

The Energy Regulatory Office of Kosovo

Partnership Activity

May, 2011

Sponsored by the:

United States Agency for International Development (USAID)
National Association of Regulatory Utility Commissioners (NARUC)

Presentation on:

Dispute Settlement Process - Rules and procedures for handling complaints and status report



*Gani Buçaj, Head of Customer Protection Department
Energy Regulatory Office of Republic of Kosova*

www.ero-ks.org

Energy Regulatory Office

Content:

- ☐ Purpose and role of ERO;
- ☐ Legal base;
- ☐ Establishment of the Rule on Dispute;
- ☐ Process of complaint/dispute;
- ☐ Analyses of a customer dispute by CPD;
- ☐ Analyses of a customer dispute by energy enterprise;
- ☐ Supplier and ERO Form of Complaint;



Purpose and role of ERO regarding the consumer protection

- ❑ To protect interests of customers in energy sector;
- ❑ Resolve disputes among customers and the licenses, and among the licenses;
- ❑ Ensure the equal treatment of all customers in Kosova with respect to their rights and obligations through transparent legal rules and procedures;
- ❑ To monitor and control services of the licensees to customers in the energy sector.



Legal basis

- ☐ Laws on Energy Sector:
 - ✓ Law No.03/L –185 on Energy Regulator
 - ✓ Law No.03/L –184 on Energy
 - ✓ Law No.03/L –201 on Electricity
- ☐ Law on Customer Protection;
- ☐ Rule on Dispute Settlement Procedure in the Energy Sector;
- ☐ Rule on General Condition of Energy Supply;
- ☐ Rule on disconnection and reconnection of customers in Energy Sector in Kosova;
- ☐ Distribution Code;
- ☐ Metering Code;
- ☐ Supply Contract with electricity for household and non-household customers;



Legal Basis

- ❑ Pursuant to section 14, paragraph 2.14 of the Law on Energy Regulator, the Energy Regulatory Office has competency to settle disputes, among customers and energy enterprises, system operators and energy enterprises, and between two energy enterprises.
- ❑ Pursuant to section 16 of the Law on Energy Regulator, the Energy Regulatory Office may compile procedures for dispute settlement in the energy sector including the complaints:
 - a) by customers against licensees concerning the services provided;
 - b) by licensees against other licensees related to the performance of the licensed activity; and
 - c) regarding third party access to the electricity transmission or distribution systems, concentrated heating or natural gas systems and transmission, and cross border flows of electricity or natural gas

