

## **ENSURING SERVICE QUALITY THROUGH AUDITING AND BENCHMARKING**

Erjola Sadushi  
Department of Legal Affairs and Public  
Relations

**ERE- Albania**

JUNE 2005  
INDIANAPOLIS, INDIANA

# Legal Obligations



- Law #9072 (The Power Sector Law)
- A transit model of the market
- Rules for power market operations
- Approved codes (and the ones still in process)

All these laws and regulations have the purpose of:

- Ensuring the stability of power supply based on standard parameters
- Making the power market functional and efficient

# PUBLIC SERVICE



1. Public services include: the production, transmission, distribution, and supply of power to consumers, structuring the electric power market, and ensuring the proper functioning of the electric power system.
2. While supplying the public services, licensee are obliged:
  - a) to guarantee electricity supply
  - b) to ensure consistency, quality, and price of supply

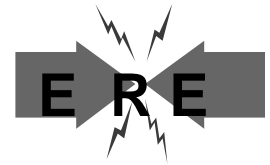
# SERVICE QUALITY



## MECHANISMS USED TO ENSURE QUALITY SERVICE

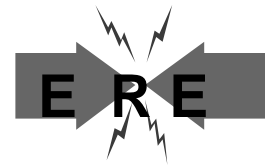
- Submission of licensee reports to ERE
- Auditing of licensees by ERE
- Benchmarking

# SERVICE QUALITY



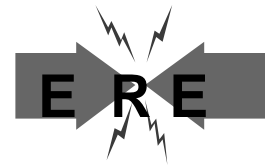
## Reporting

- On March 31 each year, the licensees must prepare and submit to ERE an annual report of their operations for the previous year. Such report must include:
  - a) Quality of service indicators and details on every measure taken to improve service
  - b) All problems that happened during the past year
  - c) All planned interruptions of power supply, which lasted more than normal as defined by rules and regulations



# AUDITING

- ERE has established an auditing function as part of its legal infrastructure
- Auditing is closely linked with the standards of service quality, established by the CM
- ERE has not performed any auditing yet



# Benchmarking

## ERE PUBLISHES AND MAKES KNOWN:

- The terms and conditions, under which electricity services are guaranteed
- The current situation in the power sector and the services offered by the operators
- ERE is part of a regional benchmarking program

# TYPES OF DATA



- Interruptions in power supply
- Timely response to consumer complains
- Timely monthly reading of meters

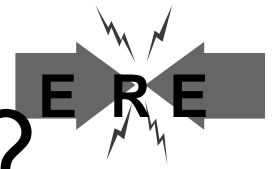




# Role of OST

- Ensures integrity of operation and stable functioning of the power system
- Maintains and develops auxiliary transmission assets
- Supplies electric power to those consumers, who are directly connected to the transmission system

# How is it implemented?



- OST has access to the consumer locations
- Evaluates the needs for electric power based on the data of KSH and KK
- Prepares a schedule, which includes the forecasts of power consumption, maximum required power, additional capacities, and other parameters of SEE

This schedule serves as a basis for planning the operations of the generation system.



# ROLE OF THE REGULATOR

- To define the legal parameters in accordance with the authority it has for issuing regulations
- To promote competition in the power market, which should lead to improvement of services and reduce power outages



# CONTRACTUAL RELATIONS

Are part of regulating the following agreements:

- Agreement between TSMO and KK, and TSMO–DC to provide transmission services
- Regulated electric power supply - agreement with licensed exporters



Thank you for your attention