SC GETICA 95 COM SRL
AN 2016

ANEXA 1 - Indicatori de performanţă generali privind calitatea activităţii de furnizare

Nr. crt.	Indicator de performanţă 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.	*Durata medie de emitere a ofertelor de furnizare– art. 5 alin. (1) lit. a)*	casnic	1.0	1.0	0.0	1.5	1.0	0.0	1.0	0.0	0.0	0.0	1.0	0.0	**0.8**	**0.3**	**0.5**
		noncasnic mic	0.6	3.0	1.5	1.0	1.0	1.0	0.0	1.0	1.3	1.0	1.0	1.0	**1.4**	**0.9**	**1.1**
		noncasnic mare	0.0	0.0	0.0	0.0	12.0	0.0	0.0	5.0	8.0	0.0	4.0	3.0	**2.0**	**3.3**	**2.7**
		total	**0.5**	**2.0**	**1.5**	**1.3**	**4.7**	**1.0**	**1.0**	**3.0**	**4.0**	**1.0**	**2.0**	**2.0**	**1.8**	**2.2**	**2.0**
2.	*Durata medie de semnare a contractelor de furnizare – art. 5 alin. (1) lit. b)*	casnic	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.0	1.0	0.0	**0.0**	**0.7**	**0.3**
		noncasnic mic	7.0	3.0	3.0	3.0	4.0	3.0	4.0	2.0	3.0	4.0	2.0	2.0	**3.8**	**2.8**	**3.3**
		noncasnic mare	4.0	0.0	0.0	0.0	0.0	0.0	3.0	5.0	0.0	3.0	3.0	4.0	**0.7**	**3.0**	**1.8**
		total	**5.5**	**3.0**	**3.0**	**3.0**	**4.0**	**3.0**	**3.5**	**3.5**	**3.0**	**3.3**	**2.0**	**3.0**	**3.6**	**3.1**	**3.3**
3.	*Numărul de contestaţii justificate privind facturarea - art. 8 alin. (1) lit. a)*	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	1	0	0	0	0	0	1	1	0	0	0	**1**	**2**	**3**
		total	**0**	**1**	**0**	**0**	**0**	**0**	**0**	**1**	**1**	**0**	**0**	**0**	**1**	**2**	**3**
4.	*Numărul de contestaţii justificate privind facturarea, raportat la numărul de CF deserviţi - art. 8 alin. (1) lit. a)*	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	0.0055	0.0000	0.0000	0.0000	0.0000	0.0000	0.0526	0.0526	0.0000	0.0000	0.0000	**0.0055**	**0.1053**	**0.1108**
		total	**0.0000**	**0.0055**	**0.0000**	**0.0000**	**0.0000**	**0.0000**	**0.0000**	**0.0526**	**0.0526**	**0.0000**	**0.0000**	**0.0000**	**0.0055**	**0.1053**	**0.1108**
5.	*Durata medie de soluţionare a contestaţiilor privind facturarea - art. 8 alin. (1) lit. b)*	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	1.0	0.0	0.0	0.0	0.0	0.0	7.0	8.0	0.0	0.0	0.0	**0.2**	**2.5**	**1.3**
		total	**0.0**	**1.0**	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**	**7.0**	**8.0**	**0.0**	**0.0**	**0.0**	**0.2**	**2.5**	**1.3**
6.	*Numărul de locuri de consum reconectate pentru care furnizorul solicită reluarea în cel mult 4 ore- art. 9 alin. (3) lit. a)*	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**
7.	*Numărul de locuri de consum reconectate pentru care furnizorul solicită reluarea în mai mult de 4 ore- art. 9 alin. (3) lit.b)*	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**
8.	*Numărul de solicitări de modificare a tarifului reglementat de către clienţii casnici soluţionate în mai puţin de 10 zile lucrătoare -art. 10 alin. (3)*	**casnic**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
9.	*Numărul de petiţii de tipul celor prevăzute la art. 11 alin. (1), reprezentând o contestaţie justificată - art.11 alin (3) lit.a)*	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**
10.	*Durata medie de răspuns la petiţiile prevăzute la art. 11 alin. (1) – art. 11 alin. (3) lit. b)*	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**

11.	*Durata medie de transmitere către OR a sesizărilor primite prin e-mail – art. 13 alin. (1) lit. a)*	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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	**0.2**	**0.3**	**0.3**
		noncasnic mare	1.0	1.0	0.0	0.0	0.0	0.0	1.0	1.0	1.0	1.0	1.0	1.0	**0.3**	**1.0**	**0.7**
		total	**1.0**	**1.0**	**0.0**	**0.0**	**0.0**	**0.0**	**1.0**	**1.0**	**1.0**	**1.0**	**1.0**	**1.0**	**0.3**	**1.0**	**0.7**
12.	*Durata medie de transmitere a sesizărilor primite în scris de la CF, prin poştă, fax sau direct la sediul furnizorukui, inclusiv cele referitoare la accesul la reţea - art. 13 alin. (1) lit. b)*	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**
13.	*Numărul de linii telefonice disponibile CF pentru comunicarea cu furnizorul – art. 14 alin. (2) lit. a)*	**total**	**3**	**3**	**3**	**3**	**3**	**3**	**3**	**3**	**3**	**3**	**3**	**3**	**3**	**3**	**3**
14.	*Numărul de puncte unice de contact care asigură administrarea unui centru de telefonie, respectiv call-center, cu număr de apel gratuit sau cu tarif normal pentru informaţii comerciale clienţi - minimum 12 ore în zilele lucrătoare, care să aibă posibilitatea înregistrării numărului de apeluri şi a timpilor de aşteptare- art. 14 alin. (2) lit. b)*	**total**	**1**	**1**	**1**	**1**	**1**	**1**	**1**	**1**	**1**	**1**	**1**	**1**	**1**	**1**	**1**
15.	*Numărul de linii telefonice cu operator 24 ore din 24 - art. 14 alin. (2) lit. c)*	**total**	*1*	*1*	*1*	*1*	*1*	*1*	*1*	*1*	*1*	*1*	*1*	*1*	**1**	**1**	**1**
16.	*Numărul de linii telefonice cu număr de apel gratuit - art 14. alin. (2) lit. d)*	**total**	*0*	*0*	*0*	*0*	*0*	*1*	*1*	*1*	*1*	*1*	*1*	*1*	**1**	**1**	**1**
17.	*Numărul de linii telefonice cu număr de apel cu tarif normal -art. 14 alin. (2) lit. e)*	**total**	*3*	*3*	*3*	*3*	*3*	*3*	*3*	*3*	*3*	*3*	*3*	*3*	**3**	**3**	**3**
18.	*Numărul de reclamaţii privind schimbarea furnizorului primite de la CF proprii - art.15 alin. (2) lit. a)*	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**
19.	*Numărul de reclamaţii privind schimbarea furnizorului primite de la CF deserviţi de alt furnizor - art. 15 alin. (2) lit. b)*	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**
20.	*Numărul de reclamaţii privind schimbarea furnizorului ajunse în instanţa de judecată -art. 15 alin (2) lit. c)*	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**
21.	*Numărul de reclamaţii privind schimbarea furnizorului finalizate în instanţa de judecată cu sentinţă defavorabilă furnizorului respectiv - art. 15 alin. (2) lit. d)*	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**