Anexa 1

la Standardul de performanţă pentru serviciul de furnizare a energiei electrice

## Indicatori de performanţă generali privind calitatea activitatii de furnizare 2016

Furnizor: S.C. BELECTRIC Energy Trading S.R.L.

| Nr. crt. | Indicator de performanţă* | Tip CF | ianuarie | februarie | martie | aprilie | mai | iunie | iulie | august | septembrie | octombrie | noiembrie | decembrie | sem. I | sem. II | An |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 1 | *Durata medie de emitere a ofertelor de furnizare - art.5, alin. (1), a)* | casnic | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| | | necasnic mic | 2.1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2.0167 | 2 | 2.008333 |
| | | necasnic mare | 2.5 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2.0833 | 2 | 2.041667 |
| | | total | 1.87 | 1.67 | 1.67 | 1.67 | 1.67 | 1.67 | 1.67 | 1.67 | 1.67 | 1.67 | 1.7 | 1.7 | 1.7 | 1.6667 | 1.683333 |
| 2 | *Durata medie de semnare a contractelor de furnizare- art.5, alin. (1), b)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 2 | 2 | 2 | 2 | 2 | 0 | 0 | 2 | 2 | 2 | 2 | 2 | 1.6667 | 1.6667 | 1.666667 |
| | | necasnic mare | 2 | 2 | 2 | 2 | 2 | 0 | 0 | 2 | 2 | 2 | 2 | 2 | 1.6667 | 1.6667 | 1.666667 |
| | | total | 2 | 2 | 2 | 2 | 2 | 0 | 0 | 2 | 2 | 2 | 2 | 2 | 1.6667 | 1.6667 | 1.666667 |
| 3 | *Număr de contestaţii justificate privind facturarea - art. 8, alin. (1), a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0.5 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | total | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0.5 |
| 4 | *Număr de contestaţii justificate privind facturarea, raportat la CF - art. 8, alin. (1), a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0.007 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.0012 | 0 | 0.000583 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | total | 0 | 0 | 0 | 0.007 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.0012 | 0 | 0.000583 |
| 5 | *durata medie de rezolvare a contestaţiilor privind facturarea - art. 8, alin. (1), b)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0.5 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | total | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0.5 |
| 6 | *Nr locuri de consum deconectate pt. care furniz. solicită reluarea în 4 ore-art. 9, alin. (2), a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0.5 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | total | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0.5 |
| 7 | *Nr locuri de consum deconectate pt. care furniz. solicită reluarea în mai mult de 4 ore- art. 9, alin. (2), b)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 8 | *Nr solicitări modificare a tarifului reglementat de catre clientii casnici, solutionate în mai puţin de 10 zile lucrătoare -art. 10, alin. (3).* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 9 | *număr de petiţii de tipul celor prevăzute la art. 11, alin. (1), reprezentând o contestatie justificată- art.11. alin 3, a),* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | *durată medie de răspuns la petiţiile prevazute la -art. 11 alin (3), b)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10 | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | *durată medie de transmitere către op. de reţea a sesizărilor primite prin Email-art 13, alin (1), a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0.5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.0833 | 0 | 0.041667 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11 | | total | 0 | 0.5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.0833 | 0 | 0.041667 |
| | *durată medie de transmitere către op. de reţea a sesizărilor primite in scris, prin poştă sau direct la registratură, inclusiv cele referitoare la accesul la reţea-art 13, alin (1), b)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12 | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13 | *Nr de linii telefonice disponibile CF pentru comunicarea cu furnizorul - art 14, alin (2), lit.a)* | total | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 14 | *Nr de puncte unice de contact care asigura administrarea unui centru de telefonie, respectiv call-center, cu numar de apel gratuit sau cu tarif normal pentru informatii comerciale clienti* | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15 | *Număr de linii telefonice cu operator 24 ore din 24-art 14, alin (3), c)* | total | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 16 | *Nr linii telefonice cu numar de apel gratuit-art 14, alin (2), d).* | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17 | *Numărul de linii telefonice cu numar de apel cu tarif normal - art 14, alin (2), e)* | total | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| | *Număr reclamaţii privind schimbarea furniz.-de la CF proprii-art 15, alin (2), a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18 | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | *Număr reclamaţii privind schimbarea furnizorului primite de la CF deserviti de alt furnizor-art 15, alin (2), b)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19 | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | *Număr de reclamaţii privind schimbarea furnizorului deduse spre solutionare instanţei de judecată - art 15, alin (2), c)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20 | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | *Număr de reclamaţii privind schimbarea furniz.finalizate în instanţa de judecată cu sentinţă defavorabilă furnizorului respectiv-art 15, alin (2), d)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21 | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Anexa 2

