

2025

ARERA Conciliation Service

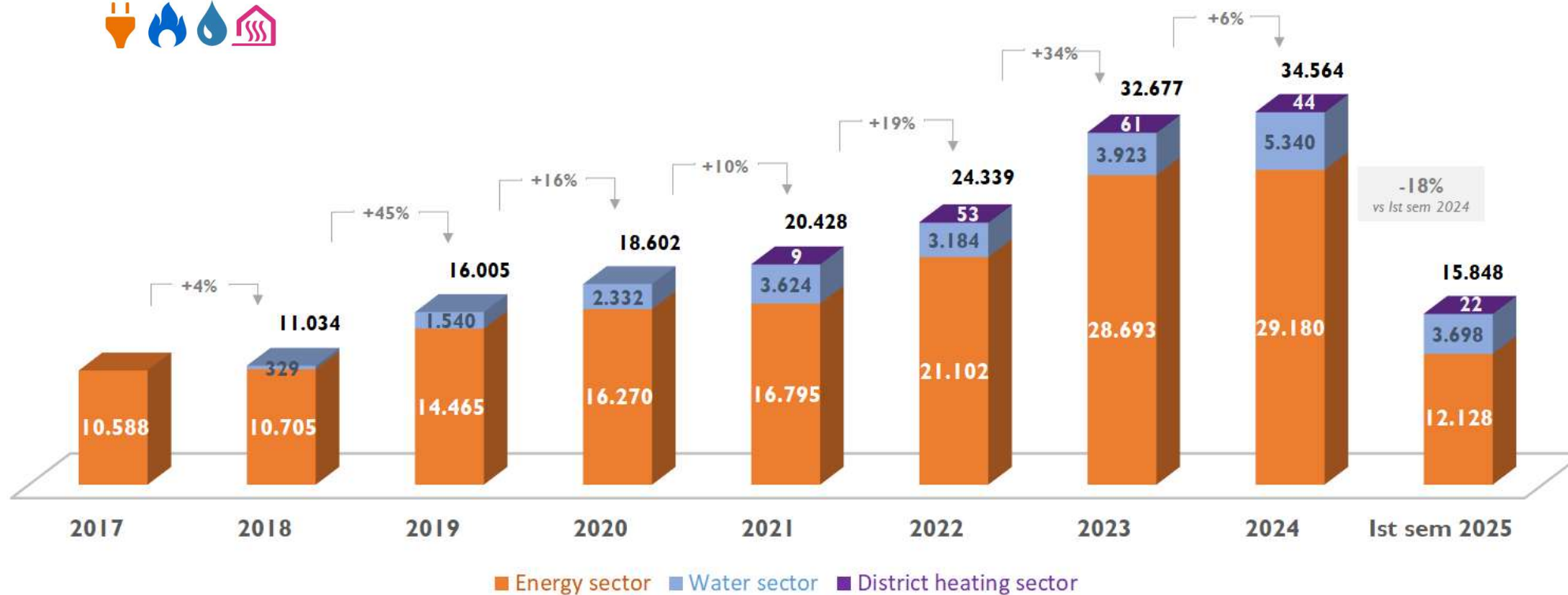
Electricity, gas, water and district heating sectors

Semestral Report

1st Semester 2025 - Last updated September 4, 2025

Fig. I

**Amount of
incoming
conciliation
applications
2017 - 1st Sem 2025**



6.378 Electricity sector



4.074 Gas sector



1.572 Dual-Fuel customers



3.698 Water sector



104 Prosumer



22 District heating sector



15.848

Amount of conciliation applications



Fig. 2

Amount of incoming conciliation applications 1st Sem 2025

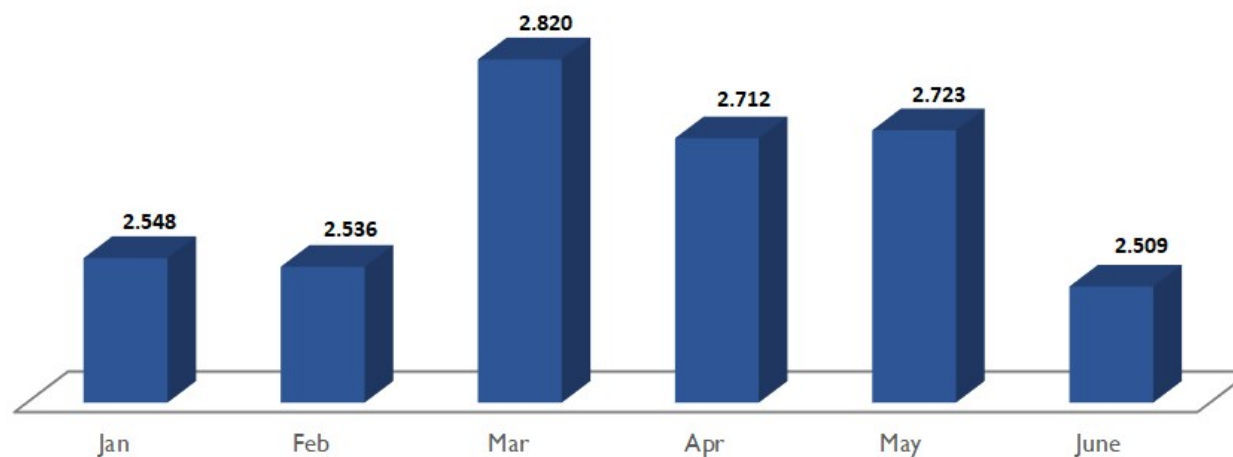
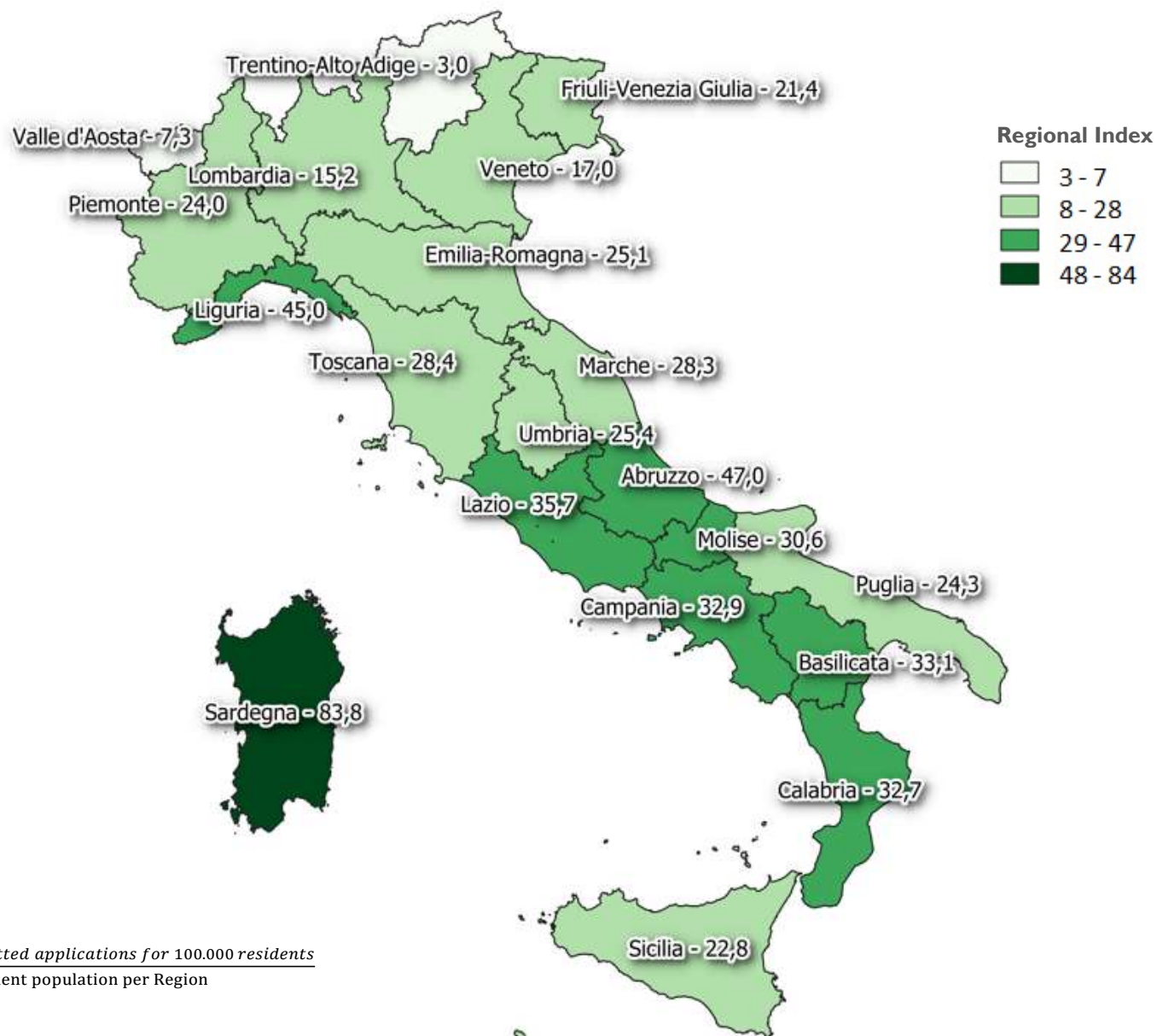


Fig. 3

Regional Index¹
of submitted
conciliation
applications
1st Sem 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
1st Sem 2025



1st Sem 2025 – Electricity sector		
Topic application	n.	% vs tot.
Invoicing/billing	2.629	41,2%
Damages	1.096	17,2%
Contracts	771	12,1%
Late/non-payment, disconnection	520	8,2%
Other	390	6,1%
Connection, technical quality	375	5,9%
Metering	324	5,1%
Market	251	3,9%
Commercial quality	22	0,3%
Total	6.378	100%

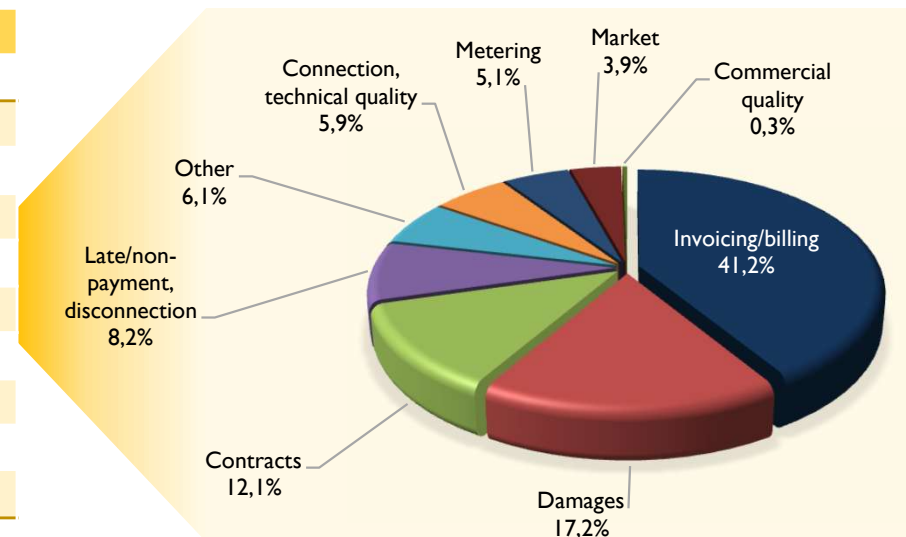


Fig. 5

Conciliation
applications
topics for the
Gas sector
1st Sem 2025



1st Sem 2025 – Gas sector		
Topic application	n.	% vs tot.
Invoicing/billing	2.356	57,8%
Contracts	535	13,1%
Late/non-payment, disconnection	399	9,8%
Metering	313	7,7%
Other	207	5,1%
Connection, technical quality	103	2,5%
Market	92	2,3%
Damages	53	1,3%
Commercial quality	16	0,4%
Total	4.074	100%

