

The Workshop on the QoS Recommendations - Section II: General Guidelines for the QoSR -

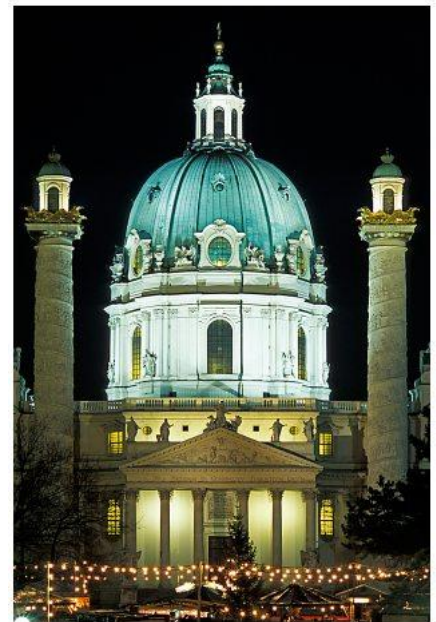
Energy Community Study: 'Recommendations for Quality of Service Data Collection, Reporting and Auditing in the Energy Community'

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Fundamentals of the Quality of Supply Regulation

NRA may take into account **the regulation of the quality of supply** as performed by the service providers, **when determining justified costs** for the purpose of establishing the regulatory framework in the electricity distribution and transmission.

The quality of supply can be assessed based on the following quality dimensions:

- the** continuity of supply,
- the** voltage quality, and
- the** commercial quality.

Fundamentals of the Quality of Supply Regulation

The service providers shall be obliged to:

1. **implement** appropriate measurements or other means for determining the parameters of the commercial quality,
2. **calculate** the parameters of the commercial quality, and
3. **report** on the parameters of the commercial quality, including input data underlying their calculation, to the national regulatory authority.

The methodology for data collecting and auditing and the regulation of the quality of supply shall be clearly defined in the legislative package:

either in a form of **special rules** or in a form of a **special act**.

Fundamentals of the Quality of Supply Regulation

For each of the quality dimensions and for each service provider, the NRA may **determine reference values** for parameters of the quality dimensions, which:

1. **present** the **achieved level** of performance of business operations, and
2. **provide** a **realistic target** for the quality of supply.

Fundamentals of the Quality of Supply Regulation

The quality of supply of the service providers shall have an **impact on the regulatory framework**.

In determination of justified costs for the next regulatory period, the NRA shall take **into account achieved values of the parameters** of the quality dimensions in relation to reference values of these parameters, except in case of identified irregularities.

Incentives to improve the quality of supply or **sanctions** for the supply's poor quality shall be determined with respect to **deviation** of the achieved level of the quality from the reference level.

Incentives/sanctions shall be **reflected** in the share of the service provider's **justified costs**.

General Guidelines for Service Providers Reporting to the NRAs

The reporting on the quality of supply from the service providers to NRA shall be realized in a prescribed manner and within prescribed time limits, as defined by NRA.

Therefore, NRA shall first adopt **a general document** setting out the **nature and process of disclosure of data** on the quality of electricity supply, in which all three dimensions of the quality of supply shall be covered.

The indicators of the quality of supply shall be designed to support the implementation of the regulatory orders.

It is highly recommended to introduce **the Web-based application** over the templates prescribed by the NRA for the reporting on the quality of supply parameters.

General Guidelines for Service Providers Reporting to the NRAs

The service providers shall:

1. **inform** themselves on their obligations in relation to the reporting on parameters;
2. **keep** and **maintain** all data needed to calculate indicators for a minimum period of 3 regulatory frameworks or at least 10 years;
3. **keep** and **maintain** all the available documentation about the customers' complaints for a minimum period of 3 regulatory frameworks or at least 10 years;
4. **perform** registration process to use the Web-based application of the NRA;
5. **report** to the NRA on the quality of supply parameters, which are related to the activity they perform, by using the Web-based application of the NRA.