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BOARD MEETINGS AND DECISIONS

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- NATURAL GAS pg. 5
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- REGIONAL AND INTERNATIONAL ACTIVITIES pg. 10 ecc.

The work of the Energy Regulatory Authority, in all aspects under its area of responsibility, is finalized with the meetings in which the Board of Commissioners, together with the working groups, discuss, reflect and come up with the respective decision-making, such as those for setting tariffs and prices in the regulated market, the review of applications for licensing, the resolution of disputes as well as the development of the regulatory framework. During 2022, ERE has organized 64 meetings, in which interested parties or different media have often participated, as requested. The latter has been offered the opportunity to directly follow these meetings through the ZOOM platform. These meetings were reflected in 361 decisions taken by the ERE Board during 2022.

LICENSING

ÇEvery legal entity, which carries out an activity in the power sector, must be equipped with the relevant license, issued by ERE, in accordance with the provisions of law 43/2015 on Power Sector, as amended or of law 102/2015 For the Natural Gas Sector, as amended. During 2022, about 22 subjects have been licensed by ERE. pg. 2

TARIFFS AND PRICES

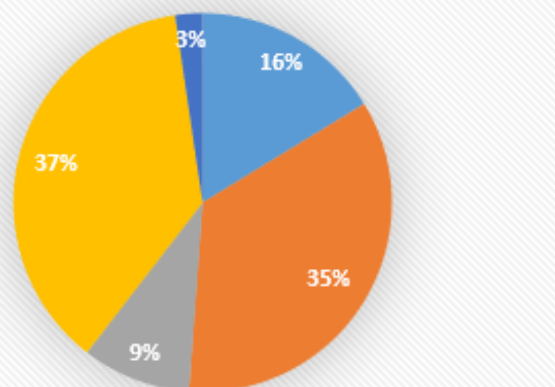
A very important part of the work done at ERE and of great public interest, is the determination of energy tariffs and prices. As it shall be reflected below, some of these tariffs are determined on a periodic basis, and some depending on the national and international energy situation. pg. 3

PUBLIC HEARING SESSIONS

During the past year, 49 hearing sessions organized by ERE were held, with the aim of obtaining the parties' position and the final solution or addressing the solution of the complaint or the demands of the interested parties. pg. 7

EXECUTED LICENSING DURING 2022

Every legal entity, which carries out an activity in the power sector, must be equipped with the relevant license, issued by ERE, in accordance with the provisions of law 43/2015 on Power Sector, as amended or of law 102/2015 For the Natural Gas Sector, as amended. ERE issues licenses for the following activities:



Graph 1 – Licenses granted by ERE during 2022

For electricity

- electricity production;
- operation of the electricity transmission system;
- operation of the electricity distribution system;
- electricity supply;
- electricity trading;
- operation of the electricity market.

And for natural gas:

- natural gas transmission;
- natural gas distribution;
- Natural gas supply;
- natural gas trading;
- operation in natural gas storage facilities;
- operation in the LNG plants;
- the functioning of the natural gas market operator.
- operation in small-sized LNG plants;
- operation in small-sized CNG plants.

LICENSING

During 2022, about 22 subjects have been licensed by ERE in the activity of electricity production, of which 15 for the production of electricity from Photovoltaic plants located mainly in the Fier District, 6 HPP and 1 TEC. In total, during 2022, the electricity production capacity from the plants put into operation has increased by 289,392 MW, of which 62,249 MW from the production of electricity from hydro sources and 227,143 MW from the production of electricity from photovoltaic sources.

Graph 1 shows divided in percentages the number of licenses granted not only for the production activity, but also for the supply activity (4), trading (16) and electricity market operation (1), with a total of 43 licenses granted for 2022.

ERE

The Energy Regulatory Authority of Albania

A very important part of the work done at ERE and of great public interest, is the determination of energy tariffs and prices. As it shall be reflected below, some of these tariffs are determined on a periodic basis, and some depending on the national and international energy situation.

Among the tariffs that are determined at monthly intervals are the sale prices of electricity supplied by the Supplier of Last Resort. These prices are applied by the Supplier of Last Resort (a function currently exercised by the Universal Service Supplier, FSHU) to all customers connected at voltage levels 6kV, 10kV, 20kV and 35kV who have not been able to find a supplier in the free market and receive the supply service under the last resort supply service conditions. For 2022, the average price for customers connected at the 35kV voltage level was 31.84 ALL/kWh and for customers connected at the 6kV, 10kV and 20kV voltage levels it was 18.75 ALL/kWh. These prices are reflected in the decisions of the Board of Commissioners, as you can find summarized in the attached photo (or in the attached [link](#)).

Also, among other important decisions taken by the Energy Regulatory Authority, during the last year we can mention the decisions on the determination of transmission, distribution, universal service provider tariffs, the annual electricity purchase price to be paid to priority producers for 2023, as well as the purchase price of electricity produced from renewable solar sources with an installed capacity of up to 2 MW for 2022. You can find the above summarized in the figure below:

Çmimi i shitjes së energjisë elektrike nga Furnizuesi i Mundësisë së Fundit

VITI	VENDIMI	NIVELI I TENSIONIT	ÇMIMI I SHITJES (Lekë/kWh)
2022	Janar Vendimi Nr. 75, Datë 13.04.2022	35 kV	32.76
		20 kV	18.80
		10 kV - 6 kV	19.69
	Shkurt Vendimi Nr. 76, Datë 13.04.2022	35 kV	32.85
		20 kV	18.80
		10 kV - 6 kV	19.69
	Mars Vendimi Nr. 77, Datë 13.04.2022	35 kV	32.92
		20 kV	18.80
		10 kV - 6 kV	19.69
	Prill Vendimi Nr. 105, Datë 19.05.2022	35 kV	32.72
		50 kV	18.80
		10 kV - 6 kV	19.69
	Maj Vendimi Nr. 148, Datë 10.06.2022	35 kV	32.14
		20 kV - 10 kV - 6 kV	18.26
	Qershor Vendimi Nr. 173, Datë 07.07.2022	35 kV	31.75
		20 kV - 10 kV - 6 kV	18.26
	Korrik Vendimi Nr. 207, Datë 17.08.2022	35 kV	31.20
		20 kV - 10 kV - 6 kV	18.26
	Gusht Vendimi Nr. 229, Datë 12.09.2022	35 kV	31.29
		20 kV - 10 kV - 6 kV	18.26
	Shtator Vendimi Nr. 261, Datë 14.10.2022	35 kV	31.15
	Gusht - Dhjetor Vendimi Nr. 229, Datë 12.09.2022	20 kV - 10 kV - 6 kV	18.26
		Tetor Vendimi Nr. 287, Datë 10.11.2022	35 kV
	Gusht - Dhjetor Vendimi Nr. 229, Datë 12.09.2022	20 kV - 10 kV - 6 kV	18.26
Nëntor Vendimi Nr. 318, Datë 12.12.2022		35 kV	31.21
Gusht - Dhjetor Vendimi Nr. 229, Datë 12.09.2022	20 kV - 10 kV - 6 kV	18.26	
	Dhjetor Vendimi Nr. 05, Datë 16.01.2023	35 kV	30.59
Gusht - Dhjetor Vendimi Nr. 229, Datë 12.09.2022	20 kV - 10 kV - 6 kV	18.26	

Table 1 – sale prices of electricity supplied by the Supplier of Last Resort

TARIFFS AND PRICES

With great interest from policy-making bodies, local partners and especially the public, during the year that followed, was the electricity sale price for household customers, which after many discussions in an effort to find the best compromise either for the customer but also keeping in mind the fact that the country (the region but also many countries in Europe) is in an emergency situation in the power sector (Council of Ministers Decision no. 584, dated 08.10.2021 "On declaring a state of emergency in the supply of electricity") , the common goal of ERE and the Albanian Government, was to raise awareness on the economical use of electricity, which was achieved without going through the aforementioned price restrictions and changes. This factor during 2022, but especially during the last quarter of this year, raised controversies and discussions and has taught us that only by finding the language of cooperation with all the links involved, a solution can be reached without affecting a key factor for the household customer, such as the price of electricity.

No.	Decision No.	Dated	Decision
1	72	13.04.2022	ON APPROVING THE ELECTRICITY TRANSMISSION TARIFF FOR 2022-2024 PERIOD
2	73	13.04.2022	ON APPROVING THE TARIFFS FOR ELECTRICITY DISTRIBUTION SERVICE ACCORDING TO VOLTAGE LEVEL, FOR 1 MAY– 31 DECEMBER 2022 PERIOD
3	74	13.04.2022	ON ERE EVALUATIONS REGARDING THE COST OF THE UNIVERSAL SERVICE SUPPLIER ACTIVITY FOR 01.05.2022 – 31.12.2022 PERIOD
4	166	28.06.2022	ON SETTING THE PURCHASE PRICE OF ELECTRICITY PRODUCED FROM RENEWABLE SOLAR SOURCES WITH AN INSTALLED CAPACITY OF UP TO 2 MW FOR 2022
5	324	14.12.2022	ON LETTING INTO FORCE ERE BOARD DECISION NO. 73, DATED 13.04.2022 "ON APPROVING THE TARIFFS FOR ELECTRICITY DISTRIBUTION SERVICE ACCORDING TO VOLTAGE LEVEL, FOR 1 MAY– 31 DECEMBER 2022 PERIOD"
6	325	14.12.2022	ON LETTING INTO FORCE ERE BOARD DECISION NO. 74, DATED 13.04.2022 "ON ERE EVALUATIONS REGARDING THE COST OF THE UNIVERSAL SERVICE SUPPLIER ACTIVITY FOR 01.05.2022 – 31.12.2022 PERIOD"
7	326	14.12.2022	ON LETTING INTO FORCE THE TEMPORARY TARIFF OF NATURAL GAS TRANSMISSION FROM ALBGAS COMPANY FOR 2023"
8	327	14.12.2022	2023 ON APPROVING THE ANNUAL PURCHASE PRICE OF ELECTRICITY THAT SHALL BE PAID TO THE EXISTING PRIORITY PRODUCERS FOR 2023

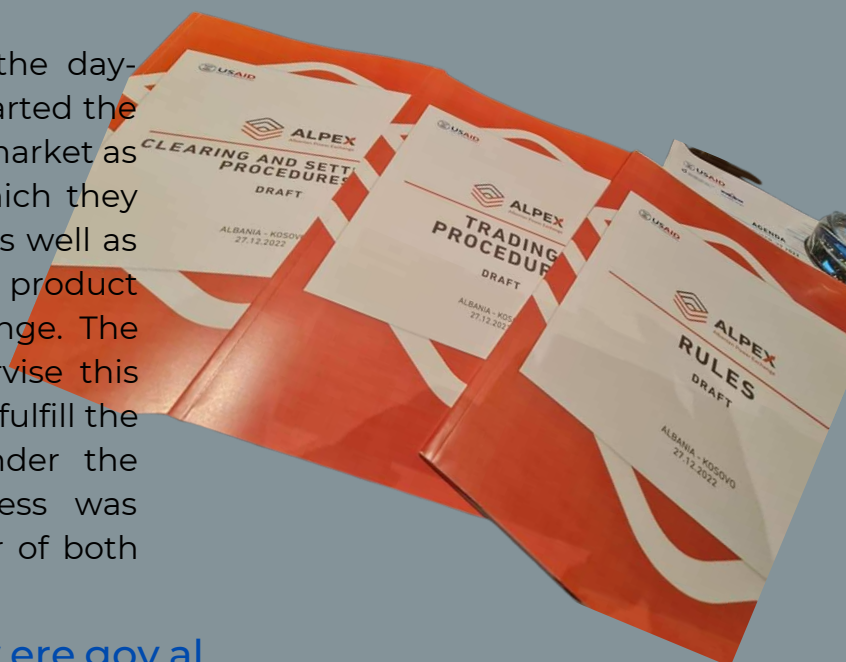
Table 2 – Decisions on the prices and tariffs defined by ERE during 2022

