



REPUBLIKA E SHQIPËRISË
ENERGY REGULATORY AUTHORITY

Protocol No. _____

Tirana, on ____.02.2023

**GUIDELINE ON THE SERVICES PROVIDED BY ENERGY REGULATORY
AUTHORITY**

Regarding this guideline

The Energy Regulatory Authority (ERE) is a public entity that handles the issues regarding the licensing of the entities which operate in electricity and natural gas market, that defines the tariffs of the transmission and distribution network operators for electricity and natural gas as well as the prices for the universal service customers, the certification of the transmission system operator, electricity market monitoring, the approval of the network operator plans, the handling of customer complaints and settling the disputes between the licensees. ERE in exercising its duties balances the interests of the investors, the customers and the state to ensure from the licensee the safe service and a service that is based on reasonable costs. ERE also serves as a source of information regarding the services provided by the licensee and the regulatory framework in general. In addition ERE is actively involved in regional organizations, or even cooperation agreements regarding the service issues that affect the electricity market. As part of its role, ERE strives to be open and transparent in providing services to all interested parties. The Services Guideline shall serve as a source that contain information or explanations for the regulatory processes and procedures in power sector. ERE aims that this Guideline shall be updated in the framework of amendmens in the regulatory acts. It is important to emphasise that the Services Guideline is designated as an entry point in understanding the regulatory services but on each case ERE shall provide other information within the responsibility area of each interested party that may require more information.

The Services Guideline aims to provide the reader a comprehensive understanding of the power sector, ERE services and its role.

The information on this guideline is organized on the sections as follows:

1. General concepts about Energy Regulatory Authority
2. Rules and procedure followed by ERE
3. Setting the tariffs
4. Electricity market monitoring

5. Draft and approval of the regulatory acts
6. Customer protection
7. Engagement with the third parties and the international institutions

1. GENERAL CONCEPTS ABOUT ENERGY REGULATORY AUTHORITY

1.1 ERE foundation

On 1995 it was decided by law the establishment of Energy Regulatory Authority as the responsible authority for regulating the power sector.

ERE is founded on 1995, with the approval from the Assembly of Law no. 7962, dated 13.07.1995 “On Power Sector“ and Law no. 7970, dated 20.07.1995 “On the Regulation of Power Sector”

On 2003 it was approved Law no. 9072 dated 22.05.2003 “On Power Sector” that abrogated the previous laws.

On 2006 this law undergoes some additions and amendments on its specific articles. On 2008 on ERE responsibility area was included the regulation of natural gas sector.

Currently, ERE activity, is regulated according to Law no. 43/2015 “On Power Sector” and Law no. 105/2015 “On Natural Gas Sector”.

Based on abovementioned laws, ERE operates as an independent non-profit public entity in terms of financing and decision-making. ERE approves its decisions according to the law and defines the procedures and regulations for its organization, operations and the issues on its responsibility area. ERE decisions are only appealable to the court.

The sources for ERE operation do not come from the state budget, but from

- licenses payments
- regulatory payments

Defining ERE budget:

The Board of Commissioners is authorized to approve ERE draft budget. The budget control includes:

The audit from the approved accounting experts

Budget report at the Assembly

APP – for the public procurements performed by ERE.

Distribution of the incomes in the budget consists on:

- expenses for the salaries and the bonusses

- expenses for investments
- expenses for staff trainings and international activities
- publication expenses

From the budget point of view ERE is an independent institution. ERE annual budget is established from the application payments for licensing as well as the regulatory payments that are executed from the licensees based on a methodology and according to a transparent and non-discriminatory process. Referring to Article 17 of Law no. 43/2015 “On Power Sector”, as amended and article 14 of Law no. 102/2015 “On Natural Gas Sector” as amended, ERE financial sources are composed of the regulatory payments, set by the institution itself for the licensees in power sector and from the licenses payments. ERE keeps full account for the performed expenses, according to the effective legislation about accounting. ERE shall define and approve the license application payments and the regulatory payments for the licensees in natural gas sector, according to the methodology approved by ERE. The regulatory payments implementing point 52, article 3 of Law no. 43/2015 “On Power Sector” as amended and point 69, article 4 of Law 102/2015 “On Natural Gas Sector” as amended, is calculated and collected annually for any licensed company proportionate to full revenues coming from the licensed activity.

1.2 ERE Competences

ERE is a public administration body organized as a public entity, whose responsibility area includes the competences regarding:

➤ The draft of the regulatory acts

ERE approves the regulatory acts in the electricity market regarding the exercise of electricity production, transmission, distribution, trading and electricity supply, including the standard contracts or the general conditions of the contracts for the regulated services.

➤ Settling the disputes

Handles the disputes regarding the customer complaints to the licensees and between the licensees.

➤ Review of the investment plans

Reviews and approves according to the planification principle with lower cost the investment plans of the regulated operators.

➤ Licensing of the entities in electricity market

Handles the request for license issue, modification, transferring, renewal and license removal to exercise the activities in electricity production, transmission, distribution, trading and electricity supply. In natural gas sector, ERE reviews the applications for licensing in natural gas production, transmission, distribution, trading and natural gas supply activities.

➤ **Setting the Tariffs**

The activities related to the public service obligations from the licensees are realized with tariffs and prices set by ERE. The increase of the request for electricity, the need to expand the network or maintenance, the network development affects the service costs and as such to the electricity sale price.

➤ **Tariffs adjustment**

ERE reviews the realized investments to the planned/approved ones each end of the year and corrects the tariffs if the operator does not realize the investment plan.

➤ **The costs that compose the price of the electricity invoice**

To understand the costs that are included to the electricity invoice, it is important to identify the items for each element. When you take the electricity invoice, the showed amount does not represent only the consumption of the raw material (electricity), but the amount of a series of fix and variable elements which together compose the final electricity price.

Main items of electricity price:

- The costs for electricity purchase
- The cost of electricity transmission
- The cost of electricity distribution
- VAT and taxes.

The cost for electricity purchase is divided according to the type of supply:

- for the customers that are supplied on the universal service conditions or in the regulated market (0.4 kV)
- customers in the liberalized market,
- customers that are supplied according to the conditions of the last resort according to the voltage levels (35 kV and 20-6 kV),

To the above costs shall be added the transmission and distribution network tariff which correspond with the costs for the expansion and maintenance of the national electricity

system. These tariffs represent the fix costs of the electricity invoice, set by ERE that are applicable to the end use customers in the free market or not. The taxes are also an element of the electricity invoice and are composed of the VAT calculated according to the total amount of the electricity sale price components for the consumed electricity, as well as the taxes set according to the case such as the television tax, etc, elements that are listed to the electricity invoice.

The VAT represents 20 %, of the total amount of the invoice while the television tax includes the 100 ALL amount and is a tax that does not relate with electricity consumption.

➤ **Monitoring**

The Law defines ERE right to monitor and control electricity market operation and to oblige the licensees to undertake the necessary measures to promote effective competition and the safety of market operation. Also, ERE monitors the implementation of the contracts connected between the licensees that exercise the right to access on the documentation and information of the licensee and maintaining the confidentiality of the received information and controls if the service is performed according to the requirements defined on the license conditions or the regulations approved by ERE. On each case it is monitored the performance of the activity of the operators charged with public service obligation. The monitoring is realized through the collection of information, analysis and issue of the decisions based on available information. The above mentioned is complex and may require the expertise of some areas depending to the nature of the processed information. In a monitoring process there are also two important actors included in the monitoring activitz and these are:

The electricity market participants: - that are mainly responsible to send information and implement the guidelines and orders of the regulator.

ERE Staff- shall use the information, reports, the information received from outside and its analysis to support its decision taking processes.

➤ **Mechanisms to implement the decisions:**

The abovementioned legislation also defines ERE as the quality body that has the right to set fines for the licensee that do not fulfill the obligations deriving from the power sector law as well as shall procede with license removal for repeated violations from the licensee.

Also ERE may initiate the control procedure about the activity of the licensee that may lead to the review of the defined tariffs, such as the case when the indicators have served to define a tariff resulted in an unrealized time.

1.3 ERE Organization

ERE is a public legal entity with its premises in Tirana composed of ERE Board Members, with the Chairman and four Board Members, that have decision making function and are appointed from the Albanian Parliament. In addition to the Board it is the technical staff organized into Directorates and Sectors. Integral part of ERE current structure are the Board Advisor and the Secretary General.

Board of Commissioners

The Board of Commissioners is appointed from the Albanian Parliament and is the decision making body of the institution. The Board is composed of:

- 5 members selected from the Parliament with the proposal of the selection team
- with a defined mandate and the right to be re-elected once.

The selection of the governing body

ERE Board selection team is composed of two representatives from the Parliament respectively, the chair person of the respective commission for electricity and the chair person of the respective commission for economy and the responsible minister for Electricity. Not later than three months before the termination of the chairman mandate or of one the Board Members, the Parliament shall publish the notification for the vacant position. The Selection Team shall prior select two candidates that fulfill the requirements of point 5 of this Article and propose them to the Parliament. The Chairman and the Board Members are persons that fulfill the criteria as follows:

- a) the chairman is a distinguished person at electricity area. He/she shall have at least 15 years of work experience to the power sector;
- b) one of the board members shall have at least 10 years of work experience to the power sector and shall be electrical engineer;
- c) one of the board members shall have at least 10 years of work experience to the hydrocarbon sector and shall be engineer in fuel and/or gas sector;
- ç) two other members, respectively a lawyer and a economist in professions, shall have at

least 10 years of work experience, from which at least 5 years shall be experience to the power sector.

When the position of the Chairman is vacant, the Board Member with the longest time in duty shall perform the functions of the Chairman to the appointment of the new Chairman. The Seniority is calculated from the date when he/she is appointed as Board Member.

Termination of the mandate

The Chairman and the Board members are removed from their duties from the Parliament if:

- a) they violate the independence principle or are in conflict of interest;
- b) they are convicted of a criminal offense by a final court decision.

The chairman and the board members are removed from duty from the Parliament when:

- a) they resign;
- b) they run to be elected as deputies of the Albanian Parliament;
- c) they run to be elected at the local unit bodies;
- ç) become incapable to comply the duties and responsibilities of ERE for over 6-month period;
- d) They are absent in duty without justification, for a period of over one month.

Before being dismissed to the ERE chairman and the Board Members is given the opportunity to present their claims before the Parliament Commissions. The decision to remove from duty and to dismiss the chairman or the board members shall be based on the law and be justified for the reasons that lead to their dismissal. The dismissed Chairman and the board members are not eligible to be reappointed any more at ERE Board. The dismissal or remove from duty of the chairman and the board members according to points 1 and 2, shall be with the approval of the Parliament and the proposal of the Selection Team.

ERE Decision - making

ERE Board decisions are taken with the majority of votes. Each member shall have the right to vote. When the number of the votes is equal, the chairman vote is decisive. The vote process is open, the Board meetings and the Board hearing sessions are open. In specific occasions, relating to the issues of internal character the Board may held closed – door meetings according to the definitions of the regulation for ERE organization, operation and procedures. The board meetings are held with the participation of not more

than three board members and the decisions are taken with the majority of all board members. All board decisions are accompanied with the reasoned reports. All board decisions except of those with ERE organizational internal character shall be published on the Official Gazette. ERE shall publish on its website the taken decisions and the press notification for each decision.

Review and appeal

Any party involved at the procedure may require ERE, within 7 calendar days from the day of taking the decision regarding that procedure, the review of the board decision if there are new evidences that may lead the board in taking a decision differem from the previous one or for the observed material errors. The Board Decisions are complained to the Administrative Court in Tirana, within 30 calendar days from the publication date in the Official Gazette.

On each case the decision-making body shall take decisions based on the documents and evidences administered during the procedures followed at ERE.

The decisions and ERE activity in general aim to balance the interests of the state, the customers and the licensees to take decisions in public interest, ensuring that the licensees shall provide safe and reliable service based on right and reasonable norms. ERE also serves as a source of law in sectors regulated by ERE by drafting regulatory acts and also ensure information regarding the services and the regulatory process. ERE is a member of some regional organizations regarding the service issues regulated by ERE.

Technical and supporting staff

Law no 43/2015 “On Power Sector” above all defined the approach of ERE operation and organization, giving on Article 11, point 7, the right to the Board, as the decision-making body to define the organizational chart of ERE, the number of the employees, their payments and financial treatments of the Chairman, Board members as well as ERE employees.

According to the standard Law for ERE operation, Law 43/2015 “On Power Sector”, article 10 point 1, and article 14, ERE in performing its functions is assisted by the technical staff. On the next article 11 point 7 it is cited: “ *The Board shall define ERE organisational chart and the number of employees, the payments and **financial treatment** of the Chairman, the Board Members as well as the technical staff* ”.

