

ROLE OF ERE IN CUSTOMERS PROTECTION

ERE treats and solves all types of complains and direct conflicts that come from the relation between the electricity supply and customers, with the main scope:

- Customer protection as individuals
- Customer protection in total from abuses of dominant actors in the electricity market
- Equal and non-discriminatory treatment for all customers through legal and transparent procedures
- Monitoring and control of services offered to the customer

CATEGORIES OF DISPUTES SOLVED BY ERE

- Disputes related to supply of customers based on the contractual obligations
- Disputes of customers related to the quality of services offered by the supplier and its performance
- Disputes through licensees related to bilateral relations of the market participants