

QUALITY STANDARDS ESTABLISHED BY ARERA - GRI STANDARD 416-1

	Measurement unit	ARERA Target	2019	2018	2017	2016
High- and medium-pressure networks subject to inspection*	%	>100	58.7	70.2	48.7	53
Low-pressure networks subject to inspection**		>100	60.4	74.4	49.1	55.4
Compliance with the maximum time for reaching the call-out site for rapid response service	%	>90	98.9	97.7	96.2	96.1

**The target must be reached with the sum of percentage quantities achieved in the last three years*

***The target must be reached with the sum of percentage quantities achieved in the last four years*

CUSTOMER CARE - STANDARD GRI 416-1¹⁷

	Measurement unit	ARERA Target	2019	2018	2017	2016
Compliance with the maximum time set for services subject to specific commercial quality standards	%	100	98.3	97.7	97.7	97.6
Punctuality in appointments arranged with end customers	%	100	99.1	99.0	98.3	98.3