

THE METERING PLAN FOR THE UNIVERSAL SERVICE SUPPLIER “TO MEET THE RIGHTS OF THE ELECTRICITY SUPPLY CUSTOMERS”

Article 1

Introduction

According to Law no. 43/2015, “On Power Sector”, as amended, ERE shall have the right and the obligation to monitor, control and inspect the services of the licensed operators regarding meeting the legal obligations, public service conditions, the conditions of the contract as well as implementing of ERE decisions and orders. Above all, ERE mission includes an electricity market that reflect a good service for household and not-household customers served by the Universal Service Supplier and other Suppliers.

ERE's vision is for an open and competitive market where customers are protected and receive safe service and within the quality approved by law no. 43/2015, "On Power Sector ", as amended

Article 2

ERE purpose in customer protection

1. ERE authority, for the customer protection aims to:
 - a) Protect the customer’s interest based on equal and non-discriminatory handling through legal and transparent procedures;
 - b) Monitor and control the services provided by the licensee to the electricity customers;
 - c) To promote the benefits of competition and customer protection through public awareness;
 - d) To inform the customers to select according to the information ensured as part of the public service, to support their rights including the right of selecting the electricity supplier.

2. Exercising ERE responsibilities is mainly performed by the activities as follows:

According to Law no. 43/2015, “On Power Sector”, as amended.

- a) ERE is the responsible authority for the implementation from the licensee of “Power Sector Law”.
- b) ERE shall monitor and require from the licensee the implementation of the law and correction of the effects when observing the failure of the effective legislation.
- c) The regulatory acts approved by ERE shall reflect not only the requirements regarding the implementation of Law no. 43/2015 “On Power Sector”, but also the requirements arising from the implementation of the customer protection law, the information right and the protection of personal data.
- d) At any case, the regulatory framework shall include even the obligations regarding the commitment of our country under the Energy Community Treaty, EU directives for customer protection at all stages of a process related to electricity supply service.
- e) To handle the violations of the customer protection legislation the organizational chart of ERE, includes even the Customer Protection and Standards Performance Directory that handles any case when there are observed unfair conducts or that may damage the customers in violating the effective legislation.

3. Implementing the rules regarding the security and quality of supply.

- a) To met the indicators and requirements for electricity operation and quality of supply, as well as the performance regarding the distribution network safety, according to the requirements of Law no. 43/2015, “On Power Sector”, as amended, with decision no. 181, dated 10.11.2017, it is approved the “Regulation on standard criteria of quality of supply service and performance of security of the electricity Distribution Network”, which customer information purposes is published on the Official Gazette and at ERE website. The purpose of this regulation and other acts, regarding the conditions of providing the public service, is to also establish, greater security and transparency between the suppliers and the customers. ERE is the responsible institution to monitor the compliance with the effective regulatory framework, the investigation of the complaints and settling of the disputes as well as taking the implementing measures.

4. The Universal Service Supplier is obliged to provide the service in conformity with:

- a) Law no. 43/2015, “On Power Sector”, as amended;
- b) the regulation on standard criteria of the quality of supply service and safety performance of electricity distribution network, approved with decision no. 181, of date 10.11.2017
- c) Rules on setting public service obligation as approved by ERE with decision no. 112 dated 8.7.2016;
- d) General rules of electricity supply for the customers supplied by the universal service, approved with ERE board decision no. 15, dated 10.1.2018;
- e) Other regulatory acts.

5. Distribution System Operator is obliged to provide the service in conformity with:

- a) Law no. 43/2015, “On Power Sector”, as amended;
- b) The regulation on standard criteria of quality of supply service and security performance of the electricity distribution network approved with decision no. 181, dated 10.11.2017
- c) The conditions defined at the distribution license, approved with ERE Board decision no. 216, dated 11.10.2018.
- d) Regulation on new connections in the Distribution System

6. The Universal Service of Supply is a public service obligation set by ERE to the Universal Service Supplier, that ensures the electricity supply right for the customers that benefit from the universal service in Albania, with a defined quantity of supply, with regulated prices, easily and clearly comparable, transparent and not discriminatory, for their protection from unreasonable increases of the price, achieving the full opening of the electricity market, as provided on article 109, of Law no. 43/2015, “On Power Sector”, as amended.

7. Being in charge with universal service obligation of supply as part of public service obligation, FSHU company as the supplier is obliged to supply the end use customers according to the definitions of Council of Minister Decision no. 244 dated 30.03.2016, “On approving the conditions for setting public service obligation that shall be implemented to the licensee on power sector, that exercise the electricity production, transmission, distribution and electricity supply activity” as amended.

8. The responsibilities of the supplier according to the regulatory framework

a. – Information of the customers for their rights

ERE according to the authority according to power sector law, at any time shall control on the information level of the customers for their rights. It is the responsibility of the operator to provide to the customers the approach to the information regarding the provided service from the licensee.

