

2025

# Energy and Environment Consumer Help Desk

Year 2025

Report Call Centre, Special Procedures and Second-Level Complaints

# Summary



1. Call Centre

2. Special Settlement Procedures and Second-Level Complaints

## Call Centre



Freephone Number **800.166.654**





## Summary – Call Centre

Freephone Number 800.166.654



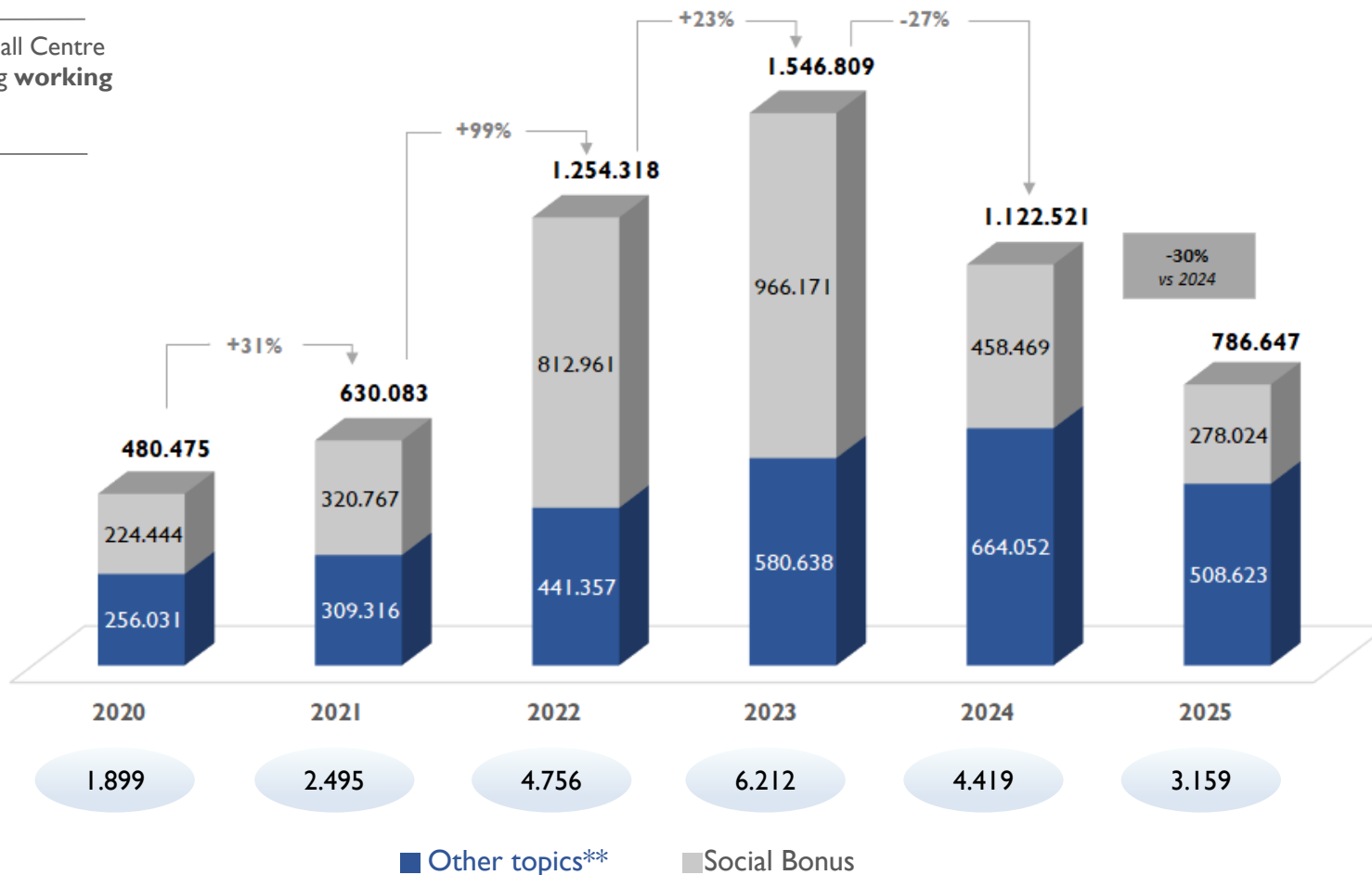
- 1.1 Calls to the Call Centre received during working hours - 2020/2025
- 1.2 Calls to the Call Centre received during working hours by topic - 2025
- 1.3 Written requests for information by sector and requests for activation of special information procedures – 2020/2025
- 1.4 Written requests for information – Energy sectors - 2025
- 1.5 Requests for activation of special information procedures by topics - 2025
- 1.6 Written requests for information – water and district heating sectors - 2025
- 1.7 Customer Satisfaction - 2025

