

Anexa 1
la standardul de performanta

Indicatori de performanta generali privind calitatea activitatii de furnizare

Furnizor ENEX SRL

An: 2016

Nr.crt.	Indicator de performanta general	Tipul CF	Tabele	2016											
				August	Septembrie	Octombrie	Noiembrie	Decembrie	Semestral I	Semestral II	Anul				
0	1	2	9	10	11	12	13	14	15	16	17	18	19		
	Durata medie de emisie a ofertelor de furnizare-art.5 alin.(1) lit a)		casnic noncasnic mic noncasnic mare total	0.0 0.6 0.0 0.6	0.0 0.0 0.5 0.5	0.0 0.4 0.5 0.9	0.0 1.0 0.2 0.6	0.0 1.0 0.0 0.5	0.0 0.2 0.3 0.0	0.0 0.5 0.2 0.0	0.0 0.3 0.4 0.0	0.0 0.0 0.0 0.0	0.0 0.3 0.3 0.0		
	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 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.2 0.1 0.0		
	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 2.0 0.0 2.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 2.0 0.0 2.0	0.0 0.0 0.0 0.0	0.0 2.0 0.0 2.0		
	Numar de contestatii justificate privind facturarea, raportat la numarul de CF deservit-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	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0		
	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	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0		
	Numar de locuri de consum reconectate pentru care furnizorul solicita reluarea in cel mult 4 ore-art.9 alin(3) 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	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 1.0 1.0 0.0		
	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	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0		
	Numar de solicitari de modificare a tarifului reglementat de catre clientii casnici, solutionate in mai putin de 10 zile lucratoare - art.10 alin(3)		casnic	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0		
			nu este cazul	nu este cazul	nu este cazul	nu este cazul	nu este cazul	nu este cazul	nu este cazul	nu este cazul	nu este cazul	nu este cazul	nu este cazul		





0	1	2	9	10	11	12	13	14	15	16	17
9	Numar de petiti de tipul celor prevazute la art.11 alin(1), reprezentand a contestatiile justificate - art.11 alin(3) 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 2.0 5.0 7.0	0.0 0.0 0.0 0.0	0.0 2.0 5.0 7.0
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 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0	2.7 7.3 5.0 0.0	0.0 0.0 0.0 0.0	1.3 3.7 2.5 0.0
11	Durata medie de transmitere catre OR a scizatiilor 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	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0
12	Durata medie de transmiterea scizatiilor primite in scris de la CF, prin posta, fax sau direct la sediul 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	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	9.0	9.0
14	Numarul de persoane care solicita servicii care asigură administrarea unui centru de telefonie, respectiv call-center, cu număr de apel gratuit, sau cu tarif normal pentru informații comerciale clienți- minimum 12 ore în zilele lucrătoare-art.14 alin.(2)lit.b)	total	0.0	0.0	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	0.0	0.0
16	Numarul 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	0.0	0.0
17	Numarul de linii telefonice cu număr 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	9.0	9.0

0	1	2	9	10	11	12	13	14	15	16	17
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	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 alti furnizori- 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	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	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0
21	Numarul de reclamatii primite in schimbul furnizorului finalizate in instanta de judecata cu sentinta de favorabila furnizorului respectiv- art.15 alin.(3) lit.d)	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	0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0

