

Anexa 1
la standardul de performanta

Indicatorii de performanță generali privind calitatea activității de furnizare

Furnizor ENEX SRL

An : 2016

Nr.crt.	Indicator de performanță general	Tipul CF	Januarie	Februarie	Martie	Aprilie	Mai	Iunie	Semestrul I
0	1	2	3	4	5	6	7	8	9
1	Durata medie de emiteră a ofertelor de furnizare-art.5 alin.(1) lit a)	casnic noncasnic mic noncasnic mare total	0.0 0.1 0.5 0.3	0.0 1.0 0.1 0.6	0.0 0.0 0.4 0.2	0.0 0.0 0.1 0.1	0.0 0.0 0.0 0.0	0.0 0.0 0.8 0.8	0.0 0.0 0.3 0.3
2	Durata medie de semnare a contractelor de furnizare-art.5 alin.(1) lit b)	casnic noncasnic mic noncasnic mare total	0.0 0.0 0.0 0.0	0.0 0.0 1.0 0.3	0.0 0.0 0.0 0.0	0.0 0.0 1.0 0.5	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.3 0.1
3	Numar de contestatii justificate privind facturarea-art.8 alin(1) lit a)	casnic noncasnic mic noncasnic mare 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	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0
4	Numar de contestatii justificate privind facturarea, raportat la numarul de CF deserviti-art.8 alin(1) lit a)	casnic noncasnic mic noncasnic mare 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	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0
5	Durata medie de rezolvare a contestatiilor privind facturarea-art.8 alin(1) lit b)	casnic noncasnic mic noncasnic mare 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	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	Numar de locuri de consum reconectate pentru care furnizorul solicita reluarea in cel mult 4 ore-art.9 alin(2) lit a)	casnic noncasnic mic noncasnic mare 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	0.0 0.0 1.0 1.0	0.0 0.0 0.0 0.0	0.0 0.0 1.0 1.0
7	Numar de locuri de consum reconectate pentru care furnizorul solicita reluarea in mai mult 4 ore-art.9 alin(3) lit b)	casnic noncasnic mic noncasnic mare 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	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0
8	Numar de solicitari de modificare a tarifului reglementat de catre clientii casnici, solutionate in mai puțin de 10 zile lucratoare - art.10 alin(3)	casnic	nu este cazul	nu este cazul	nu este cazul	nu este cazul	nu este cazul	nu este cazul	nu este cazul
9	Numar de petitii de tipul celor prevazute la art. 11 alin(1), reprezentand o contestatie justificata - art.11 alin(3) lit.a)	casnic noncasnic mic noncasnic mare total	0.0 0.0 1.0 1.0	0.0 0.0 1.0 1.0	0.0 1.0 0.0 1.0	0.0 1.0 0.0 2.0	0.0 0.0 0.0 0.0	0.0 0.0 2.0 2.0	0.0 0.0 5.0 7.0

0	1	2	3	4	5	6	7	8	9
10	Durata medie de raspuns la petitile prevazute la art.11 alin(3) lit.b)	casnic noncasnic mic noncasnic mare total	0.0 0.0 13.0 13.0	0.0 0.0 9.0 9.0	0.0 11.0 0.0 11.0	0.0 5.0 13.0 9.0	0.0 0.0 0.0 0.0	0.0 0.0 9.0 9.0	0.0 0.0 2.7 7.3 5.0
11	Durata medie de transmitere catre OR a sesizarilor primite prin e-mail art.13 alin.(1) lit.a)	casnic noncasnic mic noncasnic mare 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	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0
12	Durata medie de transmiterea sesizarilor primite in scris de la CF, prin posta, fax sau direct la sedul furnizorului, inclusiv cele referitoare la accesul la retea - art.13 alin.(1) lit.b)	casnic noncasnic mic noncasnic mare 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	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0
13	Numarul de linii telefonice disponibile CF pentru comunicarea cu furnizorul-art.14 alin.(2)lit.a)	total	9.0	9.0	9.0	9.0	9.0	9.0	9.0
14	Numarul de puncte unice de contact care asigura administrarea unui centru de telefonie, respectiv call-center, cu numar de apel gratuit, sau cu tarif normal pentru informatii comerciale clienti- minimum 12 ore in zilele lucratoare - art.14 alin.(2)lit.b)	total	0.0	0.0	0.0	0.0	0.0	0.0	0.0
15	Numarul de linii telefonice cu operator 24 de ore din 24-art.14 alin.(2)lit.c)	total	0.0	0.0	0.0	0.0	0.0	0.0	0.0
16	Numarul de linii telefonice cu numar 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	Numarul de linii telefonice cu numar de apel cu tarif normal-art.14 alin.(2)lit.e)	total	9.0	9.0	9.0	9.0	9.0	9.0	9.0



0	1	2	3	4	5	6	7	8	9
18	Numarul de reclamatii privind schimbarea furnizorului primite de la CF proprii- art.15 alin.(2)lit.a)	casnic noncasnic mic noncasnic mare 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	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0
19	Numarul de reclamatii privind schimbarea furnizorului primite de la CF deserviti de alt furnizor- art.15 alin.(2)lit.b)	casnic noncasnic mic noncasnic mare 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	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0
20	Numarul de reclamatii privind schimbarea furnizorului deduse spre solutionare instantei de judecata- art.15 alin.(2) lit.c)	casnic noncasnic mic noncasnic mare 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	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0
21	Numarul de reclamatii privind schimbarea furnizorului finalizate in instanta de judecata cu sentinta defavorabila furnizorului respectiv-	casnic noncasnic mic noncasnic mare 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	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0