Freephone Number 800.166.654

**12.078.295**  
 Total calls since Sportello establishment (dec. 2009)

Fig. I

**Calls to the Call Centre received during working hours\***  
 2020 - 2025



\*) Service active Mon–Fri (8:00–18:00), excluding public holidays

\*\*) e.g. Billing, contracts, connections, works and technical quality, Cmor

Freephone Number 800.166.654


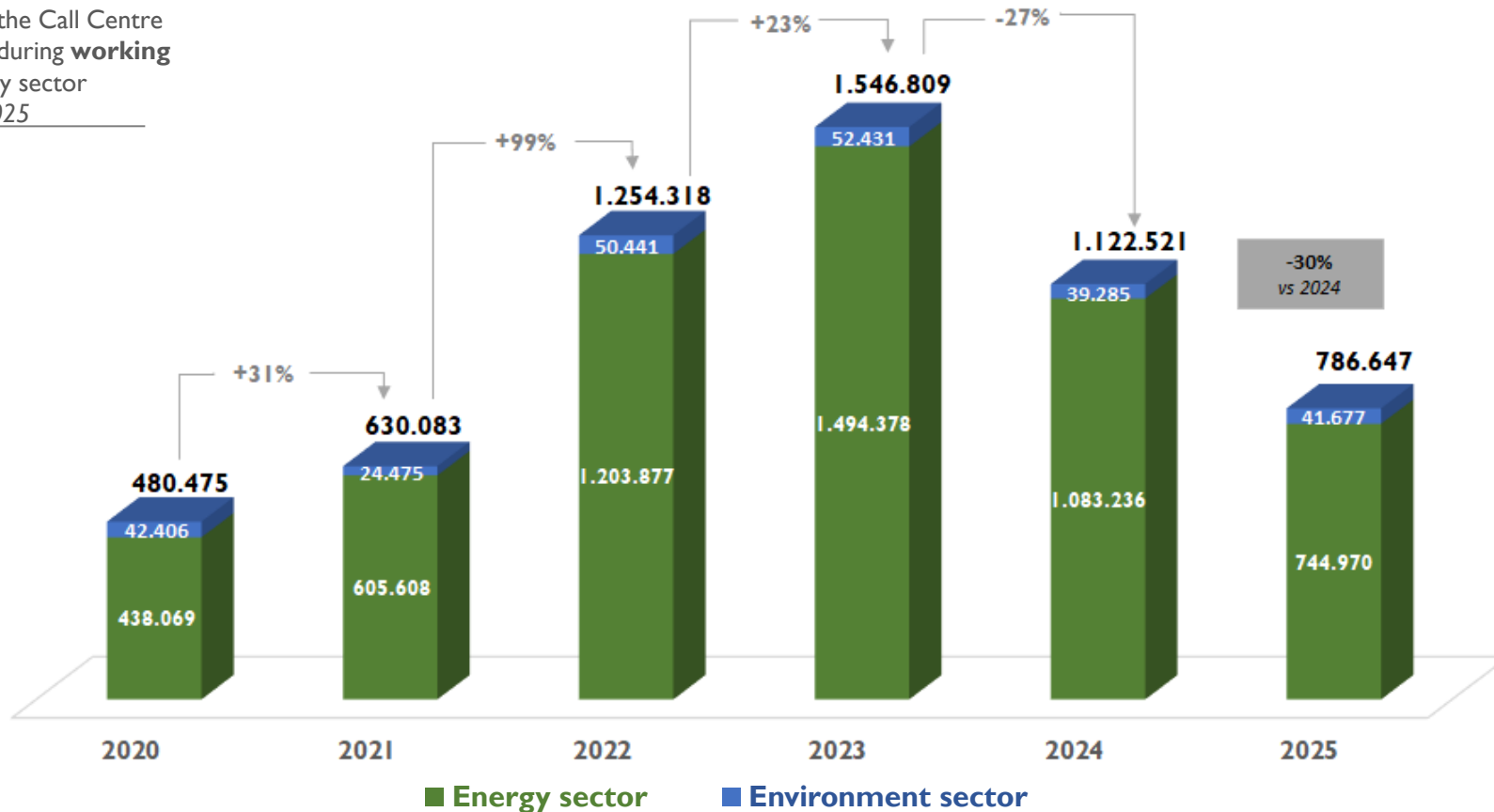
 **12.078.295**  
 Total calls since Sportello establishment (dec. 2009)

