

Quality of Service Regulation in the Energy Community

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LEGAL FRAMEWORK

- Directive 2003/54/EC of the European Parliament
- Treaty of the Energy Community
- Law No. 9072, dated 22 May 2003 “On the Power Sector.”
- Distribution Code
- Metering Code
- Albanian Market Model and the Market Rules
- Distribution and Supply Licenses
- Energy supply contracts for residential and non-residential customers

Actual Situation

- Albanian Regulatory has not approved a specific documents to define the minimum requirements standards for the quality of supply
- Last year we have privatized our Distribution Company
- In the Regulatory Statement it is state that ERE should approve the quality of standards enter one year from the privatization based on the Distribution Company proposal

Actual Situation

- We have some requirements approved in separate documents, mainly in Distribution and Metering Code.
- This requirements determined actions that should be taken by the Company to guarantee Quality of Standards, regarding:
 - Continuity of Supply
 - Voltage Quality
 - Commercial Quality

Continuity of Supply

- Accidental Interruption— the DSO shall restore as soon as possible the supply and shall keep the customer informed on progress made.
- Planned Interruption – the DSO shall notified annually the interruptions for planned maintenance and repairing. DSO shall make notification through public information at least 24 hours in advance.
- Supply reduce – in certain circumstances, it may be necessary to request costumers to reduce the load or use standby supply sources. Notifications issued 24 hours in advance.
- Load Shedding – in situation of generation shortages, load shedding may be required. The company shall notify customers if possible.

VOLTAGE QUALITY

- The Distribution Code define the normal operating frequency range: 49.8 to 50.2 Hz.
- During system disturbances: 48.0 to 52.0 Hz.
- The contract determines the operating voltage level and tolerance in limits:
 - +/-10% for urban area customers
 - +/-15 % for rural area customers

Commercial Quality of Supply

We have some provisions regarding commercial quality in the secondary legislation. The company should register and submit to ERE annually :

- number of written complaints;
- number of specified complaints that have been answered;
- number of specified complaints that have not been answered.

For recording of complaints made by Users of the Distribution System, the Distribution Company shall organize:

- a centre for customer relations in each territorial unit registering the complaints;
- a telephone service;
- a specialized sector for analyzing the complaints.

Commercial Quality of Supply

- DSO is obligated to answer (by solving complaint or giving a written answer) to all written complaints from Users of the Distribution System. The maximal standard period to answer a complaint is 30 days.
- Any complaint shall have a registered number that shall be communicated to the complainant.
- The frequency of meter reading – monthly and the bill is sent on the 25th of the month following the meter reading.
- Meter control – within 15 days after receiving the request.

Reporting

The DSO is requested to prepare and submit to ERE an annual report on its activity on the 31st of March during the calendar year focusing, among others, on:

- A summary and analysis of the distribution activity of the licensee
- Electricity sales and the data for billing
- Quality of service and the details for each measure taken for the improvement of service
- Each interruptions that lasts more than normal according to the rules and regulations
- Each defect happended during the year

Auditing

- It is approved the secondary legislation to carry on audit
- Audit is closely connected to the standards on the quality of service
- ERE should publishes and makes known the conditions of quality electricity services
- The situation of electricity sector and the services offered by the operator

Annual Reports

- For 2008 and 2009 we have not include a special chapter on the quality of service.
- The annual report for 2008 contains some data and information on the number and the durations of power outages for customers.
- For 2008, regrettably we have to admit that in our system the annual number of interruption is counted to hundred, while their durations for each consumer reaches in various hour per month
- In 2008 for the first time, no load shedding were programmed.
- The reason that the durations of interruptions are so longer than in other countries are: the low level of automatic switching , a limited transformation capacity, relatively long period of time for restoration of the normal power system after a breakdowns, as well as the restricted possibilities during maintenance as repair works.

Situation in DSO

- From the last monitoring carried out in DSO, resulted that up to January 2010, there is no any exact evidence, or data related to the performance indicators for service quality.
- In January 2010 has started the registration of some performance indicators , number of planned and unplanned interruptions and their duration, has started to be calculated and registered and also Energy Not Supplied (ENS), monthly divided according to the zones.
- DSO has started the work for improving measurement system and technology used. At the end of 2010 is expected to be implemented a new billing system.
- DSO is implementing two new technologies MYAVIS and CONVERG to monitor on line supplied energy.

ONGOING AND PLANNED ACTIVITIES

- Last March we have created a Working Group to draft the document on minimum mandatory requirements for quality of service.
- ERE will collaborate with DSO to establish this Standards on Quality of Service.
- The timeline of this working group is the end of May 2010.
- We have planned to draft these documents through transparent procedures, consultation process prior to approval of documents and public hearing sessions.
- We will involve in this process all stakeholders and customer protection organizations

THANK YOU !