

PRESS RELEASE

## **Energy: 4.4 million euro recovered by consumers with the Conciliation Service in 2018**

*Over 11,000 requests submitted, 48 days on average to conclude the procedure*

Milan, 12 March 2019 - In 2018, thanks to the resolution of disputes by the Conciliation Service of ARERA, customers and end users have obtained or saved over 4.4 million euro from disputes with operators of electricity, gas and water, with an average time to complete the procedure of 48 days. This is one of the main results of the "Conciliation Service" illustrated in the recently published Annual Report 2018 on the activity carried out. Out of 11,034 requests, with the highest concentration index in Lazio and Abruzzo, about 7,400 are those that have been concluded to date and 65% (4,836) have reached an agreement between the parties. The vast majority of the closed procedures concern cases linked to the electricity (4,048) and gas (2,789) sector; these are followed by 'dual fuel' (single bill for electricity and gas, 441), water (85, for which the Conciliation Service has been operating since July 2018) and prosumers (consumers-producers, 35). In the energy sectors an attempt at conciliation is mandatory before going to court, while in the water sector it is still optional. The total amount of 4.4 million euro is allocated halfway between domestic and non-domestic customers, although more requests were submitted by households (over 70%), and, by way of example, represents the amount returned to customers in the form of reimbursements and compensation, recalculation of incorrect billing or waiver of expenses and interest by the suppliers. The issues addressed are most often linked to billing, especially in the gas and water sector, to contracts, in particular for dual fuel supplies, as well as claims for damages. In addition, in approximately 63% of all requests submitted customers have preferred to be represented by a delegate (for example a consumer association). Finally, it should be noted that 20% of requests were not admitted mainly because the customer decided not to complete the request or for procedural reasons (documentation, terms, scope of application).

The **Authority's Conciliation Service**, managed by Acquirente Unico, is available to consumers to resolve disputes with operators, free of charge and easily from home, online, with the assistance of a third party and impartial conciliator, trained on the topics of energy and water. The customer, for example in the case of billing errors or other disputes, must first send a complaint to the operator and, in the case of partial, unsatisfactory or a lack of response, can activate the procedure. It is activated online, by connecting to the website [conciliazione.arera.it](http://conciliazione.arera.it) with a PC, and you can participate directly or be represented by a delegate, even belonging to a consumer association. Any agreement between the parties (only for electricity and gas) is enforceable, i.e. may be relied on before the court having jurisdiction in the case of non-compliance with the content. As an alternative to the ARERA Conciliation Service you can use the ADR bodies that meet the requirements of the Code of consumption and are registered in the Authority's List, including peer conciliations and Chambers of commerce participating in the Convention between ARERA and Unioncamere.

All information on the Conciliation Service, the annual statistics and the answers to the most frequently asked questions are available on the website [www.arera.it](http://www.arera.it).