Fig.2

**Calls to the Call Centre received during working hours\*** by sector 2020 - 2025



\*) Service active Mon-Fri (8:00-18:00), excluding public holidays

**Freephone Number 800.166.654**

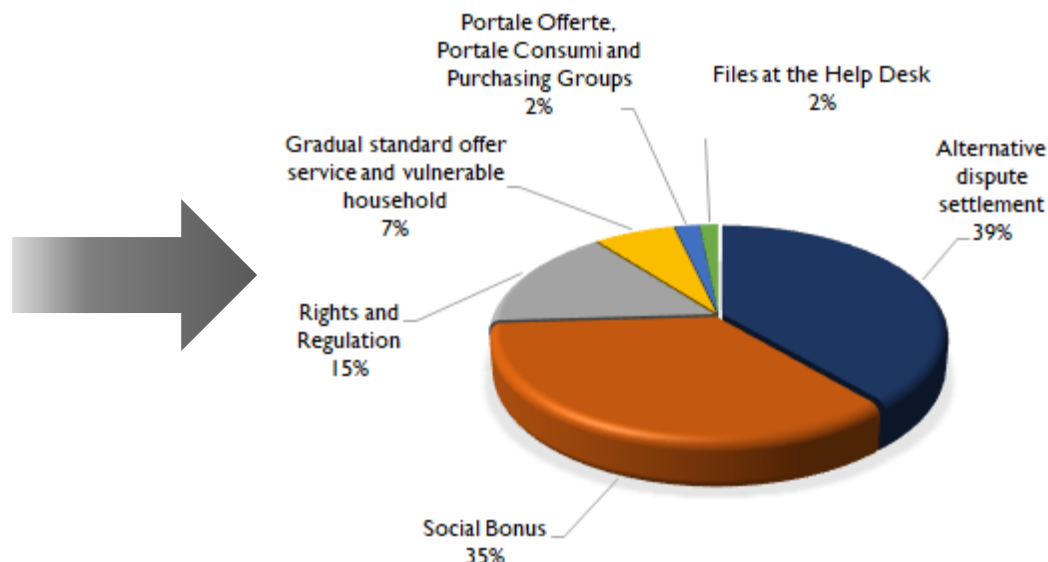
Fig. 3

**Calls to the Call Centre received during working hours by topic (n.) - 2025**

Calls received by topic	n.	% vs total
Alternative dispute settlement	304.487	39%
Social Bonus	278.024	35%
Rights and Regulation	121.510	15%
Gradual standard offer service and vulnerable household	53.799	7%
Portale Offerte, Portale Consumi and Purchasing Groups	16.588	2%
Files at the Help Desk	12.239	2%
<b>Total calls received</b>	<b>786.647</b>	<b>100%</b>

Fig. 4

**Calls to the Call Centre received during working hours by topic (%) - 2025**



**786.647**  
Calls to the Call Centre received during working hours - 2025

Fig. 5

**Written requests for information by sector and requests for activation of special information procedures - 2025**

**500.988**  
 Written requests for information by sector and requests for activation of special information procedures since 2020

- Written requests for information – water and district heating sectors
- Written requests for information – energy sector
- Requests for activation of special information procedures – energy sector