RULES AND PROCEDURES OF THE ALBANIAN POWER EXCHANGE (ALPEX)

The Energy Regulatory Authority of Albania (ERE) held a joint meeting with the Energy Regulatory Office of Kosovo (ERO), on December 27, 2022, in Pristina, with the aim of reviewing the Rules and Procedures of the Albanian Power Exchange (ALPEX) and their approval. The adoption of these rules paves the way for making the trading platform effective and is a big step forward in creating the regional energy market of the Western Balkans. Its efficiency shall benefit the customers of Kosovo and Albania, but also the entire region as part of joint initiatives. This process paved the way for the realization of this meeting after it decided "To open the procedure for reviewing the request of ALPEX company and TSO company "On the Approval of the Electricity Market Rules" during which joint consultative sessions were held with the interested parties.

The finalization of this process was preceded by ERE Board Decision dated 27.10.2022 and the memorandums of cooperation between TSO, Transmission System and Market Operator (KOSTT), ERE and ERO for the day-ahead market coupling. In line with the WB6 Memorandum of Understanding, on October 21, 2021, another Framework Agreement was signed between TSO, KOSTT, ERE and ERO for the day-ahead and intra-day market coupling. The governments of Albania and Kosovo are contracting parties of the Energy Community Treaty and have committed to the creation and operation of a competitive and transparent electricity market, so the market models in both countries foresee that through ALPEX the European Target Model of the market shall be implemented.

ALPEX is expected to start operating the day-ahead market in Albania and has also started the training of the traders for trading in the market as well as the Dry Run process, during which they shall see the way this market operates as well as the recognition of the parties with product trading processes on this power exchange. The role of the regulators shall be to supervise this process and its successful completion to fulfill the obligations undertaken by Albania under the Energy Community Treaty. This process was supported by USAID, a strategic partner of both regulatory authorities (ERE and ERO).





NATURAL GAS

Regarding the natural gas sector, as an important activity in the work of the institution, during the past year, it is worth mentioning the approval of the capacity allocation for the expansion of TAP.

The Regulatory Authorities of Albania (ERE), Greece (RAE) and Italy (ARERA) jointly approved the rules for the first binding phase of the Trans Adriatic Pipeline (TAP) incremental capacity process. The process was directed in coordination with the neighboring Transmission System Operators, TAP, SNAM Rete Gas and DESFA, according to Regulation (EU) 2017/459 and aimed at the distribution of long-term incremental capacities at existing or new interconnection points (IP) along the route of TAP and shall increase the volumes of imported gas in Europe.

The interconnection points in question are: Kipoi (TR - GR), Komotini (GR), Nea Mesimvria (GR), Kucovë (AL), Relievi Roskovec (AL), Fier (AL), and Melendugno (IT). The incremental capacity project envisaged four possible levels of expansion at the entry point in Kipoi (minimum, limited, partial and full), depending on the reserve level, leading to a possible full expansion of up to 27 MSm³/D . The mandatory phase started on November 14 and the bids had a deadline to be submitted until January 2023.- TAP is part of the Southern Gas Corridor, which transports natural gas to Europe from the Shah Deniz II field in Azerbaijan. Connecting to the Trans Anatolian pipeline at the Greek-Turkish border, TAP crosses Northern Greece, Albania and the Adriatic Sea before coming ashore in Southern Italy to connect to the Italian natural gas network.

ENERGY REGULATORY AUTHORITY

The Energy Regulatory Authority of Albania

TRANSPARENCY

Law No. 119/2014 "On the Right to Information in Albania" regulates the right to receive information/documents available from the public authorities.

