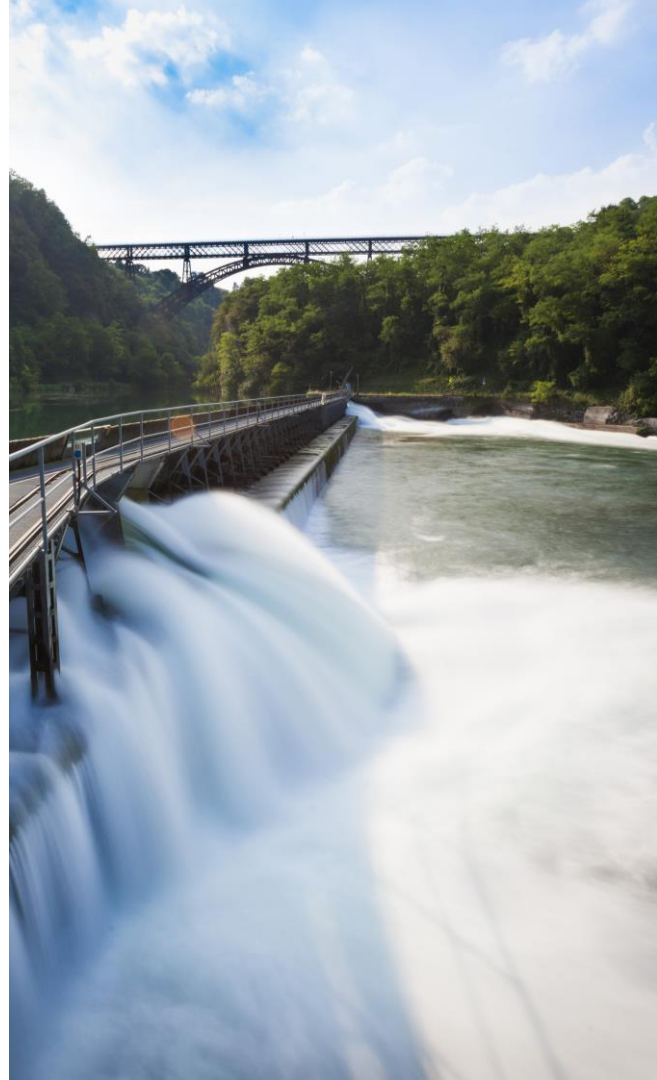




ADR ASSEMBLY Meeting

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EDISON AND CNCU CONSUMER ASSOCIATIONS

RELATIONSHIP

Edison has built a relationship of listening and trust with consumer associations thanks to joint projects, in particular on issues related to consumer protection and developing comprehension of the energy market.

20 Consumer Associations of the CNCU - National Consumer Council Users representative body of consumers at the national level which is based at the Ministry of Economic Development.

5 Consumer associations are very active given their widespread presence on the territory through local offices.



EDISON and CNCU CONSUMER ASSOCIATIONS

ALTERNATIVE DISPUTE RESOLUTION

Edison and the 20 Consumer Associations of the CNCU have established the ADR Joint Negotiating Body, (Alternative Dispute Resolution), an institution available to customers for **extra-resolution judicial of any disputes** that may arise between the company and customers for the supply of electricity and natural gas for individual domestic use, a tool free, impartial and efficient.

Activated in 2010 the updated protocol was signed in September 2016 according to the implementation of the European Directive on ADR and Legislative Decree n. 130/2015 of Consumer Code.

ADR Edison Energia-Consumer Associations is included in the register of the **ARERA** (the Italian regulatory Authority for energy networks and environment).

Benefits: Through ADR Body the company has the opportunity to upgrade processes in a path of continuous improvement of customer service and of the relationship with customers and associations

The website <https://organismoadr.edisonenergia.it> provides all the information on how the procedure works, from its activation to the rules applied.

ADR BODY

FUNCTIONING AND ORGANS

- ❑ **The Conciliation Secretariat** provides operational support and organization for the correct application of the conciliation procedure
- ❑ **The Conciliation Commission:** members must exercise their missions with competence, impartiality, independence, transparency and reputation.
- ❑ **The Joint Guarantee Body** guarantees the proper functioning of the ADR procedure in accordance with the rules laid down in the regulation in terms of the method and compliance with the relevant legislation; drafts the annual report on the activity published on the dedicated website



ADR BODY

PERMANENT WORKING TABLE BETWEEN ADR BODIES IN THE ENERGY SECTOR

The list established by ARERA resolution 620/2015 includes 7 joint negotiation bodies of the main energy companies

The 7 ADR Bodies have set up permanent working tables for the cooperation between sector bodies on training issues and the qualification of conciliators, in order to develop synergies and efficiency in the management of the activities and to promote the ADR at a local level and throughout the national territory.



Activities:

- Implementation with a single supplier (Consumers' Forum) of **training** and refresher courses for business mediators/conciliators and AACC (art.141 ter Consumer Code, art.3.2 and ARERA resolution n. 620/2015) for a total of about 500 trained mediators/conciliators (associations and companies)
- Regular **discussions with ARERA**
- Annual and Biennial **Report** for ARERA (single model for the 7 ADR Bodies)
- Plenary meetings of the Guarantee and Control Committees** of the Bodies for sharing with CA the performance of the ADR and identifying issues of common interest.

