

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 emitere a ofertelor de furnizare – art. 5 alin. (1) lit. a)</i>	casnic	1.3	1.4	1.2	1.3	1.2	1.4	1.3	1.4	1.4	1.3	1.3	1.4	1.3	1.3	1.3	
		noncasnic mic	1.2	1.3	1.4	1.3	1.4	1.3	1.2	1.3	1.2	1.3	1.2	1.2	1.2	1.3	1.2	1.3
		noncasnic mare	1.3	1.3	1.2	1.1	1.2	1.2	1.2	1.2	1.2	1.1	1.2	1.1	1.2	1.2	1.2	1.2
		total	3.8	4.0	3.8	3.7	3.8	3.9	3.7	3.9	3.7	3.7	3.8	3.6	3.8	3.8	3.8	3.8
2.	<i>Durata medie de semnare a contractelor de furnizare – art. 5 alin. (1) lit. b)</i>	casnic	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.2	0.0	0.0	0.0	0.2	0.2	0.2	
		noncasnic mic	1.3	1.2	1.3	1.2	1.3	1.3	1.2	1.2	1.2	1.3	1.3	1.3	1.3	1.3	1.3	
		noncasnic mare	1.2	1.2	1.2	1.1	1.2	1.1	1.1	1.2	1.1	1.1	1.1	1.2	1.2	1.2	1.2	1.2
		total	3.9	2.4	2.5	2.3	2.5	2.4	2.3	2.4	2.4	3.5	2.4	2.5	2.5	2.7	2.6	2.6
3.	<i>Numărul de contestații justificate privind facturarea - art. 8 alin. (1) lit. a)</i>	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	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	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	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	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	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	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	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	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	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	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	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	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	0
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	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	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	0
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	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	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	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	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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
		noncasnic mic	1.0	1.0	0.0	1.0	1.0	1.4	1.4	1.4	1.4	1.5	1.5	1.5	1.4	0.9	1.4	
		noncasnic mare	2.0	2.0	1.0	1.0	0.0	1.3	1.2	1.3	1.2	1.3	1.3	1.3	1.3	1.2	1.3	
		total	3.0	3.0	1.0	2.0	1.0	2.7	2.6	2.7	2.7	2.8	2.8	2.8	2.1	2.7	2.4	