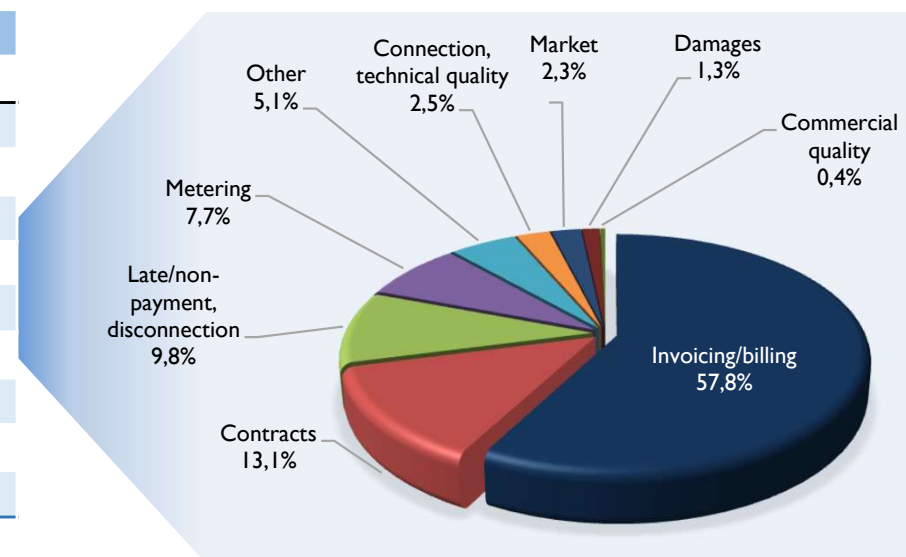


Fig. 6

Conciliation
applications
topics for **Dual-
Fuel customers**
1st Sem 2025



1st Sem 2025 – Dual-Fuel customers		
Topic application	n.	% su tot.
Invoicing/billing	592	37,7%
Contracts	462	29,4%
Market	284	18,1%
Late/non-payment, disconnection	123	7,8%
Other	65	4,1%
Damages	22	1,4%
Metering	12	0,8%
Commercial quality	7	0,4%
Connection, technical quality	5	0,3%
Total	1.572	100%

