



Valorile indicatorilor de performanta pentru activitatea de furnizare a energiei electrice

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Perioada de raportare:

Trim. IV / An 2020

| Nr. Crt. | Indicatori de performanta generali  | Tip Consumator | Trim I          | Trim II         | Trim III        | Trim IV         | An               |
|----------|---|----------------|-----------------|-----------------|-----------------|-----------------|------------------|
| 1        | Nr de LC deservite la inceputul perioadei de raportare  | Casnic         | 0.              | 0.              | 0.              | 0.              |                  |
|          |   | noncasnic mic  | 1 006.          | 877.            | 877.            | 876.            |                  |
|          |   | noncasnic mare | 158.            | 146.            | 146.            | 154.            |                  |
|          |   | <b>Total</b>   | <b>1 164.</b>   | <b>1 023.</b>   | <b>1 023.</b>   | <b>1 030.</b>   | <b>0.</b>        |
| 2        | Nr de LC noi si LC preluate in cursul perioadei de raportare  | Casnic         | 0.              | 0.              | 0.              | 0.              | 0.               |
|          |   | noncasnic mic  | 59.             | 0.              | 0.              | 56.             | 115.             |
|          |   | noncasnic mare | 6.              | 0.              | 0.              | 3.              | 9.               |
|          |   | <b>Total</b>   | <b>65.</b>      | <b>0.</b>       | <b>0.</b>       | <b>59.</b>      | <b>124.</b>      |
| 3        | Nr de LC pt care au incetat contractele de furnizare a energiei electrice in cursul perioadei de raportare  | Casnic         | 0.              | 0.              | 0.              | 0.              | 0.               |
|          |   | noncasnic mic  | 188.            | 0.              | 0.              | 10.             | 198.             |
|          |   | noncasnic mare | 18.             | 0.              | 0.              | 9.              | 27.              |
|          |   | <b>Total</b>   | <b>206.</b>     | <b>0.</b>       | <b>0.</b>       | <b>19.</b>      | <b>225.</b>      |
| 4        | Nr de LC deservite la sfarsitul perioadei de raportare  | Casnic         | 0.              | 0.              | 0.              | 0.              |                  |
|          |   | noncasnic mic  | 877.            | 877.            | 877.            | 873.            |                  |
|          |   | noncasnic mare | 146.            | 146.            | 154.            | 146.            |                  |
|          |   | <b>Total</b>   | <b>1 023.</b>   | <b>1 023.</b>   | <b>1 031.</b>   | <b>1 019.</b>   | <b>0.</b>        |
| 5        | Nr de LC deservite la sfarsitul perioadei de raportare, pentru care furnizorul a incheiat contractele de retea  | Casnic         | 0.              | 0.              | 0.              | 0.              |                  |
|          |   | noncasnic mic  | 877.            | 877.            | 877.            | 873.            |                  |
|          |   | noncasnic mare | 146.            | 146.            | 154.            | 146.            |                  |
|          |   | <b>Total</b>   | <b>1 023.</b>   | <b>1 023.</b>   | <b>1 031.</b>   | <b>1 019.</b>   | <b>0.</b>        |
| 6        | Energie electrica furnizata in perioada de raportare (MWh)  | Casnic         | 0.              | 0.              | 0.              | 0.              | 0.               |
|          |   | noncasnic mic  | 4 418.2         | 3 536.          | 3 767.1         | 4 211.7         | 15 933.1         |
|          |   | noncasnic mare | 22 086.7        | 19 205.6        | 21 848.4        | 20 985.         | 84 125.7         |
|          |   | <b>Total</b>   | <b>26 504.9</b> | <b>22 741.6</b> | <b>25 615.5</b> | <b>25 196.7</b> | <b>100 058.8</b> |
| 7        | Nr contractelor de furnizare incheiate cu CF ca urmare a ofertelor - tip si/sau ofertelor de furnizare personalizate transmise la solicitarea acestora, in conditii si la preturi negociate | Casnic         | 0.              | 0.              | 0.              | 0.              | 0.               |
|          |   | noncasnic mic  | 3.              | 0.              | 0.              | 2.              | 5.               |
|          |   | noncasnic mare | 1.              | 0.              | 0.              | 1.              | 2.               |
|          |   | <b>Total</b>   | <b>4.</b>       | <b>0.</b>       | <b>0.</b>       | <b>3.</b>       | <b>7.</b>        |