The aim is to promote transparency and accountability from the public authorities. In accordance with this law, the data and contacts of the Coordinator for the Right to Information of the Energy Regulatory Body are public, through which it has been possible to convey information and guarantee transparency towards applicants, during the past year.

This information is recorded and can be easily accessed in the request register, in the Transparency category on the ERE website, which is refreshed no later than every 3 months. In 2022, as you can see from the chart below, 22 requests were submitted, and one of them was delegated to the responsible authority, and this were handled and answered within the deadlines set by law. At a general overview of the request register, it is noted that most of the requests came from portals/newspapers.

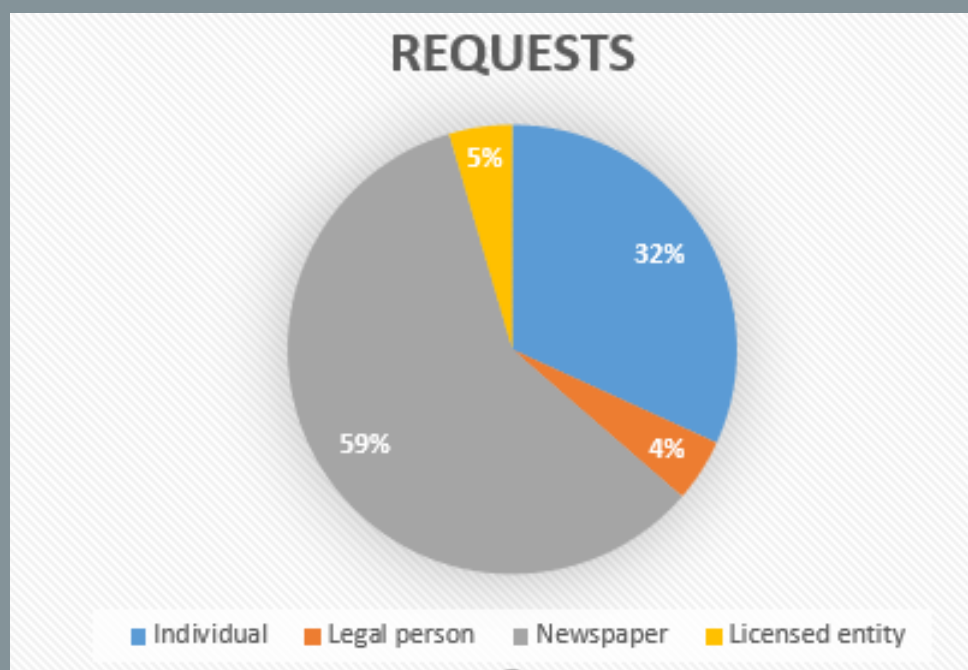


Chart 2 – Types of requests received at the coordinator's address for the right to information during 2022



ON THE SELECTION, APPOINTMENT AND PROMOTION OF ERE EMPLOYEES

PUBLIC HEARING SESSIONS

On the selection, appointment and promotion of ERE employees in accordance with Law no. 43/2015 "On Power Sector" as amended, the selection, appointment and promotion of ERE employees, is based on the procedures of law no. 152/2013 "On the civil servant". According to this law, during 2022, 12 selection and appointment procedures of ERE employees were carried out. From the competition procedures for the various positions in ERE, 8 parallel movements and 4 acceptances from outside the civil service resulted. Also during this same year, Mr. Petraq Lika, became part of the Board of Commissioners of ERE, appointed to office on 22.09.2022 as well as on 22.12.2022 Ms. Erjola Sadushi was reappointed for a second term as ERE Board Commissioner.

During the past year, 49 hearing sessions organized by ERE were held, with the aim of obtaining the parties' position and the final solution or addressing the solution of the complaint or the demands of the interested parties. Participants in the sessions, depending on the object, have been customers (15 cases) with the aim of resolving the complaints submitted at ERE as well as licensed subjects (34 cases). Among the latter we can mention not only sessions held with subjects within the licensing process, but also with the aim of consulting or benefiting from the point of view of interested parties on various regulations or codes subsequently approved by ERE during 2022, or the revision or determination of different tariffs. It is worth mentioning that holding the hearing sessions, either through physical participation of guests or via zoom links, creates space for the parties to further clarify their point of view and to confront each other, under the guidance of ERE representatives, often clarifying the parties with the way they shall follow for addressing or solving the object of the session.

