



REPUBLIKA E SHQIPËRISË  
ENERGY REGULATORY AUTHORITY  
BOARD

DECISION

No. 294, dated 13.11.2025

ON

**APPROVING THE GUIDELINE “FOR THE APPROACH OF REPORTING ELECTRICITY CONSUMPTION IN THE MONTHLY INVOICE AND SEPARATE IDENTIFICATION OF CUSTOMER CATEGORIES, AND THE IMPLEMENTATION OF CORRESPONDING TARIFFS”**

Based on Articles 16 and 81 of Law no. 43/2015 “*On Power Sector*”, as amended; Articles 15 and 19, point 1, letter 'c' of the Regulation for ERE Organization, Operation and Procedures approved with the Energy Regulatory Authority (ERE) Board decision no. 96, dated 17.06.2016; the ERE Board, in their meeting dated 13.11.2025, after reviewing the report Protocol no. 2818, dated 10.11.2025, prepared by the Customer Affairs Directory, Tariffs and Prices Directory and the Secretary General, titled “*On approving the Guideline for the approach of Reporting Electricity Consumption in the Monthly Invoice and the Separate Identification of Customer Categories and the Implementation of Corresponding Tariffs*”;

**Observed that:**

- The Energy Regulatory Authority (ERE), in the exercise of its legal powers as defined by Law no. 43/2015, “On Power Sector”, as amended, is responsible for the regulation and supervision of activities in the power sector, with the aim of ensuring sustainable supply, protecting customers and guaranteeing transparency and efficiency in the supply market.
- ERE has the authority to approve tariff methodologies, tariffs, and prices for public retail supply for different categories of customers, as well as to establish invoicing rules and the obligations of suppliers towards end-use customers.
- In the exercise of this competence, ERE has adopted separate decisions approving public electricity supply tariffs for the following categories of customers, which are in force and applied by public suppliers:
  - Household customers;
  - Household customers with monthly consumption below 700 kWh;
  - Non-household customers;
  - Places of worship;
  - Bakeries / flour production facilities;
  - Electric vehicle (EV) charging points / charging stations;
  - Water supply and wastewater utilities connected at 35 kV / 20 kV / 10 kV / 6 kV voltage levels.

- ERE considers it necessary to draft a guideline to define the modalities for the presentation of electricity consumption in monthly invoices and the approved applicable price, depending on the category to which the customer belongs.
- Currently, it results that FSHU company in its capacity as the supplier of last resort, does not indicate in the invoice's header or data the category of the customer to whom it provides the service, whether as FSHU or as FMF.
- In the invoices issued by Suppliers for the category of self-generating customers, the customer's category is not indicated, nor is the breakdown provided between the amount of energy produced by the self-generating customer and the amount of energy received by the self-generating customer from the supplier providing the supply service.
- Invoicing for customers in the Bakery/Flour Production category does not indicate in the invoice data the category or subcategory to which the customer belongs, for which the energy consumption invoice is issued according to subcategories: Category I – Only Bakery/Flour Production; Category II – Bakery, accompanying flour products, pastry; Category III – Bakery, accompanying flour products, pastry, Coffee (espresso) service, which provides for the application of different tariffs.
- In order to accurately and correctly reflect the category to which the customer belongs, who benefits from the tariff according to the subcategories approved by ERE, this guideline provides for obligations to include detailed customer category data in the information presented on the electricity consumption invoice or accompanying it.
- Based on the principles of Article 81 of Law No. 43/2015, the Customer has the right to be clearly and fully informed, together with the electricity invoice, about prices, tariffs, supply conditions, and the elements that make up the monthly electricity invoice.
- Also, based on Article 11 of the General Terms and Conditions of the Electricity Supply Contract, the supplier is obliged to include in the invoice 'the identifying data of the customer and connection point, the invoicing period, the amount of electricity consumed, the unit price according to the tariff structure approved by ERE, and any other information related to the costs of the supply service."
- The implementation of this guideline shall enable effective monitoring of the application of approved tariffs, prevent potential abuse in the classification of consumption, and ensure a high level of transparency, in accordance with legal obligations and customer protection standards in the power sector.

For all of the above mentioned, ERE Board,

**Decided:**

1. To approve the "Guideline for the approach of Reporting Electricity Consumption in the Monthly Invoice and the Separate Identification of Customer Categories and the Implementation of Corresponding Tariffs" (Attached).
2. Customer Affairs Directory shall inform the interested parties and the Ministry of Infrastructure and Energy about ERE Board decision.

This decision shall enter into force after its publication in the Official Gazette and is applied to invoices carried out starting from December 2025.

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

This decision shall be published in the Official Gazette.