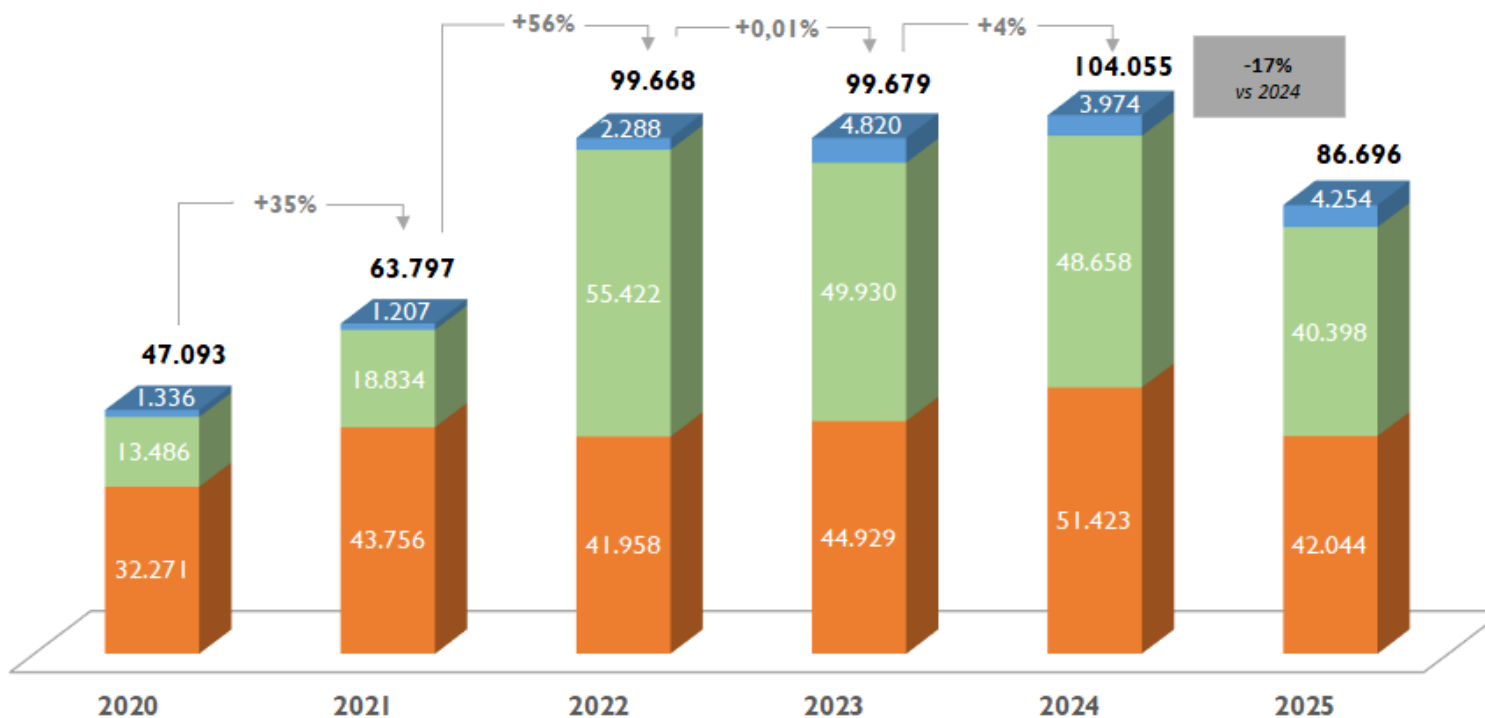


Fig. 6

**Written requests for information by topic -  
 Energy sectors - 2025**

2025 - Written requests for information		
Topic	n.	% vs tot.
Social Bonus	11.222	28%
Billing	6.061	15%
Market	5.852	15%
Non-payment of bills and disconnection	4.948	12%
Contracts	4.199	10%
Connection, technical quality	3.677	9%
Vulnerable household	1.672	4%
Other	1.249	3%
Metering	688	2%
Commercial quality	426	1%
Prosumer	404	1%
<b>Total</b>	<b>40.398</b>	<b>100%</b>

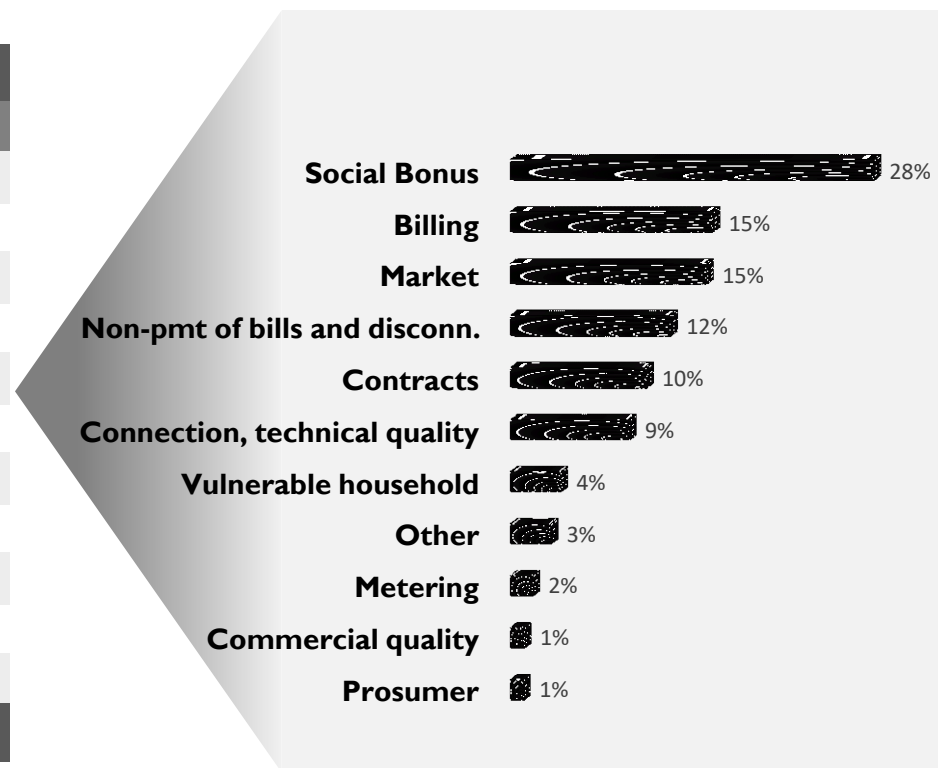
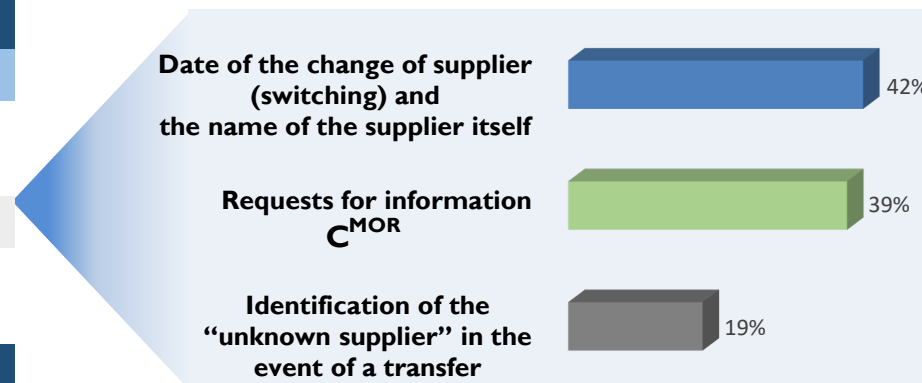


