



QUALITY OF SERVICE REGULATION

National Report – Macedonia

Energy Regulatory Commission of the Republic of Macedonia

2nd Workshop on the Quality of Service Regulation in the Energy Community

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Introduction

The Energy Regulatory Commission of the Republic of Macedonia (ERC) is an independent state authority regarding the operation and decision taking process within the scope of competencies prescribed by the Energy Law and has capacity of a legal entity.

ERC consists of five members. The members and the President of the ERC, who is one of the members, are appointed and dismissed by the Parliament of the Republic of Macedonia on a proposal of the Government of the Republic of Macedonia.

The members of the first composition were appointed on July 23rd, 2003. Practical operation of the ERC started from 1st of January, 2004.

National Legal Framework

– Electricity Market



JSC ELEM is regulated electricity producer that concludes agreements with:

- the operator of the electricity system (JSC MEPSO)
- the retail electricity supplier for tariff consumers (JSC EVN MAKEDONIJA)
- the distribution system operator (JSC EVN MAKEDONIJA)

The regulated electricity producer can conclude sale agreements or in other manner to execute sale of surplus of power and energy under market conditions, in open transparent and non-discriminatory manner.

JSC MEPSO is holder of licenses for transmission of electricity, operation of power system, operation and organization of electricity market:

- as TSO is owner of the complete equipment for transmission of electricity and keeps the maintenance, planning, expansion and construction of the transmission network, management of the electricity system;
- as market operator is responsible for the efficient functioning of the market, managing the system for electricity sale and purchase pursuant to the market-based principals and for development of the organized market.

JSC EVN MAKEDONIJA is holder of the licenses for operation of the distribution system and distribution of electricity, generation of electricity and retail supply of electricity for tariff customers.

Quality of Electricity Service

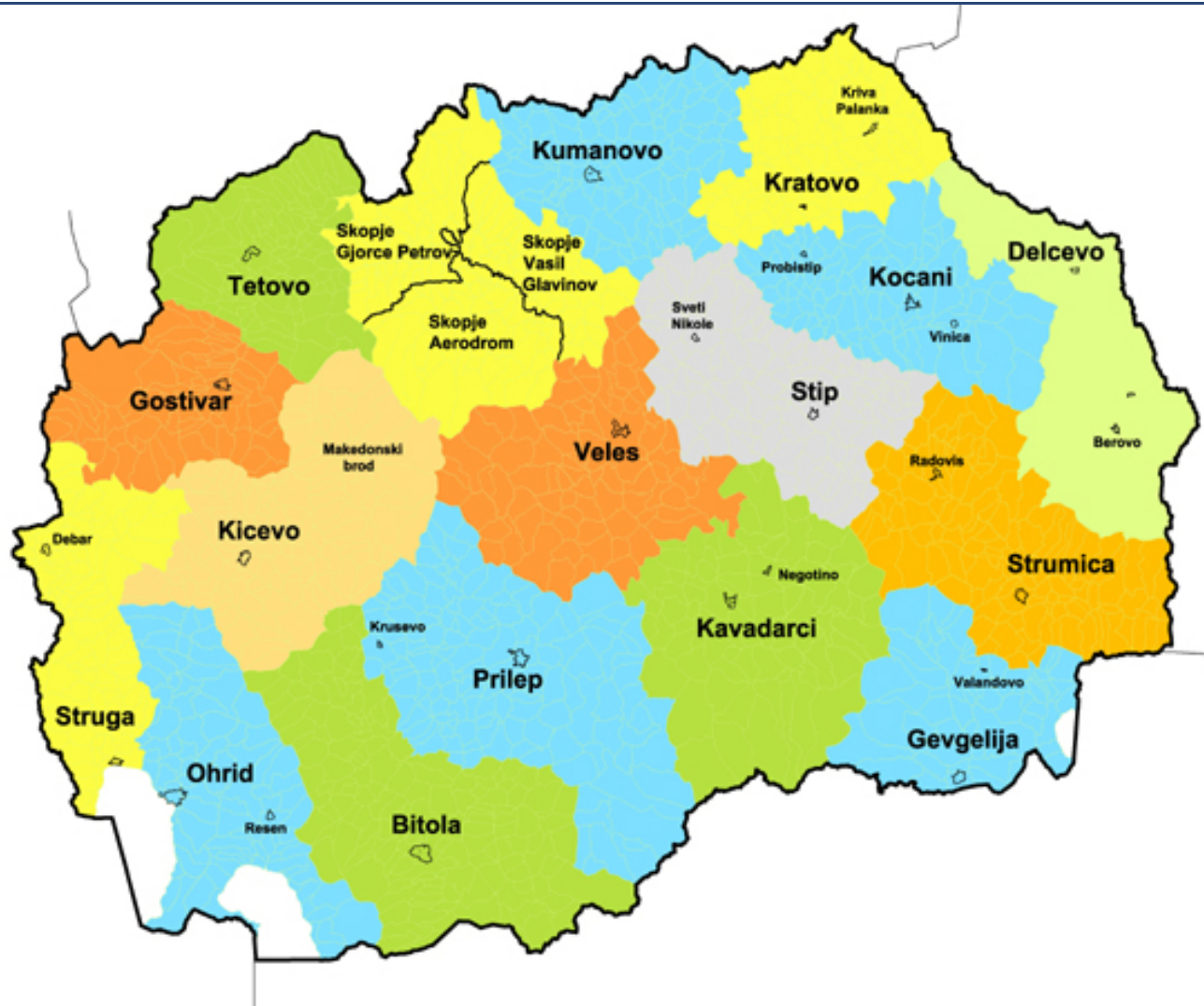
The quality of electricity service in Republic of Macedonia is covered by several bylaws:

- Rulebook on conditions for electricity supply (“Official Gazette of the Republic of Macedonia”, no.162/2009);
- Grid Code for distribution of electricity (“Official Gazette of the Republic of Macedonia”, no.83/2008);
- Rulebook on the manner for performing control on the quality of electricity in distribution grid (“Official Gazette of the Republic of Macedonia”, no.67/2009).

According to the Rulebook on conditions for electricity supply, the reliable, safe and quality electricity supply means fulfillment of the standards and criteria relating to:

- continuity of supply;
- voltage quality; and
- commercial quality.

EVN MAKEDONIJA as DSO and Retail Supplier



EVN MAKEDONIJA – Basic Data

Distribution network:

- 180 km at 110 kV
- 1.161 km at 35 kV
- 1.541 km at 20 kV
- 8.124 km at 10 kV
- 13.000 km at 0,4 kV

Customers on distribution system	Number
35 kV customers	16
35 kV customers directly connected	3
10 (20) kV customers	1.156
0,4 kV customers	670.812
- Households	570.287
- Others (I and II tariff degree)	94.741
- Public lightening	5.784
TOTAL:	671.987

Total consumption of electricity in 2009:
6.593.496.767 kWh.

Customers	%
Customers connected on transmission system (110 kV)	19,89%
35 kV customers	1,57%
35 kV customers directly connected	0,12%
10 (20) kV customers	11,06%
Households	50,04%
I tariff degree	3,56%
II tariff degree	12,12%
Public lightening	1,63%

Continuity of Supply

JSC EVN MAKEDONIJA Skopje as DSO has clear obligation to keep data on the number and duration of planned and unplanned interruptions for each voltage level, and also on the reasons for the interruptions and to inform the Energy Regulatory Commission on monthly level.

DSO has implemented the SCADA system.

DSO publishes daily information on the planned interruptions on their website.

According to the Rulebook on conditions for electricity supply, DSO is obligated to keep records of all interruptions in electricity supply and develop an adequate database and report to the Energy Regulatory Commission on monthly and yearly level.

There is no data on the indicators (SAIDI, SAIFI, etc.), but the Energy Regulatory Commission will introduce these indicators and the terms and manner of indemnity of electricity consumers in the case of reduced delivery or interruption within the new Rulebook on the quality of electricity service, which will be issued by the end of 2010.

Electricity supply interruption is defined as state in which there is no electricity voltage at the point of electricity delivery, longer than 1.5 seconds.

Electricity supply interruption may be short-term interruption lasting to 3 minutes or long-term interruption lasting for more than 3 minutes.

