

ECRB Section of the Energy Community Secretariat  
ECRB Customer WG  
Energy Institute Hrvoje Pozar

## **PROGRAMME**

The 1st Workshop on the Quality of Service Regulation in the Energy Community

27-28 January 2010

Energy Community Secretariat  
Am Hof 4, 5th floor  
1010 VIENNA  
AUSTRIA

8.00 – 9.00 REGISTRATION

## **INTRODUCTION**

9.00 – 9.15 OPENING OF THE WORKSHOP

Representative of the ECS;  
Representative of the ECRB Section;  
Representative of the ECRB CWG;  
Representative of the EIHP as consultant;

9.15 – 9.45 INTRODUCTORY PRESENTATION:

*Regulation and Monitoring of Quality of Supply*

Representative of the ECRB Section

Topics:

- Legal and technical basis
- Principles for quality regulation
- Layers of monitoring

- Cost quality balance
- Indicators and penalties
- Quality of supply vs. payment rate

## **SESSION 1: CONTINUITY OF SUPPLY**

09.45 – 11.30 LECTURE 1:

### *Continuity of Supply*

Representative of the consultant

Topics:

- Definition of the continuity of supply;
- Indicators for measuring the continuity of supply;
- Causes of interruptions and voltage levels at which incidents take place;
- Monitoring schemes for the continuity of supply relating to long interruptions, controlled by an independent entity;
- Possibility for improvements in the continuity of supply after a number of years;
- Comparison of the continuity of supply indicators in different EU jurisdictions;
- The most important activities to be undertaken in the continuity of supply;

11.30 – 12.00 BREAK

12.00 – 12.45 TOUR DE TABLE 1:

### *Continuity of Supply*

Representatives of the regulatory authorities;

Moderated by representative of the consultant;

Topics:

- Briefing on situation in their jurisdictions relating to the continuity of supply;

12.45 – 13.00 CONCLUSIONS 1:

### *Continuity of Supply*

Representative of the consultant

Topics:

- Identification of current status in each of the Contracting Parties and Observers relating to the continuity of supply (legislation and practice);
- Identification of possibilities for drafting of a national report on the quality of supply in the continuity of supply part;
- Identification of possibilities for participation of the regulatory authorities in a benchmarking analysis in the continuity of supply part;

13.00 – 14.30 BREAK

## **SESSION 2: VOLTAGE QUALITY**

14.30 – 15.45 LECTURE 2:

*Voltage Quality*

Representative of the consultant

Topics:

- Definition of the voltage quality;
- Measuring the voltage quality;
- Overview of EN 50160;
- Customisation of the voltage quality;
- Examples of monitoring schemes in the EU for the voltage quality;
- The most important activities to be undertaken in the voltage quality;

15.45 – 16.00 BREAK

16.00 – 16.45 TOUR DE TABLE 2:

*Voltage Quality*

Representatives of the regulatory authorities;

Moderated by representative of the consultant;

Topics:

- Briefing on situation in their jurisdictions relating to the voltage quality;

16.45 – 17.00 CONCLUSIONS 2:

*Voltage Quality*

Representative of the consultant

Topics:

- Identification of current status in each of the Contracting Parties and Observers relating to the voltage quality (legislation and practice);
- Identification of possibilities for drafting of a national report on the quality of supply in the voltage quality part;
- Identification of possibilities for participation of the regulatory authorities in a benchmarking analysis in the voltage quality part;

17.00 – 17.15 CLOSING OF THE DAY 1

### **SESSION 3: COMMERCIAL QUALITY**

9.00 – 10.15 LECTURE 3:

*Commercial Quality*

Representative of the consultant

Topics:

- Description of the commercial quality;
- Measuring the commercial quality;
- Guaranteed v overall standards;
- Main groups of the commercial quality aspects;
- Market opening and supplier switching;
- Examples of enforcement of the commercial quality in the EU;
- The most important activities to be undertaken in the voltage quality;

10.15 – 11.00 TOUR DE TABLE 3:

*Commercial Quality*

Representatives of the regulatory authorities;

Moderated by representative of the consultant;

Topics:

- Briefing on situation in their jurisdictions relating to the commercial quality;

11.00 – 11.15 CONCLUSIONS 3:

*Commercial Quality*

Representative of the consultant

Topics:

- Identification of current status in each of the Contracting Parties and Observers relating to the commercial quality (legislation and practice);
- Identification of possibilities for drafting of a national report on the quality of supply in the commercial quality part;
- Identification of possibilities for participation of the regulatory authorities in a benchmarking analysis in the commercial quality part;

11.15 – 11.45 BREAK

11.45 – 12.15 CASE STUDY PRESENTATION:

*The Quality of Supply as a Part of the National Report*

Representative of the HERA, Croatia

Topics:

- Continuity of Supply;
- Voltage Quality;
- Commercial Quality;

12.15 – 12.45 SUMMARY OF THE CONCLUSIONS FROM THE WORKSHOP:

*Quality of Service Regulation in the Energy Community*

Representative of the consultant

Topics:

- Review of the conclusions from all three sessions;
- Identification of the next steps and timelines before the 2<sup>nd</sup> workshop – a national report on the quality of service and a region-wise benchmarking report;
- Final discussion of the participants on acceptability of proposed workload until the 2<sup>nd</sup> workshop;
- Agreement and commitment;

12.45 – 13.00 CLOSING OF THE DAY 2