

## Regulatory relationship with customers and the media

*Afrim Ajvazi*

**Head of Legal and Licensing Department**

# Relationship with customers I

- ❑ Pursuant to sec. 15.2 g) of the Law on Energy Regulator, the Energy Regulatory Office has competency to **settle disputes** between consumers and energy enterprises, system operators and enterprises as well as between two enterprises.
- ❑ Law on the Energy Regulator (Article 14.2) ERO may cooperate with persons or organizations that represent or protect the interests of consumers
  - There is only one organization that represents the interests of customer -“Konsumatori”
- ❑ Draft Rule on Pricing, Protection of customers through promoting transparent and open access to the information regarding pricing and tariffs

## Relationship with customers II

- ❑ Rule on Dispute Settlement Procedures in the Energy Sector defines the obligations of licensees, ERO and consumers.
- ❑ **ERO-Customer protection Department**, represents the interest of consumers, investigates consumer complaints and co-operates with the organizations legitimately representing consumers. Settles disputes as follow:
  - a) from consumers against licensees related to offered services;
  - b) from licensees against other licensees regarding performance of licensed activities;
  - c) That has to do with the approach of a third party and transmission or distribution of electricity and natural gas as well as cross-border transmission of electricity and natural gas.



**The purpose of the Law on ENERGY REGULATOR is to ensure:**

➤ **Security of Supply with energy**

- That **prices** for energy activities which are regulated are reasonable and fixed on the basis of tariff methodology;
- That the **consumers** and the **licensees** are **protected** with adequate dispute settlement procedures
- That the standards of **environmental protection** are **gradually improved**

**The Mandate of the Energy Regulatory Office (ERO) is:**

- **Approve tariffs** prepared by the energy enterprises based on the Rules and instructions issued by ERO;
- **Approve** regulatory and operational practices and procedures;
- **Issue licenses** to energy enterprises carrying energy activities in Kosovo;
- **Imposes** Public Service Obligations on enterprises carrying out public services.

**ERO – Customer Protection:**

- **Resolve** disputes among customers and enterprises and among two licensees;
- **Cooperate** with other institutions / organizations / societies that represents the interests of the consumers
- **Approve** and **monitor** policies and procedures prepared by energy enterprises regarding customer protection;
- **Monitor** quality of the services provided for the customers by the licensee

**IF YOU (Consumers) are not satisfied with: Quality of services provided/NOT provided; correct/incorrect bills; meter reading; or if in any other form abused by the energy enterprises or their employees; please CONTACT:**

**Customer Protection Department** of ERO with contact details  
Tel: **038 247 615 ext. 115/116;** (working days **8:00-16:30 h**)  
Email: [petrit.pepaj@ero-ks.org](mailto:petrit.pepaj@ero-ks.org); [gani.bucaj@ero-ks.org](mailto:gani.bucaj@ero-ks.org)  
or visit web page of ERO: [www.ero-ks.org](http://www.ero-ks.org) and appeal online.

## Relationship with Media I

- ❑ The first independent daily newspaper was published in 1997
- ❑ Independent Radio & TV started their operation after the war in 1999.
- ❑ By the end of 2003, there were more than 110 electronic media.
- ❑ There are 89 radio stations
- ❑ 23 TV stations
- ❑ 9 newspapers
- ❑ 3 News Agencies
- ❑ Although the market is small (around 2 million in a territory of approximately 11,000 km<sup>2</sup> ).

## Relationship with Media II



### ☐ Public Sessions

- The Board ensures the publication of work through open sessions of the Board.

### ☐ Public Hearings

- Discussion on draft rules; tariff review or other topic determined by Board
- Gather information
- Inform the public

### ☐ Press Conferences

### ☐ Press releases to media

### ☐ ERO Public Relations Officer

# Open to questions

**Thank you for your attention**