

2025

ARERA Conciliation Service

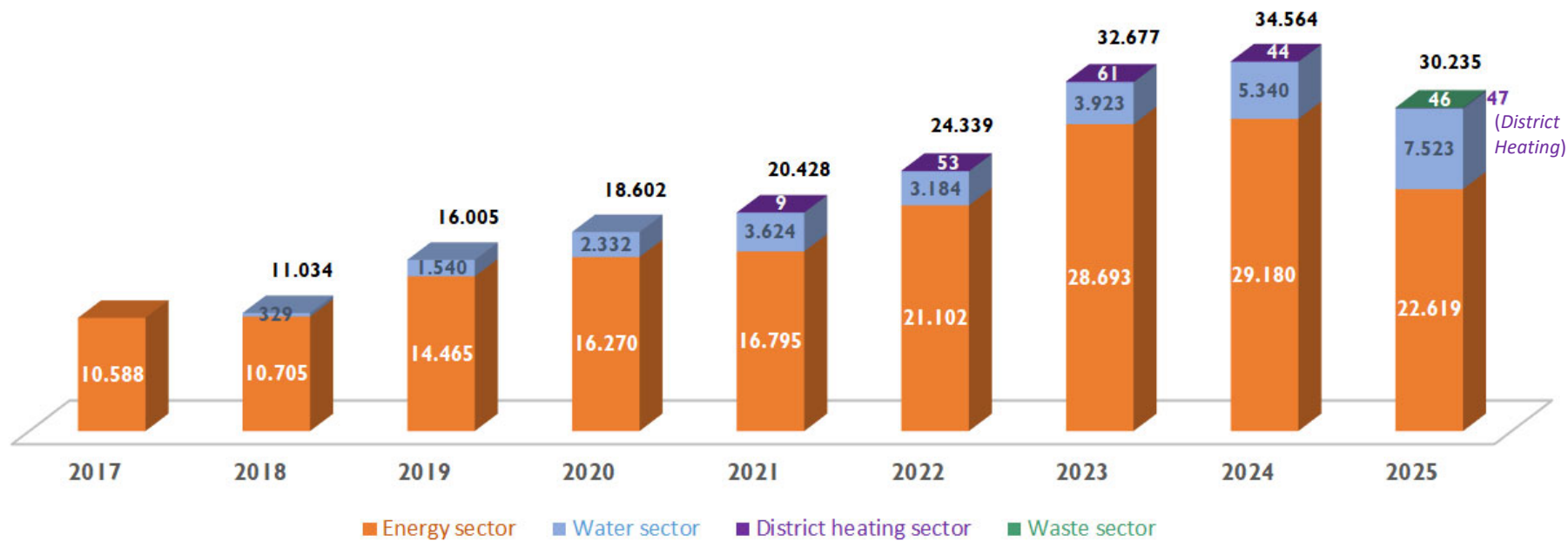
Electricity, gas, water, district heating and waste sectors

Annual Report

Year 2025 - Last updated June 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