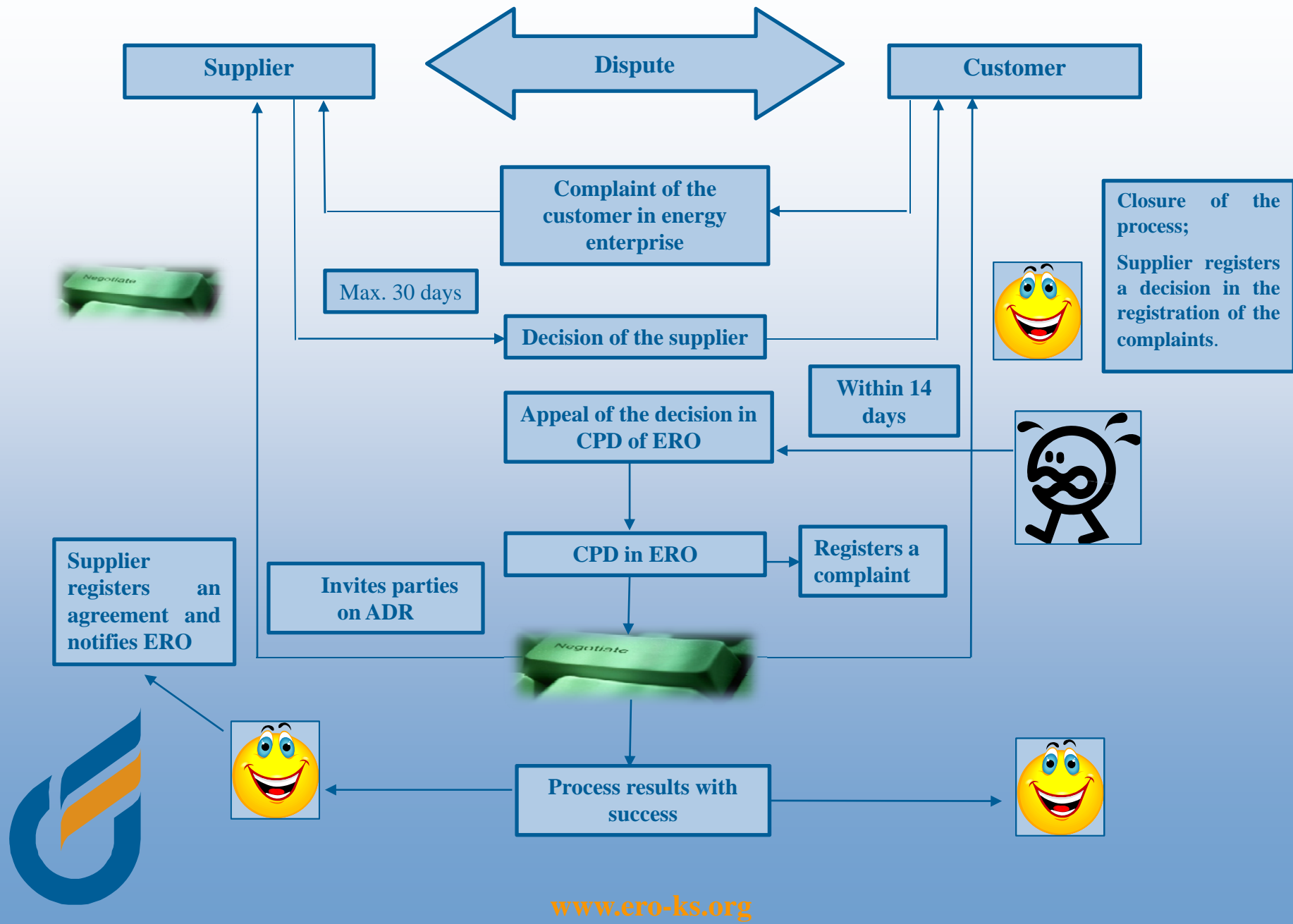


Establishment of the Rule on Dispute

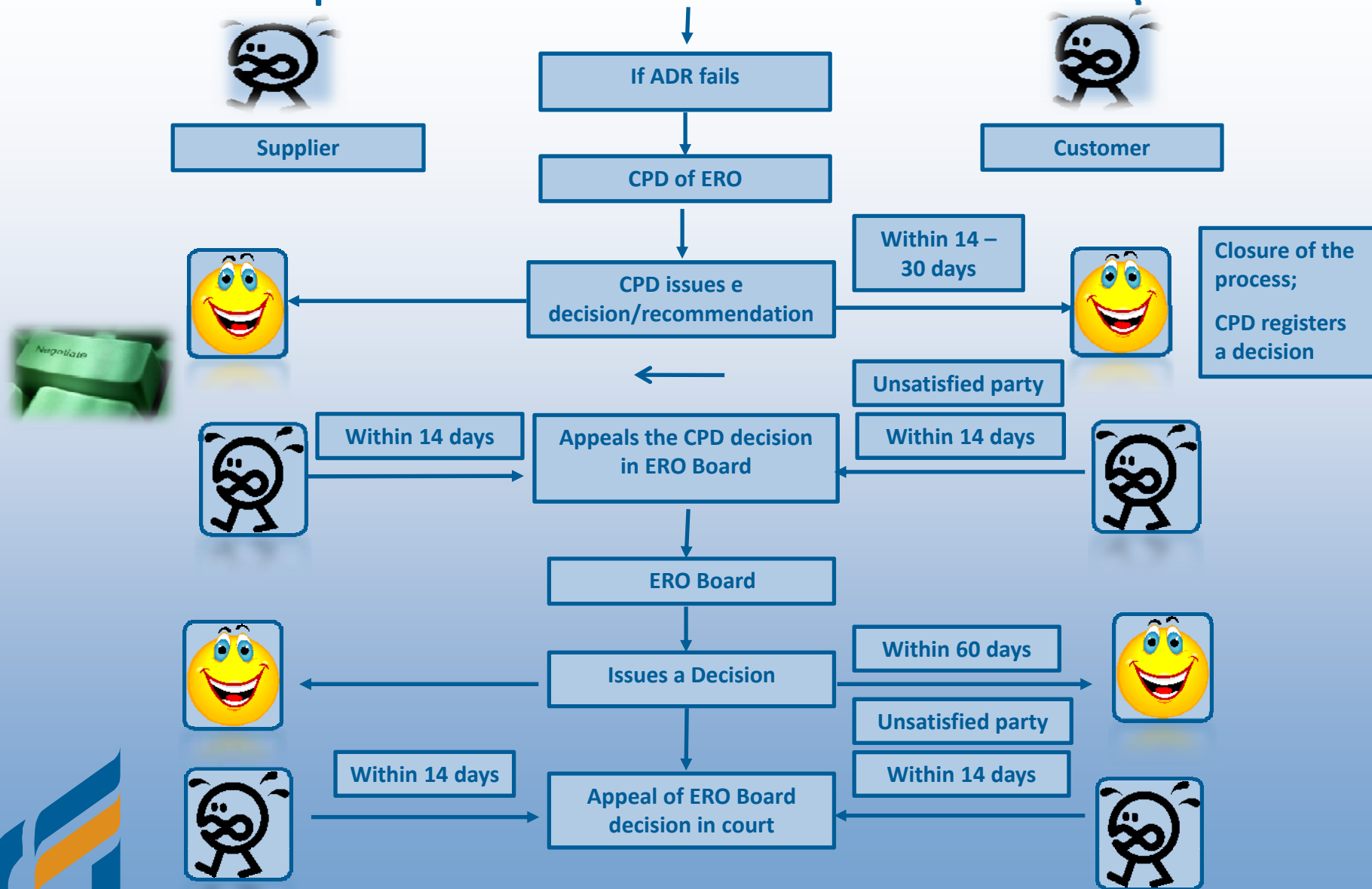
- ❑ The Board of the Energy Regulatory Office pursuant to the authority granted under sec. 16 of the Law on Energy Regulator has approved the Rule on Dispute Settlement Procedures in the Energy Sector.
- ❑ Rule on Dispute Settlement Procedures in the Energy Sector defines the obligations of licensees, ERO and consumers; how they are to be applied, accepted, registered, processed and appeals solved;
- ❑ Rule on Dispute Settlement in the Energy Sector determines the terms, conditions and procedures relative to the dispute settlement so they :
 - a) ensure transparent and non-discriminatory accomplishment of energy activities in Kosova;
 - b) protect consumers through promotion of a transparent and open approach towards information on settlement of consumer appeals and disputes;
 - c) solve disputes between consumers and suppliers as well as between energy enterprises;
 - d) ensure equal and non-discriminatory treatment towards all the consumers in Kosova, with respect to their rights and obligations relative to energy services.



