**ANEXA 1 - Indicatori de performanţă generali privind calitatea activităţii de furnizare**

| Nr. crt. | Indicator de performanţă general* | Tip CF | Ian. | Feb. | Martie | Apr. | Mai | Iunie | Iulie | August | Sept. | Oct. | Noiemb. | Dec. | Sem.I | Sem.II | An 2016 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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) lit. a)* | casnic | 2 zile | 2 zile | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 2 zile | 0.0 | 2 zile |
| | | noncasnic mic | 2 zile | 2 zile | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 2 zile | 0.0 | 2 zile |
| | | noncasnic mare | 2 zile | 2 zile | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 2 zile | 0.0 | 2 zile |
| | | **total** | 2 zile | 2 zile | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 2 zile | 0.0 | 2 zile |
| 2. | *Durata medie de semnare a contractelor de furnizare – art. 5 alin. (1) lit. b)* | casnic | 1 zile | 1 zile | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1 zile | 0.0 | 1 zile |
| | | noncasnic mic | 1 zile | 1 zile | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1 zile | 0.0 | 1 zile |
| | | noncasnic mare | 1 zile | 1 zile | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1 zile | 0.0 | 1 zile |
| | | **total** | 1 zile | 1 zile | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1 zile | 0.0 | 1 zile |
| 3. | *Numărul de contestaţii justificate privind facturarea - art. 8 alin. (1) lit. a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | noncasnic 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 |
| 4. | *Numărul de contestaţii justificate privind facturarea, raportat la numărul de CF deserviţi - art. 8 alin. (1) lit. a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | noncasnic 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 |
| 5. | *Durata medie de soluţionare a contestaţiilor privind facturarea - art. 8 alin. (1) lit. b)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | noncasnic 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 |
| 6. | *Numărul de locuri de consum reconectate pentru care furnizorul solicită reluarea în cel mult 4 ore- art. 9 alin. (3) lit. a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | noncasnic 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 |
| 7. | *Numărul de locuri de consum reconectate pentru care furnizorul solicită reluarea în mai mult de 4 ore- art. 9 alin. (3) lit.b)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | noncasnic 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. | *Numărul de solicitări de modificare a tarifului reglementat de către clienţii casnici soluţionate 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. | *Numărul de petiţii de tipul celor prevăzute la art. 11 alin. (1), reprezentând o contesta ţie justificată - art.11 alin (3) lit.a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | noncasnic 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 |
| 10. | *Durata medie de răspuns la peti ţiile prevăzute la art. 11 alin. (1) – art. 11 alin. (3) lit. b)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | noncasnic 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 |
| 11. | *Durata medie de transmitere către OR a sesizărilor primite prin e-mail – art. 13 alin. (1) lit. a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | noncasnic 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 |
| 12. | *Durata medie de transmitere a sesizărilor primite în scris de la CF, prin poştă, fax sau direct la sediul furnizorului, inclusiv cele referitoare la accesul la reţea - art. 13 alin. (1) lit. b)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | noncasnic 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 |
| 13. | *Numărul de linii telefonice disponibile CF pentru comunicarea cu furnizorul – art. 14 alin. (2) lit. a)* | **total** | **2** | **2** | - | - | - | - | - | - | - | - | - | - | **2** | - | **2** |
| 14. | *Numărul de puncte unice de contact care asigură administrarea unui centru de telefonie, respectiv call-center, cu număr de apel gratuit sau cu tarif normal pentru informa ţii comerciale clien ţi - minimum 12 ore în zilele lucrătoare, care să aibă posibilitatea înregistrării numărului de apeluri şi a timpilor de a ştептare- art. 14 alin. (2) lit. b)* | **total** | **0** | **0** | - | - | - | - | - | - | - | - | - | - | **0** | - | **0** |
| 15. | *Numărul de linii telefonice cu operator 24 ore din 24 - art. 14 alin. (2) lit. c)* | **total** | *0* | *0* | - | - | - | - | - | - | - | - | - | - | *0* | - | *0* |
| 16. | *Numărul de linii telefonice cu număr de apel gratuit - art 14. alin. (2) lit. d)* | **total** | *0* | *0* | *0* | *0* | *0* | *0* | *0* | *0* | *0* | *0* | *0* | *0* | *0* | - | *0* |
| 17. | *Numărul de linii telefonice cu număr de apel cu tarif normal -art. 14 alin. (2) lit. e)* | **total** | *2* | *2* | - | - | - | - | - | - | - | - | - | - | *2* | - | *2* |
| 18. | *Numărul de reclamaţii privind schimbarea furnizorului primite de la CF proprii - art.15 alin. (2) lit. a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| | | noncasnic 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** |
| 19. | *Numărul de reclamaţii privind schimbarea furnizorului primite de la CF deserviţi de alt furnizor - art. 15 alin. (2) lit. b)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic 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** |
| 20. | *Numărul de reclamaţii privind schimbarea furnizorului ajunse în instanţa de judecată -art. 15 alin (2) lit. c)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic 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** |