COMPLAINTS

ERE works to protect energy customers, ensuring they are treated fairly, equitably and benefit from a cleaner and greener environment. ERE is responsible for coordinating its work with the government, industry and customer groups to offer the lowest cost to customers, eliminating bad practices and ensure fair treatment for all customers, enabling competition and innovation, which lowers prices and results in new products and services for customers, ERE intervenes with legal regulation, where it is necessary, to protect the interests of the customer and conducts investigations regarding the conduct of the licensees, when it suspects they may have breached a condition of their licence, customer protection requirements or the applicable legislation from ERE for this purpose.

An important part of ERE's work focuses on resolving the complaints of the energy customers. ERE collects and processes statistics on the number and nature of customer complaints. Especially in recent years, and more specifically during 2021-2022, ERE has taken a much more active role in terms of communication channels with customers. These channels include physically appearing in the ERE offices, addressing information on the status of complaints or information according to the customer's needs, through the green number, submitting an official written complaint or even by email. In accordance with the legal framework in force, ERE undertakes the resolution of a complaint, after verifying that the request presented to ERE meets the minimum criteria to be handled by ERE, and after ascertaining that the issue presented for review involves a licensed company. After analyzing the documentation made available by the customers, ERE addresses the complaint to the licensee to obtaining the necessary additional information and documentation that serves to the resolution of the complaint and allows ERE to process the data in order to generate a supported legal solution in evidence and in law.

During 2022, 189 complaints/requests of Electricity customers were registered at ERE, which you can see categorized in the table on the right:

Table 3 – Types of complaints/requests

Type of Complaint/ Request	No.
Request for information	53
Complaint for overbilling	36
Complaint for economic damage	24
Reference value	8
Fictitious contract	7
New Connection	6
Invoice change	5
Miscellaneous	50
Total	189



These rules were approved on June 3, 2022, by the SEE CAO Board of Directors and were subject to the consultation organized by the SEE CAO, during which every interested party had the opportunity to provide relevant comments or suggestions. During these consultations carried out by the Office for the Allocation of Interconnection Capacities based in Podgorica, it turned out that there was no proposal or request to change the acts published by any of the interested parties. The application of these rules began in 2022 and shall serve for the allocation of capacities that shall be developed for 2023. These rules are based on the principles established in the Energy Community Treaty signed by Albania, regarding the harmonization of methods for congestion management in the Interconnection.

THE APPROVAL OF THE
HARMONIZED
ALLOCATION RULES OF
INTERCONNECTION
CAPACITIES FOR THE
COORDINATED AUCTION
OFFICE IN SOUTHEAST
EUROPE (SEE CAO) FOR
THE BORDERS OF
ALBANIA - GREECE,
ALBANIA -
MONTENEGRO AND
ALBANIA - KOSOVO

With ERE Board decision no. 280, dated 01.11.2022 the "Harmonized Allocation Rules of the SEE CAO, for the borders Albania - Greece, Albania - Montenegro and Albania - Kosovo" were approved. Based on this decision, the harmonized Rules for the allocation of interconnection capacities approved with ERE board decision no. 197, dated 26.11.2020, were applied for the monthly and daily auctions for November - December 2022 period. You can browse the decision together with the regulation in the Albanian language at the following link, in the section [Decisions Year 2022](#).

For any discrepancy between the Albanian language version and the English language version, the parties must refer to the English language version which is published in the consultation section on the ERE website, at the following [link](#).

