

**THE STANDARDS OF HANDLING ELECTRICITY CUSTOMERS  
COMPLAINTS FROM THE LICENSEES IN THE DISTRIBUTION  
AND RETAIL SUPPLY OF ELECTRICITY ACTIVITIES**

**FIRST PART**

**GENERAL PROVISIONS**

**Article 1**

**Purpose**

These Standards aim to provide a right and effective process of handling electricity customers complaints, in order to improve the quality of service in distributing and supplying electricity and to increase trust and consent of the customers for this service offered by the Licensees.

**Article 2**

**Object**

The object of these standards is the definition of the general conditions to handle the electricity customers complaints and requests from the Licensees for Distribution and Retail Supply of Electricity Activities.

**Article 3**

**Legal basis**

These Standards are drafted in the support of:

- Law No.9072, of date 22.05.2003, “For Electricity Sector ”(as amended).
- Law No. 9902 of date 17.04.2008, “For customer protection”.
- Law No. 9887 of date 10.03.2008, “For protecting the personal data”.
- Metering Code approved by ERE-s Board of Commissioners Decision No. 101 of date 26.08.2008.
- Distribution Code, approved by ERE-s Board of Commissioners Decision No. 100 of date 26.08.2008.
- General Conditions of electricity supply Contract for household customers, approved by ERE-s Decision no. 108, of date 21.10.2011.
- General Conditions of electricity supply Contract for non-household customers, approved by ERE Decision no. 109, of date 21.10.2011.
- The Regulation for minimal conditions to the quality of service in distributing and selling electricity, approved with Decision no.110, of date 21.10.2011.

#### **Article 4**

#### **Definitions**

The terms used in these Standards have the following meaning:

- 1- “Customer Complaint” means the expression of discontent by post, e-mail, phone, or physically from the Customer regarding one or some services offered by the Licensee, for which it is required direct or indirect response or solution by the Licensee.
- 2- “Customer Request” means asking for information, advice, or action different from the complaint, made by the Customer, regarding one or some services offered by the Licensee.
- 3- “The Licensee” means the responsible person Licensed by ERE, according to Law no. 9072 “For electricity sector”, for the operation, maintenance and development of distribution system and/or supplying the tariff customers.

## **SECOND PART**

### **THE STANDARDS OF HANDLING THE COMPLAINTS / REQUESTS**

#### **Article 5**

##### **Information**

1. The licensee shall provide in an easily available way for the customers, complainants and other interested parties, the minimal necessary information for the procedures of handling the complaints, which should be presented in the electricity consumption invoice. Also the Licensee shall offer to customers the publication of this information by brochures or electronically.
2. This information shall be in a clear language and in a format accessible to all the persons.
3. The information shall minimally contain:
  - a. The Customer rights;
  - b. The places or offices to make the complaints;
  - c. The way how to do the complaint;
  - d. What information should be provided for a complaint (such as details about the identity and address of the complainant, the encountered problem, the date and place where this problem occurred, if the complainant wants a solution and the necessary supporting documentation ).

#### **Article 6**

##### **Accepting and recording the complaints**

1. Immediately after accepting the complaint, it shall be recorded electronically or in a written form.
2. The recording shall include:

- a. An unique identifying code;
  - b. The way of presenting the complaint;
  - c. The name, address and the date of submitting the complaint;
  - d. The complainant identity and his contact details;
  - e. A summary of the complaint;
  - f. A categorisation of the type of client or customer according to the voltage and tariff level;
  - g. The type of complaint;
  - h. The place where the problem occurred;
  - i. If the customer is complained before or not for the same problem on which it is made the complaint.
3. Accepting and handling the customer complaint, must be provided free of charge by the Licensee.

## **Article 7**

### **Handling the complaints**

- 1- If the complaint is taken in person or by phone, the charged person from the Licensee, shall record according to point 6.2, what was communicated to the customer regarding the proposed action that will be taken to resolve the complaint, the date provided to resolve the complaint and the way of communication to be followed in continuation as agreed with the complainant.
- 2- If the complaint has come by post, within 5 working days after accepting it, the Licensee will inform the customer in a written form for the recording code, the proposed action to resolve the complaint, the date provided for resolving it and the way of communication that should be followed in continuation with the complainant.
- 3- All the communications between the Licensee and the Complainant regarding the complaint will be recorded by respecting the unique identifying code.

**Article 8**  
**Resolving the complaint**

- 1- The licensee will make any effort to investigate and verify all the circumstances and data regarding the recorded complaint.
- 2- The licensee can ask for additional information from the complainant within 5 working days after accepting the complaint.
- 3- After the investigation, the Licensee shall inform the complainant for the undertaking actions to resolve the complaint and to avoid the problem.
- 4- In the cases when the complaint is right, corrective actions or Customer compensation is made in conformity with the “General Conditions of Electricity Supply Contract for household /not household customers”, and the “Regulation for minimal conditions of quality of service in distributing and selling electricity”.
- 5- The maximum deadline of handling and solving the complaints is [30] working days from the day when the complaint is recorded.

**Article 9**  
**Decision communication**

- 1- The decision or any undertaking action to resolve the complaint, shall be communicated to the Complainant within [5] working days from the day of taking the decision.
- 2- The decision taken for the complaint shall contain the legal basis as well as other elements provided in Annex 1 of these Standards.

**Article 10**  
**The complaint regarding the actions of an employee**

- 1- If the complaint has to do with the actions of the Licensee employee, the complainant shall assure that his personal data will be kept confidentially, during the time necessary to resolve the complaint.