Dispute Settlement Procedure – part I

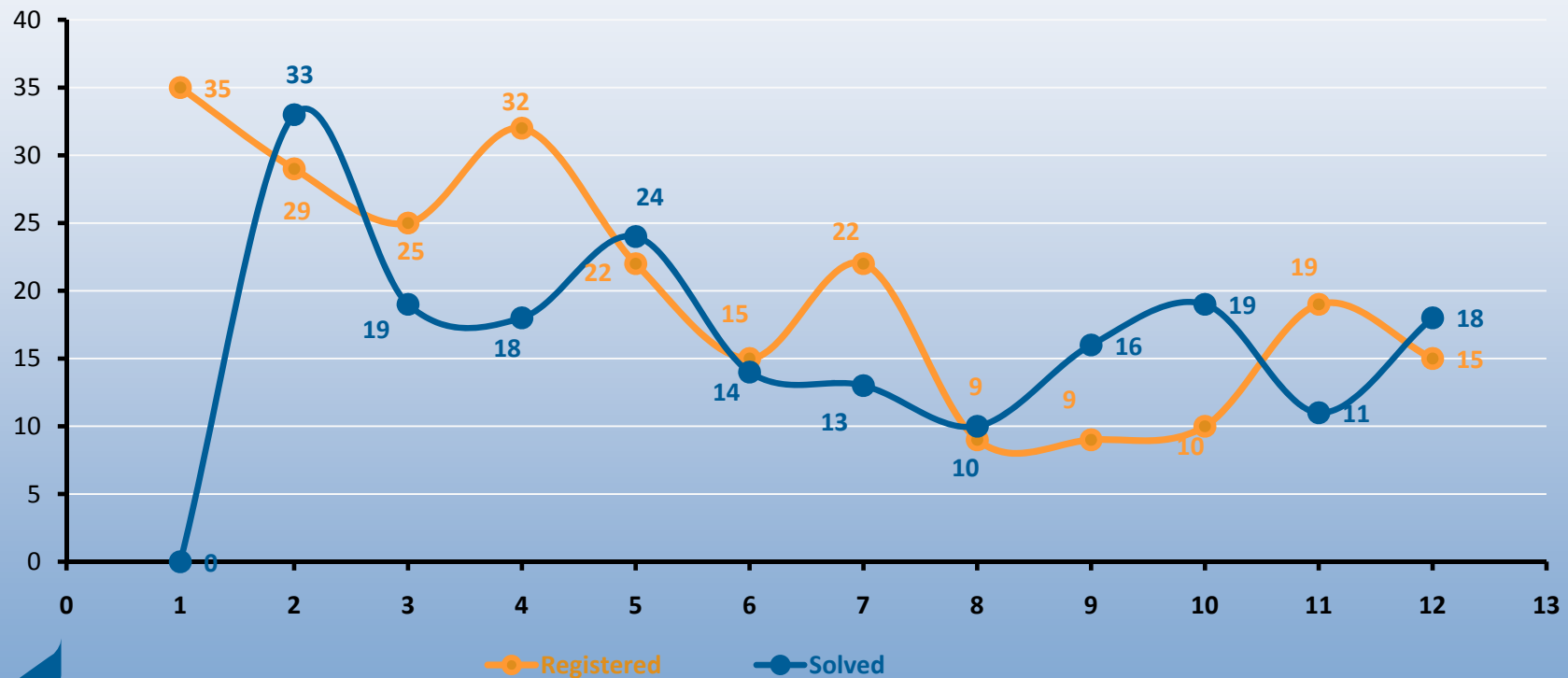


Dispute Settlement Procedure – part II



