

## PRESS RELEASE

### **Energy: Retail Monitoring for 2021 published**

*The report summarizes the competitive dynamics, the quality of the service and the state of arrears*

Milan, 19 October 2022 – ARERA published the 'Retail Monitoring 2021', the report that summarizes the performance of the electricity and natural gas sales markets of households and SMEs. The analysis photographs the overall situation of the last year sales from different points of view: commercial and billing quality, arrears and payments, offers, prices and competitive dynamics.

Compared to the first editions, many data referring to the points served and to the changes of supplier of customers, previously transmitted by the operators, are extracted directly from the integrated information system (SII) managed by *Acquirente Unico*. Therefore, much of the information present in the 2021 monitoring (which therefore does not record the particular situation of the 2022 markets) has already been published and updated dynamically and more frequently within the dedicated web page on the ARERA [https://www.arera.it/it/dati/monitoraggio\\_retail.htm](https://www.arera.it/it/dati/monitoraggio_retail.htm). The consolidated and summary retail monitoring is published once a year. On the site there are also graphics and infographics in interactive format and open data, updated even to more recent dates and with further details.