

Press Release dated 04.01.2012

The Energy Regulatory Authority, in implementation of its powers based on Law no. 9072, dated 22.05.2003 “On Power Sector”, as amended, is the body in charge of protecting the interests of electricity customers. In function of exercising this obligation, ERE continuously monitors the quality of the service provided to the customer to guarantee the protection and respect of the rights of customers in this sector.

ERE informs all customers who have been subject to unfair actions by CEZ Distribution company and whose complaint has not been resolved by this company, to contact ERE to file complaints regarding the problems they encounter with meter reading, electricity billing, economic damage or the quality of the service provided.

To address the complaint at ERE, in addition to traditional methods such as by post or in person, it is now also possible electronically to the following email address: ankesa@ere.gov.al

ERE is continuously monitoring every issue addressed and in exercising its powers, shall decide on their solution, informing electricity customers at every step.