SELECTION OF THE STAFF

A - Criteria

General criteria defined on “Civil Servant” Law.

Specific criteria according to the work position are defined by the Board Members.

B – Competition

- The competition is held by a specific Commission.
- The commission proposes to the Chairman the candidate with better results
- The Chairman selects the proposed candidate.

C- The appointment in duty consists in:

Orientation period

Confirmation on duty

ERE organizational chart reflects the need for staff to comply the responsibilities defined to the latter according to the aforementioned laws and the obligations that arise for drafting the regulatory framework implementing these obligations in the national as well as international area. Currently ERE organizational chart consists in:

License, Authorization and Supervision Directory

Based on the standards, conditions and regulations approved by ERE, implementing the effective legislation, DLAM directory proposes the license issue, modification, transferring, renewal or license removal for all the licensees that exercise the power and natural gas sectors activities in Albania according to the activities defined by the Law. Prepares the respective proposals regarding the requests for any authorization regarding the transferring of the quotes, assets etc. Follows the certification and control procedures of implementing the conditions set on certification decisions, the reports of the compliance officer, the practices regarding the qualifications of the renewable resources. Follows the procedures of issuing the certificate for the guarantee of origin and maintains in cooperation with the IT Specialist the register and the platform for Guarantee of Origin. Uses the procedures approved by ERE to promote fair competition; monitors/supervises and inspects the licensees activity, the implementation of the license conditions and accesses their reports; prepares the inspection programmes and monitorings when reasonable, or with Chairman or Board Members order, as well as proposes the respective measures when there are found non-compliances with the license conditions.

Legal and Settling the Disputes Directory

This directory, acts as ERE legal representative; prepares ERE decisions and orders according to the effective legislation. Based on the information ensured by the other directories and in cooperation with them, also in cooperation with the Board Advisor and the Secretary General, participates in drafting the annual report and periodic reports according to the Parliament reporting guideline, for the situation of the power and natural gas sectors and ERE activities including the financial activity. The directory takes care that this report after being reviewed and approved from the Board, is submitted to the Parliament within the term defined by the Law and is published on the Official Gazette. On each case of submitting the practices for review to the Board from the technical Directories the Legal and Settling the Disputes Directory prepares when required an opinion about what is proposed by the Board and the respective directories or on its initiative if the directory has a different attitude from what is proposed on the acts for which it is notified.

Tariffs and Prices Directory

The Tariff and Prices Directory based on the methodologies and the effective legislation to assess the costs and the tariffs and prices approval as well as the other acts approved by ERE shall assess the tariffs and prices in conformity with the approved deadlines to ensure that they are sufficient to provide the service of regulated activities in power sector according to the effective legislation.

1. Implements the principles of the respective methodologies, assesses and controls the fair distribution of the costs for the regulated activities of the power sector, based on the system specifications, maintaining the values of regulated tariffs and prices of the customers in reasonable and fair levels, in order for the licensee to operate efficiently, to cover the current costs and ensure normal continuation of the activity in the future.
2. Tariffs and Prices Directory is responsible for the development of tariffs and prices methodologies for the regulated activities in conformity with the effective legislation and based on its analysis proposes improvements to the existing methodologies.
3. The Directory is responsible to collect and the analysis of the necessary data and information for the reasonable proposals regarding the structure and the level of tariffs and prices.
4. In cooperation with Market Monitoring Sector (SMT), participates in reviewing the investment plans of the licensees, to assess if they are drafted in conformity with the

respective regulation and the implementation of the planification principles with effective costs and other important criteria.

Market Monitoring Directory

The Market Monitoring Directory (DMT), based on the effective legislation, monitors, controls and inspects the electricity market operation to ensure the promotion of effective competition, promotion of transparency and safety for electricity market operation, including the balancing services as well as monitors the implementation of electricity purchase rules, the implementation of the investment plan, the implementation of network Codes and electricity metering as well as cyber security for the operators. Prepares the practices to receive the necessary data and information for the market participants and the licensees in power sectors in drafting the respective reports.

Natural Gas Directory

Implements the effective legislation for natural gas in performing its duties regarding the licenses and the licensees as well as cooperates with the licensing Directory of ERE. Natural Gas Directory also cooperates with Market Monitoring Directory for the monitoring of the licensee's activity regarding the implementation of the respective license conditions, ERE decisions, rules and other issues. In cooperation with Market Monitoring Sector reviews and assesses the investment programs of the licensee's (engineering aspects). In cooperation with other members of Tariffs and Prices Directory drafts the Methodology of calculating the tariffs in natural gas sector. Drafts the guidelines regarding the compatibility, financial or additional data regarding the price review process, the tariff structure, according to the approved methodologies. Fairly and carefully evaluates the accuracy of cost calculations and revenue claims submitted by licensees. Follows and controls the uniformity of keeping accounts for all licensees, as a criterion for designing the tariff structure. Establishes and maintains relations with regulatory units of other countries.

Customer Protection, Performance and Standards Directory

Handles and settles the direct conflicts and complaints arising from the relations between the electricity or natural gas supplier and the customers, as well as between the Licensees, for protecting the customer interests in individual aspect and protection of their interests in general from the abuses of dominant shareholders in electricity and natural gas market. In cooperation with other Directories exercises the controls at the Transmission Operator, the Distribution Operator, the Universal Service Supplier and other Suppliers for implementing the conditions of electricity Supply Contract as well as the Regulation for

the Distribution Quality of Service and the quality of service rules at the transmission activity. Prepares recommendations and assists in drafting the legal acts and Secondary Legislation of ERE regarding customer protection issues. Conducts surveys to examine the usefulness of the company services to the supplier and mainly regarding the continuation of the supplier, guaranteed standard indicators and the quality of supply, the activity of the supplier for transparency to the customers. Informs the customers for their rights and obligations as well as the opportunity that they have to require the necessary information and the approach of settling the problems. Prepares and organizes the hearing sessions as well as ensures the transparency and takes care for the public participation and the stakeholders on this process. Takes care and cooperates with Customer Associations and of main representatives of the users and keeps continuous contacts with them.

Finance and IT Directory

Prepares ERE annual budget with detailed incomes and expenses. This involves prior cooperation with the Human Resources, other structures and within March of each year shall be submitted for approval to the Board the draft project. Periodically follows the realization of the incomes and expenses plan of ERE according to the approved budget. Cooperates with the Working Group held with Chairman order to determine the payment regulations for the respective year. Strictly controls the spending of ERE funds, ensuring that each expenditure is legally justified and necessary. Carries out all necessary actions for the payment of employees, as well as performs all liquidation for services performed both inside and outside the country.

