

2025

Energy and Environment Consumer Help Desk

1st Sem 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/Ist Sem 2025
- 1.2 Calls to the Call Centre received during working hours by topic - Ist Sem 2025
- 1.3 Written requests for information by sector and requests for activation of special information procedures – 2020/Ist Sem 2025
- 1.4 Written requests for information – Energy sectors - Ist Sem 2025
- 1.5 Requests for activation of special information procedures by topics - Ist Sem 2025
- 1.6 Written requests for information – water and district heating sectors - Ist Sem 2025
- 1.7 Customer Satisfaction – Ist Sem 2025

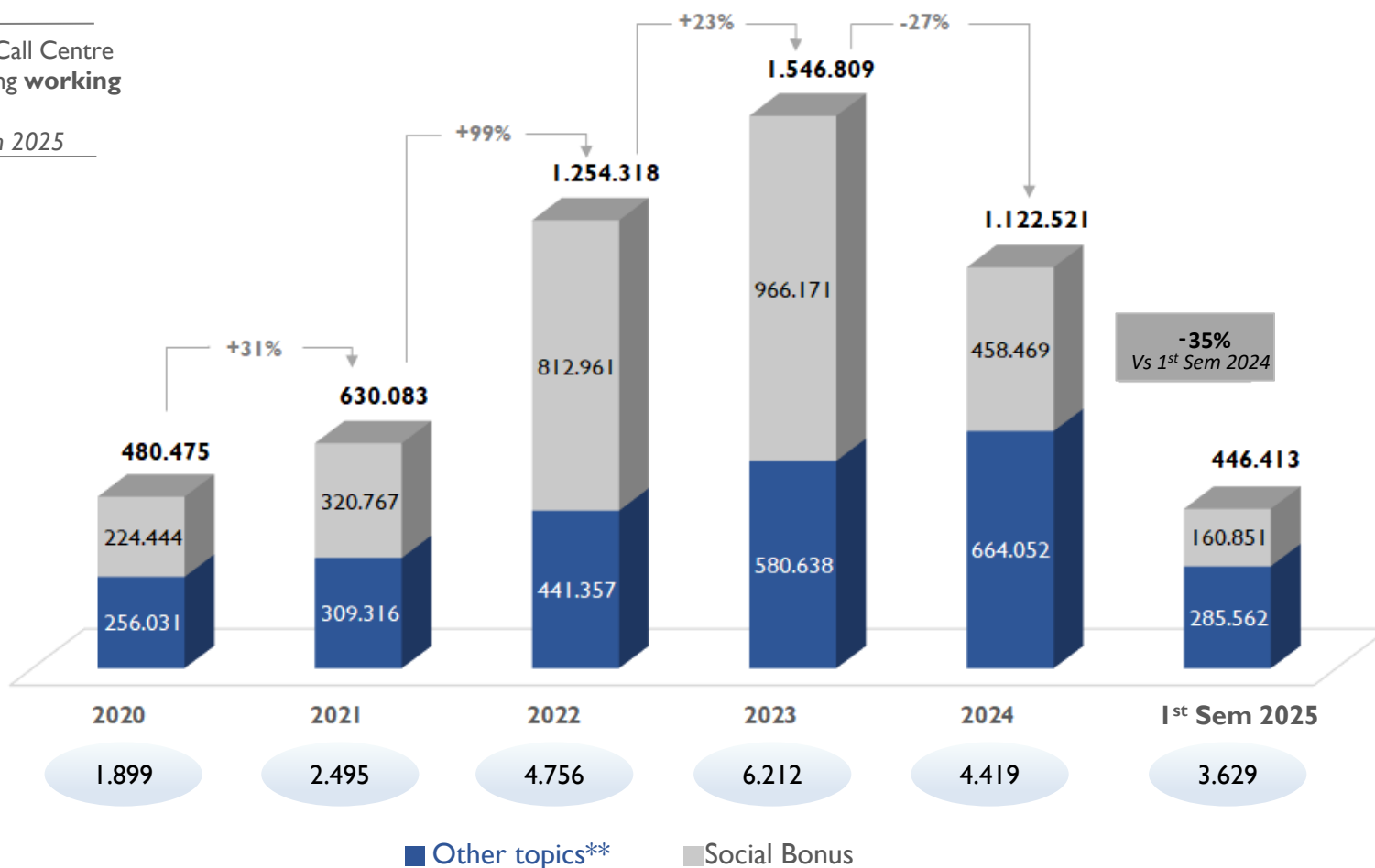
Freephone Number 800.166.654

11.691.487

Total calls since Sportello establishment (dec. 2009)

