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REPUBLIKA E SHQIPËRISË  
ENERGY REGULATORY AUTHORITY  
**BOARD  
DECISION**

**No. 180, Dated 01.09.2021**

**ON  
THE INDICATORS FOR THE STANDARD CRITERIA OF THE  
SUPPLY QUALITY SERVICE AND THE SECURITY PERFORMANCE OF THE  
ELECTRICITY DISTRIBUTION GRID, APPROVED WITH ERE BOARD  
DECISION NO.97, DATED 07.04.2021**

Based on article 7, point 1, 16 and 20, point 1, letter “a”, of Law no. 43/2015 “*On Power Sector*”, as amended; article 91, 92 and 104, point 3, of Law no. 44/2015 “*Code of Administrative Procedures of the Republic of Albania*” article 15 and 26 of the “*Rules on ERE Organization, Operation and Procedures*”, approved with ERE Board Decision, no. 96, dated 17.06.2016, “*Regulation on the standard criteria of the supply quality service and the security performance of the electricity distribution grid*” approved with ERE Board Decision no. 181, dated 10.11.2017, ERE Board after reviewing the report Protocol no. 16/1, dated 30.08.2021, prepared by the Technical Diectories, “On the indicators for the standard criteria of the supply quality service and the security performance of the electricity distribution grid, approved with ERE Board Decision no. 97, dated 07.04.2021”,

**Observed that:**

- ERE Board with decision no. 181, dated 10.11.2017, approved the “Regulation on the standard criteria of the supply quality service and the security performance of the electricity distribution grid”.
- Following this decision, ERE Board with decision no. 97, dated 07.04.2021 decided:
  1. To approve the Indicators for the standard criteria of the supply quality service and the security performance of the electricity distribution grid.
  2. To suspend the implementation of point 7.2, article 7, of the "Regulation on the standard criteria of the supply quality service and the security performance of the electricity distribution grid" approved with ERE board decision no. 181, dated 10.11.2017 until 31 August 2021 from the entry into force of this decision. The legal effects of point 7.2 of the above Regulation shall become effective on September 1, 2021.

3. DSO company shall report at ERE every 3 (three) months on the progress for the implementation of the indicators for the standard criteria of the supply quality service and the security performance for 2021.
  4. The indicators for the standard criteria of the supply quality service and the security performance of the electricity distribution grid shall be subject to review, consultation and approval by ERE, or at the proposal of DSO company and the interested parties.
- Distribution System Operator (DSO company) via official letter Protocol no. 8642, dated 02.08.2021, protocolled at ERE with Protocol no. 874, dated 04.08.2021, with subject "On the indicators for the standard criteria of the supply quality service and the security performance of the electricity distribution grid", submitted the progress regarding the implementation of ERE board decision no. 97, dated 07.04.2021.
  - In the official letter mentioned above, DSO company also informed that they continued their work to perform the registration of long or short interruptions, by using the methods at their disposal, through the Service Continuity Register system, functioning for all High, Medium and Low voltage electricity distribution lines and maintaining the interruption register, which includes:
    - a) The origin of interruption;
    - b) The cause for the interruption;
    - c) Number of customers connected in High Voltage that are included in the interruption;
    - d) Duration of interruption for each customer connected in High Voltage that is involved in the interruption;
    - e) Number of customers connected in Medium Voltage that are included in the interruption, divided by categories;
    - f) Duration of interruption for each customer connected in Medium Voltage that are included in the interruption, divided by categories;
    - g) Number of customers connected in Low Voltage that are included in the interruption, divided by categories;
    - h) Duration of interruption for customers connected in Low Voltage that are included in interruption and their number, according to the reconnection order, divided by categories;
    - i) Date, hour and minute of the beginning and end of the interruption, for all customers involved in the interruption.
    - j) Any interruption of electricity supply to the customer, in the distribution system, which lasts more than 10 minutes, is considered a long interruption, which is recorded and used in the calculation of performance indicators (SAIDI), (SAIFI), the time required for repair service after a failure, electricity not supplied.

DSO company in official letter Protocol no. 8642, dated 02.08.2021, informed that considers necessary to organize a technical hearing between the representatives from ERE and DSO company in order to discuss in detail regarding the issues presented in this official letter, discussing and sharing opinions to reach clear, real and possible conclusions by the company for implementation. The same request of the company was submitted via e-mail, dated 29 August 2021 at [crealb@ere.gov.al](mailto:crealb@ere.gov.al).

- DSO company in the periodic reports on the progress for the implementation of indicators, but also in the reporting submitted through official letter Protocol no. 8642 dated 02.08.2021, also included data and information which should be consulted with other interested parties, such as the users of the distribution grid.
- ERE Board considering that:
  - Point 2, of decision no.97, dated 07.04.2021, suspends the implementation of point 7.2, article 7, of the "Regulation on the standard criteria of the supply quality service and the security performance of the electricity distribution grid" approved with ERE board decision no. 181, dated 10.11.2017 until 31 August 2021, from the entry into force of this decision.
  - The necessity for an extensive discussion and consultation to include the interested parties as informed by DSO company in the periodic reports and in official letter Protocol no. 8642 dated 02.08.2021 and,
  - The considerable impact that the standard criteria of the supply quality service and the security performance of the electricity distribution grid has, both for the network operator and its users, for the analysis of all the elements mentioned above, in order to carry out a fair, accurate and exhaustive consultation process and in order to exhaust the administrative procedure, as defined in Articles 91 and 92, respectively, of the Code of Administrative Procedures of the Republic of Albania, which provide that although, the initiated administrative procedure ends as soon as possible and within the time limit set by the respective law, in justified cases, due to the complexity of the case, the public body may extend the time limit set by Article 91, as long as it is necessary for the completion of the procedure, according to to the difficulty of the particular case.
- Under these conditions, ERE board considers necessary the extension of the suspension for the implementation of point 7.2, of article 7, of the "Regulation on the standard criteria of the supply quality service and the security performance of the electricity distribution grid", approved with ERE Board decision no. 181, dated 10.11.2017, until October 14, 2021 and the legal effects of this point start on October 15, 2021.

For all of the above mentioned, ERE Board,

**Decided:**

1. To amend point 2, of ERE Board Decision no. 97, dated 07.04.2021, defining that:  
“The suspension of the implementation of point 7.2, article 7, of the Regulation on the standard criteria of the supply quality service and the security performance of the electricity distribution grid” approved with ERE board decision no. 181, dated 10.11.2017, shall proceed until October 14, 2021. The legal effects of point 7.2 of the above mentioned Regulation, shall commence on October 15, 2021.
2. The amendments specified in point 1 of this decision, shall enter into force on September 1, 2021.
3. Customer Protection, Performance and Standards Directory shall inform DSO company and the interested parties about ERE Board decision.

This decision enters immediately into force

This decision shall be published on the Official Gazette.

**ERE CHAIRMAN**

**Petrit AHMETI**