

**RULES ON THE LICENSEE MEASURES IN THE SUPPLY ACTIVITY FOR  
ACHIEVING THE METERING INDICATORS AND THE ASSESSMENT BY ERE OF  
SERVICE PERFORMANCE TO THE CUSTOMER**

**Introduction**

Implementing law. 43/2015, “On Power Sector”, as amended, ERE shall have the right and obligation to monitor, control and inspect the services of the operators licensed regarding the respect of the legal obligations, as well as the implementation of ERE decisions and orders.

ERE's vision is for an open and competitive market where customers are protected and receive safe service within the quality approved by ERE. By providing consumers the information and giving them opportunities on how they can participate in the energy market, they are better protected.

**ERE purpose on customer's protection**

The purpose of ERE authority, regarding customer protection:

Protection of customer's interests in general based on equal and non-discriminatory handling through legal and transparent procedures;

Monitoring and control of the services that the licensee provides to electricity customers;

Promote competition benefits and customer protection through public awareness;

Inform the customers to make the selection based on the ensured information, to support their rights including the selection of the electricity supplier.

**Article 1**

**Responsibilities of the supplier according to the  
regulatory framework**

*1.1 – Informing the customers on their rights*

ERE according to its authority under power sector law, shall at all time monitor the level of information of customers on their rights. It is the supplier's responsibility to provide customers the access to information related to the service provided by the licensee. As above, the obligation of each supplier consists of:

- a) Informing the customers on the rights and conditions with which they shall be supplied
- b) Informing the customers for the electricity supply prices for the provided period
- c) Informing the customers that have the right to select another supplier, in conformity with the “Regulation on switching the electricity supplier”;
- d) Informing the customers on available approaches to liquidate the obligations;
- e) Informing the customers regarding the criteria to interrupt the supply of the “vulnerable customers” according to the conditions defined on Law no. 43/2015, “On Power Sector”, as amended, the Regulation on the specific conditions for the electricity supply interruption for the vulnerable customers according to the national respective legislation;
- f) Informing the customers on the quality standards of electricity supply

### *1.2 Measures to comply the with information obligation*

The actions within the supplier's obligation for information, shall include:

- a) The obligation of the supplier to issue information through phone services and any other form, to perform the public announcements to provide a useful, polite and effective service to all customers.
- b) The supplier shall ensure the availability on the internet website, and at any customer care center (KNK), and in printed copies according to the request of the customer, the information on the general conditions of supply.
- c) The supplier shall be responsible to ensure that all staff shall aware and shall comply to the obligations deriving from the implementation of the effective regulatory framework.
- d) Shall ensure that the internal audit of customer service performance not less than once a year.
- e) The supplier shall enable the comments from the customers for the provided service (surveys and other suitable forms according to the Supplier) and shall document the guarantee of this task in the form selected from the Supplier
- f) Shall submit at ERE not later than January 31 of the next year, the analysis on the assessment service surveys from the customers and to notify the planned measures to improve the service when possible.
- g) The supplier shall ensure that the persons with disabilities may easily access the services provided by the supplier.
- h) The supplier shall ensure that the customer care centers shall be available for the customer's service in conformity with the announced schedule for the services.
- i) The supplier shall ensure the issue of clear, on time and accurate information, available at all contact centers and through the electronic means of communication.
- j) The supplier shall prepare the forms, leaflets that contain information on the supply service and the offers, providing the information in a clear language that can be easily understood.
- k) The supplier shall ensure phone Lines to provide the information and to inform the customers responding to their questions regarding the general rights of the customer, as well as the provided services.

*1.3* The licensee at any case is obliged to maintain and draft the data provided for the purpose of exercising the activity in conformity with the provisions of Law no. 9887, of date 10.03.2008, "For the protection of personal data", as amended.