la Standardul de performanţă pentru serviciul de furnizare a energiei electrice

## Indicatori statistici privind activitatea de furnizare 2016

**Furnizor: S.C. BELECTRIC Energy Trading S.R.L.**

| Nr. crt. | Indicator statistic* | Tipul CF | ianuarie | februarie | martie | aprilie | mai | iunie | iulie | august | septembrie | octombrie | noiembrie | decembrie | sem. I | sem. II | An |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| | *Numarul de incalcari ale duratei de emitere a ofertelor de furnizare - art.5 alin (4) lit.a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | *Numarul de compensatii platite CF pentru nerealizarea nivelului garantat al indicatorului de performanta - art.5 alin (4) lit b)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | *Numarul de contestatii privind facturarea - art.8 alin. (3) lit. a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | *Numarul de contestatii privind facturarea, raportat la numarul de CF deserviti - art.8 alin. (3) lit.a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | *Numarul de compensatii platite CF in cazul nerealizarii nivelului garantat al indicatorului de performanta - art.8 alin (3) lit b)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | *Numarul de incalcari ale timpului de raspuns la contestatiile prvind facturile de energie electrica - art.8 alin.(3) lit.c)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6 | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | *Numarul de locuri de consum deconectate pentru neplata contravalorii facturii aferente activitatii de furnizare - art.9 alin.(6) lit. a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 7 | | total | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| | *Numarul de compensatii platite CF in cazul nerealizarii nivelului garantat al indicatorului de performanta garantat - art.9 alin (6) lit b)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 8 | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | *Numarul de incalcari ale timpului de comunicare catre OR a solicitarii CF de reluare a furnizarii de energie electrica - art.9 alin.(6) lit. c)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 9 | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 10 | *Numarul de solicitari ale clientilor casnici privind modificarea tipului de tarif reglementat - art.10 alin.(5) lit.a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11 | *Numarul de compensatii platite clientilor casnici in cazul nerealizarii nivelului garantat al indicatorului de performanta - art.10 alin (5) lit b)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12 | *Numarul de incalcari ale timpului de solutionare a solicitarilor de modificare a tarifului reglementat - art.10 alin.(5) lit. c)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13 | *Numarul total de petitii primite altele decat cele tratate in alte articole - art. 11 alin. (5) lit a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14 | *Numarul de petitii reprezentand o solicitare de informatii sau o propunere de imbunatatire referitoare la activitatea de furnizare - art. 11 alin. (5) lit b)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15 | *Numarul de petitii cu subiect nerelevant: reclamatii nejustificate, destinatar gresit, solicitari de informatii care nu sunt referitoare la activitatea de furnizare - art.* | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16 | *Numarul de compensatii platite in cazul nerealizarii nivelului garantat al indicatorului de performanta - art.11 alin(5) lit d)* | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17 | *Numarul de incalcari ale duratei de raspuns la petitii, de tipul celor prevazute la art. 11 alin.(1) - art.11 alin.(5) lit. e)* | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18 | *Numarul de solicitari/sesizari primite, de tipul celor prevazute la art.12 alin. (3) si (4), primite de la CF privind intermedierea relatiei CF - OR - art.13 alin.(3) lit.a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| | | necasnic mare | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 3 | 2 | 5 | |
| | | total | 0 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 4 | 2 | 6 | |
| 19 | *Numarul de incalcari ale termenului de transmitere catre OR a unor solicitari/sesizari de tipul celor prevazute la art. 12 alin. (3), (4) si (5), respectiv catre CF a raspunsurilor primite de la OR - art.13 alin.(3) lit. b)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20 | *Numarul de compensatii platite CF in cazul nerealizarii nivelului garantat al indicatorului de performanta - art.13 alin (3) lit c)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21 | *Numarul de locuri de consum pentru care CF au denuntat unilateral contractul de furnizare in vederea schimbarii furnizorului- art.15 alin (3) lit.a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 22 | *Numarul de locuri de consum care au fost preluate de catre furnizor ca urmare a schimbarii furnizorului de catre CF - art.15 alin (3) lit.b)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23 | *Numarul de solicitari ale CF noncasnici mari de a primi compensatii - art.16 lit.a)* | noncasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24 | *Numarul de neintelegeri privind dreptul la compensatii, aflate in litigiu - art.16 lit. c)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25 | *Numarul de neintelegeri privind dreptul la compensatii, aflate in litigiu - art.16 lit. c)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26 | *Numarul de locuri de consum deservite la inceputul perioadei - art.17 lit.a)* | casnic | 3 | 3 | 6 | 6 | 7 | 8 | 8 | 9 | 11 | 13 | 16 | 18 | 3 | 8 | 3 |
| | | necasnic mic | 90 | 96 | 99 | 91 | 95 | 98 | 100 | 100 | 99 | 108 | 109 | 112 | 90 | 100 | 90 |
| | | necasnic mare | 39 | 42 | 42 | 44 | 46 | 46 | 50 | 49 | 49 | 48 | 43 | 46 | 39 | 50 | 39 |
| | | total | 132 | 141 | 147 | 141 | 148 | 152 | 158 | 158 | 159 | 169 | 168 | 179 | 132 | 158 | 132 |
| 27 | *Numarul de locuri de consum noi si locuri de consum preluate in cursul perioadei - art.17 lit.b)* | casnic | 0 | 3 | 0 | 1 | 1 | 0 | 0 | 2 | 2 | 1 | 1 | 1 | 5 | 7 | 12 |
| | | necasnic mic | 7 | 3 | 3 | 4 | 11 | 2 | 1 | 0 | 0 | 8 | 2 | 3 | 30 | 14 | 44 |
| | | necasnic mare | 3 | 0 | 2 | 1 | 0 | 5 | 0 | 0 | 0 | 0 | 5 | 1 | 11 | 6 | 17 |
| | | total | 10 | 6 | 5 | 6 | 12 | 7 | 1 | 2 | 2 | 9 | 8 | 5 | 46 | 27 | 73 |
| 28 | *Numarul de locuri de consum pentru care au incetat contractele de furnizare a energiei electrice in cursul perioadei - art.17 lit.c)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | necasnic mic | 0 | 11 | 0 | 1 | 2 | 0 | 0 | 0 | 8 | 0 | 0 | 3 | 14 | 11 | 25 |
| | | necasnic mare | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 5 | 1 | 0 | 8 | 1 | 15 | 16 |
| | | total | 0 | 11 | 0 | 1 | 2 | 1 | 0 | 1 | 13 | 1 | 0 | 11 | 15 | 26 | 41 |
| 29 | *Numarul de locuri de consum deservite la sfarsitul perioadei - art.17 lit.d)* | casnic | 3 | 6 | 6 | 7 | 8 | 8 | 8 | 11 | 13 | 14 | 17 | 19 | 8 | 19 | 19 |
| | | necasnic mic | 96 | 99 | 91 | 95 | 98 | 100 | 100 | 99 | 99 | 112 | 110 | 115 | 100 | 115 | 115 |
| | | necasnic mare | 42 | 42 | 44 | 45 | 46 | 50 | 49 | 49 | 48 | 45 | 47 | 49 | 50 | 49 | 49 |
| | | total | 141 | 147 | 141 | 147 | 152 | 158 | 157 | 159 | 160 | 171 | 174 | 183 | 158 | 183 | 183 |
| 30 | *Numarul de locuri de consum deservite la sfarsitul perioadei, pentru care furnizorul a incheiat contractele de retea - art.17 lit.e)* | casnic | 3 | 6 | 6 | 7 | 8 | 8 | 8 | 11 | 13 | 14 | 17 | 19 | 8 | 19 | 19 |
| | | necasnic mic | 96 | 99 | 91 | 95 | 98 | 100 | 100 | 99 | 99 | 112 | 110 | 115 | 100 | 115 | 115 |
| | | necasnic mare | 42 | 42 | 44 | 45 | 46 | 50 | 49 | 49 | 48 | 45 | 47 | 49 | 50 | 49 | 49 |
| | | total | 141 | 147 | 141 | 147 | 152 | 158 | 157 | 159 | 160 | 171 | 174 | 183 | 158 | 183 | 183 |
| 31 | *Numarul de contracte de furnizare existente, modificate prin acte aditionale in cursul perioadei - art.17 lit.f)* | casnic | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 2 | 3 |
| | | necasnic mic | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 1 | 3 | 2 | 0 | 5 | 2 | 12 | 14 |
| | | necasnic mare | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 3 | 2 | 2 | 2 | 32 | 3 | 41 | 44 |
| | | total | 1 | 1 | 0 | 2 | 0 | 2 | 1 | 4 | 4 | 3 | 2 | 38 | 6 | 52 | 58 |
| 32 | *Energie electrica furnizata, in MWh, pe categorii de CF - art.17 lit.g)* | casnic | 2.308 | 4.344 | 4.712 | 5.533 | 8.146 | 5.073 | 4.918 | 5.438 | 5.303 | 11.449 | 8.091 | 8.362 | 30.116 | 43.561 | 73.677 |
| | | necasnic mic | 348.843 | 315.095 | 302.899 | 254.791 | 266.459 | 286.507 | 320.152 | 312.91 | 281.46 | 331.72 | 319.25 | 334.84 | 1774.59 | 1900.3 | 3674.9 |
| | | necasnic mare | 2403.86 | 2786.77 | 3655.37 | 3646.33 | 3693.39 | 3812.253 | 4131.826 | 4101.1 | 4162 | 4010.8 | 3637.3 | 3246 | 19998 | 23289 | 43287 |
| | | total | 2755.01 | 3106.21 | 3962.98 | 3906.7 | 3967.99 | 4103.833 | 4456.896 | 4419.5 | 4448.7 | 4354 | 3964.7 | 3589.3 | 21803 | 25233 | 47036 |