



The Role of Regulators in Consumer Protection

Rezar Vaqari – Legal and Public Relations

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What Does it Consist of?



- Setting of fair rates, currently no higher than the cost
- Oversight of operators while increasing the quality of service, the availability, the reliability, and the assurance of the power supply
- Transparency in decision making, and the communication with the interested parties
- Handling of complaints, the investigation and the reduction of violations on the part of the operator

How is this Achieved?



- Strictly speaking, through legislation – not only material legislation, but also procedural legislation
- Transparency of the decision-making process, and communication with the interested parties
- Making decisions through the votes of all the commissioners (if possible)

Results



- Rare cases of appeal of the ERE's decisions