Anexa 1
la standardul de performanta

Indicatori de performanta generali privind calitatea activitatii de furnizare

Furnizor: S.N. NUCLEARELECTRICA S.A.

Nr. crt.	Indicatorul de performanta general*	Tipul CF	Ian	feb	mar	apr	mai	Iunie	Iulie	August	Septembrie	Octombrie	Noiembrie	Decembrie	Semestrul I	Semestrul II	Anul 2015
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	n/a**	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		noncasnic mic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		noncasnic mare	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		total	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2	Durata medie de semnare a contractelor de furnizare - art. 5 alin. (1) lit. b)	casnic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		noncasnic mic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		noncasnic mare	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		total	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3	Numarul de contestatii justificate privind facturarea - art. 8 alin (1) lit. a)	casnic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		noncasnic mic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		noncasnic mare	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		total	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
4	Numarul de contestatii justificate privind facturarea, raportat la numarul de CF deserviti - art. 8 alin (1) lit. a)	casnic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		noncasnic mic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		noncasnic mare	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Durata medie de solutionare a contestatiilor privind facturarea - art. 8 alin (1) lit. b)	casnic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		noncasnic mic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		noncasnic mare	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		total	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
6	Numarul de locuri de consum reconectate pentru care furnizorul solicita reluarea in cel mult 4 ore - art. 9 alin. (3) lit. a)	casnic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		noncasnic mic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		noncasnic mare	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		total	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
7	Numarul de locuri de consum reconectate pentru care furnizorul solicita reluarea in mai mult de 4 ore - art. 9 alin. (3) lit. b)	casnic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		noncasnic mic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		noncasnic mare	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		total	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
8	Numarul de solicitari de modificare a tarifului reglementat de catre clientii casnici solutionate in mai putin de 10 zile lucratoare - art. 10 alin. (3)	casnic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
9	Numarul de petitii de tipul celor prevazute la art. 11 alin. (1), reprezentand o contestatie justificata - art. 11 alin. (3) lit. a)	casnic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		noncasnic mic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		noncasnic mare	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		total	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
10	Durata medie de raspuns la petitiile prevazute la art. 11 alin. (1) - art. 11 alin. (3) lit. b)	casnic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		noncasnic mic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		noncasnic mare	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		total	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
11	Durata medie de transmitere catre OR a sesizarilor primite prin e-mail - art. 13 alin. (1) lit. a)	casnic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		noncasnic mic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		noncasnic mare	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		total	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
12	Durata medie de transmitere a sesizarilor 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	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		noncasnic mic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		noncasnic mare	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		total	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
13	Numarul de linii telefonice disponibile CF pentru comunicarea cu furnizorul - art. 14 alin. (2) lit. a)	total	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
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 zile lucratoare, care sa aiba posibilitatea inregistrarii numarului de apeluri si a timpilor de asteptare - art. 14 alin. (2) lit b)	total	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
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	0
17	Numarul de linii telefonice cu numar de apel cu tarif normal - art. 14 alin (2) lit. e)	total	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
18	Numarul de reclamatii privind schimbarea furnizorului primite de la CF proprii - art. 15 alin. (2) lit. a)	casnic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		noncasnic mic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		noncasnic mare	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
19	Numarul de reclamatii privind shimbarea furnizorului primite de la CF deserviti 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	Numarul de reclamatii privind schimarea furnizorului deduse spre solutionare instantei de judecata - 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	Numarul de reclamatii privind schimbarea furnizorului finalizate in instanta de judecata cu sentinta defavorabila 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

* Semnificatia in detaliu a fiecarui indicator este cea precizate in textul Standardului de performanta pentru activitatea de furnizare a energiei electrice, la referinta mentionata in prezenta anexa.

**n/a-neaplicabil

SOCIETATEA NATIONALA S. S. S.