

SOLVING COMPLAINS

Form and content of a complain

Each person may submit with the ERE a complain towards a licensee according to the standard form approved by the ERE.

The complain shall determine:

- the party/ies responsible for the case that shall be treated in the complain
- action or non-action that is considered to be against the applicable legislation
- calculation of the financial burden, if any
- adjustments, assistance or payback asked for the cased damage

Deadlines

ERE within 10 days shall forward a copy of the complain , party/ies considered responsible for the case that is treated in the complain (complainer)
The complainer shall respond within 10 days after the notification. The complainer shall send a copy of the response to ERE and another to the complaining person.

Within 20 days from the response, when the resolution of the conflict is reached, ERE, shall organize a technical hearing session between the parties or in any case shall make verifications or inspections.

Hearing sessions

ERE in exercising its authority for treating the customers complains shall organize the following hearing sessions:

- general session- for taking comments from the interested parties regarding regulations, guidelines and other ERE documents.
- Technical sessions- for solving the technical issues related to tariffs, licensing, dispute resolution or other ERE proceedings
- Public Official Sessions- for taking comments of stakeholders when ERE is in process of setting tariff and prices for tariff customers

The notification for public hearings is made on the ERE website.