Fig. 7

**Requests for activation of special information procedures by topics - Energy sector - 2025**

**2025 - Requests for activation of special information procedures**

Topic	n.	% vs tot.
Date of the change of supplier (switching) and the name of the supplier itself	17.514	42%
Requests for information C <sup>MOR</sup>	16.559	39%
Identification of the “unknown supplier” in the event of a transfer	7.971	19%
<b>Total</b>	<b>42.044</b>	<b>100%</b>



*\*) Special information procedures allow final customers in the energy sectors to obtain specific information encoded in centralised databases (Integrated Information System, Indemnity System) accessible from the Help Desk and subject to specific regulation by ARERA. At the final customer’s request, the Help Desk, through these procedures, may provide: the name of the commercial counterparty of the contract for which it is intended to request the transfer, the name of the current commercial counterparty with the date of switching and, with regard to the CMOR, the name of the supplier that requested the application of that charge, the minimum contents of the claim provided for by the regulation and the information regarding the possible state of suspension or cancellation of the compensation.*

Fig. 8

**Written requests for information** – water and district heating sectors – 2025

2025 - Written requests for information		
Topic	n.	% vs tot.
Social Bonus	1.488	35%
Billing	1.203	28%
Contracts	735	17%
Technical quality	270	6,3%
Pricing and tariffs	241	6%
Connection	223	5,2%
Metering	73	2%
Commercial quality	18	0,4%
Other	3	0,1%
<b>Total</b>	<b>4.254</b>	<b>100%</b>

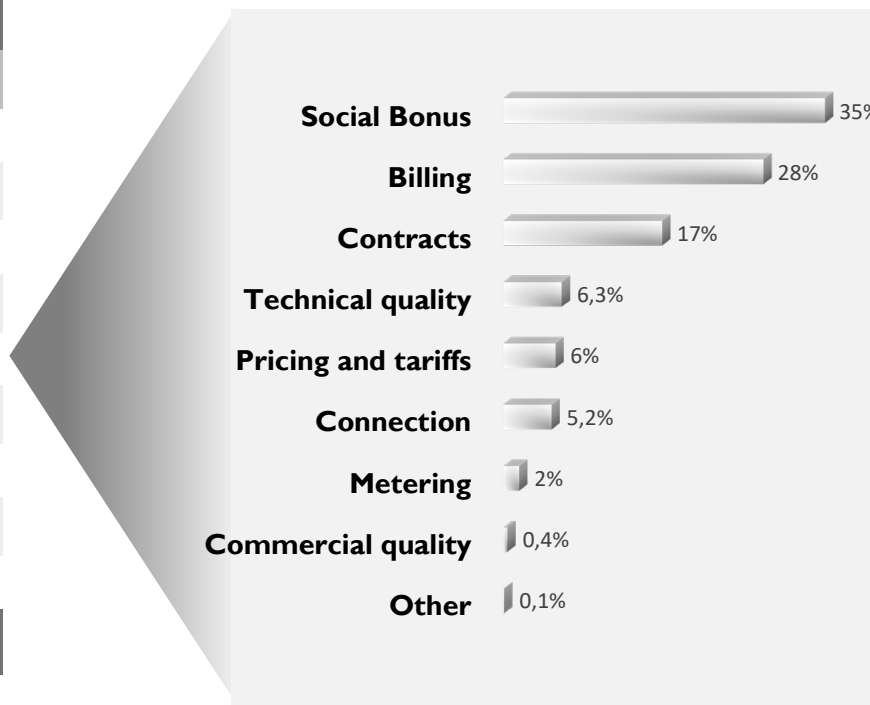


Fig. 9

**Satisfaction** of customers who contacted the Call Centre via **Telephone - 2025**

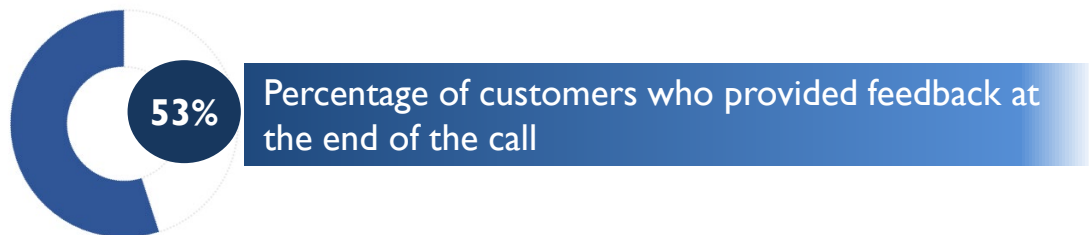
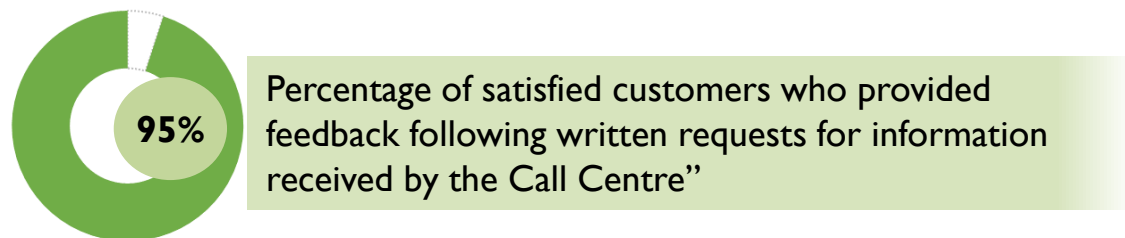


