

## **THE STANDARDS FOR HANDLING THE ELECTRICITY AND NATURAL GAS COMPLAINTS FROM THE LICENSEES IN THE SUPPLY ACTIVITY**

### **FIRST PART GENERAL PROVISIONS**

#### **Article 1 Purpose**

These Standards aim to ensure a fair and effective process of handling the complaints from the electricity customers, to improve the quality of electricity supply service and increase customer confidence and satisfaction for this service provided by Licensees.

#### **Article 2 Object**

The Object of these standards is to define the general conditions for handling the complaints and the requirements of electricity customers from the Licensees for the Electricity Distribution and Supply Activity.

#### **Article 3 Legal basis**

These standards are drafted according to Law no. 43/2015 “On Power Sector”, as amended, Law no. 102/2015 “On Natural Gas Sector” as amended; Law no. 9902 dated 17.04.2008 “On customer protection”, as amended; Law no. 9887 dated 10.03.2008, “On the protection of personal data”, as amended; ERE Board decision no. 101, dated 26.08.2008, “On approving the electricity metering code”; ERE Board decision no. 203 dated 18.12.2017, “On approving the General conditions of the electricity supply service for the end use customers”; ERE Board decision no. 15 dated 10.01.2018, “On approving the general conditions of the universal service electricity supply contract for the end use customers”; ERE Board decision no. 181 dated 10.11.2017, on approving the Regulation for the standard criteria of supply quality of service and security performance of the electricity distribution network”, as amended.

#### **Article 4 Definitions**

The below terminology used on these Standards shall have the meaning as follows:

1. “Power Law” shall mean Law no.43/2015 “On Power Sector”, as amended and Law no.102/2015 “On Natural Gas Sector”, as amended.
2. “Customer complaint” shall mean the expression of dissatisfaction by post, email, phone number or physically from the Customer regarding one or some services provided from the Licensee, about which it is directly or indirectly required a response or a solution from the Licensee.
3. “Customer request” shall mean the request of the information, advice, or an action different from the complaint, which is made by the Customer, regarding one or some services provided by the Licensee.
4. Any other term used on this regulation shall have the meaning provided on Law no.43/2015 “On Power Sector” and Law no.102/2015 “On Natural Gas Sector”, as amended.

## **SECOND PART THE STANDARDS FOR HANDLING THE COMPLAINTS**

### **Article 5 Information**

1. The supplier shall ensure in an easily available way for the Customers, the complaining persons and the other interested parties that the minimal necessary information for the complaint handling procedures, shall be clearly reflected at the electricity consumption invoice.
2. Also the Licensee shall provide to the Customers the publication of this information, at the Customer service environments of the supplier and at the official website of the supplier.
3. This information shall be at a clear language and in a form accessible by all. The information shall minimally contain:
  - a. The rights of the Customers to carry out a complaint;
  - b. The deadlines for the complaint;
  - c. The locations or the premises where shall be filled the complaints;
  - d. The phone number;
  - e. The approach (permitted form of the complaint);
  - f. The information ensured from the complaint: (details regarding the identity and location of the complaint, the encountered problem, data and location of the problem, if the complaining person shall require a solution, the necessary supporting documentation and shall be notified the costs of this service).

## **Article 6**

### **Acceptance and registration of the complaints**

1. After the acceptance, the complaint shall be registered in an electronic or written form.
2. The registration shall include:
  - a. The identification code;
  - b. The approach of submitting the complaint;
  - c. Location of the complaint facility and the date of submitting the complaint;
  - d. Identification of the complainant and contact details of the complainant;
  - e. Summary of the complaint;
  - f. Categorization of the type of Customer according to the voltage level and tariffs;
  - g. Type of the complaint;
  - h. If the Customer is complained before or not for the same issue of the complaint and if YES, the unified identification code of the previous complaint.
3. The acceptance and on time handling of the customer complaints, shall be a free of charge service by the Licensee.

## **Article 7**

### **Handling of the complaints**

1. With the registration of the complaint, the Customer shall be notified about the unified identification code with which it is registered the complaint.
2. If the complaint is received personally or by phone, the responsible person shall register at the complaints handling register what is communicated to the Customer regarding the proposed action that shall be undertaken to settle the complaint, the date provided for the settle of the complaint and the communication approach that shall be followed in continuance as agreed with the complainer.
3. If the complaint is accepted by post, within 5 (five) working days from the acceptance of the complaint, the Licensee shall inform by writing, electronically or via phone message, the customer for the registration code, the date provided for the settle of the complaint and the communication approach that shall be followed in continuance with the complainer.
4. All the communications between the Licensee and the complainer regarding the complaint shall be registered respecting the unified identification code.

## **Article 8**

### **The settling of the complaint**

1. The licensee shall make any effort to investigate all the circumstances and data regarding the registered complaint.

2. The Licensee may require additional information from the complainer within 5 (five) working days from the complaint.
3. After the investigation, the Licensee shall inform the complainer in the written form, electronically or via phone message for the undertaken actions to settle the complaint and to avoid the problem.
4. When the complaint is right, the correcting actions or the Customer compensation shall be in conformity with the legislation in force.
5. The maximum deadline for handling and settling the complaint is thirty (30) working days from the registration of the complaint.

### **Article 9**

#### **Decision communication**

1. The decision or any undertaken action for settling the complaint, shall be communicated to the complainer within 5 (five) working days from taking the decision.
2. The communication of the decision may be performed by any form that documents the information of the complainer at any supply representative.

