



REPUBLIKA E SHQIPËRIË

## ENERGY REGULATORY AUTHORITY

### BOARD

### DECISION

**No. 24, Dated 25.01.2021**

### **ON THE REQUEST OF DSO COMPANY REGARDING THE USE OF REPLACEMENT VALUES OF ELECTRICITY CONSUMPTION DURING THE PERIOD FOR THE IMPLEMENTATION OF THE PREVENTIVE MEASURES AGAINST COVID-19**

Based on article 6, 16, 19 and 20 of Law no. 43/2015 “On Power Sector”, as amended; Council of Ministers Decision no.243 dated 24.03.2020 “*On Natural Disaster Declaration*”; Council of Ministers Decision no.8, dated 24.03.2020 «*On some additions and changes in the Council of Ministers normative act no.3, dated 15.03.2020, “on taking specific administrative measures during the period of infection caused by Covid-19*», as amended, and also article 15 of the “*Regulation for ERE Organization, Operation and Procedures*” approved with ERE Board Decision no. 96, dated 17.06.2016, ERE Board in their meeting no. 04, dated 25.01.2021, after reviewing the report Protocol no. 13/7, dated 22.01.2021, prepared by Customer Protection, Performance and Standards Directory, on the request of the Distribution System Operator (DSO Company) regarding the use of the replacement values of electricity consumption during the period for the implementation of the preventive measures against Covid-19,

#### **Observed that:**

- ERE Board decided to take temporary measures, with decision no. 58/2020 “*On defining the electricity billing method, during the period of implementation of the Council of Ministers normative act no.8, dated, 24.03.2020 “On some additions and changes in the Council of Ministers normative act no.3, dated 15.03.2020, “On taking specific administrative measures during the period of infection caused by Covid-19”, as amended and also Council of Ministers Decision no.243, dated 24.03.2020 “On natural disaster declaration”*”.
- DSO company addressed at ERE with another official letter protocol no. 307, dated 13.01.2021 requesting the approval for the implementation of a two-month periodic meter reading for a period of 12 months.
- ERE Board Decision no. 58/2020, established the conditions for DSO Company, in the circumstances of restrictions on free movement but also in order to protect its employees, to perform meter readings once in 3 months, billing throughout the duration of the legal effects of this decision, the electricity consumption of the same month of the previous year. In the last month of the duration of this decision, DSO

Company proceeded with the meter reading and the issuance of the corrective invoice referring to the real metering data.

- The correct implementation of the decision above was taken into consideration by ERE, which requested from the Universal Service Supplier company, information regarding the number of complaints registered during the period of the legal effects of ERE Board Decision no.58 / 2020.
- Following the analysis of the data of complaints registered at the Universal Service Supplier (FSHU company) for invoicing with reference value according to decision no. 58, dated 26.03.2020, it results that this number has had a significant decrease, recording 114 registered complaints in June.
- The extension of these reading modalities shall help DSO Company and also the Universal Service Supplier (FSHU Company) in providing a clear overview regarding the effects or impact that creates this new method of several months meter reading, even in fulfilling the tasks given by the Resolution of the Albanian Parliament, which provides ERE to establish concrete deadlines for DSO and the Universal Service Supplier (FSHU) Companies for setting into operation the new billing system as soon as possible, at least in some pilot projects identified by DSO Company which significantly facilitates the reading of electricity metering, creates opportunities and new options including several-month periodic reading.
- The proposal of DSO company to extend the effects of this 2-month meter reading method, for a period of 1 year, is beyond the predictable need for its implementation, estimating that the impact of the pandemic on the population in the summer, during 2020, was relatively lower and therefore it is considered that the implementation of this proposal for a period of 6 months, is sufficient to meet the needs of DSO Company during the pandemic but also by producing such analyzable results that may lead to the prolongation of the effects of this proposal or the evaluation of the implementation of these meter reading modalities for longer durations.

For all of the above mentioned ERE Board,

**Decided:**

1.To approve the electricity billing and meter reading method, for a period of 6 months from the entry into force of this decision, as follows:

2. Invoicing of electricity customers (household and non-household), starting from the reading cycle of January 2021 until the reading cycle of June 2021, according to the following definitions:

2.1 All active customers of the household / non-household category, shall be invoiced with a replacement reference value with the same consumption of the respective month of 2020 and in the following month, the invoicing shall carried out based on meter reading and correction of the invoice of the previous month, if circumstances are established. The following categories of customers are excluded from this provision:

a) Since the month of invoicing with reference value, having 0 kWh invoice in the respective month of the previous year.

b) Have a complaint about electricity over-invoicing for the months in which the reference shall be used

c) Have made or shall make a request for suspension / closing of electricity contracts in process, this does not remove the obligation of the DSO to continue the procedure for suspension / closing of contracts according to the legislation in force.

2.2. For electricity supply contracts that do not have invoices of the reference month of the previous year of consumption with electricity meter, reference value invoice shall be made based on the average consumption with electricity meter, registered during the last year in the invoice system.

2.3. For all customers with on line metering, the invoice process shall continue unchangeable.

3. The reading of electricity meters for all categories of active customers (household and non-household) shall be performed in the following month of the invoicing month with reference value and if the circumstances are ascertained, the correction shall be made in the following month, taking into account the values of meter reading.

4. All customers supplied in the unregulated market or those who shall commence to be supplied with electricity in the regulated or unregulated market during the duration of the legal effects of this decision, are exempted from the provisions of point 2 of this decision.

5. Consumption invoice of common areas shall continue the same for all categories of customers who are offered this service.

6. Invoice of the service fee (including VAT) for all household and non-household customers with consumption of about 0 kWh.

7. When the customer provides proof for non-consumption of electricity during the period of the invoice object of this decision DSO is obliged to read and verify the meter for these customers. The Universal Service Supplier shall invoice these customers based on meter readings.

8. Differences that shall result between the replacement reference value according to this decision and the real value of consumption shall be arranged within the following month.

9. Reporting at ERE within the 20th of each calendar month, of all the customer complaints that shall result from the application of this invoice method and their resolution within a period of 20 days from the registration of the complaint considering the condition of receiving complaints online and customer care service only in accordance with the rules defined in accordance with the protocol of the World Health Organization, the plan of measures taken in our country to prevent the spread of the pandemic as well as normative acts for maintaining the distance among persons.

10. Temporary suspension of the provisions of article 11.1 of the General Conditions of the Universal Service Contract for the Supply with Electricity of the End Use Customers, approved with ERE Board Decision no. 15, dated 10.01.2018, throughout the duration of this decision for the categories provided in point 2 of this decision.

11. DSO and the Universal Service Supplier (FSHU) companies shall report within the 20th of each calendar month throughout the duration of this decision regarding the progress for the implementation of this decision.

12. DSO and the Universal Service Supplier (FSHU) companies shall take all the measures for the publication of this decision on the website of the company as well as in the electronic and printed media and shall inform ERE regarding this issue.

13. Customer Protection, Performance and Standards Directory shall inform the interested parties about this 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**