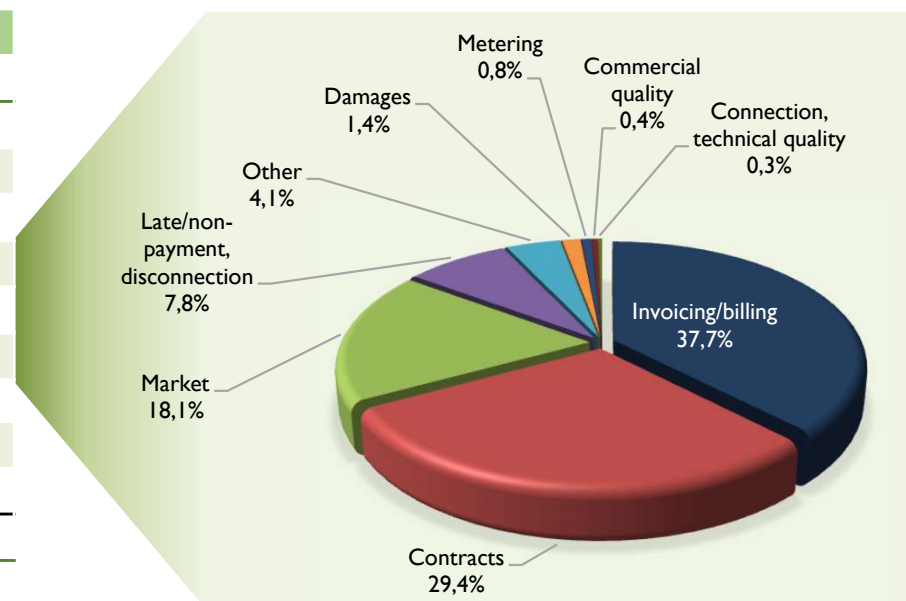


Fig. 7

Conciliation
applications topics
for **Prosumer**
1st Sem 2025



1st Sem 2025 – Prosumer		
Topic application	n.	% vs tot.
NEM	27	26,0%
Connection, technical quality	25	24,0%
Metering	11	10,6%
Invoicing/billing	10	9,6%
Damages	9	8,6%
Purchase and sale	7	6,7%
Other	7	6,7%
Contracts	3	2,9%
Late/non-payment, disconnection	3	2,9%
Commercial quality	1	1,0%
Market	1	1,0%
Total	104	100%

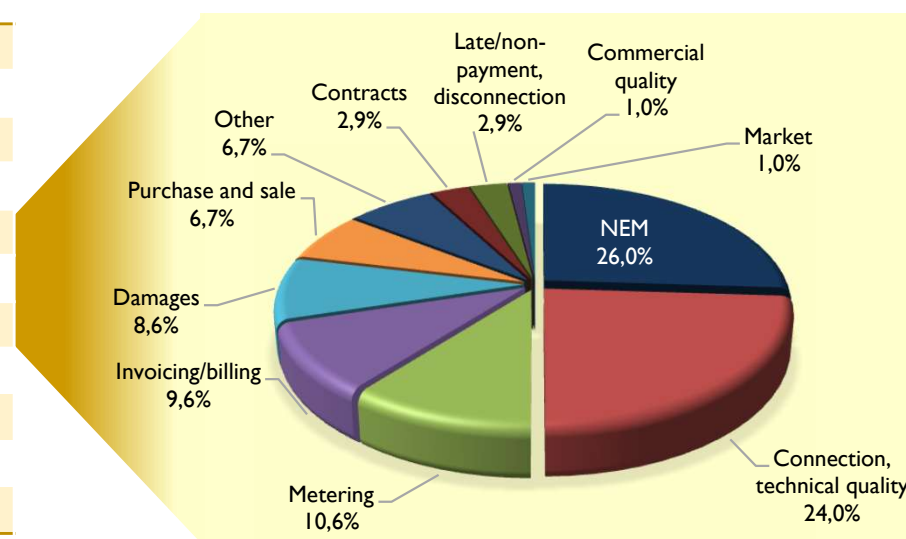


Fig. 8

Conciliation
applications topics
for the **Water**
sector
1st Sem 2025



1st Sem 2025 – Water sector		
Topic application	n.	% vs tot.
Invoicing/billing	2.643	71,5%
Other	227	6,1%
Contracts	185	5,0%
Metering	182	4,9%
Late/non-payment, disconnection	173	4,7%
Connection	113	3,1%
Damages	91	2,5%
Technical quality	50	1,4%
Contractual quality	34	0,8%
Total	3.698	100%