Human Resources and Supporting Services sector

Coordinates staff recruitment process through evidencing the needs of the institution for human resources and takes the measures for staff recruitment according to the needs of the institution according to the effective legislation. For new staff appointments, follows the implementation of the criteria defined by the law. Cooperates with the structures within the institution for the allocation and proposal of the amendments on ERE Organizational Chart. Leads the planning process, in cooperation with the structures managers, for the annual vacations of the staff and completes the documentation for the approved vacations from the head of the institution.

Monitors compliance with work schedules, discipline, and ethics by employees. Leads the process of reviewing job descriptions, monitoring employee tasks and workload, and in

collaboration with the Secretary General, makes appropriate proposals to the Board. Drafts human resources policies to meet the institution's needs for new staff or supporting specialists."

2. RULES AND PROCEDURES FOLLOWED BY ERE

Administrative processes in ERE are regulated by Law No. 43/2015 "On Power Sector", Law No. 102/2015, "On Natural Gas Sector", the Code of Administrative Procedures" Law No. 8480, dated 27.05.1999, "On the functioning of collegial bodies of state administration and public entities", Law No. 9887, dated 10.03.2008, "On the protection of personal data" as well as from other by-laws including those approved by ERE which define the procedures for the cases that are presented for review at ERE.

2.1 Secondary legislation - ERE regulations and guidelines

ERE publishes the rules and regulations related to the practices and procedures related to the standards of services provided by it. Before ERE adopts rules or makes amendments to existing ones, it follows a consultation process including holding hearing sessions with the interested parties. This ensures transparency and enables the parties to express comments and be part of the discussions and in turn enables ERE to address in the secondary legislation the issues of interest of the parties in order to establish a balance of the interests of the different actors to which ERE acts are addressed. The Regulatory Framework in the Power Sector mainly consists of acts such as:

- Standard contract of the Universal Service Supply service;
- The Regulation on the Procedures and Terms for License Issue, Modification, Transferring, Renewal or License Termination in the Power Sector
- The Methodology for calculating the price of the Universal Service Supplier
- The Methodology for calculating the electricity transmission and distribution tariff
- Electricity Transmission Code
- Regulation on the Certification of the Transmission System Operator for Electricity
- Drafting the licenses in the electricity production, transmission, distribution, supply, market operation and trading activity

For further information or to become part of the consultations for the acts in process, please refer to the link below:

<https://www.ere.gov.al/sq/publikime/konsultime>

ERE provides additional guidance to regulated services regarding policies and procedures through information brochures and periodic information on its website and social networks such as Facebook, Instagram and LinkedIn.

ERE also updates the documentation related to the acts of the Council of Ministers or the line Ministry for issues under the regulatory framework of the Power Sector.

2.2 How ERE initiates a procedure?

A procedure at ERE can be initiated in several ways, including:

- Request submitted by a regulated enterprise that requires ERE's decision-making for a new act or for the amendment of an existing act, for the approval of the investment plan; for tariff determination;
- Complaint filed by a customer against actions or inactions of a supplier;
- Request for resolution of disputes between market participants;
- Request for licensing in one of the activities defined in the law;

Detailed information regarding the processes followed by ERE is determined in the link:

<https://www.ere.gov.al/sq/legjislacioni/legjislacioni-sekondar>

([http://ere.gov.al/doc/rregullorja_e_funksionimit_te_ere_miratuar_me_vendimin_nr_96_date_17_06_\(1\).pdf](http://ere.gov.al/doc/rregullorja_e_funksionimit_te_ere_miratuar_me_vendimin_nr_96_date_17_06_(1).pdf))

2.3 Hearing Sessions

Part of ERE procedures are the hearing sessions. ERE, while exercising its powers and responsibilities in the Power and Natural Gas sectors, may organize technical hearing sessions and official public hearing sessions.

ERE conducts official public hearing sessions in order to obtain comments from the interested parties regarding tariffs and sales prices for electricity and natural gas.

These public hearing sessions provide the interested parties with the opportunity to express their opinions regarding the applications that have been submitted at ERE.

ERE also conducts technical sessions on a case-by-case basis with licensees who have applied for tariff review; prices; obtaining, changing, transferring, renewing or revoking a license; the approval of other acts by ERE, as well as in cases of disputes arising from the

implementation of an act or decision of ERE, or during the review of agreements in the regulated market, as well as for other matters under the responsibility of ERE .

2.3 Board Meetings

In order to organize the work at ERE and plan the tasks and responsibilities of ERE in the exercise of its legal authority, ERE Board organizes meetings at least 1 (one) time per month. Except for meetings related to issues that are internal to ERE, all Board meetings shall be open to the public. ERE provides public notice 48 hours prior to a scheduled open meeting of the ERE Board. The announcement contains the date, time, place of the meeting as well as the agenda. The notice of the meeting is placed in a special place at the entrance of ERE, as well as published on ERE official website.

2.3.1 Typical issues handled by the Decision of the Board

The Board makes a decision on any application that has to do with ERE exercising its authority for:

- a. License issuing, modification, renewal, transferring and license termination,
- b. Certification of Transmission Operators in the power and natural gas sector
- c. Setting the tariffs and the sale prices of electricity and natural gas for regulated activities,
- d. Issuing the certificate of origin for electricity generation from renewable resources of energy.
- e. For the requirements to exempt from third party access of new or existing natural gas infrastructures.
- f. The approval of all by-laws defined in Law No. 43/2015 "On Power Sector" and Law No. 102/2015 "On Natural Gas Sector", the Law on Renewable Resources or in implementation of the Electricity Market Model, the National Energy Strategy.

The Board's decision on whether or not to open the procedure is usually taken no later than 12 working days from the registration of the application for licensing at ERE. The Board makes a decision on the initiation of review procedures if it finds that the application mainly meets the requirements according to the relevant regulations.

2.3 .2 Application procedure for license issue

ERE has the power to:

- approve the licensing procedures for the electricity production, distribution, transmission, trading, supply activity
- issue licenses in the aforementioned activities
- amend, transfer and revoke licenses in the power sector.

