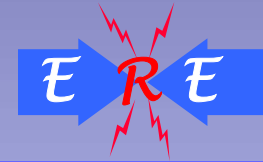


Partnership between IURC and ERE



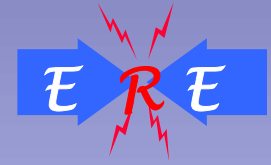
Discussion on mutual requests and relations between ERE and operators. Consumer reporting.

Adriatik Bego – Commissioner
Erjola Sadushi– Department of Legal Issues
& Public Relations

ERA- Albania

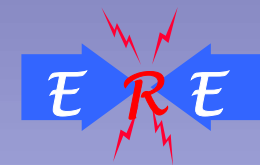
November 2004

What does it consist of ?



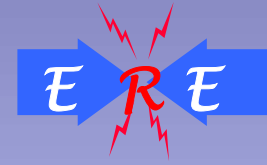
- Communication due to licensing
- Communication due to the application for setting a tariff
- Communication due to problems while running the activity.
- Communication due to the complaints of the customers
- Communication during the monitoring process

Relations as a result of a request for licensing



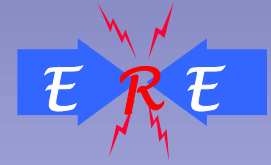
- The company submits a request for licensing
- Licensing-Monitoring Dept. gives information on the documentation required to issue the license
- Further communication in order to complete the documentation (if it is necessary)
- The applicant is invited to attend the meeting of the Commissioners' Board, where the request for license issuance is considered.
- Official announcement for the decision taken for granting or not granting the license to the company

Relations due to the application for setting the selling price of energy



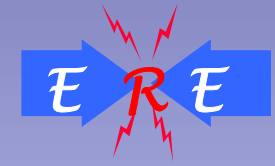
- Company's request to determine the selling price of energy.
- Verification by the Dept. of Tariffs and Prices on the compliance of the application with the rules provided by law and ERE regulations.
- Informing the operator and communicating with him on adding other elements to the application related to setting the selling price of energy.
- Holding hearing sessions with operators.
- Informing the operator on the decision of the Commissioner's Board on the application.

Communication as a result of problems during the activity



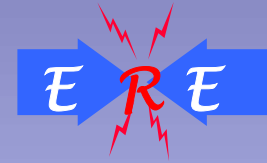
- The operator informs ERE on various problems arising during the activity.
- Identification of the problem by ERE
- Organizing explanatory sessions with the operator and other operators if they are part of the problem.
- Official information on the solution of the problem when it is possible and when it is in ERE's competence.

Communication due to complaints

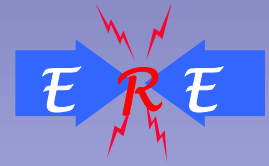


- A complaint lodged by a consumer against the operator
- The operator is required to send information on the subject of a complaint
- If there is not enough information, the operator and the consumer are invited to an explanatory hearing session
- Official information on ERE' s stand on the complaint.

Communication during the monitoring process



- ERE requires information from the operator on the licensed activity according to an information system adopted by ERE's Board of Commissioners.
- The operator fills in the forms required by ERE.
- ERE also performs the physical monitoring of the operators.



Thank you for your attention!