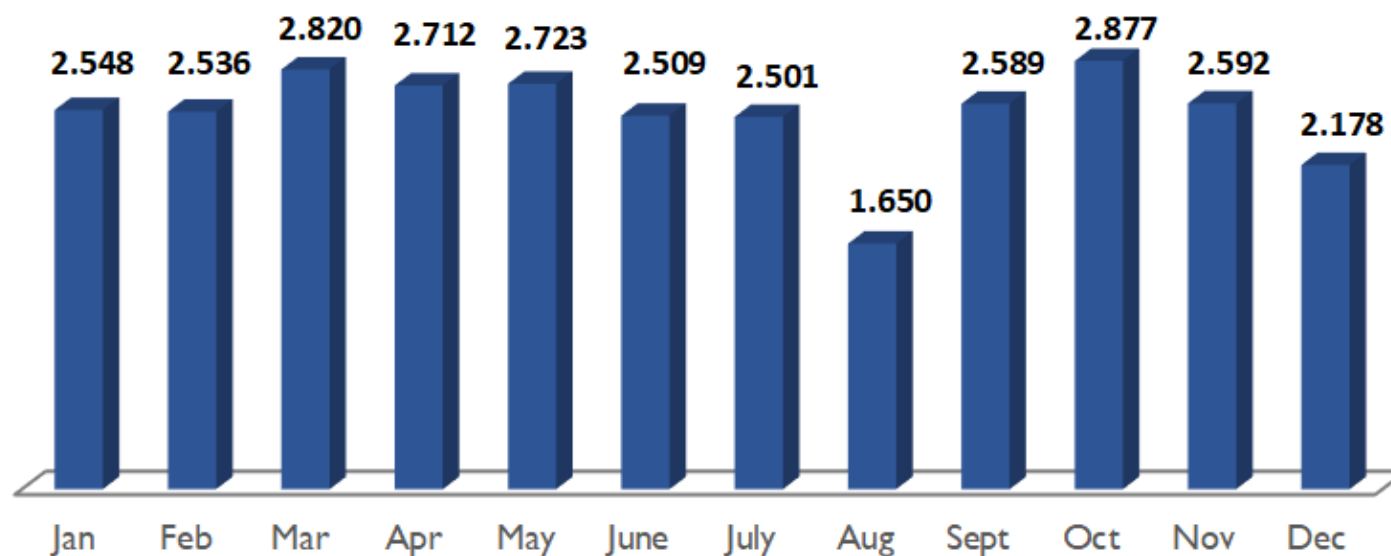
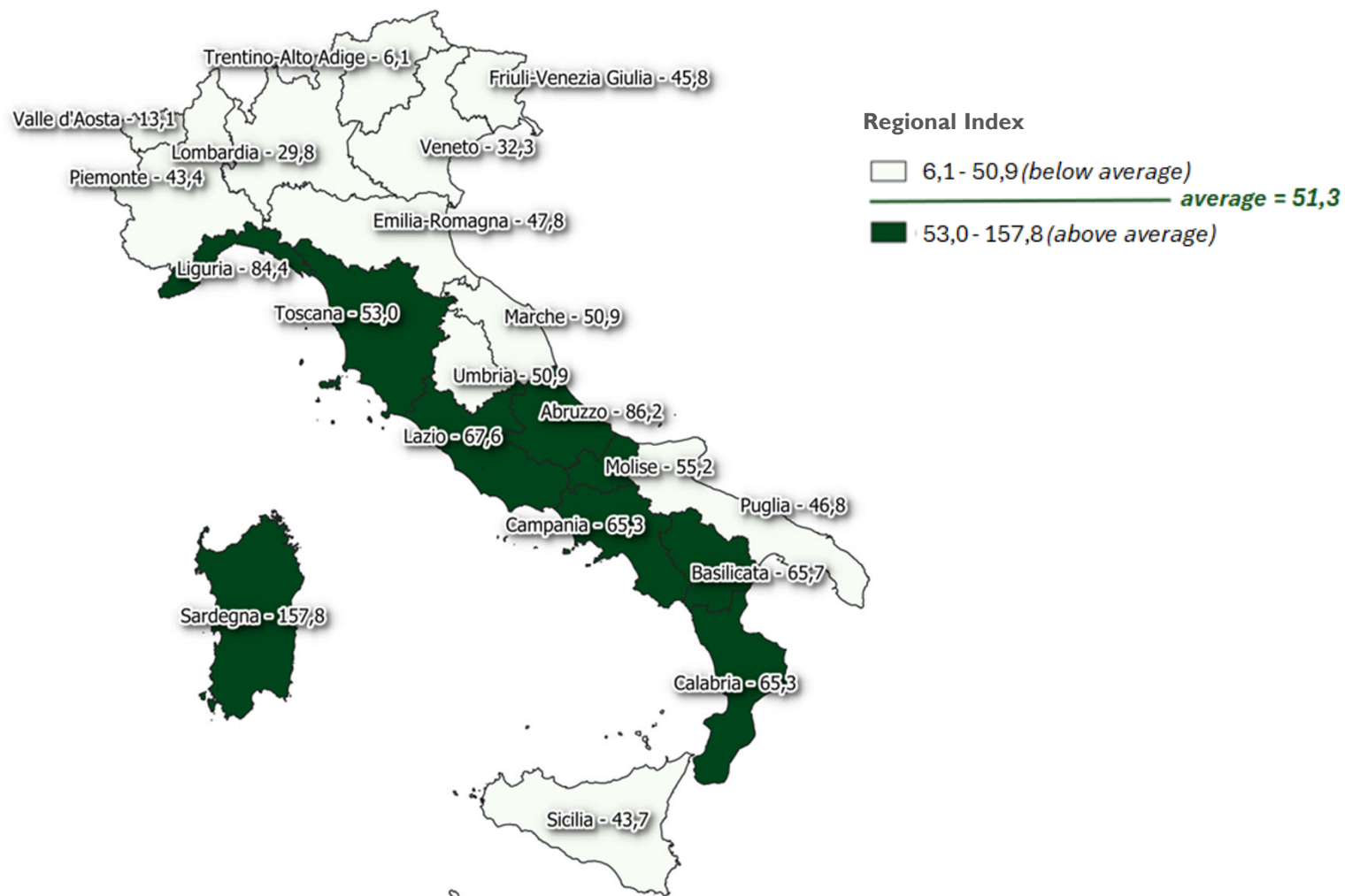