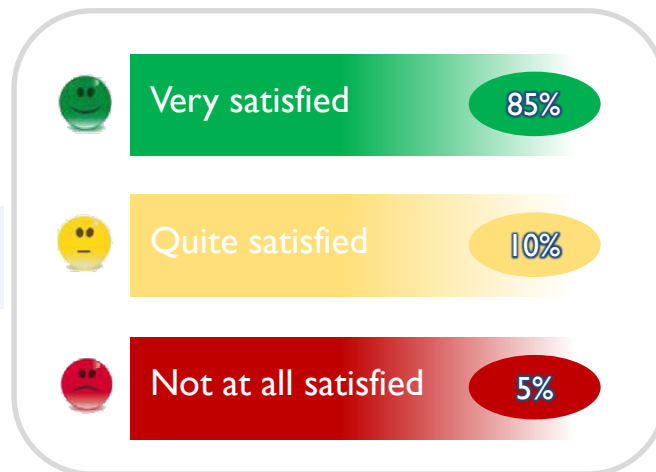
Fig. 10

**Satisfaction** of customers who contacted the Call Centre with **written requests for information - 2025**



**Freephone Number 800.166.654**

### Summary of call feedback



### Customer satisfaction for Written requests for information



*\*) Percentage of customers reporting satisfaction with the service at the end of the procedure*

# Special Settlement Procedures and Second-Level Complaints



[www.sportelloperilconsumatore.it](http://www.sportelloperilconsumatore.it)








# Summary - Special Settlement Procedures and Second-Level Complaints



## Energy sector

-  2.1 Special Settlement Procedures and other requests – 2020/2025
-  2.2 Special Settlement Procedures by topic – 2025
-  2.3 Special Settlement Procedures and other requests: Customer Satisfaction and Compensation – 2025

## Environment sector



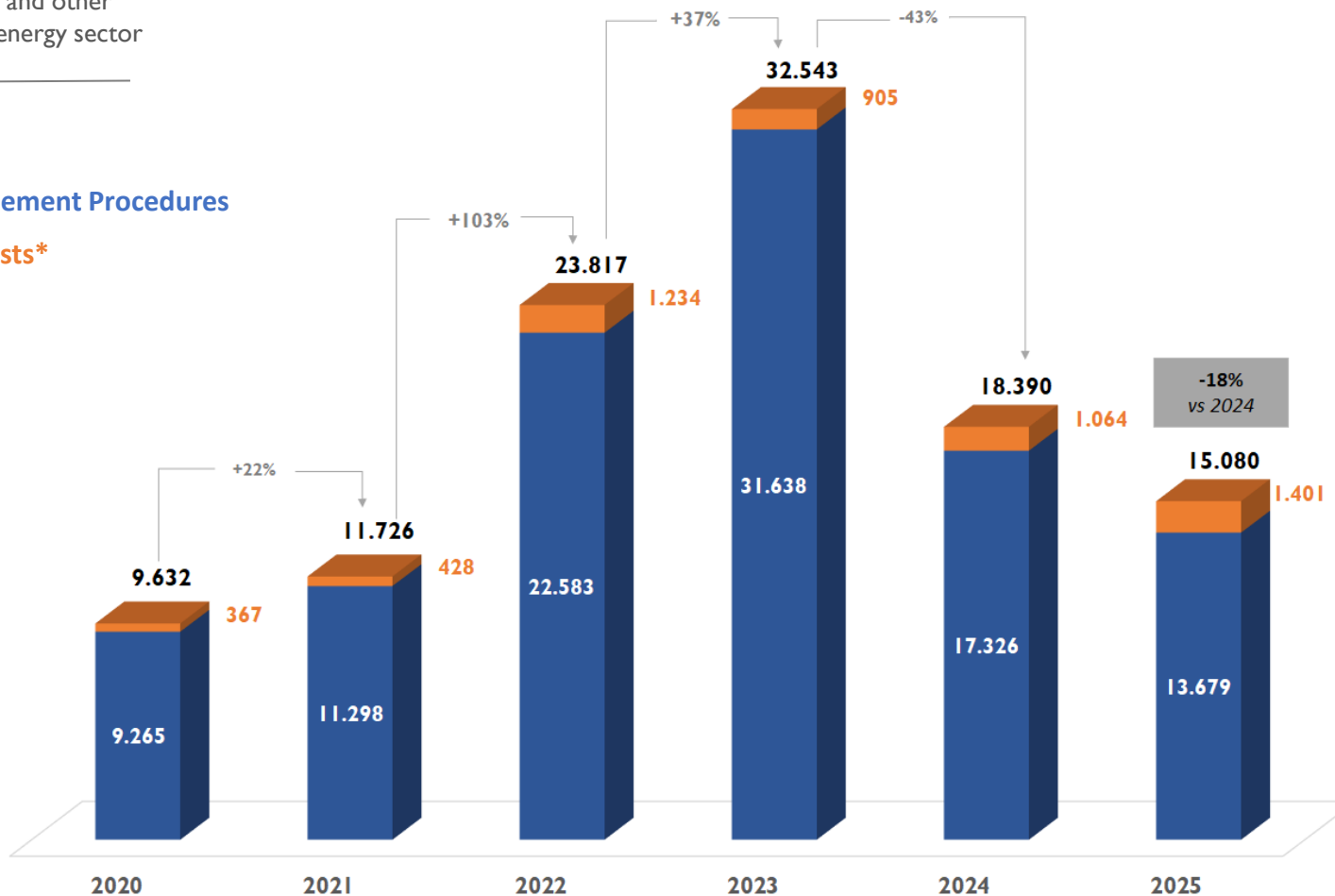
-  2.4 Volumes Second-Level Complaints for water and waste sectors - 2020/2025
-  2.5 Second-Level Complaints for water sector by topic - 2025

