



REPUBLIKA E SHQIPËRIË

ENERGY REGULATORY AUTHORITY

BOARD

DECISION

No.07, Dated 15.01.2021

“ON APPROVING THE UPDATED COMPLAINT FORM OF ELECTRICITY AND NATURAL GAS CUSTOMERS”

Based on article 16, article 77, point 9 of Law No. 43/2015 “On Power Sector”, as amended; article 15, letter ç, dh and Law No.102/2015 “On Natural Gas Sector”, as amended; article 15 and 26 of the “*Rules on ERE Organization, Operation and Procedures*”, approved with ERE Board Decision, no. 96, dated 17.06.2016, the Energy Regulatory Authority Board (ERE), on their meeting dated 15.01.2021 after reviewing the report Protocol no. 142/19, dated 24.12.2020 prepared by the Customer Protection, Performance and Standards Directory on approving the updated complaint form of electricity and natural gas customers,

Observed that:

- The scope of work of Customer Protection, Performance and Standards Directory among others consists in handling and resolving all complaints and direct conflicts arising from the relationship between the electricity or natural gas Supplier and customers, as well as between the licensees , aiming at protecting the interests of the end – use customers and protecting their interests as a whole from abuses in the electricity and natural gas market.
- The updated complaint form is reformatted for ease of completion by electricity customers and completed with data that facilitate the process of registering complaints in the conditions of combined work of the administration, pursuant to decision no. 867, dated 11.11.2020 “On some amendments and additions in Council of Ministers Decision no. 511, dated 24.10.2002, " On working hours and holidays in Public Institutions", as amended.
- The provisions of the Law on Personal Data Protection are also included in the content of the form, informing each customer who signs this form the purpose for which he/she authorizes the processing of the data that are made available.
- In the content of the form are provided the provisions for the selection of modalities to address the complaint in official correspondence or through electronic communication, defining the status of the complainant as a customer of electricity or natural gas, etc.

For all of the above mentioned, ERE Board

Decided:

1. To approve the complaint form of electricity and natural gas customers.

(Attached Complaint Form).

2. Customer Protection, Performance and Standards Directory is charged with the implementation of this decision.

This decision enters immediately into force.