Fig. 3

Regional Index¹
 of submitted
 conciliation
 applications
 year 2025



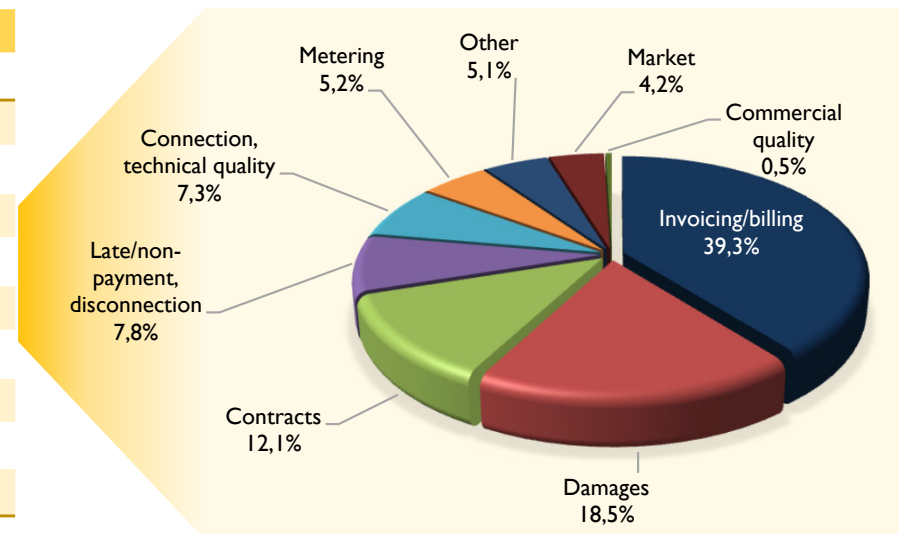
1) Regional Index = $\frac{\text{amount of submitted applications for 100.000 residents}}{\text{resident population per Region}}$

Fig. 4

Conciliation applications topics for the **Electricity sector** year 2025



2025 – Electricity sector		
Topic application	n.	% vs tot.
Invoicing/billing	4.728	39,3%
Damages	2.227	18,5%
Contracts	1.461	12,1%
Late/non-payment, disconnection	934	7,8%
Connection, technical quality	876	7,3%
Metering	631	5,2%
Other	602	5,1%
Market	510	4,2%
Commercial quality	58	0,5%
Total	12.027	100%


Fig. 5

Conciliation applications topics for the **Gas sector** year 2025



2025 – Gas sector		
Topic application	n.	% vs tot.
Invoicing/billing	4.261	57,2%
Contracts	938	12,6%
Late/non-payment, disconnection	804	10,8%
Metering	553	7,4%
Other	330	4,5%
Connection, technical quality	248	3,3%
Market	178	2,4%
Damages	113	1,5%
Commercial quality	25	0,3%
Total	7.450	100%