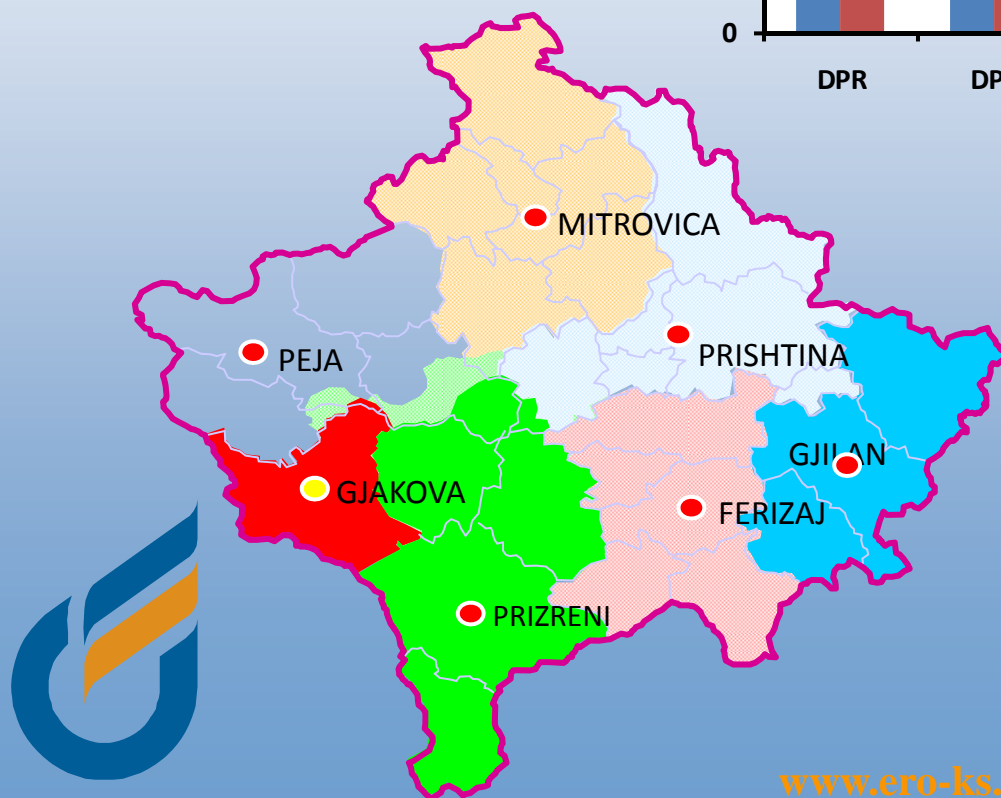
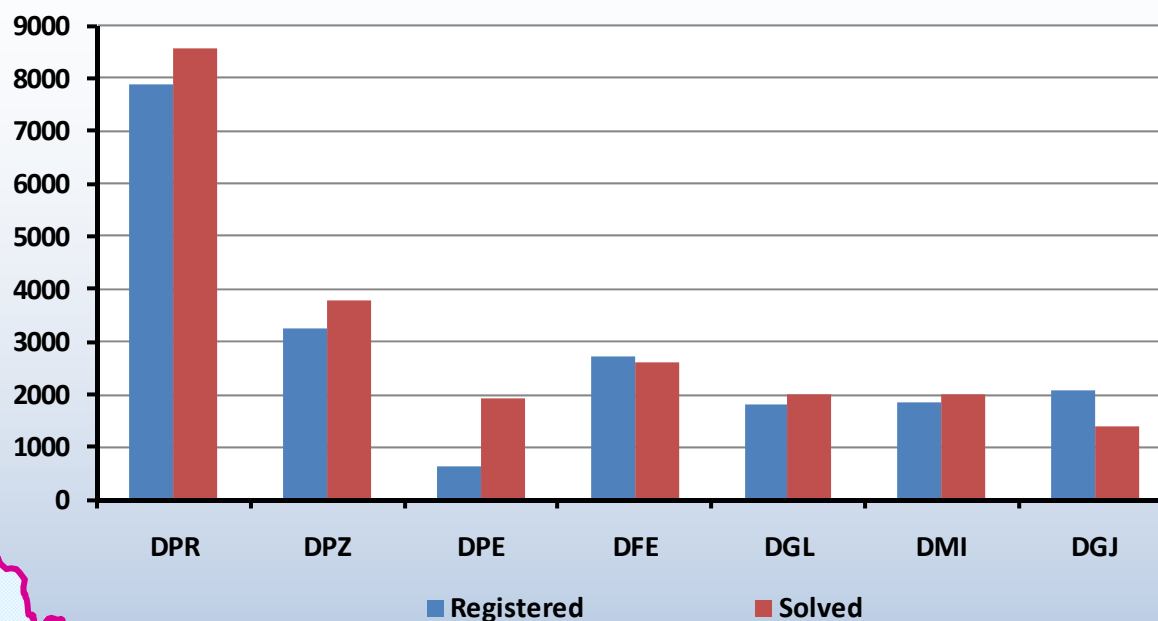
Analyses of a customer dispute by CPD