The licenses issued by ERE are granted for a certain term with the right of renewal and modification:

- For electricity production - Up to 30 years
- For electricity transmission - Up to 30 years
- For electricity distribution - Up to 30 years
- For electricity supply - Up to 5 years
- For electricity trading - Up to 5 years
- For natural gas transmission - Up to 30 years
- For natural gas distribution - Up to 30 years
- For natural gas supply - Up to 10 years
- For natural gas trading - Up to 10 years
- For the operation in natural gas storage facilities - Up to 30 years
- For the operation in the LNG plants - Up to 10 years
- For the operation of the natural gas market operator - Up to 10 years

Any person that requires to be licensed in one or more activities pursuant to Law No.43/2015 “On Power Sector” or in the activities pursuant to Law No. 102/2015 “On Natural Gas Sector”, shall submit at ERE an application according to the format required by ERE in the regulation for the procedures of license issue, modification, transferring, renewal and license termination in the power and natural gas sector. After the Board has taken the decision to begin the procedures for reviewing the application for license, the directory in charge to review the application shall prepare the announcement for the license application. Within 2 days from the date of taking the decision to open the procedures, ERE publishes in the written media the notice about the application for licensing of the applicant subject and ensures a certain period case by case for each activity, to wait for all objections from third parties related to this application. ERE Board takes the final decision on the acceptance or rejection of the license application, within the deadlines that determine the above-mentioned acts, starting from the date of publication of the press release.

2.3.3 The applications procedure to set the tariff and prices

The licensee that requires the setting of tariff and prices for electricity and natural gas services for the next year not later than September 1 of the current year shall submit at ERE a written requirement accompanied with the information and documentation required according to this regulation and the respective methodologies. After the preliminary review and in the conditions where the application mainly meets the requirements, ERE takes the decision to open the procedures for reviewing the application. After taking the decision to open the procedures for the review, the technical directories/working group, prepare for the licensee/s, the notification of the Board Decision. At any time during the review of an application for the determination of electricity and natural gas tariffs and prices, ERE reserves the right to request any information it deems necessary for its decision-making regarding the submitted application.

After taking the decision to begin the review procedures the licensee shall inform:

- a. Within 10 calendar days the public, by publishing in not less than two/three national newspapers, or in the area where the applicant provides the service, regarding the proposed measure for amending the tariffs and prices, as well as the change in percentage for each class/group of customers expressing clearly their identification. In any case within three calendar days from the publication of the notification the Licensee shall inform ERE for the publication in the newspaper.
- b. In cases when the applicant does not make the publication according to the above mentioned paragraph, ERE may decide to charge the applicant and make the publication of the application according to the requirements of the above paragraph. The costs of this announcement are transferred to the company that has the obligation to publish.

During the application review ERE organizes technical hearing sessions with the applicant and in any case organizes public hearing sessions according to the regulations for holding the hearing sessions.

As a rule, ERE shall announce decisions on the determination/revision of tariffs and prices within December 15 of the year the application is submitted.

2.3.4 The Parties access to information

ERE has adopted a communication strategy for the Energy Regulatory Authority, which aims to address ERE's goals in building and maintaining a relationship with the public as well as the interested parties in ERE's decision-making or issues within its competence. In

the communication strategy of ERE, the interested parties have been identified as well as the parties to whom it is intended to achieve the required result by following up with initiatives of ERE or providing information according to the modules provided in it. The Information Strategy from ERE is based on the following models:

Open Policy

Inclusive Policy

Open Policy: This means that in the processes that ERE develops, shall provide citizens with information and make the regulatory policy process accessible and understandable; The other form is through inclusive policies, which means the widest inclusion of citizens' voices in the policy-making process as much as possible. Engaging with the interested parties early in the process allows for the cultivation of proactive relationships that can be essential to the sustainability of regulatory decisions.

Informacion i Përgjithshëm përmes kanaleve digjitale

ERE makes extensive use of digital channels for the transmission of information within the field of regulation. This information mainly includes:

- Customer rights and tariffs
- The processes for complaint management
- Information on the quality of service
- Acts regulating aspects related to ERE's areas of responsibility such as licensing, complaints, dispute resolution, network access.

ERE regularly updates its website with information on:

- Summary of decisions taken at ERE Board meeting
- Brochures prepared by different directories of ERE;
- Register of complaints and requests, etc
- Register of licensees.

In implementation of article 10 of Law no.119/2014 “On the right to information“ ERE has appointed one of its employees as Coordinator for the right to information, in order to coordinate the work to guarantee the right to information. Information on the above is available at the link:

<https://www.ere.gov.al/sq/transparenca/koordinatori-per-te-drejten-e-informimit>

3. Setting the tariffs

3.1 Why service tariffs and the price of the universal service supplier are regulated by ERE

The electricity transmission and distribution service is realized through very large capital investments in the network infrastructure, including investments in transmission and distribution lines for the purpose of expanding the network but also to maintain these networks. In order to avoid the high costs for the duplication of infrastructure, transmission and distribution operators who exercise a monopoly activity in the respective systems, in relation to the services they offer, are obliged to serve the public for a safe, stable supply, without discrimination. The service costs of these operators in accordance with the law on the power sector are subject to evaluation by ERE. This assessment by ERE is based on the methodology approved by ERE. The distribution tariff must:

- a) Liquidate the costs of ownership, construction, operation and line as well as cable maintenance costs, those of the transformer substations and the facilities related to them.
- b) This tariff shall reflect the actual service cost for each customer category according to the voltage level.
- c) The distribution tariff shall be defined in such a way that it does not permit cross-subsidies between customer categories.
- d) To the end use customers shall be distributed the costs of energy losses depending on the voltage level where they are supplied. The electricity used by the customers that are not measured at their commercial point of service delivery shall be regulated in such a way to cover the energy losses from the commercial delivery point to the metering point
- e) Electricity purchase costs necessary to cover the losses in the distribution network (according to the objective defined by ERE according to this methodology) is included in the electricity distribution service tariff according to the voltage level.

As part of the process of determining regulated tariffs and prices, ERE determines the total amount of revenue generated by the operations required for the company to meet its objectives and needs and the amount required to meet the needs for a quality service and with justified costs to customers.

3.2 Factors affecting the determination of tariffs

Several factors influence the determination of tariffs, such as:

Total delivered capacity in kW required to ensure a stable power supply to each customer group. The total energy in kWh that shall be shown on end-use customers' bills in each month of the base year and their total billing amount.

The level of losses in the distribution system that are charged to end-use customers at each voltage level (the cost of losses shall be included in the energy payments (variable cost) for each group of customers) (allowed level of losses).