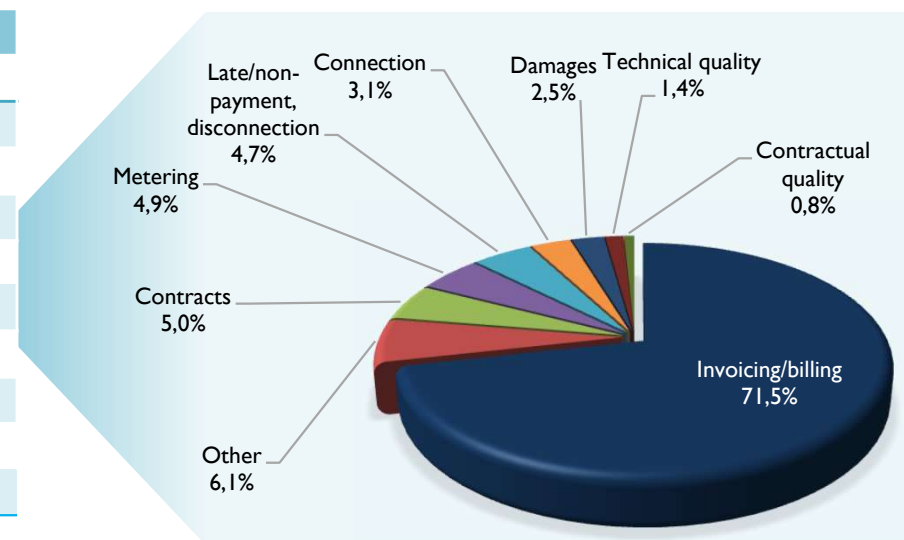


Fig. 9

Conciliation
applications topics
for the **District
heating sector**
1st Sem 2025



1st Sem 2025 - District heating sector		
Topic application	n.	% vs tot.
Service transparency	15	68,2%
Late/non-payment, disconnection	3	13,6%
Technical quality of service	2	9,2%
Damages	1	4,5%
Other	1	4,5%
Total	22	100%

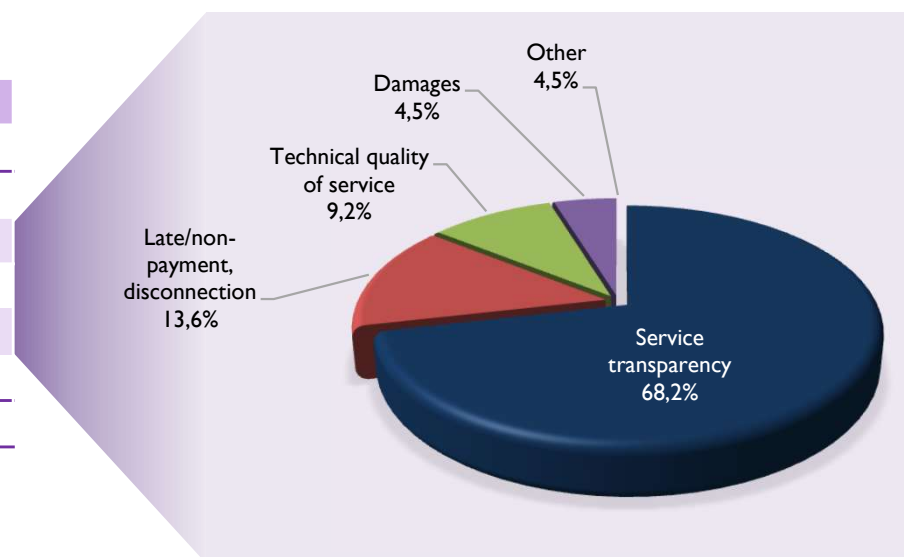


Fig. 10

Number of
applications by
applicants type
1st Sem 2025



Focus on 1st Sem 2025					
Applicants type	Customer	Consumer Associations	Others	SME Associations	Total
Households	3.858	3.642	4.874		12.374
Non-households	1.194	400	1.873	7	3.474
Total	5.052	4.042	6.747	7	15.848
% vs Tot.	31,9%	25,5%	42,6%	-	100%