Fig. 11

**Special Settlement Procedures and other requests for energy sector 2020 - 2025**

■ Special Settlement Procedures

■ Other requests\*

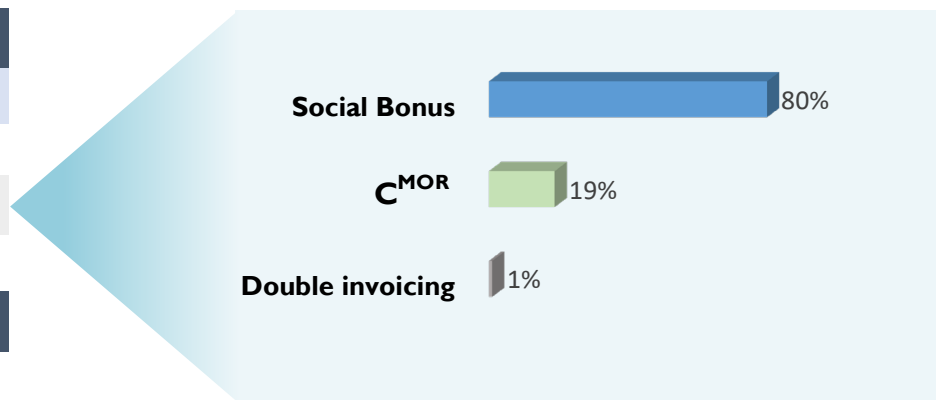


\*) Other requests mainly concerned: cases related to the earthquakes in Central Italy, Ischia, and other natural disasters, the gradual transition to the standard offer service and support for vulnerable households, customer reports and the Help Desk for Consumer Associations

Fig. 12

### Special Settlement Procedures by topic - 2025

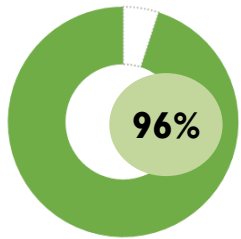
2025 - Special Settlement Procedures		
Topic	n.	% vs tot.
Social Bonus	10.960	80%
C <sup>MOR</sup>	2.591	19%
Double invoicing	128	1%
<b>Total</b>	<b>13.679</b>	<b>100%</b>



*\*) Special solution procedures are applied for specific types of problems in the energy sectors, for the solution of which, at the final customer's request, the Help Desk can access codified information in centralised databases (as is the case for special information procedures) and, where appropriate, also send special requests for information to the operators involved. In particular, final customer issues related to the social bonus and CMOR are handled through these procedures.*

Fig. 13

**Customer Satisfaction for  
 Special Settlement Procedures  
 and other requests - 2025**



Percentage of customers satisfied who provided feedback regarding Special Settlement Procedures and other requests

**Satisfaction for Special Settlement  
 Procedures and other requests**



Fig. 14

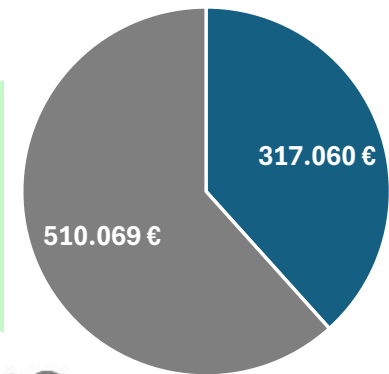
**Compensation for Special  
 Settlement Procedures:  
 CMOR and Social Bonus- 2025**

