



# NEWSLETTER

31• JULY 2021



On approving the compliance program of the transmission system operator for natural gas, “Albgaz” company.

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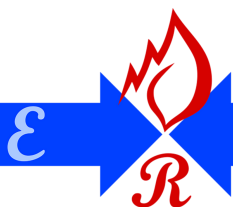
On reviewing ERE Board decision no. 90, dated 06.04.2021 “On licensing “Albpetrol” company in natural gas supply activity” (retail)

BOARD MEETING NO. 37  
27.07.2021

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## DECISIONS

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BOARD MEETING NO. 37  
27.07.2021

On reviewing the request submitted by a company for license modification.

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On removing the license granted to a company on electricity trading activity.

**DECISIONS**

## Complaints Register

The database published on the web regarding the complaints of electricity customers, has been recently updated with the complaints and customer data, up to the second week of June 2021.

Complaints addressed at ERE can be traced based on the method that is used by ERE to handle these complaints or by receiving a response from the licensee against whom the complaint has been filed. Follow the link below for the Complaints Register.

<https://ere.gov.al/sq/transparenca/rregjistri-i-kerkesave-dhe-pergjigjeve>



@enti\_rregullator\_energjise



Enti Rregullator i Energjisë



@EreEnti

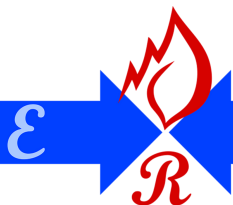


ERE Albania

## CUSTOMER SURVEY

In order to improve the service provided by the institution, the Energy Regulatory Authority invites you to complete the following survey in the link:

[https://docs.google.com/forms/d/1AQwkqz8R7UpDyRWBduLmlHaXm0gqW17pzlLWBZrswQg/viewform?edit\\_requested=true](https://docs.google.com/forms/d/1AQwkqz8R7UpDyRWBduLmlHaXm0gqW17pzlLWBZrswQg/viewform?edit_requested=true)



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## INFORMATION

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ERE Board Decisions:

<https://ere.gov.al/en/articles/publications/border-decisions>

ERE Annual Report:

<https://ere.gov.al/en/publications/annual-reports>

Announcements:

<https://ere.gov.al/en/publications/announcements>

Regulation on Licensing Procedures:

<https://ere.gov.al/en/licensing/licensing-regulations>

Tariff Methodologies::

<https://ere.gov.al/en/tariffs/tariff-methodologies>