

ENERGY REGULATORY COMMISSION
OF THE REPUBLIC OF MACEDONIA

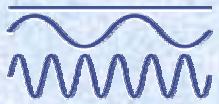


Discussion on PUBLIC INVOLVEMENT

NARUC Energy Regulatory Partnership Program

***The Energy Regulatory Commission of the Republic of Macedonia
and
The Vermont Public Service Board***

**Presented by: Slave Ivanovski,
*PRESIDENT of ERC***

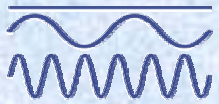


Consumer and stakeholder education and outreach

Law on Consumer protection

General Conditions

- *The obligation of the seller is to publicize the pricelist or tariff rates for the products/services*
- *In the price, the cost of the product, charges established with law (duties and other taxes) and other costs must be included*
- *The seller is liable, before making the agreement, to conscientiously and honestly give correct and useful information for the characteristics of the product or service (the impact on the environment and health of people, as well as measured taken for protection)*
- *Conditions in the contracts that contain unfair/unjust clauses are deemed as invalid*
- *When in an agreement an envisaged right gives less protection to the consumer, the conditions of this Law should be applied*



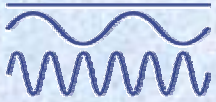
Consumer Associations

Have the right to:

- Be informed about the preparation and give their thoughts/views with regards to suggestions in the laws and other regulations created for consumer protection
- To be able to submit initiatives for the organization and structure of certain issues in the area of consumer protection
- To be able to file a lawsuit in the competent court of law, for protection of the consumer
- To be of assistance in the consumer disputes arising between the seller and the consumer.

Consumer protection Council established by the Government

Structure:	Competencies:
•Ministries	Protection and attainment of consumer rights in the areas of:
•Consumer Associations	•Health and Safety
•Chamber of Commerce of the Republic of Macedonia	•Economic interests
(a separate decision from the Government for the establishment and appointment of members)	•Regular information



Law for public companies

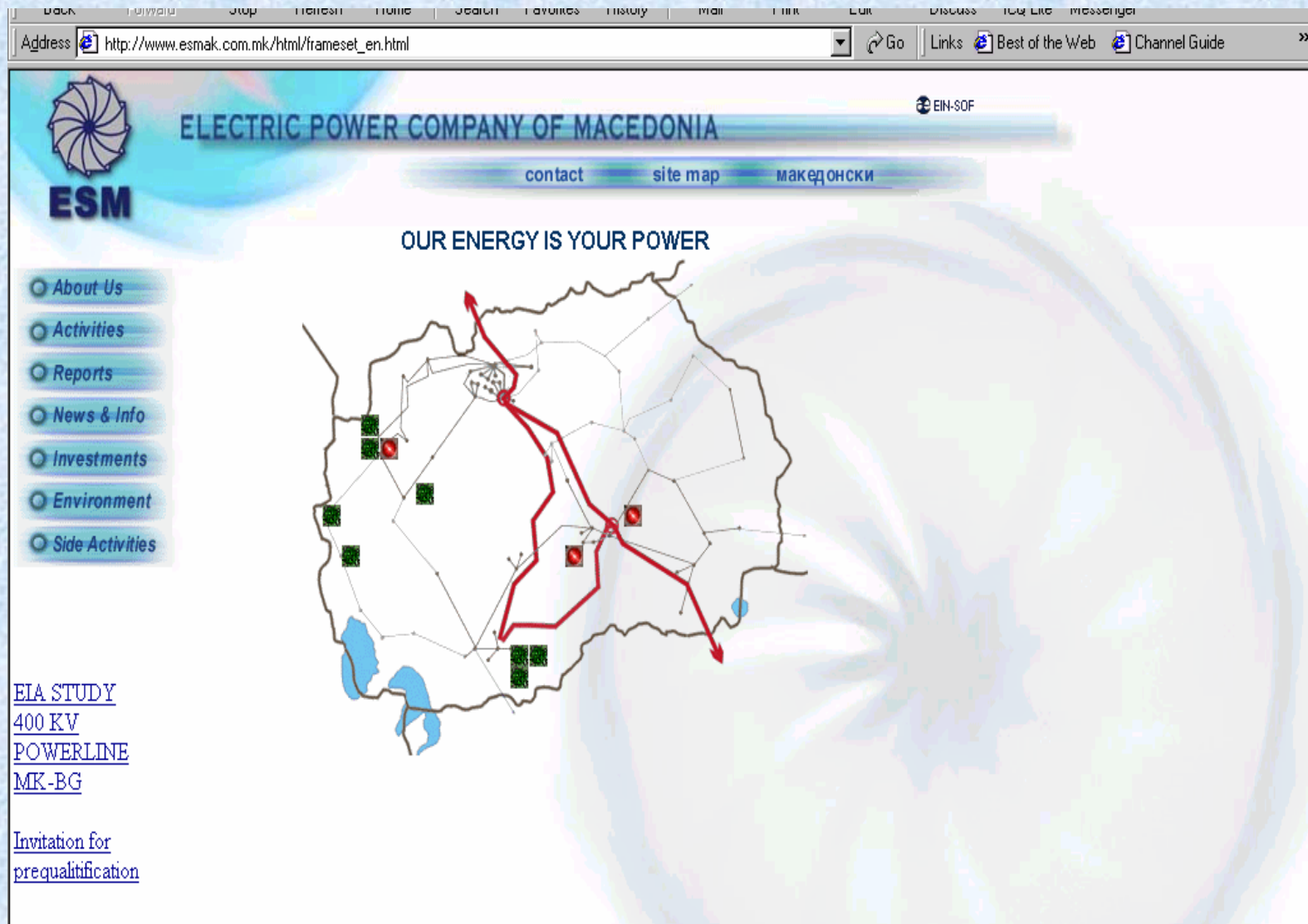
(Companies that have commercial/trade activities that are of public interest)