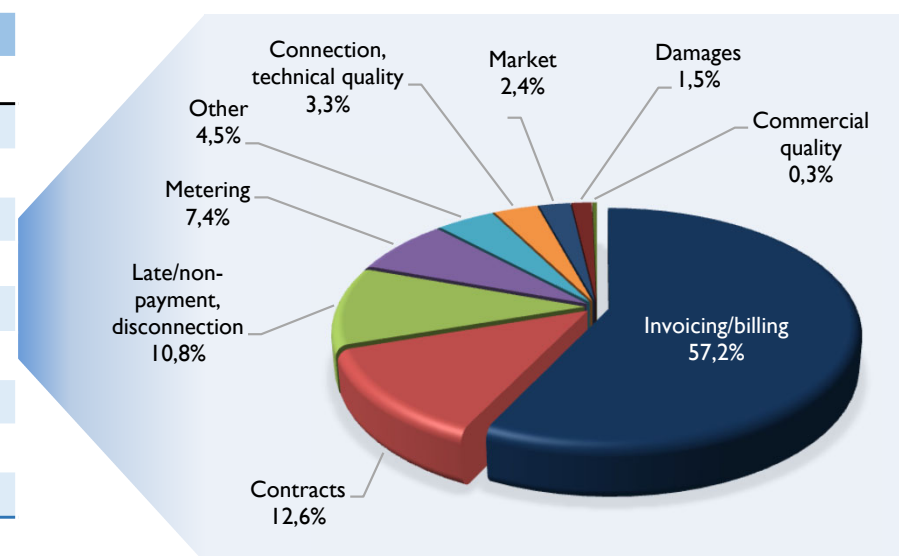


Fig. 6

Conciliation applications topics for **Dual-Fuel customers** year 2025



2025 – Dual-Fuel customers		
Topic application	n.	% su tot.
Invoicing/billing	1.076	36,8%
Contracts	827	28,3%
Market	544	18,6%
Late/non-payment, disconnection	277	9,5%
Other	103	3,6%
Damages	35	1,2%
Metering	22	0,8%
Commercial quality	18	0,6%
Connection, technical quality	18	0,6%
Total	2.920	100%

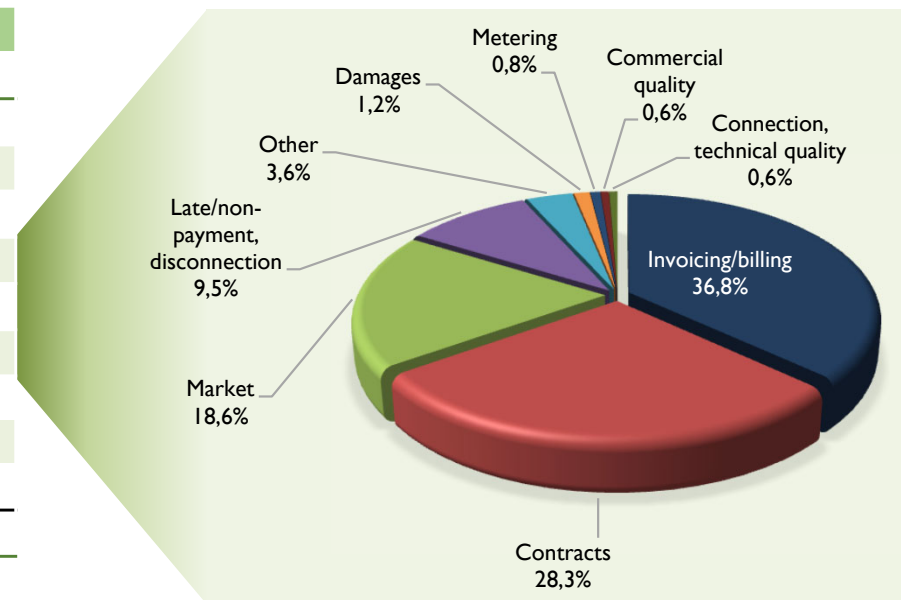


Fig. 7

Conciliation applications topics for **Prosumer** year 2025



2025 – Prosumer		
Topic application	n.	% vs tot.
Connection, technical quality	59	26,6%
NEM	56	24,8%
Invoicing/billing	26	11,7%
Metering	22	9,9%
Purchase and sale	21	9,5%
Damages	14	6,3%
Other	9	4,3%
Contracts	9	4,1%
Late/non-payment, disconnection	3	1,4%
Commercial quality	2	0,9%
Market	1	0,5%
Total	222	100%

