SC ICCO ENERG SRL

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
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															
		noncasnic mic	1.5	1.5	1.5	1.5	1.5	1.5	1.5	2.2	2.0	1.9	0.0	2.4	**1.5**	**1.7**	**1.6**
		noncasnic mare	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.0	0.0	1.8	0.0	**0.0**	**2.4**	**2.4**
		total	**1.5**	**1.5**	**1.5**	**1.5**	**1.5**	**1.5**	**1.5**	**2.2**	**2.5**	**1.9**	**1.8**	**2.4**	**1.5**	**2.1**	**1.8**
2.	Durata medie de semnare a contractelor de furnizare – art. 5 alin. (1) lit. b)	casnic															
		noncasnic mic	0.0	3.0	0.0	5.0	5.0	5.0	5.0	2.0	2.0	0.0	0.0	2.0	**4.5**	**2.8**	**3.7**
		noncasnic mare	0.0	0.0	0.0	1.0	1.0	0.0	0.0	0.0	0.0	0.0	9.0	4.0	**1.0**	**6.5**	**5.5**
		total	**0.0**	**0.0**	**0.0**	**3.0**	**3.0**	**5.0**	**5.0**	**5.0**	**2.0**	**0.0**	**9.0**	**3.0**	**2.8**	**4.4**	**3.6**
3.	Numărul de contestaţii justificate privind facturarea - art. 8 alin. (1) lit. a)	casnic													**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	1	0	0	0	0	0	0	**1**	**0**	**1**
		total	**0**	**0**	**0**	**0**	**0**	**1**	**0**	**0**	**0**	**0**	**0**	**0**	**1**	**0**	**1**
4.	Numărul de contestaţii justificate privind facturarea, raportat la numărul de CF deserviţi - art. 8 alin. (1) lit. a)	casnic													**0.0000**	**0.0000**	**0.0000**
		noncasnic mic	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	**0.0000**	**0.0000**	**0.0000**
		noncasnic mare	0.0000	0.0000	0.0000	0.0000	0.0000	0.0036	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	**0.0036**	**0.0000**	**0.0036**
		total	**0.0000**	**0.0000**	**0.0000**	**0.0000**	**0.0000**	**0.0036**	**0.0000**	**0.0000**	**0.0000**	**0.0000**	**0.0000**	**0.0000**	**0.0036**	**0.0000**	**0.0036**
5.	Durata medie de soluţionare a contestaţiilor privind facturarea - art. 8 alin. (1) lit. b)	casnic															
		noncasnic mic	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	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	1.0	0.0	0.0	0.0	0.0	0.0	0.0	**1.0**	**0.0**	**1.0**
		total	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**	**1.0**	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**	**1.0**	**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**
		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**
		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 contestaţie justificată - art.11 alin (3) lit.a)	casnic															**0**
		noncasnic mic	0	0	3	0	0	0	0	0	0	0	0	0	**3**	**0**	**3**
		noncasnic mare	0	0	2	0	0	0	0	5	0	0	1	0	**2**	**6**	**8**
		total	**0**	**0**	5	**0**	**0**	**0**	**0**	**5**	**0**	**0**	**1**	**0**	5	**6**	**11**
10.	Durata medie de răspuns la petiţiile prevăzute la art. 11 alin. (1) – art. 11 alin. (3) lit. b)	casnic															
		noncasnic mic	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	**1.0**	**0.0**	**1.0**
		noncasnic mare	0.0	0.0	1.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	12.0	0.0	**1.0**	**6.5**	**3.8**
		total	**0.0**	**0.0**	**1.0**	**0.0**	**0.0**	**0.0**	**0.0**	**1.0**	**0.0**	**0.0**	**12.0**	**0.0**	**1.0**	**6.5**	**3.8**
11.	Durata medie de transmitere către OR a sesizărilor primite prin e-mail – art. 13 alin. (1) lit. a)	casnic															
		noncasnic mic	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	**1.0**	**0.0**	**1.0**
		noncasnic mare	0.0	0.0	1.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	1.0	0.0	**1.0**	**1.0**	**1.0**
		total	**0.0**	**0.0**	**1.0**	**0.0**	**0.0**	**0.0**	**0.0**	**1.0**	**0.0**	**0.0**	**1.0**	**0.0**	**1.0**	**1.0**	**1.0**
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.	casnic															
		noncasnic mic	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	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	1.0	0.0	0.0	0.0	0.0	**0.0**	**1.0**	**1.0**
		total	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**	**1.0**	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**	**1.0**	**1.0**
13.	Numărul de linii telefonice disponibile CF pentru comunicarea cu furnizorul – art. 14 alin. (2) lit. a)	**total**	**5**	**5**	**5**	**5**	**5**	**5**	**5**	**5**	**5**	**5**	**5**	**5**	**5**	**5**	**5**
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 informaţii comerciale clienţi - minimum 12 ore în zilele lucrătoare, care să aibă posibilitatea înregistrării numărului de apeluri şi a timpilor de aşteptare- art. 14 alin. (2) lit. b)	**total**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
15.	Numărul de linii telefonice cu operator 24 ore din 24 - art. 14 alin. (2) lit. c)	**total**	**1**	**1**	1	1	1	1	1	1	1	0	1	1	**1**	**1**	**1**
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**	**0**
17.	Numărul de linii telefonice cu număr de apel cu tarif normal -art. 14 alin. (2) lit. e)	**total**	**5**	**5**	5	5	5	5	*5*	5	*5*	5	5	*5*	**5**	**5**	**5**
18.	Numărul de reclamaţii privind schimbarea furnizorului primite de la CF proprii - art.15 alin. (2) lit. a)	casnic													**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**
		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**
		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.	casnic													**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**