Number and Duration of Interruptions in 2009



Interruptions/Voltage level	35 kV	20 (10)kV and 6 kV
Total number of planned interruptions	195	5.275
Total duration of planned interruptions (min)	10.024	214.517
Total number of unplanned interruptions	334	6.326
Total duration of unplanned interruptions (min)	21.537	9.033
Total number of interruptions cause force majeure	179	2.113
Total duration of interruptions cause force majeure (min)	9.033	141.396
Total number of all interruptions	708	13.714
Total duration of all interruptions (min)	40.594	364.946

Voltage Quality

Under normal conditions, allowed range of variation from the nominal voltage values under voltage level may be as follows:

- for voltage level over 110 kV, from: - 5% to + 5%;
- for voltage level 110 kV, 35 kV, 20 kV, 10 kV and 6 kV, from: - 10% to + 10%;
- for voltage level under 1 kV, from: - 10% to + 5%.

The Rulebook on the manner for performing control on the quality of electricity in distribution grid (“Official Gazette of the Republic of Macedonia”, no.67/2009), issued by the Ministry of economy, prescribes the manner for performing control on the quality of electricity delivered by the DSO to the customers connected to the distribution grid.

The control on the quality of electricity is performed by the State Inspectorate for Technical Inspection with certificated meters, as official duty and by request of customer. The measures for control on the quality of electricity are performed by the State Inspectorate for Technical Inspection in presence of the DSO with duration of 7 days.

According to the Rulebook on conditions for electricity supply, DSO is obligated to keep records of the voltage quality and develop an adequate database and report to the Energy Regulatory Commission on monthly and yearly level.

Commercial Quality

According to the Rulebook on conditions for electricity supply, the retail supplier is obligated to keep records and develop an adequate database and report to the Energy Regulatory Commission on monthly and yearly level on the:

- number of submitted objections on the accuracy of the bills or invoices for the consumed electricity, by voltage level and consumer category;
- number of disconnected consumers due to nonpayment of bills or invoices for the consumed electricity, by voltage level and consumer category;
- number of calls in the Customers Centre responsible for consumer protection and giving information, consulting and support.

Issued resolutions for consent of connection of standard connections	Issued resolutions for consent of connection of nonstandard connections	Realized resolutions for consent of connection of standard connections	Realized resolutions for consent of connection of nonstandard connections
8214	1700	11404	1111

Issued, Paid and Objected Invoices in 2009

The retail supplier is obligated to make the calculation for the delivered electricity to the customer, to issue and deliver an invoice for the calculation period to the customer within 10 days.

The customer is obligated to pay the invoice for the delivered electricity within 15 days from the date of closure of the calculation period.

The customer has right to submit an objection to the invoice for electricity for the calculation month in 15 days from the day of delivery of the invoice.

The retail supplier is obligated to respond to the customer objection in written within 15 days from the day of receiving the objection. If the objection is justified the retail supplier is obligated to issue new invoice to the customer for the same calculation month.

No.	Customers	Total number of issued invoices	Total number of paid invoices	Total number of submitted objections	Total number of accepted objections	Total number of rejected objections
1	Households	8.922.494	6.915.504			
2	All customers (except households)	453.258	321.812			
Total:		9.375.752	7.237.316	1.428	414	1.014

Number of Calls in 2009

JSC EVN MAKEDONIJA Skopje as DSO and retail supplier has established:

- Customers Centre for information, consulting and services for the customers and free on charge phone number: 089012345,
- Centre for defects where customers may be informed on interruptions and other services on the free on charge phone number: 0890 88888,
- Ombudsman for customer care, where customers may complain on the employees and abuse of their position.

- **Total number of calls in the Customers Centre: information, consulting and services: 72.002**
- **Total number of calls in the Centre for defects : 124.949**

The Energy Regulatory Commission will introduce indicators, penalties and define the terms and manner of indemnity of electricity consumers within the new Rulebook on the quality of electricity service, which will be issued by the end of 2010.

Conclusions and Next Steps

- JSC EVN Makedonija collects data on quality of supply
- The new Energy Law will introduce legal provisions regarding quality regulation
- The Energy Regulatory Commission will issue new Rulebook on the Quality of Electricity Service
- The Energy Regulatory Commission will yearly issue Report on Quality of Electricity Supply

Thank You!

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