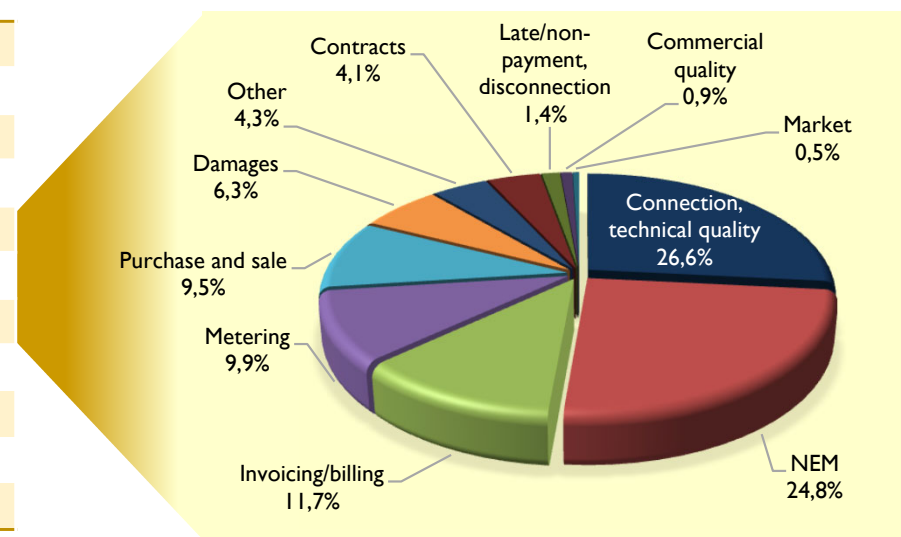


Fig. 8

Conciliation applications topics for the **Water sector** year 2025



2025 – Water sector		
Topic application	n.	% vs tot.
Invoicing/billing	5.484	72,9%
Contracts	378	5,0%
Metering	360	4,8%
Late/non-payment, disconnection	331	4,4%
Other	302	4,1%
Damages	243	3,2%
Connection	221	2,9%
Technical quality	123	1,6%
Contractual quality	81	1,1%
Total	7.523	100%