Disputes	
Registered	Solved
243	195



Analyses of a customer dispute by energy enterprise

Complaints		
	Registered	Solved
DPR	7886	8561
DPZ	3270	3784
DPE	627	1918
DFE	2715	2595
DGL	1804	2011
DMI	1850	2011
DGJ	2066	1380
Total	20218	22260



Review of the complaints by CPD of ERO

- ❑ Customer Protection Department (CPD) shall issue a decision or a recommendation with the following schedule:
 - a) for small complaints from household customers: fourteen (14) calendar days;
 - b) for all other complaints from household customers: thirty (30) calendar days;
 - c) for all non-household customer complaints: thirty (30) calendar days;
- ❑ The schedule of the process can be extended only for the following cases:
 - a) Limited cases of complexity or where additional information are required;
 - b) Cases in which the parties have agreed to pursue ADR



Types of Dispute

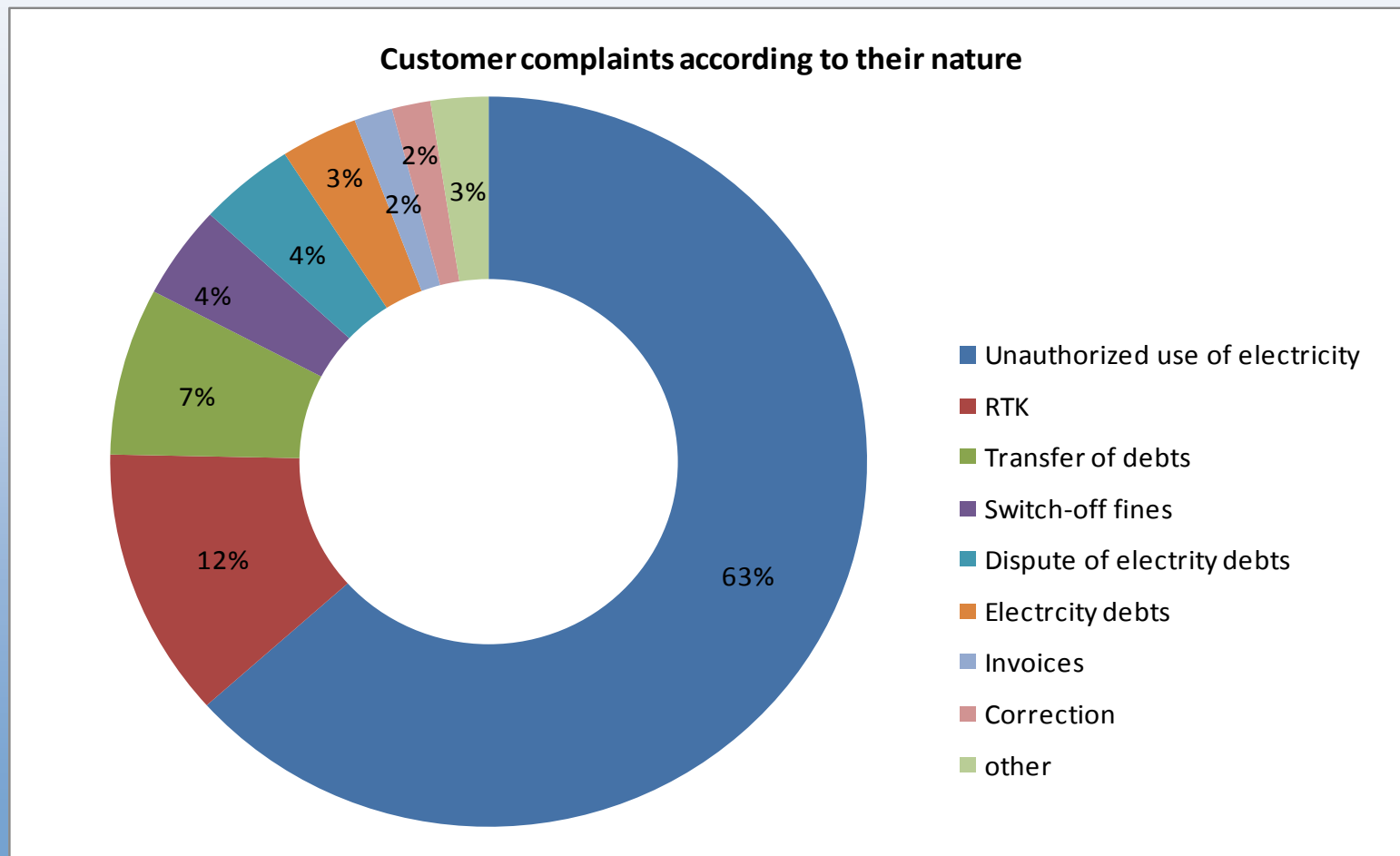
In energy sector there are several types of disputes:

- 1) Meter reading
- 2) Poor quality of services
- 3) Incorrect bills
- 4) Flat rate billing
- 5) Ownership problems with owner of the meters
- 6) Unauthorised use of electricity, theft, and tampering with electric meters



Chart of types of Dispute

The chart shows the number of complaints registered according to their nature, indicating clearly that the majority of customer complaints related to unauthorized use of energy.



ERO Complaint Form

COMPLAINT FORM	
COMPLAINANT	
Complain Reg.No:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Fix Phone:	<input type="text"/>
Mobile Phone:	<input type="text"/>
email address:	<input type="text"/>
Address: <input type="text"/>	
Category	
Residential	<input type="checkbox"/>
Commercial	<input type="checkbox"/>
Industrial	<input type="checkbox"/>
Contact person if different	
Contact Person:	<input type="text"/>
Contact Phone:	<input type="text"/>
Complaint Type	
Electric:	<input type="checkbox"/>
Heat:	<input type="checkbox"/>
Nat. Gas	<input type="checkbox"/>
City:	<input type="text"/>
Country:	<input type="text"/>
Briefly Describe Complaint	
<div></div>	
Attached Documents:	
1.	
2.	
3.	
4.	
5.	
Applicant Signature _____	Date: _____



Rules

According to the Law on Energy Regulator, all the secondary legislation within 9 months needs to be changed and modified accordingly to the new law.

- ☐ Rule on Dispute Settlement Procedure on Energy Sector;
- ☐ Rule on Disconnection and Reconnection;
- ☐ Rule on General Condition;



Thank you for your attention