Fig. I

Calls to the Call Centre received during working hours*
2020 - 1st Sem 2025



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

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

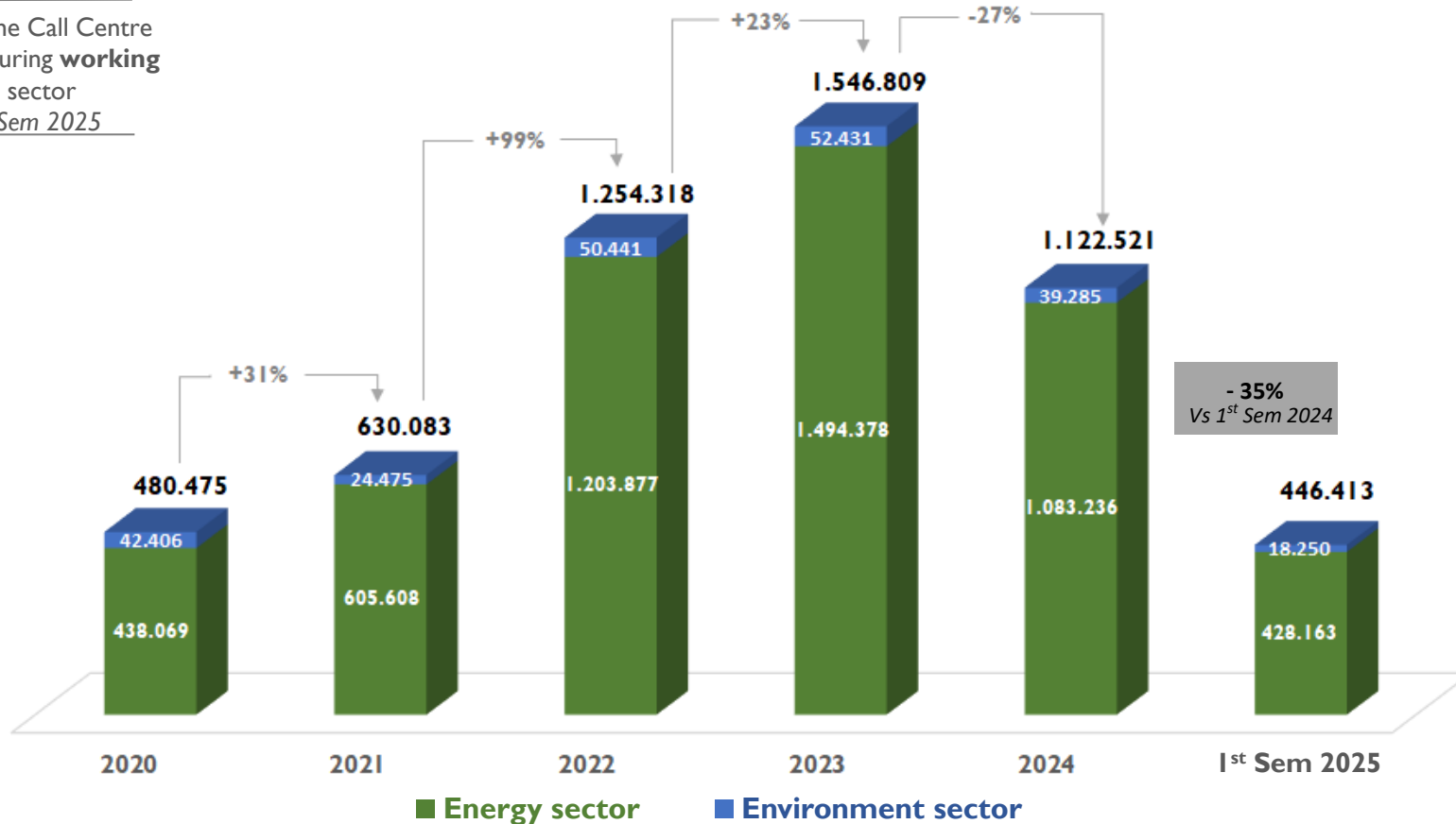
Freephone Number 800.166.654

11.691.487

Total calls since Sportello establishment (dec. 2009)