- 2- The licensee shall give the opportunity to the employee to explain the circumstances in which the complaining behaviour occurred.
- 3- If the complaint regarding the behaviour of the employee results unfounded and does not require a disciplinary measure, to the employee shall be given the proper instructions how to improve his behaviour and actions in relation to the customers and/or clients.

### **Article 11**

#### **The analysis, evaluation, and monitoring the procedures for handling the complaints**

- 1- The licensee shall every three months analyse the accepted complaints to identify the repeated problems with the purpose to eliminate and minimise them in the future and to improve the service.
- 2- The licensee shall make a classification of complaints according to Annex 2, attached to these Standards.
- 3- The licensee shall publish in the official website, once in the year the problems, the measures and actions undertaken to eliminate them.
- 4- The licensee shall monitor the performance of handling the complaints, to assure that it fulfills the standards defined in the regulation.
- 5- The licensee shall test periodically every 6 months, the level of customer satisfaction in the complaint handling procedure, by performing random surveys to the complainant.
- 6- The results of the surveys from the licensee will be published in the its website.

### **Article 12**

#### **Submitting the complaint at ERE**

- 1- Any customer has the right to make a complaint at ERE (Albanian Energy Regulator Authority) in these cases:
  - After completing the complaint handling procedure at the Licensee and he is dissatisfied with the response given by them;

- In the case when the complainant does not take a response from the Licensee within the deadline provided in article 8 of these Standards;
- 2- In any case the licensee shall make known to the Complainant his right to complain the decision at ERE.
  - 3- If the Customer chooses to address at ERE to review his complaint, the Licensee shall provide the complainant a copy of the report drafted for his complaint and the necessary documentation to be handled by ERE.
  - 4- ERE-s recommendations for handling and resolving the complaints are obligatory for the Licensee.

## **THIRD PART**

### **OTHER PROVISIONS**

#### **Article 13**

##### **The internal procedure of handling the complaints**

1. Within 45 days from the entry into force of these Standards, the licensee shall approve an internal procedure for handling and resolving the complaints, in conformity with these regulations.

#### **Article 14**

##### **The Standards Publication**

These Standards together with the Internal Procedure of the Licensee for handling and resolving the customers complaints, are published at the Licensee website and in all customer care offices of the Licensee and may be available to any customer or interested company.

## **Article 15**

### **Improvement and review of internal procedures of handling the complaints**

The licensee shall review continuously the internal procedures of handling the complaints, with the purpose to improve the effectiveness of complaint handling process. The licensee shall undertake the appropriate actions to eliminate the causes of existing problems that have affected or will continue to affect in the future at the complaint submission.

## **Article 16**

### **Confidentiality**

The licensee is obliged to respect the requirements of keeping the confidentiality to any information or document made available to the Customer, regarding a complaint submitted by this last mentioned.

## **Article 17**

### **Reporting at ERE**

- 1- The Licensee shall submit at ERE every three months a detailed written report, that shall include:
  - a. The number of the complaints received in the respective three months, categorized by:
    - i. Customer categories;
    - ii. The object of the complaint (according to Annex no. 2);
    - iii. The area or local administrative unit, where has occurred the event for which is submitted the complaint;
  - b. The number of complaints for each category that are resolved in accordance with the requirements of Customer expectations;



- c. The number of complaints for each category that are not in accordance with the Customer expectations;
  - d. The steps and actions undertaken by the Licensee to resolve every category of the problems according to the area or local administrative units.
- 2- ERE may require additional information regarding the summarised report, if it deems necessary.
  - 3- The quarterly summarised reports and any additional information required from ERE, will be published in the licensee website immediately after submitted at ERE.

## **Article 18**

### **Entry into force**

These Standards enter into force after their approval in July 1 2012.

## **Annex 1- The main elements to the response of handling the complaint**

1. The main elements included in the response that the Licensee sends to the customer regarding a complaint/request, according to the handled problem:

- Procedure followed to resolve the complaint;
- Undertaken actions;
- The way to correct the action;
- The legal basis;
- Deadline of correcting the actions;
- Possible compensations;
- Possible repairs;
- Technical assistance;
- Needed information;
- The reference of handling the problem;
- Other assistance;
- Ask apology;
- Show the change of the process, policy or procedures that has occurred as the consequence of the complaint;
- Addressing all the complaint aspects.

## Annex 2- Complaint Classification

Complaint Category	Specifications
Connection with the Network	Tariff
	Delay
	Connection Barrier
	Other
Metering	Read the Meter
	Meter Operation
	Other
Quality of Supply	Quality of Supply (Voltage)
	Supply Continuance
	Other
Wrong Trade Practices	
Contracts and Selling	Wrong contractual conditions
	Lack of Information
	Order Confirmation
	Withdrawal right
	Payments
	Withdrawal from the contract
	Minimum contractual period
	Other issues regarding the contracts and selling
Activation	Connection
	Reconnection after the interruption
Interruption as result of not paying or delay payment	
The invoice and total debt value	Wrong invoice
	Unclear invoice
	Technical difficulties in issuing the invoice or difficulties in accessing the invoice
	Unjustified invoice
	Total debt value
	Other issues
Prices /Tariffs	Prices/tariff change
	Discrimination on the basis of price
	Tariff transparence
	Social Tariff
	Other issues
Repairing	
Operator change	Delay
	Unwanted change

	Others
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