

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*
- *б) 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

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Agencia Nacionala pentru Reglementare in Energetica

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Complaint Inquiry Result

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List of Complaints submitted between 01/01/2012 and 03/02/2012

Complaint No.	Utility Company	Complaint Date	Complaint Issue	Complaint Sub Issue	Complaint Resolution	City	Zip Code	County
C201200001	I.C.S. "RED Union Fenosa" S.A.-Distributie / Furnizare (Energie electrica)	1/2/2012	Extinderea retelelor de distributie	solicitare de racordare pentru sector nou construit	Explicatii	Neculaeuca		Orhei
C201200002	S.A. "RED Nord"-Distributie / Furnizare(Energie electrica)	1/2/2012	Contractare	dezacord cu conditiile contractului	Explicatii	Falesti		Falesti
C201200003	"MoldovaGaz" SA-Distributie/Furnizare(Gaze naturale)	1/2/2012	Extinderea retelelor de distributie	Extindere sector nou	Problema solutionata	Cantemir		Cantemir
C201200004	I.C.S. "RED Union Fenosa" S.A.-Distributie / Furnizare (Energie electrica)	1/2/2012	Calitatea serviciilor	Intreruperi neprogramate	Problema solutionata	Chisinau		mun. Chisinau
C201200005	CET-NORD SA-Distributie / Furnizare(Energie termica)	1/2/2012	Tarife	componenta tarifului	Problema solutionata	mun. Balti		mun. Balti
C201200006	S.A. "Chisinau-Gaz"-Distributie/Furnizare(Gaze naturale)	1/2/2012	Contractare	echipamente de masurare	Problema solutionata	mun. Chisinau		mun. Chisinau
C201200007	CET-NORD SA-Distributie / Furnizare(Energie termica)	1/2/2012	Calitatea	furnizarii	Problema solutionata	mun. Balti		mun. Balti
C201200008	S.R.L. "Ialoveni-Gaz"-Distributie/Furnizare(Gaze naturale)	1/2/2012	Calitatea serviciilor	intreruperi neprogramate	Problema solutionata	com.Chirca		
C201200009	I.C.S. "RED Union Fenosa" S.A.-Distributie / Furnizare (Energie electrica)	1/2/2012	Contractare	dezacord cu conditiile contractului	Explicatii	mun. Chisinau		
C201200010	S.A. "RED Nord-Vest"-Distributie / Furnizare (Energie electrica)	1/3/2012	Extinderea retelelor de distributie	solicitare de racordare pentru sector nou construit	Problema solutionata	com. Solcani		

Total Count: 204

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Task List Details - Consumer Complaint/Inquiry

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*** Required Fields**

Routed From: Pulbere Mihai
Submission Type: Complaint
Route Date: 2/28/2012 9:01:16 AM

Account Name: Schipou Virgiliu
Complaint/Inquiry No.: C201200141 [Edit](#)

* Utility Type: Energie electrica

* Utility Company: I.C.S. "RED Union Fenosa" S.A.-Distributie / Furnizare(Energie electrica)

* Complaint Issue: Incalcarea clauzelor contractuale

* Complaint Sub Issue: anularea actului

* Priority: Raspuns in 15 zile

Follow Up Date:

* Path: ☐ Fast Track ☐ Complex Track

Route To: Send Notification To:

Comments

(Allows only 500 characters)

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No.	Date	Attachment(s)
1	2/15/2012 2:38:37 PM	remit_uf 0141.pdf
2	2/13/2012 12:49:22 PM	COMPLAINT-INQUIRY - New
3	2/13/2012 12:49:17 PM	anastasova.pdf

Route Save Split Request Resolve Attach Exit

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Methods of consumer information

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

Thank you for your attention!!!