Fig.2

Calls to the Call Centre received during working hours* by sector
2020 - 1st Sem 2025



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

Freephone Number 800.166.654

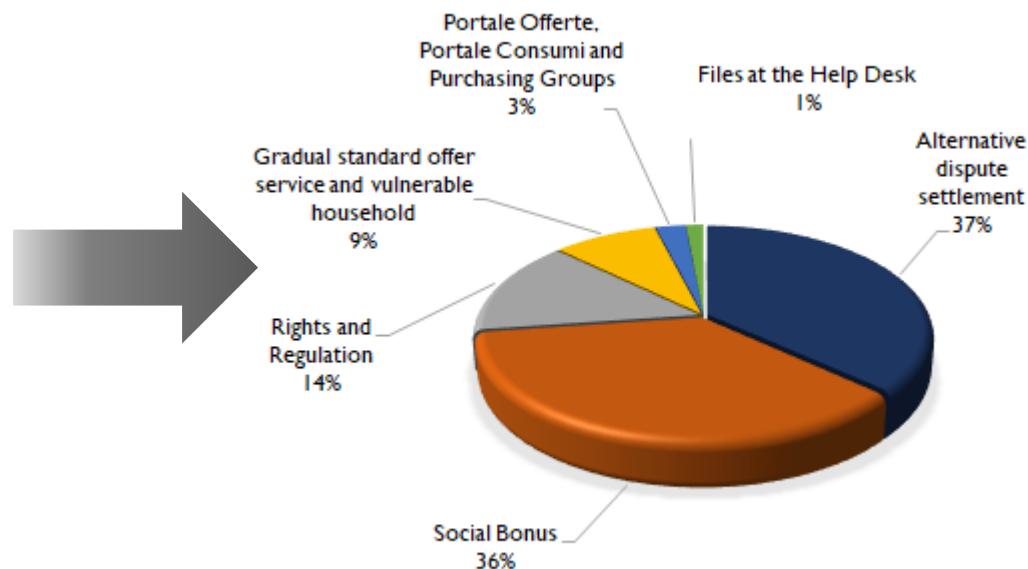
Fig. 3

Calls to the Call Centre received during working hours by topic (n.)
1st Sem 2025

Topic	n.	% vs total
Alternative dispute settlement	164.033	37%
Social Bonus	160.851	36%
Rights and Regulation	64.292	14%
Gradual standard offer service and vulnerable household	39.423	9%
Portale Offerte, Portale Consumi and Purchasing Groups	11.307	3%
Files at the Help Desk	6.507	1%
Total	446.413	100%

Fig. 4

Calls to the Call Centre received during working hours by topic (%)
1st Sem 2025



446.413

Calls to the Call Centre received during working hours
1st Sem 2025

Fig. 5

Written requests for information by sector and requests for activation of special information procedures 2020 - 1st Sem 2025

