Public Hearing & Consumer Petitions

Energy Regulatory Commission of Thailand

Content

- Public Participation
  - Issuing the secondary law (Regulations)
  - Tariff Approval
  - Expanding the power grid
- Energy Consumer Complaint
  - Regional Energy Consumer Committees (RECC)

Public Participation

- The Energy Industry Act B.E. 2550
- The Act provides the chance and opportunity for stakeholders such as licensees and consumers to participate
- Objective: Transparency and Trustworthy

Issuing the Secondary Law

- Article 26
- Prior to issuing any regulations that affects a stakeholder, ERC must disclose the essence of that regulation
- Gaining information and opinion
- Hearing process
  - Reveal information of substance
  - Hearing methodology
  - Summarize and analyze
  - Provide solution (if necessary)

Tariff Approval

- Article 67
- Deals with tariff regulation
- The licensee proposes their tariff for ERC approval
- Tariff consideration process must be transparent and ERC must undertake a public hearing process

Expanding the power grid

- Article 79
- Government Agency: prepares the plan for presentation to the Minister for further submission to cabinet for approval
- If the plan has significant impact to public interest, ERC has to undertake a public hearing process

---

- Non Government Agency
  No Cabinet Approval - No hearing process

Energy Consumer Complaint

- Article 98
- Deals with energy consumer protection
- ERC is responsible for appointing Regional Energy Consumer Committees (RECC)
- 1 Chair + not more than 10 members
- The RECC will represent energy consumer in each region

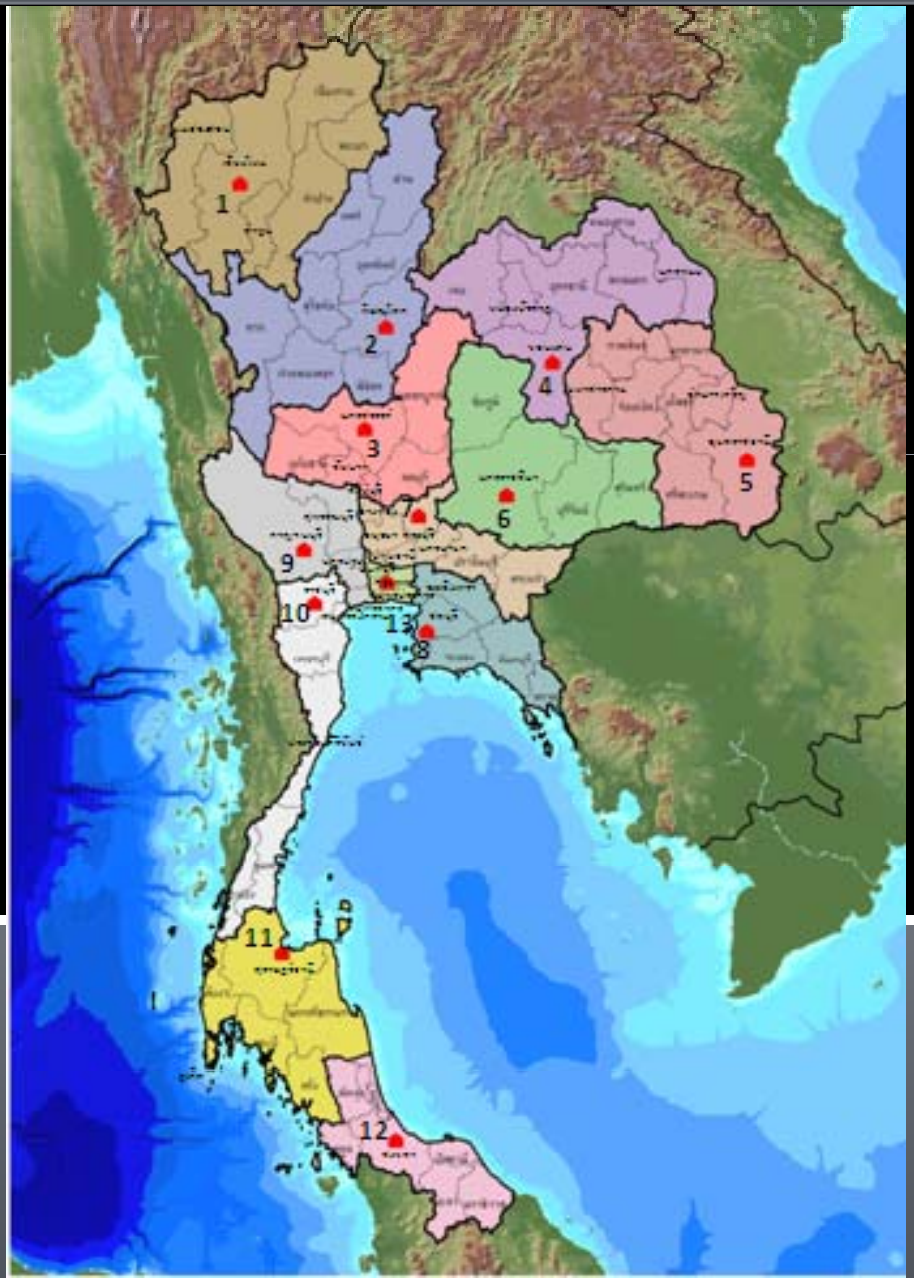
Energy Consumer Complaint (cont.)

- 13 RECC's in Thailand
- Duties and Responsible of RECC
  - Address consumer complaints
  - Give advice to energy consumers
  - Give advice to ERC regarding consumer protection issues
  - Coordinate with operators
  - Propose improvements regarding service standards

Energy Consumer Complaint (cont.)

- Energy consumers have the right to complain about energy service to RECC
- Facts, proof and evidence are required
- ERC required to issue a decision within 60 days from the date of receipt
- If consumer disagree with the decision, he has the right to appeal to ERC
- Energy service, expensive rate, unfair tariff

13 RECC in Thailand



Previous Public Hearings

- The reason for regulation
- Consumer protection
- Consumer participation

Hearing in 4 regions

Nov – Dec 2009

RECC

A. 98

- Qualification
- Term in charge
- Discharge
- Working proce
- Remuneration

Legal Team drafted the secondary law + Hearing Process

1. Definition
2. Composition of R
3. RECC Qualificatio
4. Term in charge
5. Discharge
6. Working procedu
7. RECC Selection

Implementing RECC

PR for RECC Legal drafting

Hearing Process in 4 regions of Thailand

nmarize and amend the legal draft then report to ERC

PR on the RECC Selection

Enc gy Community Stage for hea

Application via post

Qualification Check

nouncement of the list of qualified candi

RECC Selection

First Meeting for RECC

RECC Selection

October 2009	Focus group
November 2009	PR for public hearing
December 2009	Meeting and amending the draft law
January 2010	PR for community hearing
February 2010	Community Hearing + RECC Audition
March 2010	Screen the qualification required
April 2010	Announce the qualified name list
May 2010	RECC Selection

OERC coordinate with the community

Thank you for your attention