**Compensation: 903.442 €**



**CMOR: 827.129 €**

**Social Bonus: 76.313 €**



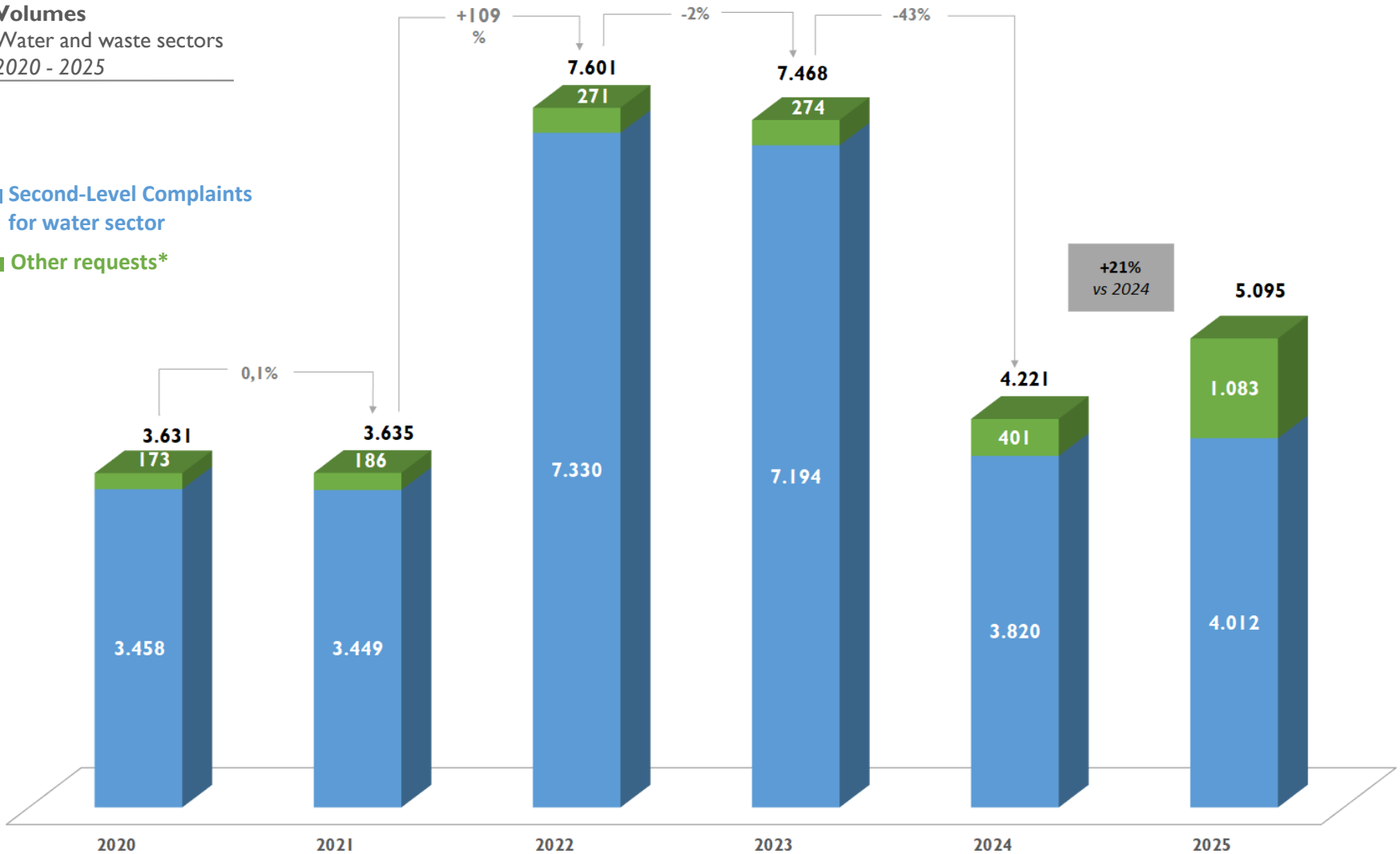
 Non - households  Households

*\*) The amount recovered by final users or customers following the intervention of the Help Desk, either through requests for refunds or adjustments, or corresponding to the requested CMOR or to the value of the Social Bonus due for the relevant year.*

Fig. 15

**Volumes**  
 Water and waste sectors  
 2020 - 2025

■ Second-Level Complaints for water sector  
 ■ Other requests\*



\*) Other requests mainly include customer reports concerning the water sector, as well as other requests related to the waste sector.

Fig. 16

**Second-Level  
 Complaints for  
 water sector  
 by Topic - 2025**

2025 - Second-Level Complaints for water sector		
Topic	n.	% vs tot.
Social Bonus	3.078	77%
Technical quality	310	8%
Billing	297	7%
Contracts	178	4%
Connection	66	2%
Pricing and tariffs	45	1,1%
Metering	29	0,7%
Commercial quality	9	0,2%
<b>Total</b>	<b>4.012</b>	<b>100%</b>

