

## DECISION

No. 346, Dated 29.12.2025

ON

### OPENING THE PROCEDURE FOR SOME AMENDMENTS IN THE INDICATORS OF STANDARD CRITERIA FOR THE QUALITY SERVICE IN THE ELECTRICITY DISTRIBUTION SYSTEM

Based on Articles 7, paragraph 1; 16; 19, letters “h” and “j”; and Article 20, letter “a” of Law No. 43/2015 “*On Power Sector*”, as amended; Articles 19, letter “f”, and 26 of the *Regulation for ERE Organization, Operation and Procedures* approved with Energy Regulatory Authority (ERE) Board Decision No. 96, dated 17.06.2016; ERE Board, at their meeting dated 29.12.2025, after reviewing the report Protocol No. 3147, dated 24.12.2025, prepared by Customer Affairs Directorate and Market Monitoring and Supervision of Licensees Directorate, entitled “*On opening the procedure for some amendments in the indicators of standard criteria for quality service in the electricity distribution system*”,

#### Observed that:

- The Assembly of the Republic of Albania, in the Resolution on the assessment of the activity of the Energy Regulatory Authority for 2024, approved on 09.10.2025, recommended the adoption of measures for the review of the rules and standards of quality service provided by network operators, with a view to increasing and improving quality for electricity customers.
- 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*”, which, *inter alia*, sets out the indicators of electricity supply quality and performance related to grid security for the Electricity Distribution System Operator (DSO) company.
- ERE Board, with Decision No. 97, dated 07.04.2021, approved the indicators of standard criteria for supply quality service and the security performance of the electricity distribution grid for 2021.
- In implementation of its reporting obligation, DSO company has periodically submitted reports on the achieved standards of supply quality service and the security performance of the distribution grid, while the data reported for the nine-month period (January–September) 2025 indicate trends of improvement in the main indicators for quality service, including Energy Not Supplied (ENS) and the SAIDI and SAIFI indicators.
- Further to the communication, DSO company with official letter Protocol No. 2717/2, dated

12.11.2025, informed of the reasons related to the improvement of the indicators of quality service, as well as the expectations for the continuation of the improving trend for 2025 and the subsequent years, while also informing about the process of drafting the Distribution Code.

- Taking into account the achievements to date and the positive medium-term expectations, as well as the fact that the approval of a new Distribution Code may require time, the Energy Regulatory Authority (ERE), based on Article 13 of the Regulation approved by Decision No. 181, dated 10.11.2017, on its own initiative, considers that it is in a position to proceed with the opening of the procedure for amending the indicators of the standard criteria for quality service in the electricity distribution system, as well as for reviewing certain provisions of this Regulation which, due to their implementation over the years or loss of relevance, are deemed necessary to be reassessed.
- Further to the review of the Regulation on standard criteria for quality service, it is observed that compensation to end-use customers, in cases of non-compliance with these criteria, is implemented through the contractual relationship between the Distribution System Operator and the Supplier, as regulated by the “Agreement for Ensuring the Electricity Distribution Service”, approved by ERE Board; for this reason, point 10.2 of Article 10 of this Regulation is aligned with this contractual act, with the aim of ensuring legal clarity and regulatory coherence in the implementation of the compensation mechanism for end-use customers.
- The current indicators of technical standards (e.g. average interruption time, Energy Not Supplied – ENS, SAIDI/SAIFI index), as defined in previous decisions of the Board, have shown changes in performance and indicate the need to adjust the target values of the standards in order to reflect market realities and the performance of operators.
- The current Regulation contains provisions that have lost relevance or have become unsuitable for the operational situation, including certain provisions that set deadlines, reports, or requirements that do not correspond to the developments in the sector.

For all of the above mentioned, ERE Board

**Decided:**

1. To open the procedure for some amendments to the “*Regulation on the standard criteria of the supply quality service and the security performance of the electricity distribution grid*” approved by ERE Board Decision No. 181, dated 10.11.2017, as amended.
2. The opening of the procedure includes the review and assessment of proposals for the revision of the Regulation and the Annex to the “*Regulation on the standard criteria of the supply quality service and the security performance of the electricity distribution grid*”, in relation to the parameters of the indicators for quality of service, in accordance with the table of quality standards, as follows: A – Draft – Indicators of the Quality of Service for 2026, 2027, 2028.

Indicators	Unit	Proposal					
		Years					
		2026	2027	2028			
a. Energy Not Supplied (ENS)	MWh	33,318	32,651	31,998			
f. SAIDI	Hours	38.20	36.29	34.48			
g. SAIFI	Number	23.52	22.56	21.65			
h. Time required for service restoration after a fault in the distribution system (MV+LV)	Hours	1.79	1.77	1.75			
		Urban	Rural	Urban	Rural	Urban	Rural
TM 35kV	Hours	1.58	1.97	1.57	1.93	1.56	1.89
20 kV	Hours	1.23	1.64	1.22	1.62	1.21	1.60
6-10 kV	Hours	2.35	2.88	2.33	2.85	2.31	2.82
0.4 kV	Hours	1.00	1.14	0.99	1.12	0.98	1.10

- B – In the “*Regulation on the standard criteria of the supply quality service and the security performance of the electricity distribution grid*” approved by ERE Board Decision No. 181, dated 10.11.2017, as amended, procedures are initiated for the following amendments:
  - B-1 Article 6 shall be *repealed*;
  - B-2 The last paragraph of Point 7.1 of Article 7 *shall be amended and becomes*: “*The expected performance levels, as approved by ERE, shall be implemented immediately and shall remain in force until the reassessment of these standards by ERE based on the measured and reported performance.*”
  - B-3 Point 7.2 of Article 7 shall be *repealed*;
  - B-4 Point 7.3 of Article 7 *shall be amended and becomes*: “*DSO company or ERE on its own initiative, shall propose, and ERE shall approve, the revised allowable level of the standard criteria of the quality service based on the measured and reported performance.*”
  - B-5 Point 7.4 of Article 7 *shall be amended and becomes*: “*Not later than once every three years, ERE shall review the performance achieved during this period, reassess the expected performance levels, and approve the allowable level of the standard criteria for supply quality and security performance of the distribution system grid.*”
  - Point 10.2 of Article 10 *shall be amended and becomes*: “*Compensation of end-use customers connected to the distribution grid in cases of non-compliance with the standard criteria of the supply quality service of electricity as defined in this Regulation, shall be carried out based on the provisions of the “Agreement for Ensuring the Electricity Distribution Service” between the Distribution System Operator and the Supplier,’ approved by ERE Board.*

3. Customer Affairs Directory shall inform DSO company and the interested parties about ERE Board decision.

This decision shall enter into force immediately.

Any party involved in this procedure may request the Energy Regulatory Authority (ERE) to review the Board's decision within seven (7) calendar days from the date of issuance, provided that new evidence is submitted that may lead the Board to reach a different conclusion; or material errors have been identified. This decision may be appealed before the Administrative Court of Tirana within thirty (30) calendar days from the date of its publication in the Official Gazette.

This decision shall be published in the Official Gazette.

**ERE CHAIRMAN  
Petrit AHMETI**