| 21. | *Numărul de reclamaţii privind schimbarea furnizorului finalizate în instanţa de judecată cu sentinţă defavorabilă furnizorului respectiv - art. 15 alin. (2) lit. d)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic 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** |

**ANEXA 2 - Indicatori statistici privind activitatea de furnizare**

| Nr. crt. | Indicator statistic* | Tip CF | Ian. | Feb. | Martie | Apr. | Mai | Iunie | Iulie | August | Sept. | Oct. | Noiemb. | Dec. | Sem.I | Sem.II | An 2016 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 1. | *Numărul de încălcări 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** |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic 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** |
| 2. | *Numărul de compensa ţii plătite CF pentru nerealizarea nivelului garantat al indicatorului de performan ţă – art. 5 alin. (4) lit. b)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic 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** |
| 3. | *Numărul de contestaţii privind facturarea - art. 8 alin. (3) lit. a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic 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** |
| 4. | *Numărul de contestaţii privind facturarea, raportat la numărul de CF deserviţi - art. 8 alin. (3) lit. a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic 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** |
| 5. | *Numărul de compensaţii plătite CF în cazul nerealizării nivelului garantat al indicatorului de performanţă - art. 8 alin. (3) lit. b)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic 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** |
| 6. | *Numărul de încălcări ale timpului de răspuns la contesta ţiile privind facturile de energie electrică - art. 8 alin. (3) lit. c)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic 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** |
| 7. | *Numărul de locuri de consum deconectate pentru neplata contravalorii facturii aferente activită ţii de furnizare – art. 9 alin. (6) lit. a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic 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. | *Numărul de compensaţii plătite CF în cazul nerealizării nivelului garantat al indicatorului de performanţă garantat - art. 9 alin. (6) lit. b)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic 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** |
| 9. | *Numărul de încălcări ale timpului de comunicare către OR a solicitării CF de reluare a furnizării de energie electrică - art. 9 alin. (6) lit. c)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic 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** |
| 10. | *Numărul de solicitări ale clien ţilor 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** |
| 11. | *Numărul de compensaţii plătite clienţilor casnici în cazul nerealizării nivelului garantat al indicatorului de performanţă- art. 10 alin. (5) lit. b)* | **casnic** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| 12. | *Numărul de încălcări ale timpului de soluţionare a solicitărilor 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** |
| 13. | *Numărul total de petiţii primite, altele decât cele tratate în alte articole - art 11 alin. (5) lit. a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic 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** |
| 14. | *Numărul de petiţii reprezentând o solicitare de informaţii sau o propunere de îmbunătăţire 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** |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic 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** |
| 15. | *Numărul de petiţii cu subiect nerelevant: reclamaţii nejustificate, destinatar greşit, solicitări informaţii care nu sunt referitoare la activitatea de furnizare – art. 11 alin. (5) lit. c)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic 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** |
| 16. | *Numărul de compensaţii plătite în cazul nerealizării nivelului garantat al indicatorului de performanţă - art. 11 alin (5) lit. d)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic 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** |
| 17. | *Numărul de încălcări ale duratei de răspuns la peti ţii, de tipul celor prevăzute la art. 11 alin. (1) - art. 11 alin. (5) lit.e)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic 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** |
| 18. | *Numărul de sesizări primite, de tipul celor prevăzute la art. 12, alin. (3) şi (4) primite de la CF privind intermedierea rela ţiei CF – OR – art. 13, alin. (3), lit. a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic 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** |
| 19. | *Numărul de încălcări ale termenului de transmitere către OR a unor sesizări de tipul celor prevăzute la art. 12 alin. (3), (4) şi (5), respectiv către CF a răspunsurilor 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** |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic 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** |
| 20. | *Numărul de compensaţii plătite CF în cazul nerealizării nivelului garantat al indicatorului de performanţă – art. 13 alin. (3) lit. c)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic 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** |
| 21. | *Numărul de locuri de consum pentru care CF au denun ţat unilateral contractul de furnizare în vederea schimbării furnizorului- art 15 alin. (3) lit. a)* | casnic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic mic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** | **0** | **0** |
| | | noncasnic 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** |
