



REPUBLIKA E SHQIPËRIË

ENERGY REGULATORY AUTHORITY

BOARD

DECISION

No. 217, Dated 15.12.2020

ON REVIEWING THE MEASURES PLAN FOR THE DISTRIBUTION SYSTEM OPERATOR OF ELECTRICITY “OSHEE” COMPANY TO RESPECT THE RIGHTS OF ELECTRICITY SUPPLY CUSTOMERS” APPROVED WITH ERE BOARD DECISION NO.201, DATED 03.09.2018

Based on article 16, of Law no. 43/2015 “On Power Sector”, as amended, the Duties of the Resolution of the Albanian Assembly, for the activity of the Energy Regulatory Authority as well as article 15 of the “Rules on ERE Organization, Operation and Procedures approved with ERE Board Decision, no. 96, dated 17.06.2016; the Energy Regulatory Authority Board (ERE), on their meeting dated 15.12.2020, after reviewing the report Protocol no. 132/3, dated 10.12.2020, on approving some additions and amendments on ERE Board Decision no. 201, dated 03.09.2018, on approving the “Measures plan for the Distribution System Operator of Electricity “OSHEE” Company to respect the rights of electricity supply customers”,

Observed that:

- In order to comply with the tasks of the Resolution, ERE Board Decision no. 123, dated 17.07.2020, approved the calendar of measures to initiate the implementation and monitoring for the fulfillment of the recommendations of the Resolution to evaluate the activity of the Energy Regulatory Authority for 2019 approved by the Assembly and on this calendar has continued the monitoring of tasks given by the Resolution from the structures in charge of the monitoring.
- Specifically, in point 7 of the Resolution of the Assembly it is provided that: ERE shall continue the operation to monitor and update the measures plan regarding customer protection according to the field of activity of the companies which are already unbundled, as well as to follow the rigorous implementation of findings and observations made during the monitoring focusing on handling customer complaints responsibly and in the shortest possible time. Also to focus on the procedure how the customer becomes aware of the handling of the complaint, to enable the documentation of the information of each complaining customer about the outcome of the handling of the complaint by OSHEE, as a very important aspect of transparency and customer protection.
- ERE Board with decision no. 201, dated 03.09.2018, decided on approving the "Measures plan for Distribution System Operator of Electricity “OSHEE”.

- ERE in order to respect the rights of electricity supply customers, approved this package with rules ,rights and obligations of the parties in order to protect the electricity customer and determine the necessary means of supervision by ERE , to guarantee them from the Universal Service Supplier (FSHU) Company. This plan of measures clearly identifies the responsibilities of the Supplier, within the public service obligation such as: The right to information, customer access to services, the right to file a complaint against the service provided, the right to choose, the right for the choice of payment modalities, the right to choose the supplier, the right to be informed about prices.

- Regarding the above, based on the tasks given by the Resolution of the Albanian Assembly, the situation related to the effective unbundling of the Universal Service Supplier from the Distribution System Operator, the need arises to update this measures plan in order to reflect the above as well as improve and update those provisions related to given tasks in this plan and which ERE is aware that have changed due to the conducted monitoring of the company during 2019 and 2020. Specifically these changes are reflected as follows:

- Everywhere in the text, OSHEE Company is replaced by (FSHU) Company (Universal Service Supplier).

- In "Exercising responsibilities by ERE is realized mainly through the following activities" it is replaced, Customer Protection Sector with Consumer Protection Performance and Standards Directory.

- In the provisions of "Actions within the obligation for information", are added:

1. The supplier has the obligation to inform in any case the customer who has submitted a complaint about the officially given solution and not only to resolve it.

2. The Supplier has the obligation to inform the customer on the right to file a complaint at the Supplier and ERE.

- In the provisions "Actions within the obligation for equal treatment of electricity customers" is added:

1. To measure the level of customer satisfaction through the organization of surveys that specifically address, the time when answers are provided as well as solutions to the problems addressed by them.

2. To administer and make relevant evaluations in the analysis of findings from customer comments and publish these results on the official website.

- In the provisions of "Actions within the obligation for access in services", it is added:

1. The supplier maintains a database of opinions / proposals of staff or customers in order to improve the service and how to address them.

- In the provisions of "Actions within the obligation to handle complaints", it is added:

1. To ensure that staff are able to instantly address issues related to obtaining information requested by the customer.

1. The code of ethics and conduct of the employees in customer care centers should be communicated to the staff.

2. After collecting and analyzing the survey results, the Supplier within 12 months from receiving the survey result shall develop a new Action Plan, which shall focus on areas for significant improvement in results and progress towards the established standards.

This action plan shall be submitted at ERE for approval.

• In the provisions "ERE shall conduct specific monitoring in relation to .." is added:

1. Status of recurring complaints.

For all of the abovementioned ERE Board,

Decided:

1. To approve some additions and amendments in the "Measures Plan for the Distribution System Operator of Electricity 'OSHEE' Company to respect the rights of electricity supply customers", approved with ERE Board Decision no. 201, dated 03.09.2018.

2. Customer Protection Directory shall inform the interested parties about ERE Board Decision

This decision enters immediately into force.

About this decision may be required its review within 7 calendar days and may be complained on Tirana Administrative Court within 30 calendar days from the day of its publication on the Official Gazette.

This decision shall be published on the Official Gazette

ERE CHAIRMAN

Petrit AHMETI