500.805

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

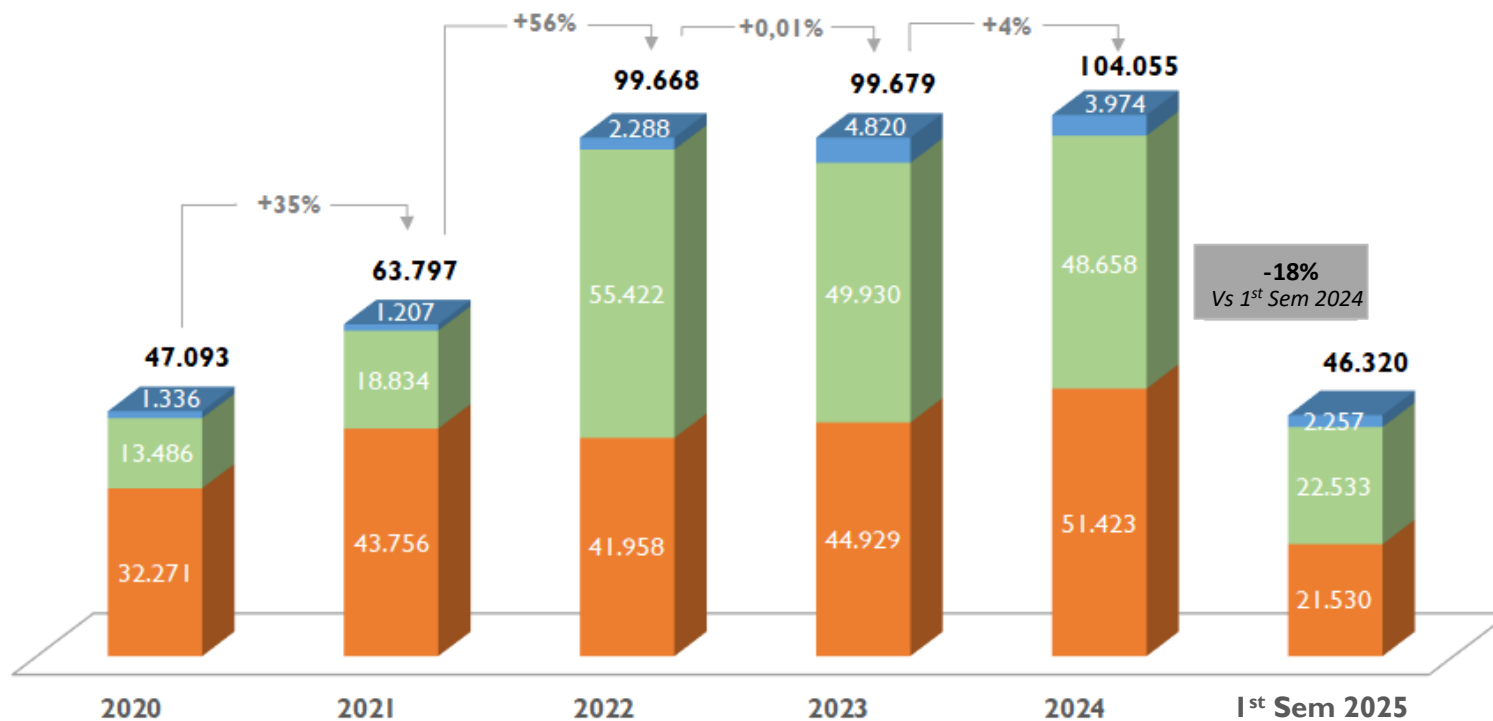


Fig. 6

**Written requests
for information by
topic – Energy sectors**
1st Sem 2025

1 st Sem 2025 - Written requests for information		
Topic	n.	% vs tot.
Social Bonus	6.699	30%
Billing	3.786	17%
Market	2.838	12%
Non-payment of bills and disconnection	2.665	12%
Contracts	2.349	10%
Connection, technical quality	1.573	7%
Vulnerable household	1.286	5%
Other	683	3%
Metering	342	2%
Prosumer	183	1%
Commercial quality	129	1%
Total	22.533	100%

