

ANEXA 1 - Indicatori de performanță generali privind calitatea activității de furnizare

| Nr. crt. | Indicator de performanță 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. | <i>Durata medie de emițere a ofertelor de furnizare – art. 5 alin. (1) lit. a)</i> | casnic | | | | | | | 0.0 | 3.5 | 0.0 | 0.0 | 0.0 | 1.0 | 3.0 | 0.8 | 1.9 |
| | | noncasnic mic | | | | | | | 0.0 | 5.0 | 1.0 | 1.0 | 1.5 | 5.5 | 1.5 | 2.3 | 1.9 |
| | | noncasnic mare | | | | | | | 1.0 | 0.5 | 12.0 | 3.5 | 5.0 | 1.0 | 2.0 | 3.8 | 2.9 |
| | | total | | | | | | | 0.3 | 3.0 | 1.2 | 1.2 | 2.6 | 2.5 | 2.0 | 1.8 | 1.9 |
| 2. | <i>Durata medie de semnare a contractelor de furnizare – art. 5 alin. (1) lit. b)</i> | casnic | | | | | | | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| | | noncasnic mic | | | | | | | 5.6 | 5.0 | 0.0 | 6.0 | 2.0 | 6.0 | 2.0 | 4.1 | 3.1 |
| | | noncasnic mare | | | | | | | 5.0 | 0.0 | 0.0 | 0.0 | 0.0 | 4.0 | 2.0 | 1.5 | 1.8 |
| | | total | | | | | | | 5.3 | 5.0 | 0.0 | 6.0 | 2.0 | 5.0 | 2.0 | 3.9 | 3.0 |
| 3. | <i>Numărul de contestații justificate privind facturarea - art. 8 alin. (1) lit. a)</i> | casnic | | | | | | | 0 | 0 | 0 | 0 | 0 | | 0 | 0 | 0 |
| | | noncasnic mic | | | | | | | 0 | 0 | 0 | 0 | 0 | | 0 | 0 | 0 |
| | | noncasnic mare | | | | | | | 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. | <i>Numărul de contestații justificate privind facturarea, raportat la numărul de CF deserviți - art. 8 alin. (1) lit. a)</i> | casnic | | | | | | | 0.0000 | 0.0000 | 0.0000 | 0.0000 | 0.0000 | 0.0000 | 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 |
| | | noncasnic mare | | | | | | | 0.0000 | 0.0000 | 0.0000 | 0.0000 | 0.0000 | 0.0000 | 0.0000 | 0.0000 | 0.0000 |
| | | total | 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 |
| 5. | <i>Durata medie de soluționare a contestațiilor privind facturarea - art. 8 alin. (1) lit. b)</i> | casnic | | | | | | | 0.0 | 0.0 | 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 | 0.0 | 0.0 |
| | | noncasnic mare | | | | | | | 0.0 | 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 | 0.0 |
| 6. | <i>Numărul de locuri de consum reconectate pentru care furnizorul solicită reluarea în cel mult 4 ore-art. 9 alin. (3) lit. a)</i> | casnic | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | noncasnic mic | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | noncasnic mare | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 7. | <i>Numărul de locuri de consum reconectate pentru care furnizorul solicită reluarea în mai mult de 4 ore-art. 9 alin. (3) lit.b)</i> | casnic | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | noncasnic mic | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| | | noncasnic mare | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 2 |
| | | total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 3 |
| 8. | <i>Numărul de solicitări de modificare a tarifului reglementat de către clienții casnici soluționate în mai puțin de 10 zile lucrătoare -art. 10 alin. (3)</i> | casnic | | | | | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 9. | <i>Numărul de petiții de tipul celor prevăzute la art. 11 alin. (1), reprezentând o contestație justificată - art.11 alin (3) lit.a)</i> | casnic | | | | | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| noncasnic mic | | | | | | | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | |
| noncasnic mare | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| total | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | | |
| 10. | <i>Durata medie de răspuns la petițiile prevăzute la art. 11 alin. (1) – art. 11 alin. (3) lit. b)</i> | casnic | | | | | | | 0.0 | 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 | 0.0 | |
| | | noncasnic 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 | |
| 11. | <i>Durata medie de transmitere către OR a sesizărilor primite prin e-mail – art. 13 alin. (1) lit. a)</i> | casnic | | | | | | | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | |
| | | noncasnic mic | | | | | | | 0.0 | 0.0 | 1.0 | 1.0 | 1.0 | 1.0 | 2.0 | 0.7 | |
| | | noncasnic mare | | | | | | | 0.0 | 0.0 | 1.0 | 1.0 | 1.0 | 1.0 | 2.0 | 0.7 | |
| | | total | | | | | | | 0.0 | 0.0 | 1.0 | 1.0 | 1.0 | 1.0 | 2.0 | 0.7 | |
| 12. | <i>Durata medie de transmitere a sesizărilor primite în scris de la CF, prin postă, fax sau direct la sediul furnizorului, inclusiv cele referitoare la accesul la</i> | casnic | | | | | | | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | |
| | | noncasnic mic | | | | | | | 0.0 | 0.0 | 1.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | |
| | | noncasnic mare | | | | | | | 0.0 | 0.0 | 1.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | |