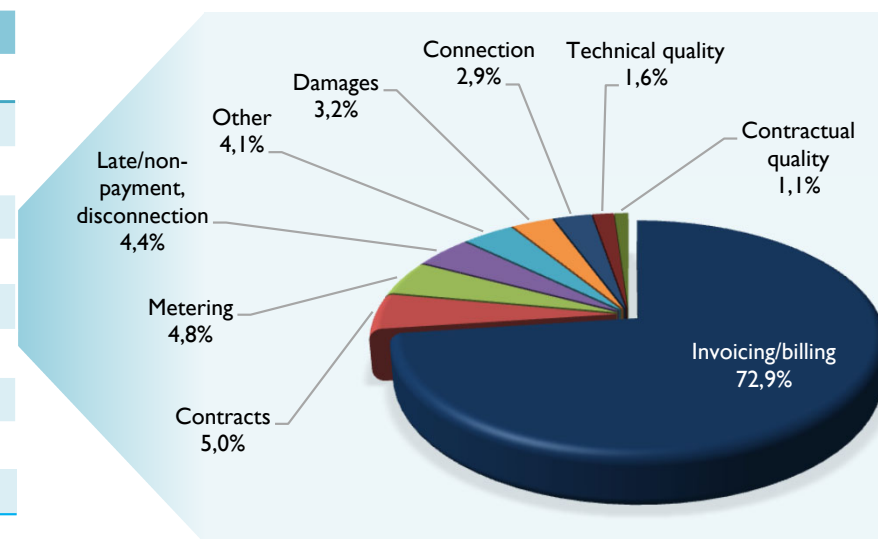


Fig. 9

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%
Total	47	100%

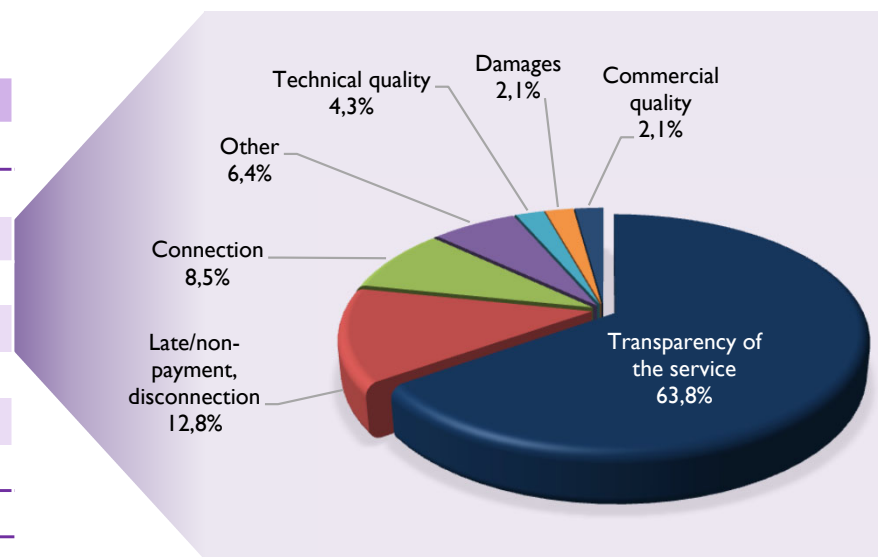


Fig. 10

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%
Total	46	100%

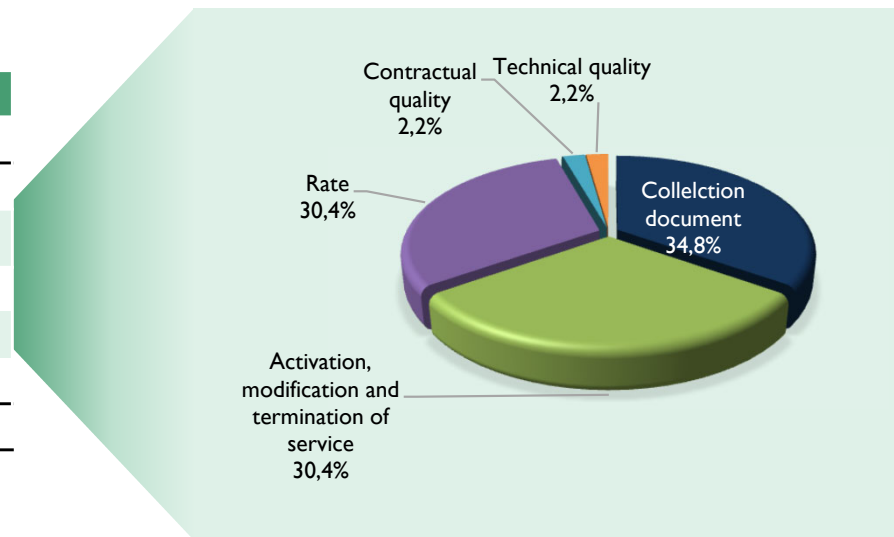


Fig. 11

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
Total	10.227	7.201	12.794	13	30.235
% 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

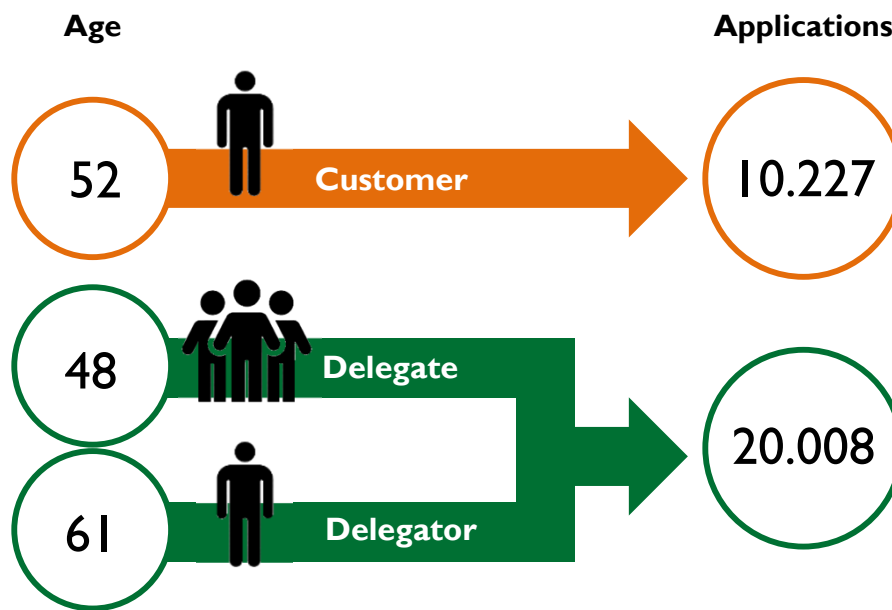


Fig. 13

Applications status year 2025



Focus on 2025		
Applications status	Tot.	% vs tot.
Accepted	24.138	79,8%
Not accepted	1.845	6,1%
Not completed by the applicant	4.252	14,1%
Total	30.235	100%