|    |   |                |           |           |           |           |    |
|----|---|----------------|-----------|-----------|-----------|-----------|----|
| 8  | Nr de incalcati ale termenului de emitere a ofertelor de furnizare  |                |           |           |           |           |    |
|    |   | Casnic         | 0.        | 0.        | 0.        | 0.        | 0. |
|    |   | noncasnic mic  | 0.        | 0.        | 0.        | 0.        | 0. |
|    |   | noncasnic mare | 0.        | 0.        | 0.        | 0.        | 0. |
|    | <b>Total</b>  | <b>0.</b>      | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |    |
| 9  | Nr de compensatii platite CF pentru nerespectarea termenului de emitere a ofertelor de furnizare  |                |           |           |           |           |    |
|    |   | Casnic         | 0.        | 0.        | 0.        | 0.        | 0. |
|    |   | noncasnic mic  | 0.        | 0.        | 0.        | 0.        | 0. |
|    |   | noncasnic mare | 0.        | 0.        | 0.        | 0.        | 0. |
|    | <b>Total</b>  | <b>0.</b>      | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |    |
| 10 | Nr total de plangeri privind facturarea: acest indicator contine atat plangerile intemeiate, cat si pe cele neintemeiate, indiferent daca au implicat sau nu verificarea datelor masurate de catre OM |                |           |           |           |           |    |
|    |   | Casnic         | 0.        | 0.        | 0.        | 0.        | 0. |
|    |   | noncasnic mic  | 0.        | 0.        | 0.        | 0.        | 0. |
|    |   | noncasnic mare | 0.        | 0.        | 0.        | 0.        | 0. |
|    | <b>Total</b>  | <b>0.</b>      | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |    |
| 11 | Nr de plangeri intemeiate privind facturarea: acest indicator cuprinde toate plangerile intemeiate, indiferent daca au implicat sau nu verificarea datelor de masurare de catre OM                    |                |           |           |           |           |    |
|    |   | Casnic         | 0.        | 0.        | 0.        | 0.        | 0. |
|    |   | noncasnic mic  | 0.        | 0.        | 0.        | 0.        | 0. |
|    |   | noncasnic mare | 0.        | 0.        | 0.        | 0.        | 0. |
|    | <b>Total</b>  | <b>0.</b>      | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |    |
| 12 | Nr de plangeri privind facturarea ce implica verificarea datelor masurate   |                |           |           |           |           |    |
|    |   | Casnic         | 0.        | 0.        | 0.        | 0.        | 0. |
|    |   | noncasnic mic  | 0.        | 0.        | 0.        | 0.        | 0. |
|    |   | noncasnic mare | 0.        | 0.        | 0.        | 0.        | 0. |
|    | <b>Total</b>  | <b>0.</b>      | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |    |
| 13 | Nr de incalcati ale termenului de raspuns la plangerile privind facturile de ee   |                |           |           |           |           |    |
|    |   | Casnic         | 0.        | 0.        | 0.        | 0.        | 0. |
|    |   | noncasnic mic  | 0.        | 0.        | 0.        | 0.        | 0. |
|    |   | noncasnic mare | 0.        | 0.        | 0.        | 0.        | 0. |
|    | <b>Total</b>  | <b>0.</b>      | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |    |
| 14 | Nr de compensatii platite CF in cazul nerespectarii termenului de raspuns la plangerile privind facturile de ee   |                |           |           |           |           |    |
|    |   | Casnic         | 0.        | 0.        | 0.        | 0.        | 0. |
|    |   | noncasnic mic  | 0.        | 0.        | 0.        | 0.        | 0. |
|    |   | noncasnic mare | 0.        | 0.        | 0.        | 0.        | 0. |
|    | <b>Total</b>  | <b>0.</b>      | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |    |
| 15 | Nr de LC deconectate pt neplata contravalorii facturii de energie electrica   |                |           |           |           |           |    |
|    |   | Casnic         |           |           |           |           | 0. |
|    |   | noncasnic mic  |           |           |           |           | 0. |
|    |   | noncasnic mare |           |           |           |           | 0. |
|    | <b>Total</b>  | <b>0.</b>      | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |    |