4. Monitoring

Market monitoring is a main element of regulatory responsibilities which is related to the exercise of ERE activity for the control and operation of the electricity market and taking the necessary measures to promote effective competition and the security of market operation. ERE shall monitor:

- a) implementation of electricity market rules;
- b) implementation of the obligation of transparency by licensees;
- c) the effectiveness of market competition at wholesale and retail level, exchanges, rules for the change of the supplier, network disconnection rules, maintenance service payments, customer complaints and any distortion or restriction of competition, informing the Competition Authority of ascertained cases;
- ç) the signing of conditional contracts, including contracts with special exclusionary conditions, which may prevent large non-household customers from simultaneously contracting more than one supplier or condition their choice of this option. In these cases, ERE must inform the Competition Authority;
- d) the terms within which transmission and distribution system operators complete the network connection of new customers or carry out network repairs;
- dh) implementation of the rules related to the roles and responsibilities of the Transmission System Operator, Distribution System Operator, suppliers, customers and other market participants;
- e) investments in new generation capacities, related to security of supply;
- ë) the implementation of the measures for the security of supply, defined in Article 6 of this law;
- f) system security and stability;
- g) the cooperation of the Transmission System Operator with the transmission operators of neighboring countries or the operators of the European electricity transmission networks, including the monitoring of the implementation of the intertransmission compensation mechanism of the Transmission System Operator, established within this cooperation;

- gj) implementation of the rules for the management and allocation of interconnection capacities, in cooperation with the regulatory authorities or the responsible authorities of other neighboring countries, with which the interconnection is established;
- h) management of limited capacity in the transmission network, including interconnections and implementation of limited capacity management rules;
- i) the publication of appropriate information by the Transmission System Operator, related to interconnectors, network use and capacity allocation to interested parties, maintaining the confidentiality of the information received;
- j) the effective separation of accounts, in accordance with the provisions of this law, to avoid cross-subsidies between production, transmission, distribution and supply activities;
- k) terms and tariffs for the connection of new producers.

Monitoring Process

Mainly in the cases of control or monitoring of the activity of the licensed subjects, the Chairman charges the Secretary General to supervise the work processes, from the working group proposed by the relevant Directorates with no less than three representatives of ERE. A monitoring with a specific object towards a licensee shall start only after the approval by the Chairman of the work program, order and authorization prepared by the proposing Directorate. In any case, the members of the monitoring group shall present themselves to the monitored subject, equipped with an identity card and shall follow the rules of monitoring, as defined in the Order of ERE Chairman. At the end or during the control/monitoring, the working group shall present to the Board a detailed information and conclusions or recommendations on the issues addressed. ERE Board, based on the conclusions and recommendations of the working group that carried out the control/monitoring, shall decide, as the case may be, on the recommendations or measures that shall be taken to encourage, prevent or take administrative measures against the subject where the control/monitoring was carried out in accordance with the authority given by the law. Before being presented to the Board, the information of the monitoring or control exercised is communicated to the licensed subject where the control was exercised, in order to provide the opportunity to express their position or objections on the findings of the working group according to the deadlines set in the Order of the Chairman for the establishment of the working group. ERE Board, based on the conclusions and recommendations of the working group that carried out the control/monitoring, shall decide, as the case may be, on the recommendations or measures that shall be taken to

encourage, prevent or take administrative measures against the subject where the control/monitoring was carried out in accordance with the authority given by the law. In accordance with the complexity of a case-by-case monitoring report, each member of the Board has the right to request the opinion of the Secretary General, the Board Advisor and the Director of Legal and Settling the Disputes Directory as well as the Director of the directory that initiated the monitoring, when considered necessary. For cases where, by the decision of the Board, a deadline has been set for the licensee, regarding the performance of corrective actions, the persons in charge of control/monitoring shall verify the applicability of the recommendations of the decision by the licensee and in any case shall prepare a reasoned report for ERE Board, as far as ascertained, not later than 5 days from receiving knowledge about the licensee's position. In any case, regarding the practices that are for review by the Board, prepared by the Working Groups set up by order of the Chairman within the framework of the exercise of regulatory powers, the relevant information, reports and proposals of the Working Group shall be accompanied by the opinion of the Board Advisor, the Secretary General and the respective Director according to the object for addressing of the case that shall be reviewed. If this is requested by a member of the Board.

5. Drafting and approval of regulatory acts - Consultation

ERE within the purpose and objectives of the law drafts the entire regulatory corpus of the by-laws cited above. It is important to emphasize that all these acts represent the secondary legislation in the power and natural gas sector, which deals in detail with all the procedures and methodologies for the operation in this market. These acts after being approved with ERE Board Decision, are published in the Official Gazette and are mandatory for implementation by all licensees and other participants of the electricity market. The drafting and processing of these acts is the result of a joint work with the participants of the power sector as well as the support of international organizations that have provided their valuable assistance in this process. All acts that have been approved by ERE are previously subject to public consultation as part of the law enforcement process. For this purpose, ERE has approved the Regulation on the procedures for notification and public consultation of the acts approved by Energy Regulatory Authority according to the provisions of law no. 43/2015 On power sector, as amended, law no.102/2015 "On Natural Gas Sector", as amended, as well as Law no. 7/2017 "On promoting the use of energy from renewable sources". Pursuant to this regulation, ERE

shall take all necessary measures, in order to create the possibilities for the participation of the public and all interested parties in the notification and public consultation process, including:

- a) publication of the project-act, the explanatory report for the project-act at ERE electronic register;
- b) publication in the transparency programme, pursuant to the Law no, 119/014 “ On the information right”, of the annual plan related to the decision-making process in the meaning of this law;
- c) providing information related to the notification and public consultation process in all the phases, starting from the project-act publication, acceptance of the comments and recommendations for its improvement, organization of the public debates until the final approval act.

ERE, after taking the decision to open the procedure for approval of an act, as well as the publication of the project act on ERE website, shall organize direct consultations and public meetings with the interested parties. Direct consultations and public meetings with the interested parties are documented in the minutes. The interested parties in the process of notification and public consultation have the right:

- a) To request information for the notification and public consultation process, including access in the project-act
- b) To submit at ERE within the provided terms, the comments and recommendations for the project-acts that are under the notification and public consultations process.

The notification on the official website of ERE for the project acts that shall be subject to the public consultation procedure is made:

- a. Notification for the organization of the public hearing session on ERE official website
- b. via the electronic register
- c. with the publication in local newspapers or in the two most widely read newspapers nationwide.
- d. Notifying the interested parties via the electronic post, regarding the project act and the invitation for submitting comments or opinions. Interested parties are given the reasonable time to submit at ERE their comments and recommendations within 20 working days from the information date of the notification and public consultation proces. For particularly complex or important acts, ERE may extend this deadline up to 40 working days from the date of notification.

