

Energy Community Secretariat
ECRB Customer Working Group
Energy Institute Hrvoje Pozar

PROGRAMME

The Workshop in the framework of the study “Recommendations for Quality of Service Data Collection, Reporting and Auditing in the Energy Community”

25 January 2012

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

9.30 – 10.00 REGISTRATION

INTRODUCTION

10.00 – 10.15 OPENING OF THE WORKSHOP

Deputy Director of the ECS;
ECRB CWG Chairman;
Representative of the EIHP as consultant;

10.15 – 10.40 INTRODUCTORY PRESENTATION:

Introduction and Legislative Framework

Representative of the consultant

Topics:

- Summary of previous relevant activities;
- Study objectives and scope;
- Overview of the Energy Community *acquis* and EU's Third Package legislation;

10.40 – 11.20 TOUR DE TABLE 1:

Representatives of the regulatory authorities;

Moderated by representative of the consultant;

Topics:

- Discussion on introductory presentation on background of the study and legislative framework;
- Briefing on new developments in jurisdictions relating to the quality of service regulation since the previous workshop in May 2010

11.20 – 11.30 CONCLUSIONS 1:

Background of the Study, Legislative Framework

Representative of the consultant

11.30 – 11.50 BREAK

SESSION 1: GENERAL GUIDELINES FOR THE QoS AND CONTINUITY OF SUPPLY

11.50 – 12.00 PRESENTATION 1:

General Guidelines for the QoS

Representative of the consultant

Topics:

- Fundamentals of the quality of supply regulation;
- Definitions of terms;
- General guidelines for service providers reporting to the NRAs;

12.00 – 12.30 PRESENTATION 2:

Continuity of Supply

Representative of the consultant

Topics:

- Parameters of the continuity of supply;
- Guidelines for service providers reporting to the NRAs on the continuity of supply;
- Guidelines for service providers reporting to customers on the continuity of supply;

- Recommendations for complaint handling procedures in relation to the continuity of supply;
- Reporting guidelines for benchmarking on the Energy Community level in relation to the continuity of supply;
- Guidelines for data collecting and auditing in relation to the continuity of supply;
- Recommendations on gradual introduction of regulatory instruments in relation to the continuity of supply;
- General overview of the situation in the Energy Community Contracting Parties and Observers in relation to the continuity of supply;

12.30 – 12.50 TOUR DE TABLE 2:

General Guidelines for the QoS and Continuity of Supply

Representatives of the regulatory authorities;

Moderated by representative of the consultant;

Topics:

- Discussion on *general guidelines for the QoS and the continuity of supply*;

12.50 – 13.00 CONCLUSIONS 2:

General Guidelines for the QoS and Continuity of Supply

Representative of the consultant

13.00 – 14.30 LUNCH BREAK

SESSION 2: VOLTAGE QUALITY

14.30 – 15.00 PRESENTATION 3:

Voltage Quality

Representative of the consultant

Topics:

- Parameters of the voltage quality;
- Guidelines for service providers reporting to the NRAs on the voltage quality;
- Guidelines for service providers reporting to customers on the voltage quality;
- Recommendations for complaint handling procedures in relation to the voltage quality;
- Reporting guidelines for benchmarking on the Energy Community level in relation to the voltage quality;
- Guidelines for data collecting and auditing in relation to the voltage quality;
- Recommendations on gradual introduction of regulatory instruments in relation to the voltage quality;
- General overview of the situation in the Energy Community Contracting Parties and Observers in relation to the voltage quality;

15.00 – 15.20 TOUR DE TABLE 3:

Voltage Quality

Representatives of the regulatory authorities;

Moderated by representative of the consultant;

Topics:

- Discussion on the voltage quality;

15.20 – 15.30 CONCLUSIONS 3:

Voltage Quality

Representative of the consultant

15.30 – 15.50 BREAK

SESSION 3: COMMERCIAL QUALITY

15.50 – 16.30 PRESENTATION 4:

Commercial Quality

Representative of the consultant

Topics:

- Parameters of the commercial quality;
- Guidelines for service providers reporting to the NRAs on the commercial quality;
- Guidelines for service providers reporting to customers on the commercial quality;
- Recommendations for complaint handling procedures in relation to the commercial quality;
- Reporting guidelines for benchmarking on the Energy Community level in relation to the commercial quality;
- Guidelines for data collecting and auditing in relation to the commercial quality;
- Recommendations on gradual introduction of regulatory instruments in relation to the commercial quality;
- General overview of the situation in the Energy Community Contracting Parties and Observers in relation to the commercial quality;

16.30 – 16.50 TOUR DE TABLE 4:

Commercial Quality

Representatives of the regulatory authorities;

Moderated by representative of the consultant;

Topics:

- Discussion on the commercial quality;

16.50 – 17.00 CONCLUSIONS 4:

Commercial Quality

Representative of the consultant

17.00 – 17.15 SUMMARY OF THE CONCLUSIONS AND CLOSING OF THE WORKSHOP:

Representative of the consultant

ECRB CWG Chairman