



REPUBLIKA E SHQIPËRIË

**ENERGY REGULATORY AUTHORITY**

**BOARD**

**DECISION**

**No. 208, Dated 08.10.2021**

**ON**

**OPENING THE PROCEDURE TO APPROVE THE REGULATION  
ON THE MEASURES OF THE LICENSEES IN ELECTRICITY SUPPLY ACTIVITY FOR  
THE ACHIEVEMENT OF THE INDICATORS PREPARED BY ERE FOR MEASURING  
AND EVALUATING THE PERFORMANCE OF CUSTOMER SERVICE**

Based on article 7, point 1, 16 and 20, point 1, letter “a” of Law no. 43/2015 “On Power Sector”, as amended; article 6, point 3, 16, point 18 of Law np. 102/2015 “On Natural Gas Sector”, as amended; article 15 and 26 of the Regulation for ERE Organization, Operation and Procedures, approved with ERE Board Decision no. 96, dated 17.06.2016; ERE Board, after reviewing the report Protocol no. 129/2, dated 06.10.2021, prepared by Customer Protection, Performance and Standards Directory “On opening the procedure to approve the regulation on the measures of the licensees in electricity supply activity for the achievement of the indicators prepared by ERE for measuring and evaluating the performance of customer service”,

**Observed that:**

- In point 4.2 of ERE Strategic Objectives for 2021-2023 period, approved with ERE Board decision no.74/2021 it is provided that: *“ERE shall prepare the indicators for measuring and evaluating the performance of Customer service, that is guaranteed by each licensee during the supply activity.*
- The Albanian Parliament approved the Resolution for the evaluation of the activity of the Energy Regulatory Authority for 2020, where amongst other, defined the tasks of ERE for implementation during 2021.
- Point 5 of the Resolution stipulates that: *ERE shall work on drafting the indicators for measuring and evaluating the performance of Customer service that guarantees each licensee in the supply activity, to be able to provide a quality service with standards for the customer.*

- Pursuant to Law no. 43/2015, "On Power Sector", as amended and Law no. 102/2015, "On Natural Gas Sector" as amended, ERE has the right and obligation to monitor, control and inspect the services of licensed operators regarding their compliance with legal obligations, as well as the implementation of decisions and orders of ERE.
- The purpose of this Regulation is to address the measures that licensees in the supply activity must take in order to guarantee a quality customer service, but also the steps that must be followed in order to guarantee the above through information, provision of internal management tools in order to address complaints, investments in competent and sufficient human resources or guarantee the access of ERE in supervising the achievement of these indicators according to the periods provided in this Regulation.

For all of the above mentioned, ERE Board,

**Decided:**

1. To open the procedure to approve the Regulation on the measures of the licensees in electricity supply activity for the achievement of the indicators prepared by ERE for measuring and evaluating the performance of customer service”,
2. 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 for the licensees in Power Sector and within 45 calendar days for the licensees in Natural Gas Sector, from the day of its publication on the Official Gazette.

This decision shall be published on the Official Gazette.

**CHAIRMAN**  
**Petrit AHMETI**