As follows, the obligation of the universal supplier, consists in:

1. Informing the customers for the rights and conditions to be supplied according to the universal services;
2. Shall inform the customers for the terms and conditions of supply and the electricity price that have the right to switch another supplier;
3. Shall inform the customers for the electricity supply according to the conditions and services defined from the effective legislation;
4. Shall inform the customers on the measures to liquidate unpaid obligations;
5. Shall inform the customers for the criteria of interrupting the supply criteria of the “vulnerable customers” according to the conditions defined on Law no. 43/2015, “On Power Sector”, as amended and the respective national legislation;
6. Shall publish on the official website the supply prices approved by ERE.

b. The actions within the information obligation

The actions within the supplier obligation for information, shall include the issue of information through phone services, for the customer care and for the internet, the public notifications to provide a useful, polite and effective service for all the customers.

1. At any case the licensee according to the request of the customer shall ensure the availability of his internet webpage, as well as at any customer care center, printed copies according to the request of the customer, the information on the general conditions of supply.
2. The supplier has the obligation to notify in each case the customer who has filed a complaint about the officially given solution, and not just to resolve it.
3. The Supplier has the obligation to notify the customer on the right to file a complaint to the Supplier and at the ERE.
4. To access the implementation level of the obligation regarding the right for customer information, the Supplier shall ensure through its internal procedures as follows:
 - a) The information of the staff with the responsibilities of the entity by ensuring that all the staff shall be aware and adhere the obligations deriving from the implementation of the regulatory framework in force.
 - b) Shall ensure the internal audit of the customer service.

c. Equality: the licensee is responsible to provide a service available for all the customers, to ensure that anyone is discriminated for the interventions and the procedures regarding the provision of the universal service of supply, that all the customers are handled equally in conformity with the effective legislation.

d. The actions for the obligation to equally handle the electricity customers.

To access the level of implementing the obligation regarding the equal handling of the customers in conformity with the legislation, the Supplier shall ensure with the internal procedures as follows:

1. Shall enable the receive of the comments from the customers for the provided service (the periodic surveys and other available forms according to the supplier).
2. Shall measure the satisfaction level of the customers through the organization of surveys that specifically handle, the time of responses and the settle of the issues handled from them.
3. Shall administer and perform the respective assessments in analyzing the findings from the customer comments and shall publish these results at the official website.

9. The access for the services

The provision for the service offices that are compatible with the working and safety standards, and as part of it, shall facilitate the access for the persons with disabilities and others with specific needs, such as:

- a) The supplier shall provide any assistance that may be necessary for persons with disabilities.
- b) The supplier shall ensure that customer care centers are available for the customer's visits in conformity with the notified schedule for the services.
- c) The supplier shall ensure the issue of clear information, timely, accurately, and available at all points of contact.
- d) The supplier shall ensure that the provided potentials from the information technology shall be fully utilized and available on the website.
- e) The supplier shall prepare application forms, leaflets that contain the information for the universal supply service, ensuring that the information is in a simple language that may be easily understood. The free of charge phone line of the customer is another main approach to ensure the information. Its function is to inform the customers responding to the questions regarding the general rights of the customers as well as the provided services.

10. The actions within the obligation for access services

To access the implementation level of the obligation regarding the service access of the customers, in conformity with the legislation, the supplier shall ensure within the internal procedures as follows:

- a. Shall enable to get the comments from the customers for the provided service (surveys and other suitable forms according to the supplier).
- b. Shall set the registration center for the phone calls that are administered from the customer care center.
- b. Shall administer and make the respective assessments on an analysis of the findings from the customer comments.
- d. Shall prepare within the internal procedures, the periodic reports on the provision of issuing the information through phone lines or internet/communication by email address, and accordingly shall perform the audits for the customer service, the information level provided at the customer care centers (KNK).
- e. Shall access the opinion of the staff regarding the availability and facilitation to access the information from the customers. The supplier shall maintain a database of the opinions/proposals of staff or customers in order to improve the service and how to address them.

11. Complaints

Maintaining an accessible, transparent, and easy-to-use system for dealing with complaints for the provided quality of service provided. The supplier shall provide a high - quality service for all, ensuring that all complaints are addressed promptly, fairly and consistently.

- a) The licensee shall maintain updated contacts by providing information regarding their complaint on continuous basis.
- b) The licensee shall maintain an official complaining/review formalized, transparent and easy to be used system for all the customers, which are unsatisfied regarding the services.
- c) If the complainant is not satisfied with the outcome of their initial complaint, the Customer shall be informed of his right to complain the attitude of the Supplier, at the institutions charged by law for customer protection, such as: ERE, the Ombudsman office, the Commission for Customer Protection.

12. The actions within the obligation of handling the complaints

To assess the implementation level of the obligation regarding the equal handling of customers in accordance with the legislation, the supplier shall provide through internal procedures as follows:

- a. Shall ensure that the staff is aware for the complaints process shall accept the complaint and shall take all the measures to settle it within the deadlines.
- b. Shall ensure that the staff is able to immediately handle the issues regarding the receipt of requested information by the customer.

13. The right to switch the service from the customer:

Providing the solution, when possible, to provide the services shall include the payment methods, location of the contact points of the Supplier, the time and deadlines of submitting the requests. The supplier shall make any effort to provide the approaches for the customers to find the information about the supplier and contact with him.

