# THE ROLE OF THE REGULATOR IN CONSUMER PROTECTION

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Missouri

#### Consumers and their rights

- Protection of consumer rights is a concept that entered our reality quite recently. Actions needed to ensure its legal and organizational operation have placed it among the priorities of socio-economic policy of the state.
- In the field of energy ANRE is the state body invested with consumer protection functions

#### By-laws

- Regulation on supply and use of electric energy
- Regulation on supply and use of natural gas
- Regulation on the **quality of service** in transmission and distribution of electricity
- Regulation on the **quality of service** of distribution and supply of natural gas

## Authority in the field of protection of consumer rights (1)

- a) Consideration, within competence, of consumer complaints
- **6)** Promotion of end consumer rights and interests
- Public meetings are organized with representatives of consumers;
- Reconciliation and mediation in settlement of disputes between consumers and licensees

## Authority in the field of protection of consumer rights (2)

- C) non-judicial examination and settlement of disputes between end consumers and service providers in the field of connection to networks and conclusion of resource supply agreements.
- Makes motivated decisions;
- Time period 30 days;
- Citizens' right to appeal ANRE's decisions.

## Authority in the field of protection of consumer rights (3)

- Cooperation with organizations that protect the lawful interests of end consumers
- Agreement of June 5, 2007 on the cooperation between ANRE and consumer protection civil-society organizations;
- Organization of joint meetings;
- Sharing information and experience in the field of consumer protection.

## Authority in the field of protection of consumer rights (4)

- The right to make decisions that prohibit disconnection from the electric or gas grid or extend the time of consideration of end consumer petition
- The decision is issued at the request of the consumer;
- The time is limited to a month with possible extension to the next month.

## Authority in the field of protection of consumer rights (5)

- Advocating the interests of consumers at the court (art.
  26 of the Law on Consumer Protection No. 105/Mar 13,
  2003).
- As a third party (without own claims in the dispute);
- Presentation of the point of view.

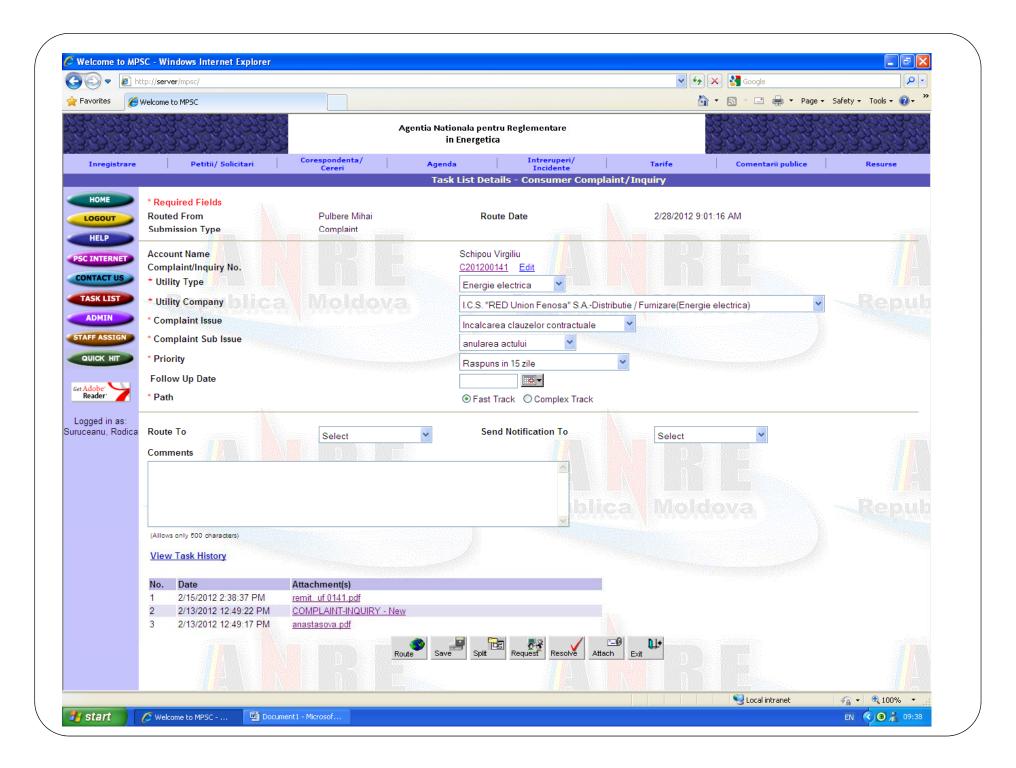
## Authority in the field of protection of consumer rights (6)

#### Other actions

- the right of ANRE to issue orders on elimination of deficiencies
- the right of ANRE to draw protocols on administrative offences and send them to the court

## Computer-based registration of petitions





#### Methods of consumer information

- Regulator's official web-site;
- Hot-line
- Press releases in local mass-media
- Awareness raising campaign