Not accepted details

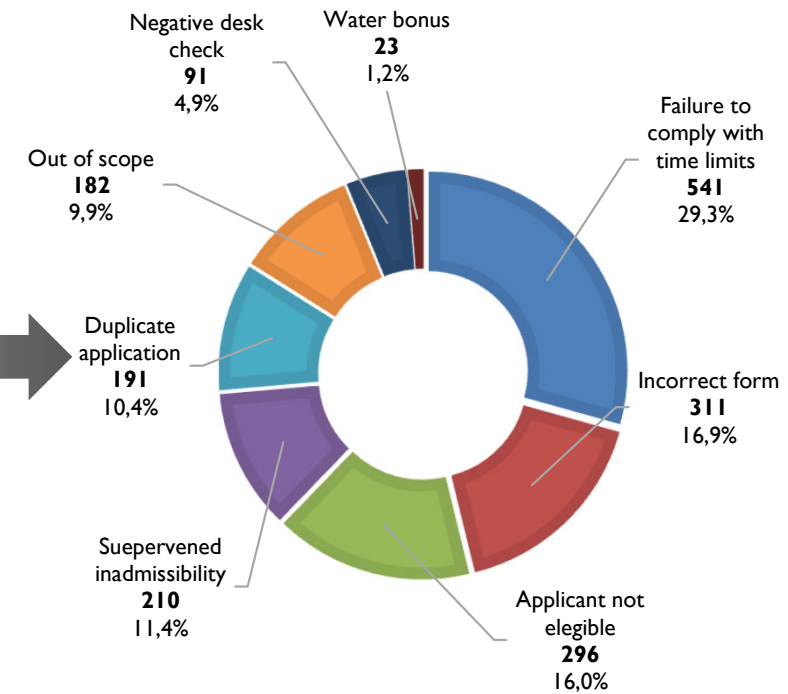


Fig. 14

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	11.876	66,1%
No-agreement	5.768	32,1%
Withdrawal from procedure	316	1,8%
Total	17.960	100%

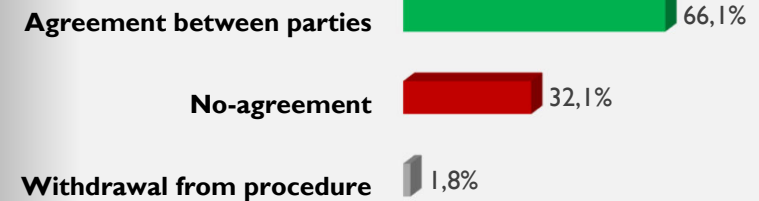


Fig. 15

Accepted applications for **Water sector** and status year 2025



2025 – Water sector		
Accepted applications and status	Tot.	% vs tot.
Agreement between parties	3.602	59,0%
No-agreement	2.455	40,2%
Withdrawal from procedure	49	0,8%
Total	6.106	100%

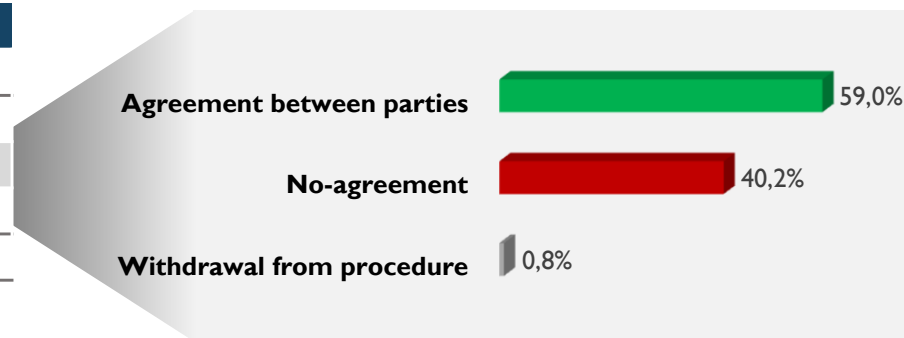


Fig. 16

Accepted applications for **District heating sector** and status year 2025



2025 – District heating sector		
Accepted applications and status	Tot.	% vs tot.
Agreement between parties	19	61,3%
No-agreement	11	35,5%
Withdrawal from procedure	1	3,2%
Total	31	100%