REGULATOR CENTER

The Energy Regulatory Authority of Albania

REGIONAL AND INTERNATIONAL ACTIVITIES

Among the priorities of ERE is and shall remain the representation of the Regulator's work in regional and international activities in the most dignified and active way, with the aim of matching and harmonizing its practices with the practices of the countries of the region and the EU. The purpose of participating in international activities is considered by ERE as one of the main elements that serves the strengthening and institutional cooperation, increasing the knowledge and experience of its staff.



www.ere.gov.al

During 2022, most of the activities were organized with physical participation by representatives of different levels/positions in ERE, but also through online communication platforms. Most of the activities were organized by our regional partner MEDREG, and the participation has been frequent as a result of the fact that until the end of the year we left behind, ERE Chairman, Mr. Petrit Ahmeti simultaneously held the role of President of MEDREG. During the last assembly, representatives of ERE were elected for the next two years, to participate in high management levels of the structures of this important organization. ERE Commissioner Ms. Sadushi has been re-elected to hold the position of the Vice-Chair of the Consumer Working Group and the General Secretary of ERE, Mr. Elton Radheshi, has been entrusted with the chairmanship in cooperation with the Secretariat of the Task Force for cooperation with UfM platforms. Also, Mr. Radheshi was reconfirmed as the head of the REMIT working group at ECRB. ERE staff has actively participated in working group meetings, including their direction for the customer, as well as working group meetings for institutional relations, renewable energies, gas and electricity issues, etc. Active participation in some of ERE's other close collaborators such as ECRB, ARERA, USAID, NARUC, ERRA, CEER are worth mentioning; or participation in activities such as OME Gas Platform, GASTECH Fair, Workforce Gender Equality, the 36th Meeting of the European Natural Gas Forum, etc. The continuous strengthening of these bilateral relations has served the growth and institutional cooperation as well as the increase in the knowledge and experience of the institution's staff.

ENERGY REGULATORY AUTHORITY

The Energy Regulatory Authority of Albania

REGIONAL ACTIVITIES

1. Electricity supply contracts and the role of the Energy Regulatory Authority in customer protection

Representatives of the Energy Regulatory Authority (ERE), participated in the activity organized by the Academy of Consumers on May 7, 2022, as lecturers and advocates for the promotion of information in order to protect the rights of electricity customers. ERE Board Members, Ms. Erjola Sadushi, and the Director of Customer Protection Performance and Standards in ERE, Ms. Julia Guga presented to the participants, an overview of the regulatory framework of the power sector that was mainly related to customer rights. In order to reach the information as close as possible to the customer, the representatives of ERE presented, among others, as part of the informative campaign, the informative brochures, as well as the possibilities of access to customer information, through the official website of ERE, www.ere.gov.al, as well as its social networks.

2. Visit of the Parliamentary Committee for Economy, Industry, Entrepreneurship and Trade of the Assembly of the Republic of Kosovo

The Energy Regulatory Authority under the chairmanship of the Chairman Mr. Petri Ahmeti, the members of the Board as well as the Heads of the main structures, welcomed on May 31, 2022 in the premises of ERE, the Parliamentary Committee for Economy, Industry, Entrepreneurship and Trade of the Assembly of the Republic of Kosovo, headed by Mr. Ferat Shala. During this meeting, the representatives of both parties discussed legal initiatives that would help in the approximation of the regulatory acts of the power and gas sectors of Albania and Kosovo, focusing on the areas of activity and cooperation between the two countries as well as relevant institutions. Having into consideration that in October 2020, the Albanian Power Exchange (ALPEX) was founded, jointly owned by the Transmission System Operators of Albania (TSO) and Kosovo (KOSTT), the representatives of the Parliamentary Commission of Kosovo requested to be informed more broadly and closely regarding the regulation of the power sector in Albania, evaluating as very important the establishment of mutual cooperation between the two countries, especially in the conditions of the energy crisis that has affected our countries and the region.

3. Meeting with the Mayor of the Municipality of Elbasan

The Chairman of the Energy Regulatory Authority Mr. Petrit Ahmeti together with the Board and ERE staff welcomed on June 08, 2022 in the premises of ERE, the Mayor of Elbasan Mr. Gledian Llatja, as well as representatives of the management structures of this municipality with the aim of establishing of closer cooperation between institutions, as far as issues of common interest are concerned.