### **Article 10**

#### **Complaint regarding the actions of an employee**

1. If the complaint deals with the actions of the employee Licensee, the complainer shall be ensured that his personal data, shall be confidential, for the time necessary to settle the complaint. This to avoid any possible conflict of interest.
2. The Licensee shall give the opportunity of the employer to explain the circumstances on which it has occurred the complaint.
3. If the complaint regarding the behavior of an employee results unbased and may not require a disciplinary measure, the employees may issue the appropriate guidelines to improve his behavior and actions regarding the Customers.
4. At any time, the Customer shall be notified regarding what is observed and about the settle that is issued for the complaint.

### **Article 11**

#### **The analysis, assessment and monitoring of the procedures to handle the complaints**

1. The Licensee shall any three months analyze the accepted complaints to identify the repeated issues, to eliminate and minimize such issues for the future and improve the service.

2. The Licensee shall make the classification of the complaints according to Annex 2, attached to this Standards.
3. The Licensee shall publish on his official website, once in a year, the report regarding the number of the registered complaint, the issues, the undertaken measures, and actions to eliminate them as well as the terms within which there are handled or settled the complaints.
4. The Licensee shall monitor the performance for handling the complaint to ensure that it meet the standards defined on this document.
5. The Licensee shall periodically test any 6 (six) months the satisfaction level of the Customers within the procedure of handling the complaints, conducting random questionnaires of the complainers and online surveys.
6. The results of the conducted questionnaires by the Licensee shall be published on the Licensee official website not later than the last calendar year.

## **Article 12**

### **Submission of the complaint at ERE**

1. Any Customer shall have the right to submit a complaint at ERE for the cases as follows:
  - a. After having finished the complaint handling procedure at the Licensee and is not satisfied from the response of the Licensee;
  - b. If the complainer does not receive a response from the Licensee within the term provided at article 8 of these Standards.
2. At any case the Licensee shall notify the complainer for the right to complain its decision at ERE.
3. If the customer shall decide to address at ERE for review of his complaint, the Licensee shall ensure to the complainer a copy of the minutes drafted for his request as well as the necessary documentation for handling the complaint by ERE.
4. ERE recommendations for handling and settling the complaints are obligatory for the Licensee.

## **THIRD PART**

### **OTHER PROVISIONS**

## **Article 13**

### **Internal procedure for handling the complaints**

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

#### **Article 14** **Publication of the Standards**

These Standards together with the Internal Procedure of the Licensee for handling and settling the Customer complaints, shall be published at the official website of the Licensee and at all customer care offices of the Licensee and may be set available to any customer or interested entity.

#### **Article 15** **The improve and review of the internal procedures for handling the complaints**

1. The Licensee shall continuously review the internal procedures for handling the complaints to improve the effectivity of the complaints handling process.
2. The Licensee shall undertake the appropriate actions to eliminate the reasons of the existing issues that have affected or may continue to effect in the future to the submission of the complaints.

#### **Article 16** **Confidentiality**

The Licensee is obliged to respect the requirements for preserving the confidentiality of any information or document set available by the customer, regarding a complaint, submitted by this last one mentioned.

#### **Article 17** **Reporting at ERE**

1. The Licensee shall submit at ERE every three months a detailed written report, which shall summarize:
  - a. The number of the complaints received for the respective three months period, categorized according to the:
    - i. Customer Categories;
    - ii. Object of the complaint (according to Annex no. 2);
    - iii. Area or local administrative unit, at which it has occurred the event for which it is submitted the complaint;

- b. Number of customers for each category are settled in conformity with the expectations of the Customer's requests;
  - c. Number of the complaints for each category that are not settled in conformity with the Customer's expectations;
  - d. The steps and actions undertaken by the Licensee to settle any category of issues according to the areas or local administrative units.
2. ERE may require additional information regarding the summarized report, if judges necessary.
3. The summarized three months reports as well as any other additional information required by ERE, shall be published on the website of the Licensee immediately after submission at ERE.

**Article 18**  
**Entry into force**

These Standards enter immediately into force with the approval of ERE Board

**Annex 1**  
**Main elements of complaint handling response**

1. Main elements of the response that the Licensee shall send to the Customer regarding the complaint/request, according to the handled issue:
  - a. The procedure followed for settling the complaint;
  - b. The undertaken actions;
  - c. The way to correct the action;
  - d. Legal basis;
  - e. The term for performing correction actions;
  - f. Possible compensations;
  - g. Possible repairs;
  - h. Technical assistance;
  - i. Necessary information;
  - j. Reference for handling the issue;
  - k. Other assistance;
  - l. Apology request;
  - m. Indicator for process, policy or procedure amendment that occurred as consequence of the complaint;
  - n. Handling all the aspects of the complaint.

**Annex 2**  
**Classification of the Complaints**

Complaint category	Specifications
Connection with the network	Tariff Delay Obstacle/barrier for the connection Other
Metering	Meter reading Meter operation Other
Quality of the supply	Quality of the supply (voltage) Continuation of supply Other
Unfair commercial practices	Contracts and sales Unfair contractual conditions
Contracts and sales	Unfair contractual conditions Lack of information Order confirmation The withdrawal right Payments Withdrawal from the contract The minimum contractual period Other issues regarding the contracts and the sales
Activation	Connection Reconnection after disconnection
Disconnection as consequence of nonpayment or delay payment	
The invoice and the total debt value	Wrong invoice Unclear invoice Unjustified invoice Total debt value Other issues
Prices /Tariffs	Amendment of the prices /tariffs Discrimination according to the price Tariff transparency Social tariff
Repair	

Change of operator	Delays Unwanted change
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