The comments and recommendations received during the public consultation process, shall be collected by the coordinator of the notification and public consultation of ERE, in a structural and transparent way and shall be submitted at the responsible structure of ERE depending on the area of competence defined in the organizational structure of ERE.

Review of the comments and recommendations shall be conducted by ERE structure / s that are responsible for the drafting of the project-act, which decide on the approval or the refusal of the recommendations received from the consulted interested parties. The project-acts are accompanied with a report of the accepted recommendations, pursuant to the provisions of this law. If the recommendations of the interested parties are not accepted, then the responsible structure shall submit a report of the reasons for their non - acceptance.

6. Customer Protection

The respective laws in the Power Sector and in the Natural Gas Sector also define the scope of ERE's responsibility as an independent regulator to ensure customer protection. For the purposes of customer protection for a continuous supply of energy from licensed companies, the law has determined that the rules and conditions of supply and service provision by licensees must be approved by ERE on the basis of principles such as transparency, providing the service at the lowest cost by licensees. Customer protection from ERE includes:

Monitoring - Through the periodic control of the services provided by the licensee, ERE periodically evaluates the indicators for the quality of service and supply by the licensee.

Based on Article 7, point 1, Article 19, letters "h" and "j" of Law No. 43/2015 "On Power Sector"; ERE has approved the Regulation on the standard criteria of the supply quality service and the security performance of the electricity distribution grid.

The purpose of this regulation is to specify the indicators and the requirements for operation and quality of supply, as well as the performance regarding the network security of the Distribution System Operator (OSSH), according to the requirements of Law no. 43/2015 "On Power Sector" and the creation of the conditions for a guaranteed service for uninterrupted supply (within the permitted limits defined in this regulation) of electricity to customers in the electricity distribution system. The Indicators for Service Quality Measures, which shall be calculated by the Distribution System Operator and be reported at ERE are as follows:

a. Energy not supplied (ENS)

- b. Notice period for planned interruptions in the Distribution System
- c. Percentage of the customers with actual meter reads
- d. Settling the voltage quality complaints
- e. Response time to customer complaints related to metering
- f. Response time to New Connection requests
- g. System Average Interruption Duration Index (SAIDI)
- h. System Average Interruption Frequency Index (SAIFI)
- i. Time required to restore the service following a distribution system outage
- j. Time to reconnect customers disconnected for non-payment
- k. Time to perform the control of the metering system with the request of the customer
- l. Voltage Quality (VQ)

Distribution System Operator is responsible to ensure all data needed to calculate the service quality measures, defined on article 5 of this Regulation. The data shall be calculated on a quarterly basis and progressively throughout the calendar year and the distribution quality metering indicators shall be reported to ERE no later than 30 days after the end of each quarter. For example, within January 30 of each year shall be reported the annual data progressively for the previous year (from January to December).

The data compiled for indicators of service quality measures, for the second through four quarter, shall contain even the progressive ones, where are included the data for the current year.

—The Standard Criteria of Performance for the Distribution System Operator are published as an integral part of the aforementioned Regulation.

The data related to the quality of the service as mentioned above are published in the annual reports of ERE at the link:

<https://ere.gov.al/sq/publikime/raporte-vjetore>

- Handling complaints and settling the disputes

For the purpose of handling complaints, a dedicated structure was established and operates within ERE to provide services to the general public. The aim is to ensure that the interests of the customers and services are protected at national level.

Complaints are handled according to the procedure defined in the REGULATION FOR HANDLING THE COMPLAINTS SUBMITTED BY THE CUSTOMERS AND SETTLING THE DISPUTES BETWEEN THE LICENSEE, ON POWER AND NATURAL GAS SECTORS, approved by ERE.

This regulation defines the procedural steps that must be followed to ensure the right of the customer who files a complaint against his supplier or the network operator.

Accepting and recording the complaints at ERE

Every customer has the right to file a complaint at ERE in the following cases:

1.1. In the event that the licensee, through actions or omissions undertaken by him, has violated and infringed the general conditions of electricity supply and universal service supply, as well as other acts related to electricity and natural gas supply, approved by ERE.

1.2. When the customer has completed the complaint handling procedure with the licensee and is not satisfied with the answer given by the licensee;

1.3. In the event that the complainant does not receive a response from the licensee within the period provided for in the regulation of the licensee "On the handling of complaints" and service quality standards approved by ERE.

The regulation "On the handling of complaints" of the licensee is published in a visible place near each of their representative offices.

1.4. Any other circumstances that may result to a customer complaint against licensees.

Every complaint submitted at ERE shall be recorded electronically or in a written form.

The registration shall include:

- a) A unique identifying code;
- b) The date of filing the complaint, the identity of the complainant and his contact details;
- c) The number of the electricity or natural gas supply contract;
- d) The subject against which the complainant submits the complain;
- e) Object of the complaint and a summary of it;
- f) If the customer has previously submitted a complain at ERE or to the licensee, for the same object of complaint, for which the new complaint is made;
- g) any other information or document related to the review and handling of the complaint.

ERE shall in all cases accept a complaint only in cases where the complainant submits the minimum information defined above. All communications between ERE and the complainant regarding the complaint shall be recorded respecting the unique identification code. Acceptance and handling of customer and licensee complaints by ERE shall be a service provided free of charge.

ERE has approved the Complaint Form which can be accessed at the link:

<https://www.ere.gov.al/sq/sherbime-konsumatori/formulari-i-ankesave>

Handling and solving the complaints by ERE

The handling and solving of complaints by ERE shall consist of investigating and verifying all the circumstances and data related to the registered complaint. ERE, as the case may be, shall submit the complaint to the complained subject for verification within 15 calendar days. The licensee is obliged to respond to the handling of the complaint within 10 calendar days, from the date of receipt of the official letter.

