**Interview 12**

*Pooya*

**The questions for this interview changed, since we mostly tried to infer positioning attributes.**

**What energy companies do you know?**

-Eni, Enel and A2A

**How do you rate these?**

- I’ve never had an experience with Eni, last year we had A2A and this year I have A2A for gas and Enel for electricity, Maybe Enel, because its application is much easier for me and it’s more complete than A2A.

**Do you have any other factors in mind?**

- They’re not much different pricewise, maybe Enel is a tiny bit more expensive than A2A, but in fact because I changed my house and we used to be 4 people and now I’m on my own, I can’t make no comparison, but what I’ve heard from an Italian is than Enel is a bit more expensive than A2A; and the services that they have does not make a difference to me, simply the user interface with the Enel app is much easier to me.

**How did you choose your first energy company and what process did you go through? If you could describe it to me**

- from the beginning, as I got the home, I got the previous bills, took them to Enel, the gas was Enel, in the beginning, then I went to one of the Enel offices, showed the bill and said that now I live there and I want to sign over the bills to my name, just that. It was no hassle, they asked for some documents, passport and Permesso, that’s all and the process got done; however, my gas thereby hangs a tale which I had to change it to A2A.

**I see, what was the story behind that?**

- the problem was with the house, since I live in a studio, they said that the gas meter must be outside of the house, from Unareti, meaning that it was not from Enel, it was concerned to the gas [meter] company. They said that the meter must go outside and well they sent specialist multiple times, insisting that the meter must be out, and then the landlord themselves said that I’ve pursued this, A2A for the initial activation, it’s initial activation because in fact the meter is being moved is likely to show up a little sooner than Enel, like one or two days, and since it became very tormenting for me, for almost two months I didn’t have gas, we had to change the gas to A2A.

**I see. So, you only had experience with these two companies. You didn’t have any other company?**

- Last year was as well A2A, but another one of the guys used to take care of the bill

**Managed it**

- I had no idea about it

**So, she only collected each one’s cuts.**

-yes

**And this year’s choice of the company was up to you or the landlord?**

- I was no big a deal, because the earlier tenant … and the landlord is my neighbour, they said that I get mine from Enel, so Enel was there, and I took that bill and went to Enel, and there, they told this, at first there was the language barrier problem, I don’t speak Italian, they didn’t speak very well English, despite that the poor person was trying really hard, they said that it’s not been registered, and I asked that if I’m to change it to Enel, how would that be possible, and they replied that it would take one month. Then I called my landlord, I said they’re saying this, the landlord said no, they’re misunderstood you. And the clerk got on the phone and my landlord explained to them and the clerk did it on the spot, the electricity. It was not a choice, I was something that was available and just went and got it done.

**Hmmm, so there was this misunderstanding**

- they said it’s not even active and not registered, but it was simply due to miscommunication.

**So, to recap, it was already there and the landlord had it, you said let’s get this**

-Yes

**No other factors were involved.**

-what I’ve heard from some other Iranian people that Eni is the largest one [ author : incorrect], then it’s Enel and A2A is smaller, and what friends say was that they don’t have that much difference, they seem to have some offers [in an uninterested tone], I don’t really know much about it; but they said that Enel and Eni have better offers overall, then I’ve heard from an Italian that the prices are higher in the same matter for Eni and Enel, but It’s not much different if one has a zero ISEE; what they said was different but the conversation was after I registered the bill.

**The landlord had no preferences about what you choose.?**

**-** not at all

**It was a choice based on convenience.?**

-Yes, because when they said that if you want to change the company, it takes about a month, I followed it through

**About the gas, what was the previous company?**

- at first it was Enel, but then there was the problem with the meter, the technician they sent to activate the meter, said that in a studio the meter shouldn’t be inside, it must be outside. It was a problem with Unareti, that prolonged the process, they didn’t send the specialist to relocate the meter.

**So, when you were with Enel they didn’t send the specialist.?**

- no, Enel sent the technician. One time their technician came and said the meter should go outside; we said OKAY. He said I’ll Inform them so that the specialist do the necessary steps, and I gave my landlord’s number, saying please speak to them I don’t understand Italian. Another time an Enel technician came and there was the same conversation again with the meter’s relocation, we said that you told us that it should go out, take it out please. He said “It’s not our job, It’s Unareti’s job”, and we had this redundancy. Then second person that came was the Senior technician, the first one being the junior. To double check that it should go out or not.

**[I had another recap there].**

-They were kind of twisting the work and ditching. Later I’ve heard from an Italian that there’s this law that the meter should always be outside, I’m surprised how the previous tenant had gas. The relocation had a cost of 600 euro for the landlord from Unareti.

**What caused to change the company to A2A?**

That change was done by the landlord, they said “I’ve asked around”, it was a time taking process, even the first time the appointment was one week away. They said “ when I wanted to get an appointment from Enel [for activation] they said first the meter should go out, then you can request for activation and then it takes a week for us to come, it was more law abiding than A2A, but A2A before the move of the meter, just when they knew than on a specific day Unareti comes, they accepted it, getting us a few days ahead.

**So, the activation process was easier.**

-Enel was more strict

**More time consuming and strict**

- yes