

Romanian National Energy Regulatory Authority (ANRE) received in the first six months of 2021 a total of 10,600 complaints, of which 2,306 are related to the billing of electricity and natural gas.

Out of the total of 2,306 complaints regarding the invoicing method, 59 % were sent for resolution to the suppliers who issued the respective invoices, who proceeded to reverse the claimed invoices and to regularize the payments, where required. The difference of 41 % of the complaints were solved directly by ANRE, with the communication of the applicable legal provisions and based on the data, documents and information sent by the economic operators to which ANRE addressed such requests.

The electricity supplier on whose behalf the most complaints were filed - 715, is Enel Energie Muntenia, followed by Enel Energie with 389 complaints, Electrica Furnizare - 363, E.ON Energie Romania - 145 and Hidroelectrica - 134 complaints.

Regarding natural gas, most complaints were addressed to Engie Romania - 93, E.ON Energie - 74, Enel Energie - 51, Premier Energy - 43 and Enel Energie Muntenia - 38 complaints.