



Relationship with customers

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First Partnership Activity



Presentation summary:

- ANRE – short overview
- Legal and consumer protection department (functions)
- Consumer protection related laws
- Complaint examination process
- Consumer rights and education



□ ANRE – short overview

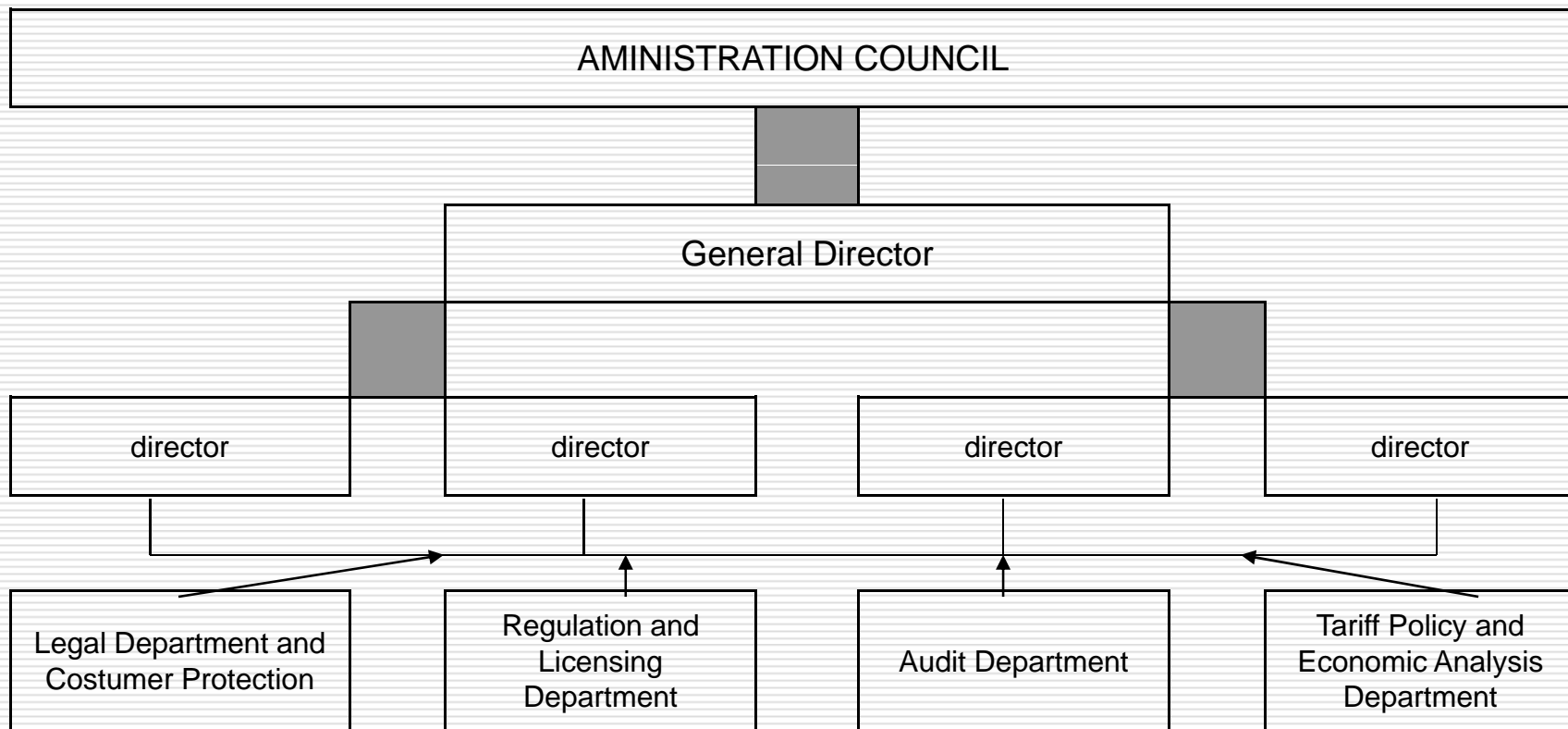
The National Agency for Energy Regulation (ANRE) was established in 1997 as a permanent authority of public administration acting as a legal entity and not subordinated to any other public or private authority, except for the cases provided by the legislation.

The Agency regulates the economic and commercial activities in the energy, natural gas and petroleum products sectors, issuing licenses, promoting an appropriate tariff policy and consumer rights protection.

In its activity the Agency is guided by the Constitution of the Republic of Moldova, Electricity Law, Gas Law, Energy Law, Regulation of the National Agency for Energy Regulation and other legislative and normative acts of the Republic of Moldova.



ORGANIZATIONAL STRUCTURE





LEGAL AND CONSUMER PROTECTION DEPARTMENT

FUNCTIONS:

- Examines the consumer complaints
- Examines misunderstanding between consumers and licensees
- Monitors, registers and keeps the consumer protection related materials
- Prepares materials for examination at hearings of ANRE Administration Council
- Prepares prescriptions to be observed by the licensees with a view to eliminating ascertained infringements and deviations
- Analyses the activity of licensees related to settlement of costumers problems



LEGAL AND CONSUMER PROTECTION DEPARTMENT

- 1 Head of consumer protection Department
- 5 specialists in the consumer protection Department
- 2 specialists in monitoring of quality of services
- 2 lawyers



CONSUMER PROTECTION RELATED LAWS

- Energy Law no.1525-XIII from 19.02.1998
- Electricity Law no.124-XVIII from 23.12.2009
- Law on Petitions no.190-XIII from 19.07.1994
- Law on Consumer Protection no.105-XV from 13.03.2003
- Law in Administrative Court no.793-XIV from 10.02.2000
- Code on contraventions no.218-XVI from 24.10.2008



ELECTRIC SERVICE RULES

- Legal relationships of electricity market participants are established on contract basis, according to license conditions and regulations approved by the Agency.
- Payment for electric energy will be made according to the monthly bill, issued by the supplier and submitted to the consumer in person or by mail.
- Licensee may interrupt the service in nonpayment related cases.
- Parties are obliged to settle, by themselves, the nonpayment-related disputes.



COMPLAINT EXAMINATION PROCESS

- Consumers appeal in written form and by phone
- The complaint will be written in the official language or any other Language.
- The complaint is examined within a month, those complaints that do days from the date of filing
- In special cases the manager may prolong the period of investigation for additional 30 days at most.
- It is prohibited to readdress the complaints to the authorities or officials the actions of which are appealed against.
- Complainant is informed on the result of examination in written form or upon his/her consent – orally.
- In case the complainant disagrees with the decision, he/she is entitled to appeal to the administrative litigation court
- Legal basis for complaint examination: Law on Petitions no.190-XII from 19.07.1994 and Electricity Law no.124-XVIII from 23.12.2009



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- ☐ Law on petition is not extended on the complaint examination provided by:
 - penal law;
 - civil law;
 - administrative litigation law;
 - labor law;
 - ☐ Examination of complaints related to violation of human constitutional rights is regulated by laws on parliamentary advocate.



Consumer education

- Determination, on the basis of complaints, of the most important problems the consumers face.
- Publication of articles and interviews explaining the problems consumers face.
- When necessary, the articles remind the consumers that they have not only rights but obligations as well.