>

\* 1.158 procedures pending as of February 9, 2026

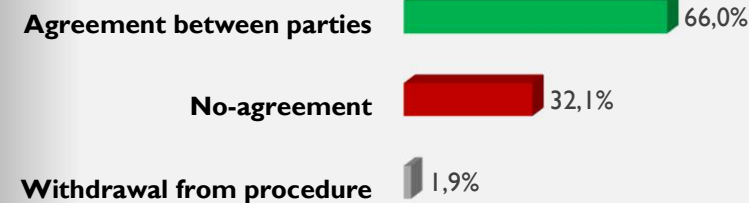


Fig. 15

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%
<b>Total</b>	<b>5.754</b>	<b>100%</b>

\* 352 procedures pending as of February 9, 2026

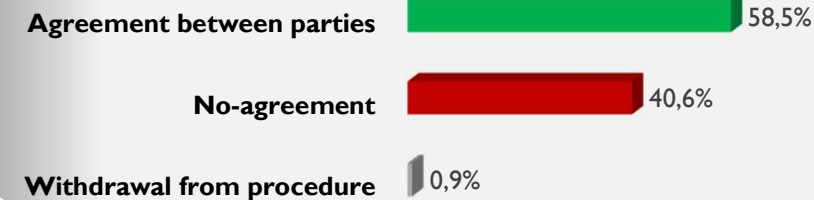


Fig. 16

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%
<b>Total</b>	<b>28</b>	<b>100%</b>

\* 3 procedures pending as of February 9, 2026

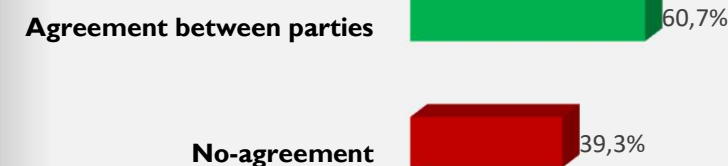


Fig. 17

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%
<b>Total</b>	<b>35</b>	<b>100%</b>

\* 6 procedures pending as of February 9, 2026

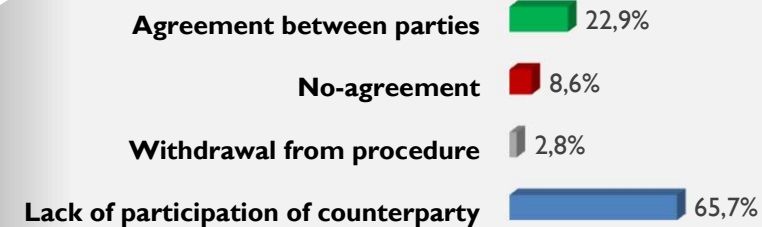
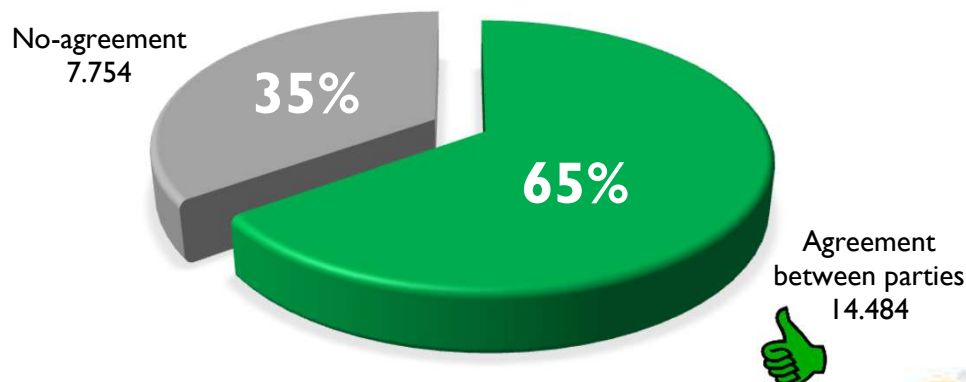


Fig. 18

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.	n.	% vs tot.	n.	% vs tot.	n.	% vs tot.
<b>Agreement between parties</b>	5.213	60%	4.027	74%	3.367	59%	1.781	79%	71	49%	17	61%	8	73%	<b>14.484</b>	65%
<b>No-agreement</b>	3.472	40%	1.385	26%	2.338	41%	470	21%	75	51%	11	39%	3	27%	<b>7.754</b>	35%
<b>Total</b>	<b>8.685</b>	<b>100%</b>	<b>5.412</b>	<b>100%</b>	<b>5.705</b>	<b>100%</b>	<b>2.251</b>	<b>100%</b>	<b>146</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>11</b>	<b>100%</b>	<b>22.227</b>	<b>100%</b>

Fig. 20

**Compensation<sup>1</sup>** for the procedures started and concluded year 2025

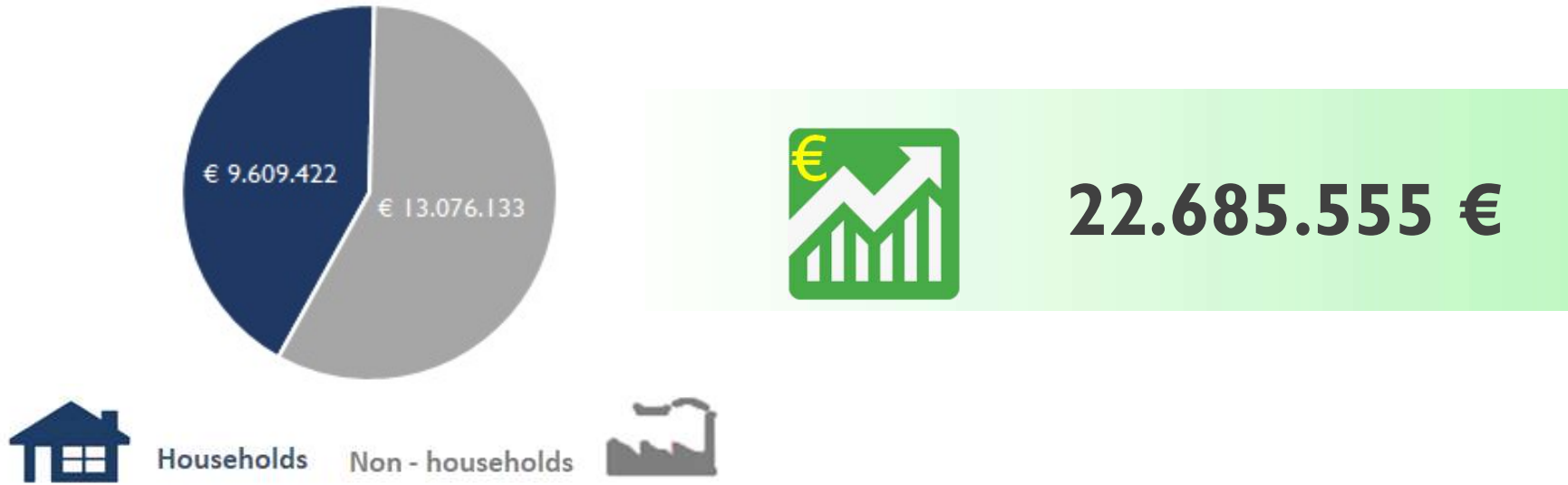


Fig. 21

**Customer satisfaction** for the procedures started and concluded year 2025



**About 96% of the customers who completed the survey<sup>2</sup> 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.