**CHAIRMAN**

**Petrit AHMETI**



## GUIDELINE

### **“FOR THE APPROACH OF REPORTING ELECTRICITY CONSUMPTION IN THE MONTHLY INVOICE, SEPARATE IDENTIFICATION OF CUSTOMER CATEGORIES AND THE IMPLEMENTATION OF CORRESPONDING TARIFFS”**

#### **Article 1**

##### **Purpose**

This guideline aims to determine the detailed approach of reflecting electricity consumption in monthly supply invoices, in order to ensure transparency, clear division of consumption according to consumer categories and guarantee the fair application of relevant tariffs and prices for each consumer category.

#### **Article 2**

##### **Scope**

1. This guideline is implemented by the public electricity supplier, the free market suppliers for the relevant categories of customers to whom they provide service and the distribution system operator (DSO), as well as for all end customers who have concluded supply contracts for different categories of customers determined by the ERE.
2. The provisions of this guideline are mandatory for entities that perform billing, metering and reporting of electricity consumption to customers.

#### **Article 3**

##### **Division of consumption on the invoice according to tariffs category**

1. **Household/non-household consumption:**
  - a) Consumption for household needs must be reflected in the invoice clearly and separately, with the application of the price approved by the ERE.
  - b) The relevant section on the invoice must have the title “Household consumption” and be accompanied by the relevant meter.
2. **Consumption to charge electric vehicles (EV):**
  - a) In cases where the consumer has installed an electric vehicle charging point/station with an installed power of over 11 kW and is connected at a voltage level of 0.4 kV, the energy used for charging the electric vehicle must be measured through an independent measuring unit.

**Approved with ERE Board Decision no. 294, dated 13.11.2025**

b) Consumption for charging an electric vehicle must be reflected in a separate invoice with the title “Consumption for charging an electric vehicle (EV)”, with the application of the relevant price approved by the ERE.

c) The supplier must specify in the invoice the relevant installed power in kW for the category of consumer over 11 kW.

**3. Consumption for self-producers:**

a) For consumers that generate electricity from renewable sources (photovoltaic panels, etc.), the monthly invoice shall contain two separate sections:

- “Energy generated by the consumer (kWh)”;
- “Energy received from the grid (kWh)”.

b) The net invoice between the energy generated and the received one from the grid is calculated and reflected in the invoice according to the methodology approved by the Council of Ministers.

c) The supplier is obliged to guarantee the clear and legible reflection of self-production data in the monthly invoice.

**Article 4**

**Identification of customer category on the invoice**

1. Each monthly invoice shall have the section “Consumer Category according to Contract”, where the relevant category must be clearly marked.
2. The categories that shall be identified on the invoice are:
  - Households
  - Others connected in 0.4 supplied by Universal Supplier
  - Households with under 700 kW consumption
  - SoLR customer
  - Places of worship;
  - Bakery / Flour production (according to sub-categories)
  - Electric vehicle (EV) charging points / stations
  - Self-generators (with renewable energy sources)
  - Water supply and sewerage connected at 35 KV/20/10/6 KV voltage levels
  - Others, according to effective legal definitions.
3. Failure to identify the category constitutes a violation of invoicing obligations and is subject to administrative measures according to ERE decisions.

**Article 5**

**Obligations of the suppliers and network operators**

1. The suppliers are obliged to:
  - Update the electronic invoicing system to enable the reflection and invoicing of consumption according to customer categories;

**Approved with ERE Board Decision no. 294, dated 13.11.2025**

- report every three months to the ERE the list of contracts of customers who have charging equipment for electric vehicles and/or self-generation capacities
- 2. The distribution system operator (DSO) or the Transmission System Operator are obliged to:
  - verify the metering installations for separate consumption;
  - ensure that the measurements are accurate, certified and updated according to the metrological standards in force.
  - report every three months to the ERE on the amount of energy distributed for each category defined in article 4 point 2, the installed power/load for each point, as well as the geographical distribution of each point.

**Article 6**  
**Implementation and control**

1. The implementation of this instruction is the duty of suppliers and distribution system operators.
2. The implementation control is carried out by the ERE and the Energy Efficiency Agency (EEA) is regularly notified of the findings.
3. In cases of violations specified in this guideline, ERE will take administrative measures in accordance with the legal provisions in force.

**Article 7**  
**Miscellaneous**

1. For existing customers who have a charging point/station with an installed power of over 11 kW connected at a voltage level of 0.4 kV, who have an approved connection point, but do not have a supply contract, the Universal Service Provider must generate a new supply contract. Existing customers are not charged additional costs for the installation of a metering system for these charging points/stations.
2. All customers applying for the first time for a charging point/station with an installed power of over 11 kW connected at a voltage level of 0.4 kV, must enter into a new contract with the supplier providing this service.

**Article 8**  
**Entry into force**

This guideline becomes effective after its approval by ERE Board.