14. The actions within the obligation to switch the service from the customers

To ensure this right, the supplier shall issue a set of contacts, including official documents, *email*, *online application forms*, media and without charge phone calls, to facilitate the exchange of information and effective investigation of customer protection.

15. Monitoring and reporting

- a) ERE shall monitor the work of the Universal Service Supplier to the standards set at the regulatory acts and in conformity with the duties according to this action plan. ERE shall monitor the work of the Universal Service Supplier to the standards set at the regulatory acts and in conformity with the duties according to this action plan.
- b) “The Code of Ethics and Behavior” of the employees at the customer care centers shall be informed to the staff. Also, the Universal Service Supplier shall take the measures to establish a cooperation agreement with the Electricity Distribution System Operator to handle the complaints regarding the issues that may arise.

- c) At the beginning of each year, the Supplier shall take a Customer Care survey, as a performance indicator. The type and number of the customers that shall complain shall be defined as Universal Service Supplier. The results of this survey shall be published at the official website of the supplier and shall be reported at ERE not later than March 31 of each year.
- d) After collecting and analyzing the results of the survey, the Supplier within 12 months from taking the result of the survey shall draft a new Action Plan, which shall be concentrated on the areas for significant improvement in results, and progress to the set standards. This action plan shall be submitted at ERE for approval.
- e) ERE shall monitor specific monitoring regarding:
 - i. The handling and status of the complaints (the complaints send by ERE; the Ombudsman Office; Customer Protection Office, the headquarters of the Universal Service Supplier etc.).
 - ii. The status of the repeated complaints
 - iii. The procedure followed by customer care centers, that handle the complaints of the electricity customers.
 - iv. The terms and procedures for handling the requests and complaints for “New Connections” in conformity with the regulation for “New Connections in the distribution system”.
 - v. The implementation of the terms regarding the issue of the correct invoice and the respective compensations according to the “General conditions of universal service supplier for the end-use customers” and the “General conditions of the supply service for the end-use customers”.
 - vi. The quality of service indicators, in conformity with the “Regulation on standard criteria of quality of supply service and security performance in the Electricity Distribution Network”, approved with ERE Board Decision no. 181, dated 10.11.2017.

- Implementing ERE Board Decision no. 104, dated 23.6.2016, as amended with ERE Board decision no. 181, of date 23.11.2016, “On defining the referring values if the metering data are temporarily unavailable and unreachable, as well as abrogate ERE Board decisions no. 49, date 21.10.2004 and no. 146, dated 21.12.2013,

- Implementation of ERE decision, regarding the cancellation of electricity customer’s invoices, named as “economic damage” and “unmeasured electricity” for 2008–2011 period.

- The working conditions of the newly established or existing centers

- Efficiency in issuing the services.

- Transparency in issuing the necessary information for the customers through the official communication channels and at any case required.

- Posting and publishing the necessary data for the customers as an obligation of the Supplier charged with universal service obligation and/or the supplier of last resort.

- Meeting the condition that the licensee shall make visible the general terms and conditions that regulate the relation with the customers at his premises, shall publish them at the official website and shall give the customers the opportunity to have a copy of the document.

- Receive detailed information regarding the electricity prices and tariffs for different customer categories.

- Issue of detailed invoices according to the request and maintaining the documentation sufficiently to support the invoiced accounts.

- The held and management of the dedicated units for the relations with the customers and the employment of a sufficient number of qualified staff.

- Publication of the data on the organization of the dedicated unit, including its location, the

working hours, the hours to meet the customers, the telephone number of the contact, the terms and conditions for connection of the customers with the Distribution Network, the applications for investigation of the conditions and procedures for the connection of the customers with the Distribution Network.

- The operation of the system for registration and handling of the complaints, the applications, and proposals of the customers.

The Universal Service Supplier (FSHU) shall prepare periodic information any three months to inform ERE on the level of the provided services as defined on this action plan. The periodic information shall above all include the reporting on the:

Familiarization of the staff with company officials by ensuring that all staff is aware and shall adhere the obligations arising from the implementation of the applicable regulatory framework.

- Shall ensure the audit of the customer service.
- Shall ensure the comments from the customers for the provided service (surveys and other suitable forms according to the supplier).
- To administer and make the respective assessments on the analysis of the findings from the customer's comments.
- Shall prepare through the internal structures, periodic reports on ensuring the issue of information via phone connections or internet and according to the case, shall perform audits for the customer service, the level of information provided at the care centers.
- Shall access the opinion of the staff regarding the availability and facilitation to access information from the customers.
 - Shall ensure that the staff is aware for the complaints process, shall accept the complaint and shall take all the measures to settle it within the deadlines.
 - Other issues in supplier judgment related to respect customers' rights. Periodic information submitted by the Universal Service Supplier (FSHU) defined in this action plan, and the evidenced findings in the information prepared by ERE technical staff, from the specific monitoring as mentioned above, shall serve for the assessment from ERE of service provision and ensuring the meet of customer's rights.