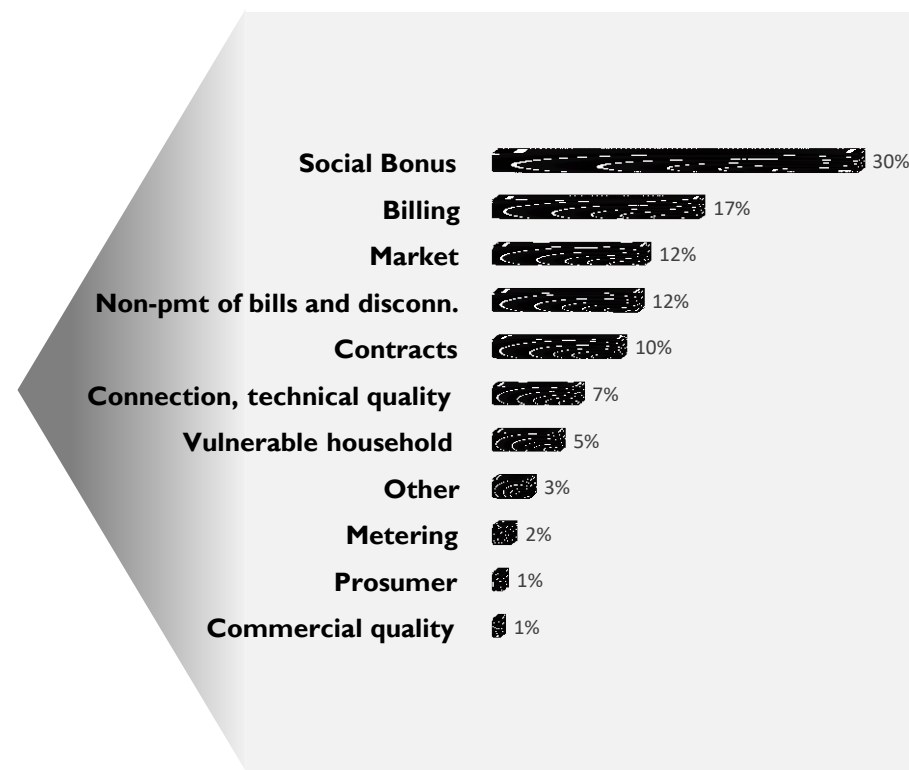
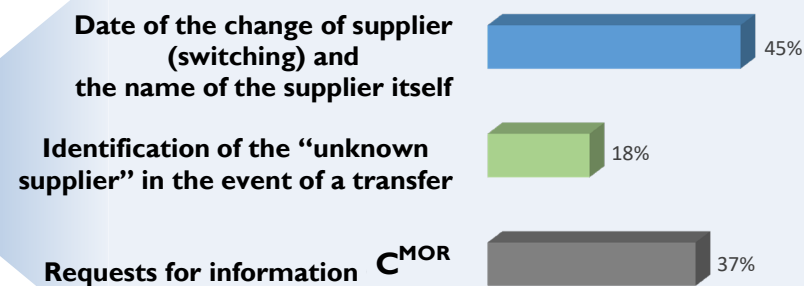


Fig. 7

Requests for activation of special information procedures by topics - Energy sector
1st Sem 2025

1st Sem 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	9.559	45%
Identification of the “unknown supplier” in the event of a transfer	3.937	18%
Requests for information C ^{MOR}	8.034	37%
Total	21.530	100%

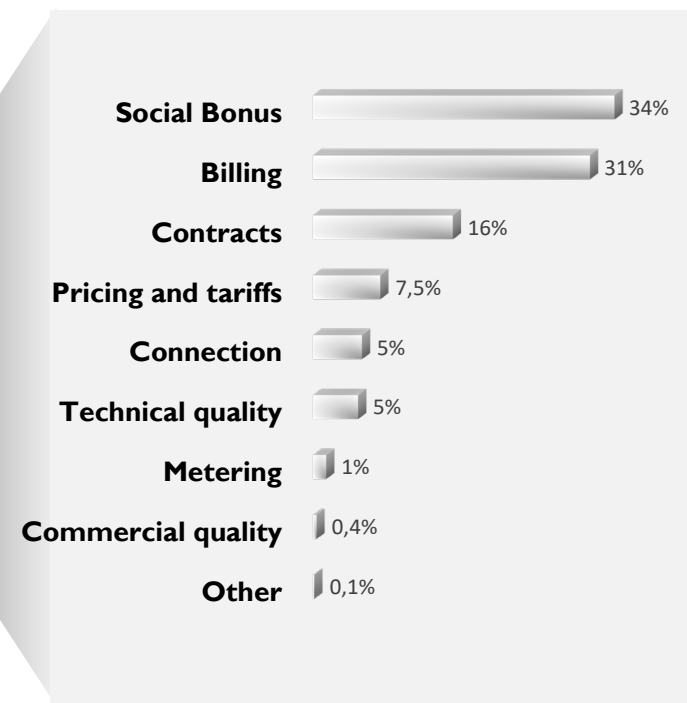


**) Special information procedures allow final customers in the energy sectors to obtain specific information encoded in centralised databases (Integrated Information System, Indemnity System) accessible from the Help Desk and subject to specific regulation by ARERA. At the final customer's request, 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 a 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 –
1st Sem 2025