ADR BODY - 2021

SINGLE SECTOR PROTOCOL

In June 2021, Edison, Enel, Eni Gas e luce, EON, Acea, A2A, Iren signed with all the 20 Consumer Associations the ADR Protocol for the energy sector, district heating and water.

Companies and Associations are committed to promote and support the continuous development of joint conciliation, ensuring its effectiveness, the ease of access to the procedure, wider dissemination of ADR and training of the conciliators.



COMUNICATO STAMPA

CONSUMATORI: LE MAGGIORI AZIENDE DEI SETTORI ENERGETICO, IDRICO E DEL TELERISCALDAMENTO IN ITALIA SIGLANO IL PROTOCOLLO UNICO PER LA CONCILIAZIONE PARITETICA

Accordo tra 7 operatori e 20 Associazioni dei consumatori del CNCU per promuovere e valorizzare la conciliazione paritetica

Roma, 11 giugno 2021 – Siglato uno storico accordo tra sette grandi aziende dei settori energetico, idrico e del teleriscaldamento e le 20 Associazioni nazionali dei Consumatori del CNCU, Consiglio nazionale dei consumatori e degli utenti. Per la prima volta in Italia, alla luce della positiva esperienza maturata negli scorsi anni, è stato sottoscritto un Protocollo Unitario. Obiettivo dell'intesa che vede il coinvolgimento dei maggiori operatori nazionali del settore, è rilanciare la negoziazione paritetica, rafforzare lo strumento di risoluzione

ADR BODY

TRAINING CONCILIATORS

TRAINING AND UPDATING OF CONCILIATORS

- ❑ 2 training courses per year for updating conciliators and training new conciliators in the electricity and gas sector (companies and consumer associations)
- ❑ Intersectoral guidelines for the 7 ADR Bodies
- ❑ Single Training Institution for the 7 ADR Bodies: **Consumers' Forum** (industry associations, consumer associations and Universities, recognized Training Institution)



ADR BODY – PERMANENT WORKING GROUPS

COMMUNICATION - SINGLE LIST OF CONCILIATORS - SIMPLIFICATION

COMMUNICATION

- Updating and harmonization of the communication on ADR on the consumer's associations websites
- Survey aimed at conciliators/mediators to evaluate and collect qualitative feedback on the conciliation procedure (Survey results available at the end of May 2021)
- Involvement of conciliators/mediators with dedicated meetings (also through territorial webinars)
- Communication campaign for the promotion of the joint conciliation tool at a territorial and national level

SIMPLIFICATION

- Single form of «integrity»
- Single Privacy Information Form: Standardization of the Privacy Information Models of the 7 ADR Bodies
- Single list of energy mediators/conciliators**



EDISON and CNCU CONSUMER ASSOCIATIONS

OTHER PROJECTS

Voluntary self-regulation Protocol on unsolicited contracts and activations (Resolution ARERA 228/2017)

Commitments: channel and **dedicated team**, training modules for agencies set up with consumer associations participating in the observatory. **Joint Observatory** (consumer associations/Companies), meets to monitor the results achieved through the analysis of the data collected.

Mail protocollo228@edison.it



Memorandum of understanding between Edison and consumers' associations on Consumer sustainability

Promotion of projects for sustainability, that refer to the 8 objectives of the Consumer Sustainability Manifesto and its ONU Targets

This project is aimed at stimulating the creativity and entrepreneurial attitude of children, families and educational community, school, to envision new solutions for the responsible use of energy through new technologies

EDISON AND CNCU CONSUMER ASSOCIATIONS

DEDICATED CONTACT POINTS

Edison provides a telephone channel dedicated to consumer associations, a means of creating a more transparent dialogue for consumer protection

Flyer collecting all the channels of contact with Edison and in particular those dedicated to Consumer Associations with the objective to offer immediate answers



Edison Energia mette a disposizione delle Associazioni Consumatori un **team dedicato** per gestire segnalazioni, reclami e domande di conciliazione in modo rapido e semplice.

Uno strumento per creare un dialogo sempre più trasparente per la **tutela del consumatore**.

REGISTRATI AL SERVIZIO E OTTIENI SUBITO IL TUO CODICE.

Inviaci una mail a adr@edisonenergia.it con i dati della tua associazione (numero fisso e indirizzo della tua sede territoriale). Ti comunicheremo via mail il codice che ti abbiamo assegnato.

CONTATTACI: ABBIAMO UN NUMERO MOLTO VERDE.

Chiamaci all' 800.031.141 e digita il numero 6 seguito dal codice che abbiamo riservato alla tua Associazione.
Il servizio è attivo da Lunedì a venerdì dalle 09:00 alle 18:00.
800.031.141 per telefoni fissi 02/8251 8251 per telefoni cellulari (tariffario del proprio gestore).

UN OPERATORE TUTTO PER TE.

Ad ogni tua chiamata Edison Energia ti riconoscerà e ti risponderà subito un operatore dedicato alle Associazioni dei Consumatori.

Thank you