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

Fig. 11

Average age
and applications
issued by
customer and
delegate
1st Sem 2025

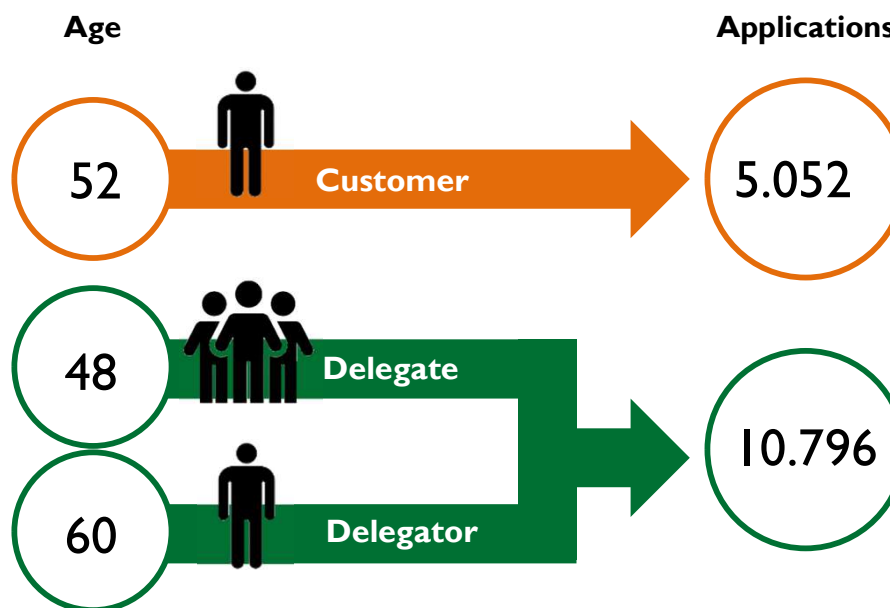


Fig. 12

Applications status 1st Sem 2025



Focus on 1st Sem 2025		
Applications status	Tot.	% vs tot.
Accepted	12.735	80,4%
Not accepted	978	6,2%
Not completed by the applicant	2.135	13,4%
Total	15.848	100%

Not accepted details

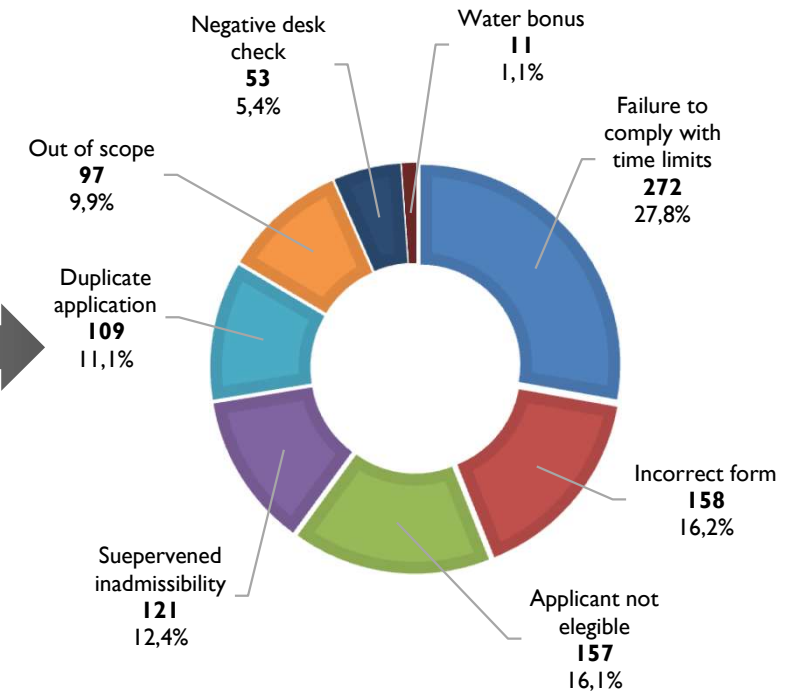


Fig. 13

Accepted applications for Electricity and Gas sectors, Prosumer and Dual-Fuel customers and status 1st Sem 2025



1st Sem 2025 – Electricity and Gas sectors, Prosumer, Dual-Fuel customers		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	5.859	67,3%
No-agreement	2.685	30,8%
Withdrawal from procedure	167	1,9%
Total	8.711	100%

* 1.021 procedures pending as of September 04, 2025

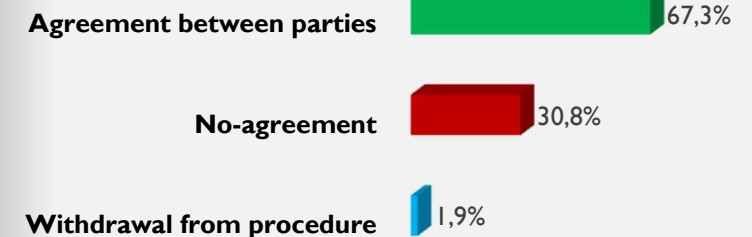


Fig. 14

Accepted applications
for **Water sector**
and status
1st Sem 2025



Focus on 1st Sem 2025 – Water sector		
Accepted applications and status*	Tot.	% vs tot.
Agreement between parties	1.608	60,6%
No-agreement	1.025	38,6%
Withdrawal from procedure	21	0,8%
Total	2.654	100%