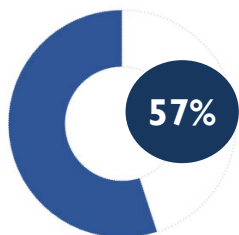
1 st Sem 2025 - Written requests for information		
Topic	n.	% vs tot.
Social Bonus	757	34%
Billing	695	31%
Contracts	351	16%
Pricing and tariffs	171	7,5%
Connection	123	5%
Technical quality	113	5%
Metering	33	1%
Commercial quality	11	0,4%
Other	3	0,1%
Total	2.257	100%



Freephone Number 800.166.654

Fig. 9

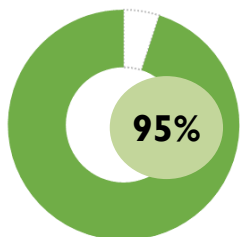
Satisfaction of customers
who contacted the Call
Centre via **telephone**
1st Sem 2025



Percentage of customers who provided feedback at the end of the call

Fig. 10

Satisfaction of customers
who contacted the Call
Centre with **written**
requests for information
1st Sem 2025



Percentage of satisfied customers who provided feedback following written requests for information received by the Call Centre”

Summary of call feedback



Very satisfied

85%



Quite satisfied

10%



Not at all satisfied

5%

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





Summary - Special Settlement Procedures and Second-Level Complaints



Energy sector

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

Environment sector

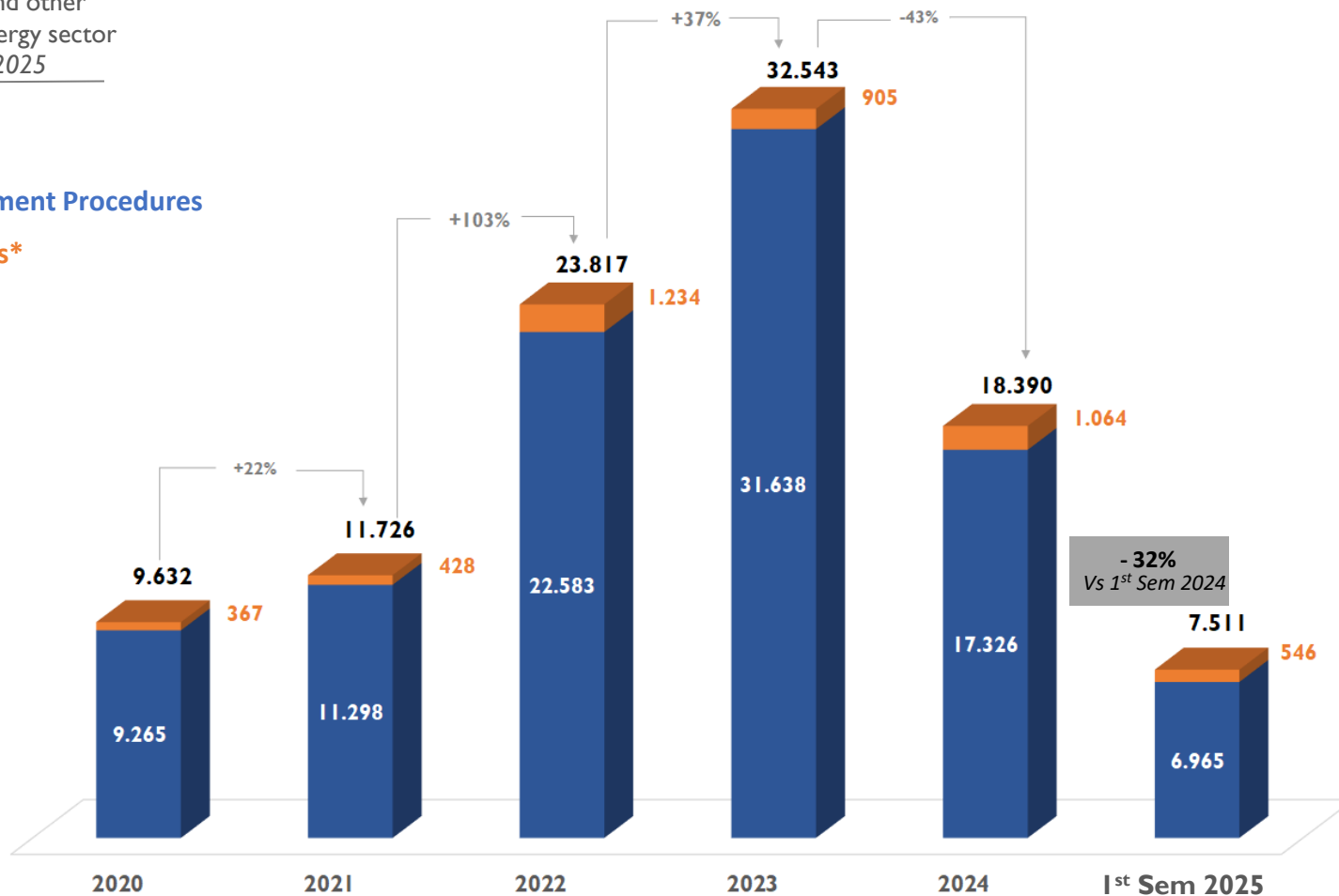
- 2.4 Volumes Second-Level Complaints for water and waste sectors - 2020/Ist Sem 2025
- 2.5 Second-Level Complaints for water sector by topic - Ist Sem 2025