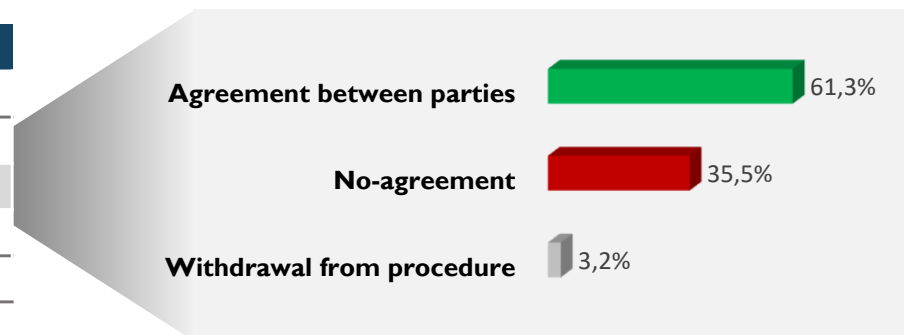


Fig. 17

Accepted applications for **Waste sector** and status year 2025

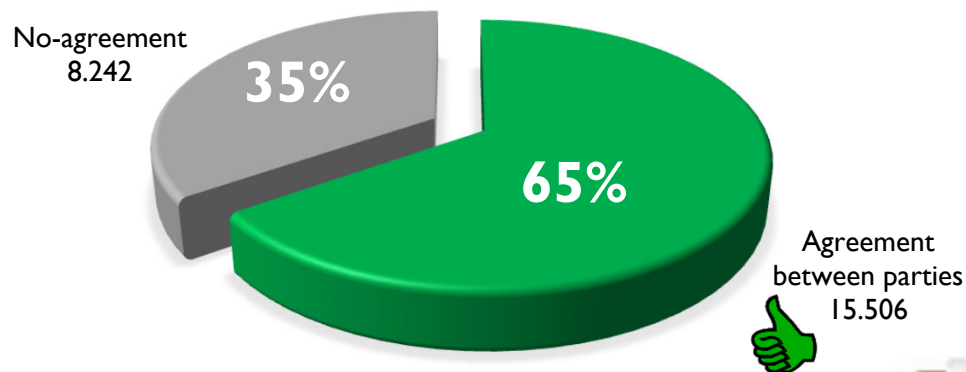


2025 – Waste sector		
Accepted applications and status	Tot.	% vs tot.
Agreement between parties	9	22,0%
No-agreement	8	19,5%
Withdrawal from procedure	1	2,4%
Lack of participation of counterparty	23	56,1%
Total	41	100%



Fig. 18

Outcomes of procedures started and concluded year 2025



59 Average number of days for concluding the procedure year 2025

Fig. 19

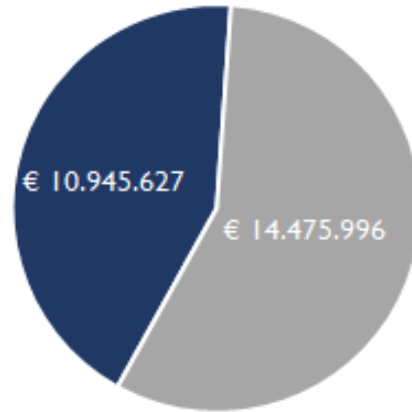
Outcomes of procedures by sector year 2025



Applications status	Focus on 2025															
	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.
Agreement between parties	5.593	60%	4.324	74%	3.602	59%	1.882	79%	77	48%	19	63%	9	53%	15.506	65%
No-agreement	3.703	40%	1.491	26%	2.455	41%	491	21%	83	52%	11	37%	8	47%	8.242	35%
Total	9.296	100%	5.815	100%	6.057	100%	2.373	100%	160	100%	30	100%	17	100%	23.748	100%

Fig. 20

Compensation¹ for
 the procedures started
 and concluded
 year 2025



25.421.623 €



Households

Non - households

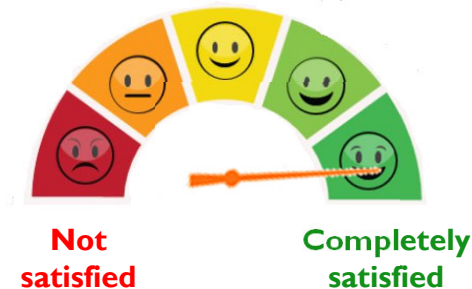


Fig. 21

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



**About 96% 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) 11.259 complete questionnaire replies.