The representatives of the Energy Regulatory Authority and the Municipality of Elbasan, closely discussed the role that ERE has in regulating and balancing the interests of customers but also the business, whether it is a producer of electricity or not, as well as the role of local government in addressing issues related to the interests of these categories, as an intermediary but also an actor with a direct impact on the community.

ERE presented the regulatory legal framework of the power sector and placed emphasis on increasing the awareness of public administration institutions regarding addressing issues that impact the community and related to the provision of a very important commodity, such as electricity.

The Mayor of Elbasan, after thanking ERE for organizing the meeting and the initiative, presented some of the municipality's problems related to the opening of the electricity market and the price of energy for business; quality supply service and investments in the rural and tourist areas of this municipality, as well as cooperation between actors such as the regulator and other parties to increase coordination and access to customer information.

4. Welcoming ERO followed by a bilateral meeting in Pristina

Within the framework of approving the Electricity Market Rules which shall serve the operation of the Electricity Power Exchange in Albania and Kosovo, the Energy Regulatory Authority welcomed on November 25, 2022 representatives of the Energy Regulatory Office of Kosovo (ERO) who held a joint public session with the interested parties of both countries, among which we can mention AAES, AK, FTL, KOSTT, KURUM, KESH, KESKO.

In their introductory speech, the Heads of the relevant subjects emphasized the importance of these rules following bilateral cooperation, being an important step for the creation and unification of the electricity market. This process dates from June 2018, when the transmission system operators TSO, KOSTT and ERE and ERO signed the Memorandum of Understanding for the day- in advance and intra-day market coupling, this cooperation shall continue even after the approval of the rules and putting into operation of ALPEX .

During this meeting, the Administrator of ALPEX made a general description of the rules of the electricity market (ALPEX rules, definitions, trading procedure as well as the clearing and settlement procedure, proposed by ALPEX and TSO company) These rules shall further enable the operation of the Power Exchange.

Then the comments of the interested parties invited to this meeting were heard, which shall be followed by hearings and other technical meetings until the approval of the aforementioned rules by the relevant regulators again in a joint meeting between the regulators.

Following the above meeting, on December 27 and 28, the Energy Regulatory Authority, ERE, was welcomed by its Kosovo homologous, ZRRE/ERO in Pristina. During these two days, a joint meeting with ERO was held where the participating parties reviewed, discussed and approved the regulatory framework that shall serve the operation of the Power Exchange, ALPEX, as well as the unification of the electricity market. The Chairman of the Regulators of Albania and Kosovo, Mr. Ahmeti and Mr. Fejzullahu, during their speech, thanked the participating parties and emphasized the importance of this process not only for Albania and Kosovo, but also for the region. ALPEX is expected to start operating the day-in advance market in Albania, and then, within a period of two months, it shall operate with the combined market of both countries, for a short period under Dry Run conditions, to further continue with full operation.

ENTITETI RREGULLATOR I ENERGJISË

The Energy Regulatory Authority of Albania

During 2022, the special circumstances in which the country and the world found themselves due to the energy emergency, caused ERE to give more importance to the publication of information that is already available on the official web, through informative brochures and on social networks with the aim of communicating summarized information as close as possible to the customer, with a focus on issues of higher sensitivity for the customer, such as the conditions for connection to the network, the suspension or termination of a supply contract, the right to choose or change the supplier, the conditions for ensuring a connection to the distribution network, standards for the quality of service, the right to complain. The above-mentioned brochures are published in the premises of ERE, but also on the official website and on social networks, with the aim of reaching as many customers as possible with the necessary information. In addition, informative materials on energy saving were prepared, with the aim of recalling the daily details that, in cooperation, can make a significant difference in the overall energy consumption. You can easily find the latter on the official website of ERE or our social networks.

AWARENESS CAMPAIGN



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