## **Article 2**

### **Actions within the obligation for access into services**

1. The supplier shall set a registration system of the phone calls managed by the customer care center and maintain the data for a period not shorter than 30 days from the registration date.
2. The Supplier shall prepare, periodic reports on ensuring the issue of information through telephone or internet, and according to the case to perform the audit for the customer service, the level of information provided at the customer care centers (KNK). The periodic reports shall be notified to ERE not later December 31 of each calendar year.

### **Article 3**

#### **Complaints**

1. The supplier shall register any complaint directed to him to one of the documented forms and shall continuously update the customers ensuring the information regarding their complaint, in one of the tracked forms of communication.
2. The supplier shall keep an official registration system of the official, transparent and easily to use complaint/review, for all customers, that are not satisfied regarding the services.
3. If the customer is not satisfied with the result of the first complaint, shall be informed by the supplier for his right to complaint the attitude of the Supplier, at the institutions charged by the Law for customer protection, such as: ERE, the Ombudsman office, the Commission for Customer Protection etc.
4. The supplier shall ensure that the staff is aware for the complaint process, shall accept the complaint and receive the measures to settle them within the deadlines.
5. The supplier shall inform ERE not later than January 31 of each calendar year regarding the registered complaints and the terms and procedures to handle them in conformity with the provisions of the standards for handling the electricity and natural gas customer complaints from the licensee in the supply activity, approved with ERE Board Decision no. 60/2021.

### **Article 4**

#### **Monitoring and reporting**

1. The supplier shall draft a questionnaire of the Customer Service, as a performance indicator on the first 3 months of each calendar year. The type and number of the customers that shall be asked shall be defined by the Supplier. The results of this questionnaire shall be published on the official website of the Supplier and shall be reported at ERE not later than December 31 of each year.
2. After collecting and analyzing the results of the questionnaire, the supplier within 12 months from the effectiveness of this Regulation shall draft the new Action Plan, a copy shall be submitted to ERE. This Action Plan shall focus on the areas where the results shall be improved and at the progress to the set standards. The supplier charged with Universal Service Obligation is obliged to submit for approval at ERE this action plan.
3. ERE shall perform specific monitoring regarding:
  - a) The handling and status of the complaints.
  - b) The procedure followed by customer care center, for handling the electricity customer's complaints in conformity with the provisions of the standards for handling the electricity and natural gas customer complaints from the licensees in supply activity approved with ERE Board Decision no. 60/2021.
  - c) Implementation of the terms regarding the issue of the corrected invoice and the respective compensation according to the Indicators for the quality of service, in conformity with the "Regulation on the standard criteria of quality of supply service and of security performance of the Electricity Distribution Grid", approved with ERE Board Decision no. 181, of date 10.11.2017, as amended.
  - d) The working conditions of the customer care centers.

- e) Efficiency in issuing the services.
- f) Transparency in issuing the necessary documentation for the customers.
- g) Posting the publication of the data necessary for the customers connected mainly in:
- h) the general terms and conditions that regulate the relationship with the customers in all offices, publication on internet website and setting available to the customers of one copy of the document.
- i) Receive of detailed information on the electricity tariffs and prices for different customer's categories.
- j) The right to switch the supplier.
- k) The right to perform the complaint.
- l) Issue of detailed invoices according to the request, and maintaining sufficient documentation to support the invoiced amounts.
- m) The establishment and managing of dedicated units for the relations with the customers and the employment of a sufficient number of qualified staffs.
- n) Publication of the data on the dedicated unit organization, including the location, the working hours, the hours for customer's meeting, the contact phone number, the terms and conditions for the connection of the customers with the Grid, the applications to investigate the conditions and procedures for customer connection with the Grid.
- o) Operation of the system for registering and handling the complaints, applications and customer's proposals.

## **Article 5**

### **Periodic reports**

1. The supplier shall prepare periodic information every 6 months to inform ERE on the level of ensuring the services as defined on the Regulation. The periodic information shall above all include, reporting on:
  - a) Information of the staff with the licensee responsibilities ensuring that all staff shall be aware and comply with the obligations deriving from the implementation of the effective regulatory framework.
  - b) Audit of the customer's service.
  - c) Analysis of the comments from the customers for the provided service (surveys and other forms suitable according to the supplier).
  - d) The assessment on the finding's analysis from the customer's comments.
  - e) Other issues according to the supplier related to the respect of customer's rights.