|    |  |                |           |           |           |           |           |           |
|----|--|----------------|-----------|-----------|-----------|-----------|-----------|-----------|
| 16 | Nr de LC pt care furnizorul a solicitat OR reconectarea in cel mult 4 ore de la confirmarea indeplinirii de catre CF a obligatiilor de plata   | Casnic         |           |           |           |           | 0.        |           |
|    |  | noncasnic mic  |           |           |           |           | 0.        |           |
|    |  | noncasnic mare |           |           |           |           | 0.        |           |
|    |  | <b>Total</b>   | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |
| 17 | Nr de LC pentru care furnizorul a solicitat OR reconectarea in mai mult de 4 ore de la confirmarea indeplinirii de catre CF a obligatiilor de plata                                  | Casnic         |           |           |           |           | 0.        |           |
|    |  | noncasnic mic  |           |           |           |           | 0.        |           |
|    |  | noncasnic mare |           |           |           |           | 0.        |           |
|    |  | <b>Total</b>   | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |
| 18 | Nr de compensatii platite CF in cazul nerespectarii termenului de comunicare catre OR a solicitarii de realuare a furnizarii de ee   | Casnic         | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | noncasnic mic  | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | noncasnic mare | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | <b>Total</b>   | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |
| 19 | Nr de plangeri primite de la CF privind deconectarea LC pt neplata contravalorii facturii de ee: acest indicator va cuprinde atat plangerile intemeiate, cat si pe cele neintemeiate | Casnic         | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | noncasnic mic  | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | noncasnic mare | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | <b>Total</b>   | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |
| 20 | Nr de plangeri intemeiate primite de la CF privind deconectarea LC pentru neplata contravalorii facturii de ee   | Casnic         | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | noncasnic mic  | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | noncasnic mare | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | <b>Total</b>   | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |
| 21 | Nr de incalcarii ale termenului de raspuns la plangerile CF privind deconectarea LC pt neplata contravalorii facturii de ee  | Casnic         | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | noncasnic mic  | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | noncasnic mare | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | <b>Total</b>   | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |
| 22 | Nr de compensatii platite CF in cazul nerespectarii termenului de raspuns la plangerile CF privind deconectarea LC pt neplata contravalorii facturii de energie electrica            | Casnic         | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | noncasnic mic  | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | noncasnic mare | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | <b>Total</b>   | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |
| 23 | Nr de solicitari ale clientilor casnici privind schimbarea tipului de tarif reglementat  | Casnic         | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | <b>Total</b>   | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |



|    |   |               |           |           |           |           |           |           |
|----|---|---------------|-----------|-----------|-----------|-----------|-----------|-----------|
| 24 | Nr de solicitari de schimbare a tarifului reglementat de catre clientii casnici, solutionate in mai putin de 10 zile lucratoare   |               |           |           |           |           |           |           |
|    |   | Casnic        | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |   | <b>Total</b>  | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |
| 25 | Nr de plangeri ale clientilor casnici privind schimbarea tarifului reglementat la ee  |               |           |           |           |           |           |           |
|    |   | Casnic        | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |   | <b>Total</b>  | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |
| 26 | Nr de incalcati ale termenului de solutionare a solicitarilor clientilor casnici de schimbare a tarifului reglementat sau a plangerilor clientilor casnici privind schimbarea tarifului reglementat |               |           |           |           |           |           |           |
|    |   | Casnic        | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |   | <b>Total</b>  | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |
| 27 | Nr de compensatii platite clientilor casnici in cazul nerespectarii termenului de solutionare a solicitarilor de modificare a tarifului reglementat sau a plangerilor clientilor casnici privind    |               |           |           |           |           |           |           |
|    |   | Casnic        | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |   | <b>Total</b>  | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |
| 28 | Nr total de solicitari si plangeri ale CF, altele decat cele prevazute in standard  |               |           |           |           |           |           |           |
|    |   | Casnic        | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |   | noncasnic mic | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |   | <b>Total</b>  | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |
| 29 | Nr de plangeri primite, altele decat cele prevazute in standard   |               |           |           |           |           |           |           |
|    |   | Casnic        | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |   | noncasnic mic | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |   | <b>Total</b>  | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |
| 30 | Nr de plangeri intemeiate ale CF, altele decat cele prevazute in standard   |               |           |           |           |           |           |           |
|    |   | Casnic        | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |   | noncasnic mic | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |   | <b>Total</b>  | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |
| 31 | Nr de incalcati ale termenului de raspuns la solicitarile/plangerile CF, altele decat cele prevazute in standard  |               |           |           |           |           |           |           |
|    |   | Casnic        | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |   | noncasnic mic | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |   | <b>Total</b>  | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |
| 32 | Nr de compensatii platite in cazul nerespectarii termenului de raspuns la solicitarile/plangerile CF, altele decat cele prevazute in standard   |               |           |           |           |           |           |           |
|    |   | Casnic        | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |   | noncasnic mic | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |   | <b>Total</b>  | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |
| 33 | Nr de solicitari/plangeri primite de la CF, de tipul celor prevazute la art. 13 alin. (3) si (4) din standard   |               |           |           |           |           |           |           |
|    |   | Casnic        | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |   | noncasnic mic | 0.        | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |   | <b>Total</b>  | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |



|    |  |                |           |           |           |           |           |
|----|--|----------------|-----------|-----------|-----------|-----------|-----------|
| 34 | Nr de incalcati ale termenului de transmitere catre OR a solicitarilor/plangerilor CF care fac obiectul art. 13 alin. (3) si (4) din standard, respectiv catre CF a raspunsurilor primite de la OR                                 | Casnic         | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | noncasnic mic  | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | noncasnic mare | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | <b>Total</b>   | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |
| 35 | Nr de compensatii platite CF in cazul nerespectarii termenului de transmitere catre OR a solicitarilor/plangerilor CF, care fac obiectul art. 13 alin (3) si (4) din standard, respectiv catre CF a raspunsurilor primite de la OR | Casnic         | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | noncasnic mic  | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | noncasnic mare | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | <b>Total</b>   | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |
| 36 | Nr de solicitari ale clientilor casnici de a primi despagubiri pentru deteriorarea receptoarelor electrocasnice ca efect al unor supratensiuni accidentale produse in reseaua electrica a OR                                       | Casnic         | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | <b>Total</b>   | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |
| 37 | Nr de incalcati de catre furnizor ale termenelor prevazute in Procedura  | Casnic         |           |           |           | 0.        |           |
|    |  | <b>Total</b>   | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |
| 38 | Nr de compensatii platite de catre furnizor clientilor casnici in cazul nerespectarii termenelor din Procedura   | Casnic         | 0.        | 0.        | 0.        | 0.        | 0.        |
|    |  | <b>Total</b>   | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |
| 39 | Nr punctelor de informare regionala/locala ale furnizorului  | Toti           | 1.        | 1.        | 1.        | 1.        |           |
|    |  | <b>Total</b>   | <b>1.</b> | <b>1.</b> | <b>1.</b> | <b>1.</b> | <b>1.</b> |
| 40 | Nr de linii telefonice cu numar de apel gratuit  | Toti           |           |           |           | 0.        |           |
|    |  | <b>Total</b>   | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |
| 41 | Nr de linii telefonice cu numar de apel normal   | Toti           | 1.        | 1.        | 1.        | 1.        |           |
|    |  | <b>Total</b>   | <b>1.</b> | <b>1.</b> | <b>1.</b> | <b>1.</b> | <b>1.</b> |
| 42 | Nr de linii telefonice cu operator 12 ore in zilele lucratoare   | Toti           | 1.        | 1.        | 1.        | 1.        |           |
|    |  | <b>Total</b>   | <b>1.</b> | <b>1.</b> | <b>1.</b> | <b>1.</b> | <b>1.</b> |
| 43 | Nr de apeluri telefonice inregistrate prin centrul de telefonie (call-center)  | Toti           | 0.        | 0.        | 0.        | 0.        |           |
|    |  | <b>Total</b>   | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> | <b>0.</b> |