* 334 procedures pending as of September 04, 2025

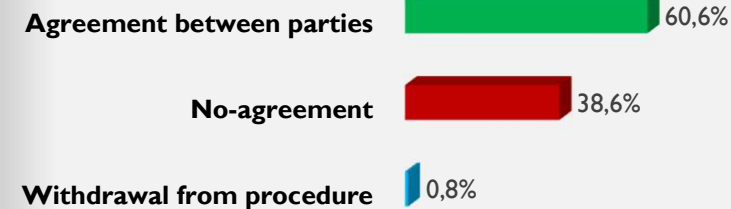


Fig. 15

Accepted applications
for **District heating sector**
and status
1st Sem 2025



Focus on 1st Sem 2025 – District heating sector		
Accepted applications and status*	Tot.	% vs tot.
Withdrawal from procedure	8	61,5%
No-agreement	5	38,5%
Total	13	100%

* 2 procedures pending as of September 04, 2025

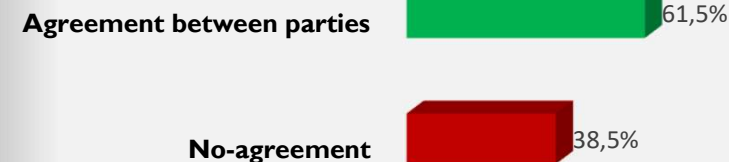
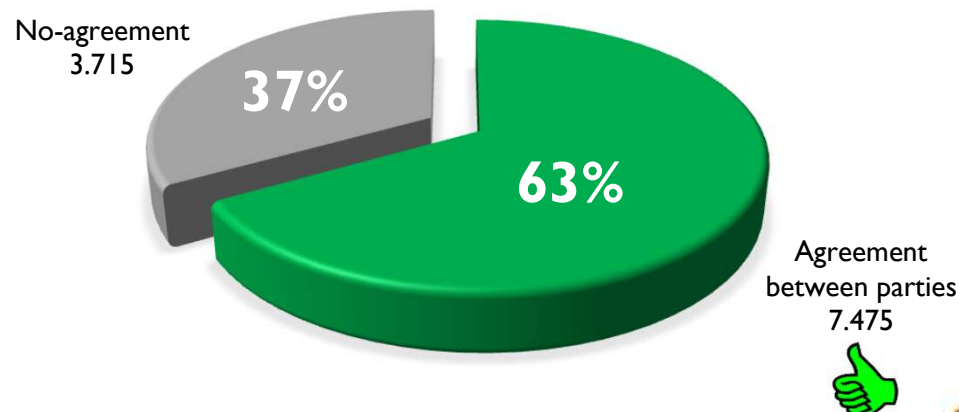


Fig. 16

**Outcomes of
procedures started
and concluded**
1st Sem 2025



51

**Average number of days for
concluding the procedure**
1st Sem 2025

Fig. 17

**Outcomes of
procedures by
sector**
1st Sem 2025



Focus on 1st Sem 2025														
Applications status	Electricity		Gas		Water		Dual-fuel		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	2.708	61%	2.165	76%	1.608	61%	956	79%	30	56%	8	62%	7.475	67%
No-agreement	1.710	39%	690	24%	1025	39%	261	21%	24	44%	5	38%	3.715	33%
Total	4.418	100%	2.855	100%	2.633	100%	1.217	100%	54	100%	13	100%	11.190	100%

Fig. 18

Compensation¹ for
the procedures started
and concluded
1st Sem 2025



Fig. 19

**Customer
satisfaction**
for the procedures
started and concluded
1st Sem 2025



**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) 5.322 complete questionnaire replies.