- The company is liable to continually and without interruption carry out the activities that it has been established to do; its work is public
- The internal organization of the company ensures that the consumer requirements are satisfied in a continuous, proper and quality manner
- The founder must undertake the necessary measures towards the company if the activity is not carried out continuously and uninterrupted





The Energy law


- The Power company is liable to inform the consumers for all scheduled and unscheduled interruptions in the supply
- The ERC is liable for the protection and improvement of the rights of the power consumers

Web site of ESM (The Macedonian Power Company)




Web site of the District Heating company

Address  http://www.toplif.com.mk/eng_index.htm  Go  Links  Best of the Web





Друштво за производство и дистрибуција на топлинска енергија
ТОПЛИФИКАЦИЈА АД-Скопје
ул Лондонска 66, 1000 Скопје





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Главна страна
Акти за работа
Прашања и
Одговори
Информации

English Version 

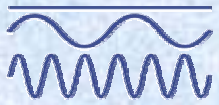




Company Profile	
Company name:	Toplifkacija AD - Skopje
Activity:	District Heating
Address:	Londonska bb 1000 Skopje Republic of Macedonia
Capacity:	560 MW
Established:	1965
Form:	Share-holding company
Number of employees:	~365
Bank:	Komercijalna Banka Foreign currency account: 40100 620 16 25730522 4630 SWIFT KOBS.MK 2X Bank Tel: ++389 2 3107 107 Bank Fax: ++389 2 3111 780

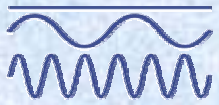


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Transparency in the work

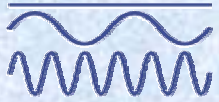
- All government bodies and bodies of the local councils are liable to inform the public of their activities
- It is a constitutional obligation to publicize all laws and other regulations before they come into force
- The sessions in the Assembly of the Republic of Macedonia and the City Council are public unless it has been previously decided to exclude the public
- The municipality establishes a Consumer protection council comprised of representatives of the consumers of the public services



Transparency in the work of the ERC

The Energy Law stipulates that:

- All meetings of the ERC are public unless confidential information or a trade secret is to be discussed
- The decisions of the ERC are publicized in the “Official Gazette of the Republic of Macedonia”
- Government bodies, municipalities and power companies are required to supply the ERC with any necessary documentation, data and information
- The ERC with an act regulates the use and conservation of confidential information



Statute of the ERC – work plan of the ERC

Publicity in the work

- The work and activities of the ERC are public
- The president of the ERC is responsible for the publicity of the work of the ERC
- The ERC informs the public of its decisions through written notification to the media or through conferences for the public information media

Public involvement in the decision making process

- Invitation to all interested parties for participation in the preparatory stages of the ERC meetings
- In the process of making a regulation, the ERC collaborates with interested parties and organizes a public debate according to the draft of the regulation