|    |  |                |             |             |            |             |
|----|--|----------------|-------------|-------------|------------|-------------|
| 44 | Nr de apeluri telefonice preluate prin centrul de telefonie (call-center)  |                |             |             |            |             |
|    |  | Toti           |             |             |            | 0.          |
|    |  | <b>Total</b>   | <b>0.</b>   | <b>0.</b>   | <b>0.</b>  | <b>0.</b>   |
| 45 | Timpul mediu de asteptare a apelurilor inregistrate prin centrul de telefonie (secunde)  |                |             |             |            |             |
|    |  | Toti           |             |             |            | 0.          |
|    |  | <b>Total</b>   | <b>0.</b>   | <b>0.</b>   | <b>0.</b>  | <b>0.</b>   |
| 46 | Nr de plangeri ale CF proprii, adresate furnizorului prin care acesta este invinuit ca nu a respectat obligatiile care ii revin la solicitarea CF de denuntare unilaterala a contractului de furnizare in scopul schimbarii furnizorului                           |                |             |             |            |             |
|    |  | Casnic         | 0.          | 0.          | 0.         | 0.          |
|    |  | noncasnic mic  | 0.          | 0.          | 0.         | 0.          |
|    |  | noncasnic mare | 0.          | 0.          | 0.         | 0.          |
|    |  | <b>Total</b>   | <b>0.</b>   | <b>0.</b>   | <b>0.</b>  | <b>0.</b>   |
| 47 | Nr de plangeri ale CF deserviti de alt furnizor, adresate furnizorului, prin care furnizorul este invinuit ca nu a respectat obligatiile care ii revin atunci cand un CF ii solicita sa faca demersurile necesare pentru a-l asigura furnizarea energiei electrice |                |             |             |            |             |
|    |  | Casnic         | 0.          | 0.          | 0.         | 0.          |
|    |  | noncasnic mic  | 0.          | 0.          | 0.         | 0.          |
|    |  | noncasnic mare | 0.          | 0.          | 0.         | 0.          |
|    |  | <b>Total</b>   | <b>0.</b>   | <b>0.</b>   | <b>0.</b>  | <b>0.</b>   |
| 48 | Nr de locuri de consum pentru care CF proprii au denuntat unilateral contractul de furnizare in vederea schimbarii furnizorului  |                |             |             |            |             |
|    |  | Casnic         | 0.          | 0.          | 0.         | 0.          |
|    |  | noncasnic mic  | 0.          | 0.          | 0.         | 0.          |
|    |  | noncasnic mare | 0.          | 0.          | 0.         | 0.          |
|    |  | <b>Total</b>   | <b>0.</b>   | <b>0.</b>   | <b>0.</b>  | <b>0.</b>   |
| 49 | Nr de locuri de consum care au fost preluate de catre furnizor ca urmare a schimbarii furnizorului de catre CF   |                |             |             |            |             |
|    |  | Casnic         | 0.          | 0.          | 0.         | 0.          |
|    |  | noncasnic mic  | 126.        | 180.        | 0.         | 103.        |
|    |  | noncasnic mare | 25.         | 19.         | 9.         | 17.         |
|    |  | <b>Total</b>   | <b>151.</b> | <b>199.</b> | <b>9.</b>  | <b>120.</b> |
| 50 | Nr de incalcarii ale indicatorilor de performanta garantati  |                |             |             |            |             |
|    |  | Casnic         | 0.          | 0.          | 0.         | 0.          |
|    |  | noncasnic mic  | 0.          | 0.          | 0.         | 0.          |
|    |  | noncasnic mare | 0.          | 0.          | 0.         | 0.          |
|    |  | <b>Total</b>   | <b>0.</b>   | <b>0.</b>   | <b>0.</b>  | <b>0.</b>   |
| 51 | Nr de compensatii acordate ca urmare a nerespectarii de catre Furnizor a termenelor prevazute in prezentul standard  |                |             |             |            |             |
|    |  | Casnic         | 0.          | 0.          | 0.         | 0.          |
|    |  | noncasnic mic  | 0.          | 0.          | 0.         | 0.          |
|    |  | noncasnic mare | 0.          | 0.          | 0.         | 0.          |
|    |  | <b>Total</b>   | <b>0.</b>   | <b>0.</b>   | <b>0.</b>  | <b>0.</b>   |
| 52 | Nr de solicitari ale CF noncasnici mari de a primi compensatii pentru nerespectarea de catre furnizor a indicatorilor de performanta garantati   |                |             |             |            |             |
|    |  | noncasnic mare | 0.          | 0.          | 0.         | 0.          |
|    |  | <b>Total</b>   | <b>0.</b>   | <b>0.</b>   | <b>0.</b>  | <b>0.</b>   |
| 53 | Nr de compensatii platite CF ca urmare a nerespectarii de catre OR a indicatorilor de performanta prevazuti in standardul de performanta pentru serviciul de retea, in vigoare   |                |             |             |            |             |
|    |  | Casnic         | 0.          | 0.          | 0.         | 0.          |
|    |  | noncasnic mic  | 17.         | 6.          | 12.        | 8.          |
|    |  | noncasnic mare | 4.          | 7.          | 14.        | 13.         |
|    |  | <b>Total</b>   | <b>21.</b>  | <b>13.</b>  | <b>26.</b> | <b>21.</b>  |