| 22. | *Numărul de locuri de consum care au fost preluate de către furnizor ca urmare a schimbării furnizorului de către CF - art 15 alin (3) lit. b)* | casnic | 0 | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| | | noncasnic mic | 0 | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| | | noncasnic 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. | *Numărul de solicitări ale CF noncasnici mari de a primi compensaţii - art. 16 lit. a)* | **noncasnic mare** | 0 | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| 24. | *Numărul de compensaţii plătite - art 16 lit. b)* | casnic | 0 | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| | | noncasnic mic | 0 | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| | | noncasnic 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** |
| 25. | *Numărul de neînţelegeri privind dreptul la compensaţii, aflate în litigiu - art 16 lit. c)* | casnic | 0 | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| | | noncasnic mic | 0 | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| | | noncasnic 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. | *Numărul de locuri de consum deservite la începutul perioadei - art 17 lit. a)* | casnic | 1 | **1** | **1** | **1** | **1** | **4** | **4** | **5** | **0** | **0** | **0** | **0** | **1** | **5** | **0** |
| | | noncasnic mic | 158 | **126** | **126** | **127** | **138** | **153** | **161** | **161** | **0** | **0** | **0** | **0** | **194** | **161** | **0** |
| | | noncasnic mare | 22 | **18** | **19** | **19** | **31** | **38** | **44** | **44** | **0** | **0** | **0** | **0** | **40** | **44** | **0** |
| | | **total** | 181 | **145** | **146** | **147** | **170** | **194** | **210** | **211** | **0** | **0** | **0** | **0** | **235** | **210** | **0** |
| 27. | *Numărul de locuri de consum noi şi locuri de consum preluate în cursul perioadei - art 17 lit. b)* | casnic | 0 | **0** | **0** | **0** | **3** | **0** | **1** | **0** | **0** | **0** | **0** | **0** | **4** | **1** | **5** |
| | | noncasnic mic | 2 | **0** | **1** | **14** | **10** | **7** | **0** | **0** | **0** | **0** | **0** | **0** | **36** | **0** | **36** |
| | | noncasnic mare | 0 | **1** | **0** | **8** | **7** | **6** | **0** | **0** | **0** | **0** | **0** | **0** | **26** | **0** | **26** |
| | | **total** | 2 | **1** | **1** | **22** | **20** | **13** | **1** | **0** | **0** | **0** | **0** | **0** | **66** | **1** | **67** |
| 28. | *Numărul de locuri de consum pentru care au încetat contractele de furnizare a energiei electrice în cursul perioadei – art. 17 lit. c)* | casnic | 0 | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| | | noncasnic mic | 0 | **0** | **0** | **6** | **8** | **12** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **5** | **5** |
| | | noncasnic mare | 0 | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| | | **total** | 0 | **0** | **0** | **6** | **8** | **12** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **5** | **5** |
| 29. | *Numărul de locuri de consum deservite la sfârşitul perioadei - art 17 lit. d)* | casnic | 1 | **1** | **1** | **1** | **4** | **4** | **5** | **5** | **0** | **0** | **0** | **0** | **4** | **5** | **5** |
| | | noncasnic mic | 126 | **126** | **127** | **141** | **148** | **159** | **161** | **161** | **0** | **0** | **0** | **0** | **161** | **156** | **156** |
| | | noncasnic mare | 18 | **19** | **19** | **27** | **38** | **44** | **44** | **44** | **0** | **0** | **0** | **0** | **44** | **44** | **44** |
| | | **total** | 145 | **146** | **147** | **169** | **190** | **207** | **211** | **210** | **0** | **0** | **0** | **0** | **210** | **206** | **206** |
| 30. | *Numărul de locuri de consum deservite la sfârşitul perioadei, pentru care furnizorul a încheiat contractele de reţea - art 17 lit. e)* | casnic | 1 | **1** | **1** | **1** | **4** | **4** | **5** | **5** | **0** | **0** | **0** | **0** | **4** | **5** | **5** |
| | | noncasnic mic | 126 | **126** | **127** | **141** | **148** | **159** | **161** | **161** | **0** | **0** | **0** | **0** | **161** | **156** | **156** |
| | | noncasnic mare | 18 | **19** | **19** | **27** | **38** | **44** | **44** | **44** | **0** | **0** | **0** | **0** | **44** | **44** | **44** |
| | | **total** | 145 | **146** | **147** | **169** | **190** | **207** | **211** | **210** | **0** | **0** | **0** | **0** | **210** | **206** | **206** |
| 31. | *Numărul de contracte de furnizare existente, modificate prin acte adiţionale în cursul perioadei - art 17 lit. f)* | casnic | 0 | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| | | noncasnic mic | 0 | **0** | **0** | **1** | **10** | **1** | **0** | **0** | **0** | **0** | **0** | **0** | **12** | **0** | **12** |
| | | noncasnic mare | 0 | **0** | **0** | **1** | **3** | **1** | **0** | **0** | **0** | **0** | **0** | **0** | **5** | **0** | **5** |
| | | **total** | 0 | **0** | **0** | **2** | **12** | **2** | **0** | **0** | **0** | **0** | **0** | **0** | **15** | **0** | **17** |
| 32. | *Energie electrică furnizată, în MWh, pe categorii de CF - art 17 lit. g)* | casnic | 1 | **1** | **1** | **2** | **4** | **5** | **2** | **4** | **0** | **0** | **0** | **0** | **12** | **7** | **19** |
| | | noncasnic mic | 386 | **397** | **378** | **377** | **404** | **530** | **596** | **545** | **0** | **0** | **0** | **0** | **2,455** | **1,141** | **3,596** |
| | | noncasnic mare | 836 | **713** | **726** | **998** | **1,821** | **2,022** | **2,046** | **2,084** | **0** | **0** | **0** | **0** | **7,135** | **4,130** | **11,265** |
| | | **total** | 1,224 | **1,111** | **1,105** | **1,378** | **2,229** | **2,557** | **2,646** | **2,633** | **0** | **0** | **0** | **0** | **9,601** | **5,279** | **14,880** |