In case more time is requested from the licensee for handling the complaint, this deadline can be extended by another 20 calendar days. ERE may request additional information from the complainant or from the licensee against whom the complaint is submitted, within 10 calendar days after receiving the complaint. ERE, after having re-registered the complaint and having initiated with the review, may decide that it has no jurisdiction over the case. At any stage of the review of the complaint, if ERE deems it reasonable, it may call the parties to a hearing session. The parties are given a deadline of no less than 5 calendar days to appear at the hearing session. The notice for the hearing session shall include the issues to be addressed at the hearing session. After completing the handling of the complaint, ERE must inform the complainant and the licensee against whom the complaint was filed, about the actions taken to resolve the complaint and avoid the problem. In cases where the complaint turns out to be correct, ERE communicates to the licensee the corrective or compensatory actions that must be taken towards the customer, in accordance with the "General Conditions of the Universal Service Contract for the Supply with Electricity of the End Use Customers and the Regulation on the general conditions of the electricity supply service for the end use customers", as well as the "Regulation for the minimal conditions for electricity distribution and sale qualities of service". The actions required by ERE towards the licensee, for the handling and resolution of customer complaints, are mandatory for the licensee, the subject of the complaint. The maximum time limit for handling and solving electricity supply complaints is 30 calendar days from the registration of the complaint. This period can be extended up to another 30 calendar days, in cases where ERE requires additional information.

Communication

The decision or any action taken to handle and resolve the complaint must be communicated to the complainant within 5 calendar days from the date of the decision or action taken.

Publication of data related to the resolution of disputes and the handling of complaints

ERE shall publish on the official website, the number of complaints and disputes submitted, their object, measures and actions taken to solve them.

7 . Engagement with third parties and international institutions

An important part of ERE activity includes the development of inter-institutional relations within the country and international relations. In the development of inter-institutional relations, it shall be mentioned the relationship with the Parliament of Albania, the respective Ministry for Energy, the Competition Authority, the People's Advocacy (ombudsman), as well as other institutions in the country. ERE's relations with the Assembly are developed in accordance with the provisions of the law for the power and natural gas sectors. Pursuant to Law No. 43/2015 "On Power Sector" as amended and Law No. 102/2015 "On Natural Gas Sector" as amended, ERE reports every year to the Assembly a report on "The Situation of the Power Sector and ERE Activity". The annual reports are presented in detail with data on the progress of the Power and Natural Gas Sector for the respective year, as well as comparisons of some of the main indicators of a year with previous years. Among other things, it includes information on:

- Operational network security
- Estimated balance of request and electricity supply in the internal market for a five-year period.
- Expected level of demand and security perspective of supply for a five to fifteen years period from the report date.
- The proposed, planned or in construction phase of the additional production capacity.
- Investment expectations, for the future 5 (five) years, that TSO company or any other party plans to realize regarding the increase of cross-border interconnection capacity.
- Quality and level of the transmission network maintenance
- Measures for peak demand management and interruptions in electricity supply
- Measures taken to increase security of supply if needed.
- Management principles for limited capacities in existing and planned lines of the transmission system
- Expected models of production, supply, cross-border exchanges and consumption, enabling the taken of the measures for managing the request
- Objectives for a sustainable development in national, regional and european level;

- Detailed information for the Transmission System Operator, for the investments provided for the interconnection lines and for the construction of internal network lines which directly affect the cross-border interconnection lines

Also within the framework of the obligations defined in the Albanian Assembly Decision no. 134/2019, "On approving the annual and periodic manual monitoring ", ERE is obliged to report to the Albanian Assembly regarding the findings during the exercise of its monitoring function. Also, ERE in every case informs about the institutional activity in implementation of the requirements of the Assembly as the case may be.

7.2 ERE relations with the respective Ministry for Energy

ERE collaborates with the respective Ministry for Energy not only as a legal requirement for the Power Sector but even as a need for discussing and finding the best solutions to ensure a continuous and cost-effective supply of electricity for the customers, to guarantee their rights and ensure the operations of the market operators. The collaboration includes reciprocal discussions of the proposals issued from the Ministry or through the issue of the opinions for different proposals, including through the participation at the cross-institutional Working Groups to review the primary and secondary legislation of the sector. Also the collaboration includes the participation at the hearing sessions to settle the disputes with the licensees and with all of the participating parties in the power sector of Albania. Also ERE collaborates with the respective Ministry of electricity in the framework of the hearing sessions for the issues regarding the implementation of power sector laws, that of renewable resources, of natural gas and also in the framework of the legal and by-legal acts regarding the responsibility area of ERE.

7.3 ERE relations with the Competition Authority

An important part of ERE consultations in the processes of regulatory acts approval, tariff setting etc, is the collaboration with the Competition Authority based on an institutionalized relationship between these two institutions to avoid the violence of competition between the operators by establishin the rules that are not in conflict with the legal acts for competition and do not violate the customers interests. ERE continuously requires the opinion of the Authority for the by legal acts regarding the development of the electricity market prior to ERE approval, and also in the review process of electricity tariffs and pricess application. On the other hand, ERE participates on the hearing sessions

held by the Competition Authority in the framework of investigative processes and investigations for the power sector showing its opinion and providing its expertise for the issues within ERE responsibility area.

7.4 ERE relations with the People’s Advocacy (ombudsman)

ERE continuously collaborates with the People’s Advocacy, who like ERE, has on its activity area the customer protection. For this purpose the Ombudsman regularly provided the necessary information, where the most sensitive ones are those for setting the tariffs and prices of electricity. The Ombudsman office is also part of the consultation processes and the hearing sessions held mainly for electricity tariffs or even in the framework of settling the disputes between the customers and the suppliers.

7.5 . International relations

Since the beginning of ERE work, an important part of exercising its activity is the involvement and exchange of experiences in international level. Engagement with international organizations, but also bilateral collaboration is an important dimension to strengthen the institutional capacities, qualifications and expertise of ERE employees to adopt with the internal legislation and the best regional practices with the EU ones. Some of the international organizations part of which ERE is a member are:

ERE is a member of the **Association of the Energy Regulators of South East Europe and EuroAsia**. ERE participates in General Assembly meetings of ERRA Chairmen, meetings of ERRA permanent working groups. ERE also follows the trainings organized by ERRA.

Organization of Mediteranean Regulators for Energy - Medreg, ERE actively participated at MedReg Presidency and also to the lead of the working groups.

Energy Community Secretariat

ERE continuously reports to Energy Community Secretariat on the developments of the electricity market, the draft and approval of the regulatory acts, the public operator indicators, the unbundling of the operators, etc. ERE regularly participates to the activities organized by Vienna Secretariat, including the working group meetings as well as the

training activities such as those regarding the customers, the electricity regional market etc.

ERE collaborates with NARUC (the Association of Regulatory Entities in USA) and USAID, with the support of which are enabled the partnership and internship programmes. The support provided in the framework of the by-legal acts drafting for the power sector regulation is of great importance.