Fig. 11

Special Settlement Procedures and other requests for energy sector
2020 - 1st Sem 2025

■ **Special Settlement Procedures**

■ **Other requests***

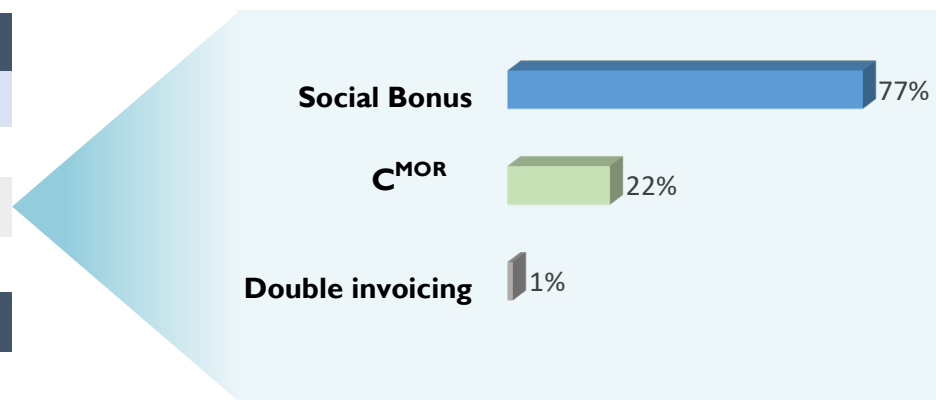


*) Other requests mainly concerned: cases related to the earthquakes in Central Italy, Ischia, and other natural disasters, the gradual transition to the standard offer service and support for vulnerable households, customer reports and the Help Desk for Consumer Associations

Fig. 12

Special Settlement Procedures by topic 1st Sem 2025

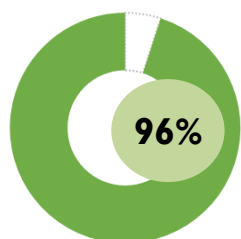
1 st Sem 2025 - Special Settlement Procedures		
Topic	n.	% vs tot.
Social Bonus	5.346	77%
C ^{MOR}	1.540	22%
Double invoicing	79	1%
Total	6.965	100%



**) 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**
Ist Sem 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

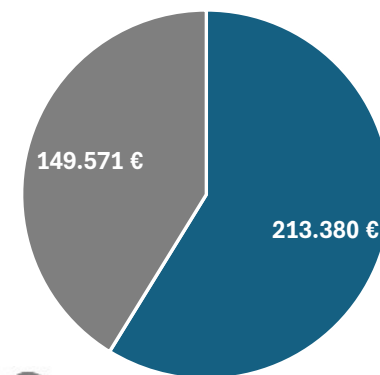
**Compensation for Special
Settlement Procedures:**
CMOR and Social Bonus
Ist Sem 2025

Compensation: 383.790 €



CMOR: 362.951 €

Social Bonus: 20.839 €



 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 - 1st Sem 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 1st Sem 2025

1 st Sem 2025 - Second-Level Complaints for water sector		
Topic	n.	% vs tot.
Social Bonus	1.392	84%
Technical quality	110	7%
Billing	78	5%
Contracts	42	2,5%
Connection	20	1%
Commercial quality	5	0,3%
Metering	3	0,2%
Total	1.650	100%

