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## **NATIONAL REPORT OF TURKEY**

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# Basics

- **Turkey has 21 distribution companies**
- **5 of which private and remaining 16 under privatization**
- **Total customers (2008): 31 million**
  - Household: 25,7 million,**
  - Commercial: 3,95 million**
  - Agricultural Irrigation: 440.000**
  - Industrial: 235.000**
  - Official: 170.000**
  - Other: 650.000**

# Basics

- **Total distributed energy (2009): 160 TWh**
- **Total population: 72 million**
- **Average Loss&Theft (2009): 15,6%**
- **Distribution and retail functions are vertically integrated, they should be legally unbundled by 01.01.2013**

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# QoS: Legal Framework

## Electricity Market Law\* (2001)

Purpose of this Law (No:4628) is;

- Developing a financially sound and transparent electricity market operating in a competitive environment under provisions of civil law for supply of sufficient, good quality, continuously, low cost and environment-friendly electricity to consumers and,
- Ensuring autonomous regulation and supervision of this market.

\* Established EMRA

## **Legal Framework**

### **Regulation on Commercial and Technical Quality and Continuity of Electricity Supplied In Distribution Level**

**Published on Official Gazette in September 12, 2006.**

**Objective: (In scope of supply continuity, commercial and technical quality of electricity) Setting rules for distribution companies and principles and methods regarding practice.**

# Technical Quality: Continuity of Supply

Competency with SAIDI, SAIFI targets per feeder defined in regulation required. A compensation mechanism designed in case of breaking the targets.

## *Temporary Article 1 (On Supply Continuity)*

Above explained provisions are not applied for the period between 1.1.2007-31.12.2010: Unnotified long interruption targets per user are defined include annual maximum interruption duration and annual maximum frequency of interruption. A compensation to pay applicants is calculated for performance under targets.

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# Problems

**No relevant past data.**

**EMRA collects SAIDI-SAIFI data from distribution companies. But, these data are usually inadequate and based on manually registered interruptions.**

**As it is a newly developing area of regulation, we need to enhance our regulatory capacity to set appropriate mechanisms and schemes.**

**Uniform data can not be collected, as companies are not familiar with quality topics.**

**Distribution regions have very different characteristics.**

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# Technical Quality: Voltage Quality

Competency with supplying electricity without interruption and in acceptable variation/deviation of frequency, amplitude, wave style and 3 phase symmetry required. Sanction articles of the Electricity Market Law applied in case of violation.

## Temporary Article 2 (On Technical-Voltage Quality)

Above explained provisions are not applied until 1.1.2013: Remote monitoring and control systems should be completed until 31.12.2012 and start automatically registering all the data about supply continuity and technical quality. EMRA will require distribution companies to prepare relevant data starting from 1.1.2013.

# **Automatic Recording**

**For remote monitoring and control systems, distribution companies will have related CAPEX amount in their proposal to EMRA's approval and after that they should complete these systems until 31.12.2012 and start automatically recording all the data about supply continuity and voltage quality.**

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# Problems

**Voltage quality is not reported yet.**

**Users complain about low voltage quality and also damages.**

**We need to specify “automatic recording system”. How many points? How much budget? Benefit/cost analysis of installing such a system.**

# **Non-Technical Quality: Commercial Quality**

**Competency with minimum standards defined in regulation required. Compensation paid for each violation.**

**Commercial Quality legislation briefly explained above is in force. EMRA collects data about standards.**

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# Problems

**Are standards sufficient?**

**Are they clear enough to be fulfilled by every distribution company?**

**Do they solve problems in commercial quality?**

**(Customer Surveys can be carried out.)**

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# Commercial quality standards

<b>COMMERCIAL QUALITY INDICATOR</b>	<b>STANDARD TIME</b>	<b>AMOUNT OF COMPENSATION (Turkish Lira-TL)</b>
Written notification of duration that connection request can be met with reason to the applicant.	In the condition that existing situation of the distribution system is not suitable to meet connection request and extension investment or new investment is needed, within ten business days after application date (when field study is not needed)	Household subscriber: 25 Other subscribers: 50
Written notification of duration that connection request can be met with reason to the applicant.	In the condition that existing situation of the distribution system is not suitable to meet connection request and extension investment or new investment is needed, within twenty business days starting from the application date when field study is necessary,.	Household Subscriber: 25 Other Subscribers: 50

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# Commercial quality standards

Returning the project for approval or revision, in the condition that the investment needed regarding connection request by the applicant	Within five business days after project submission date	Household Subscriber: 25 Other Subscribers: 50
Written notification of answer taken as basis to application with the project review conclusions to the user, in the condition that connection power is changed	Within fifteen days	Household Subscriber: 25 Other Subscribers: 50

# Commercial quality standards

Notification of the users about programmed interruptions through written, audial or visual media	At least before 48 hours from interruption	1000 TL is deducted per interruption subject to the compensation from the next year's revenue cap of the distribution company.
Issuance of payment notification to the user	At least fifteen days before due date	½ of the related invoice is collected

# Commercial quality standards

Written notification of review conclusions regarding objections to faulty notifications	Within ten business days after application date	50
Repayment of the extra amount collected regarding consumption rate subject to the objection to the user or customer, in the condition that objection to the faulty notification is found fair	Within three business days	2 fold of amount collected and legal interest starting from a month after

# Commercial quality standards

Repayment of the guarantee amount collected in cash to the customer, in the condition that retail sale agreement is abrogated or terminated.	At last within three working days starting from the date of request by updating, with the condition that all the debt is discharged	2 fold of guarantee amount and legal interest starting from a month after
Written notification of proposed transaction through conclusion of the application registered by the user services center to the applicant, when requested	Within fifteen business days	Household Subscriber: 25 Other Subscribers: 50

# Commercial quality standards

Offering connection and/or system usage agreement to the user	Within sixty days following submission of information regarding the facility and/or equipment that will be connected to the distribution system to the distribution company by the user	100
Offering connection and/or system usage agreement to the user	Within ninety days following submission of information regarding the facility and/or equipment that will be connected to the distribution system to the distribution company by the user, in the condition that extra	100
	information is requested	

# Commercial quality standards

Answering of the phone calls incoming to the user services center	80% of all incoming calls will be answered within 30 seconds	
Provision of the service that is stopped because of debt and / or user's fault following elimination of the factor caused interruption of the service	Within five business days	Household Subscriber: 25 Other Subscribers: 200

# Commercial quality standards

Total complaints per 100 users	This indicator is notified to the Authority every year, by following it on the basis of realizations	
On time realization of appointments made by the distribution companies for face to face meetings within the scope of customer services	All appointments that are fixed beforehand are made at most within an hour	Household Subscriber: 25 Other Subscribers: 60

# Next Steps

- Proposed amendments to regulation

To solve problems, especially caused by regulation's unrealistic (very difficult to practice, that necessitates a gradual approach and a more realistic frame)

Ensure high level of customer protection and fair compensation of losses.

Setting a well functioning data collection system

Efficient reward and penalty schemes

Optimization of revenue cap- quality level relation

Enhancing audit mechanism

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# Next Steps

- May also set

**Infrastructure for premium quality contracts**

**Publication of annual quality report by each distribution company and EMRA.**

- **Duly practice of amended (improved and more realistic) regulation.**

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**Thank you!**



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