## **Article 6**

### **Indicators for accessing the service**

1. The supplier shall ensure a sufficient number of customer care employees to efficiently comply the measures provided on this document. ERE has the right to recommend the recruitment of more employees if observes that a low number of employees affects the quality of customer's service.

2. The supplier shall plan and inform ERE not later than January 31 of any subsequent year regarding:
  - a. The number of customer's per employee
  - b. The operation and maintenance expenses for the customer
  - c. The electricity supply expense for kWh
  - d. The operation and maintenance expense for the sold kWh
  - e. The electricity supply expense for the sold kWh
  - f. Administrative and general expenses per customer
  - g. The average time of response to the requests and complaints
  - h. Number of customers returning to receive the service
  - i. The number of interruptions in a year and the number of hours/ days of delay to receive the electricity connection
  - j. The terms to collect the financial obligations from the customer's
2. Periodic information sent from the Supplier as defined in the document, and the findings evidenced on the information prepared by ERE technical staff, from the specific monitoring as mentioned above, shall serve for ERE assessment of providing the services and ensuring the respect of the customer's rights from the supplier.
3. ERE shall access the service performance to the customer of the licensee in the supply activity not less than every three years.
4. If ERE observes that the performance of the licensee in the supply activity is not good on reaching the metering indicators and accessing the performance of service to the customer, shall draft its attitude and after receiving the objections of the Supplier regarding these findings, ERE may issue a Board decision to provide the duties and terms that shall be fulfilled.
5. If the licensee does not take the necessary measures according to the provisions of article 6 point 5 of this Regulation, as well as the obligations for reporting at ERE as provided on Article 5 of this Regulation, ERE may take actions to the licensee, according to the provisions of the Regulation on the procedures of setting and reducing the fines.

## **Article 7**

### **Criteria of accessing the performance**

1. The performance of the supplier for the quality of service shall be considered:
  - a. Good, if there are less than 3% of the customers in total that have exercised the complaint regarding the bad-invoice.
  - b. Satisfied, if there are 3 % of the customers in total that have exercised the complaint regarding the bad-invoice.
  - c. Not good if there is more than 3% of the customers in total that have exercised the complaint regarding the bad-invoice.
2. The performance of the supplier in handling the complaints, shall be considered:
  - a. Good, if the complaints are handled before the term provided in the regulation
  - b. Satisfied, if the complaints are handled at the term provided in the regulation
  - c. Not good, if the complaints are handled not in the term provided in the regulation

3. Performance of the supplier at the time of responding to customer's requests shall be considered:
  - a. Good, if the supplier has taken all the technical/organizational measures mentioned on this regulation to handle on time of the requests/complaints to the supplier.
  - b. Satisfied, if the supplier has taken some of the technical/organizational measures mentioned on this regulation to handle on time of the requests/complaints to the supplier without affecting the quality of the service.
  - c. Not good if the supplier has not taken the technical/organizational measures mentioned on this regulation to handle on time of the requests/complaints to the supplier affecting the quality of service.

## **Article 8**

### **Final Provisions**

1. This regulation shall not be applied for the suppliers which during the calendar year have not supplied any end-use customer. On each case the suppliers that decide to exercise the supply activity shall inform ERE regarding the measures to guarantee the compliance of the conditions of this regulation, not earlier than 15 days from the initiation of exercising the supply activity for the end-use customers.
2. The terms for reporting at ERE of the compliance of this regulation provisions for the Supplier charged with Universal Service Obligation are provided on ERE Board Decision no. 201, of date 03.09.2018 "*The action plan for the universal service supplier in complying the rights of electricity supply customers*".
3. This regulation shall be object of review with ERE Board Decision, upon requested of the stakeholders or on ERE initiative.