



Collecting and Processing Information from Energy Subjects

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Collecting and Processing Information from Energy Subjects

Legal Framework

- **The legal framework for collecting and processing data from the energy subjects is defined by:**
 - **The Electricity Market Act**
 - **The Act on the Regulation of Energy Activities**
 - **The General Conditions of Electricity Supply**
 - **The Informations which energy subjects are obliged to deliver to the Croatian Energy Regulatory Council**



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The Electricity Market Act –TSO responsibilities

- Article 16. regulates that among the other responsibilities the transmission system operator shall be responsible for the following:
 - maintaining electricity quality parameters ,
 - providing information on future electricity demand with the approval of market operator, as well as other information required by the regulatory body,
 - monitoring security of electricity supply, with the obligation of publishing a report at least once in two years,



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The Electricity Market Act –DSO responsibilities

- Article 19. regulates that among the other responsibilities the distribution system operator shall be responsible for the following:
 - maintaining electricity quality parameters ,
 - monitoring security of electricity supply, with the obligation of publishing a report at least once in two years,
 - providing information on future electricity demand to the transmission system operator and the market operator.



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The Electricity Market Act –Supplier responsibilities

- Article 27. regulates that the supplier shall ensure for all households and small customers, upon their request, the supply of electricity of certain quality, as to a public service, according to regulated conditions.



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The Electricity Market Act –resolving disputes (1)

- Article 20. regulates that:
 - Complaints of unsatisfied parties on the work of the transmission system operator or the distribution system operator shall be sent to the operator in written form.
 - In the event of not upholding the complaint referred to in paragraph 1 of this Article the transmission system operator or the distribution system, the operator shall hand over the case for further procedure to the Agency.
 - The decision of the Agency is final.



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The Electricity Market Act –resolving disputes

- Article 23. regulates that:
 - The TSO or DSO may deny access to the network due to limited technical or operating capacity of the network. Electricity producers, eligible electricity customers who have been denied access to the network shall be given reasons for the denial supported by written evidence.
 - The electricity producer or eligible electricity customer who has been denied access to the network or who is not satisfied with the access requirements may file an appeal to the Agency.
 - The decision of the Agency is final.



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The Electricity Market Act –Market operator

- Article 29. regulates that:
 - The market operator shall organize the electricity market pursuant to the Rules on electricity market operation.
 - The market operator shall carry out its assignments by respecting the principles of transparency, objectivity and non-discrimination, under the supervision of the Agency.
 - The electricity market operator shall pass and publish Rules on electricity market operation subject to prior opinion of the TSO and the DSO and with the approval of the Agency.



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The Act on the Regulation of Energy Activities

- Article 9. regulates that among the other responsibilities the scope of activities of the Agency shall include:
 - supervising the application of all tariff systems and prescribed compensations
 - supervising energy undertakings, pursuant to the provisions of the Energy Act and laws governing the carrying out of individual energy activities
 - supervising the quality of services provided by energy undertakings,
 - publishing information and data on energy efficiency and the use of energy
 - cooperating with the ministries and competent inspection services in accordance with special laws,
 - collecting and processing of data related to the activities of energy undertakings.



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General Conditions of Electricity Supply

- The TSO or the DSO shall establish:
 - disturbance data collection, processing and storage system by January 1, 2007
 - monitoring of voltage quality by January 1, 2007
 - monitoring of quality of services by July 1, 2006
- The TSO or the DSO shall fulfill as from January 1, 2009 the obligation to inform customers in writing of the level of electricity supply quality referred to in Article 52 of these General Conditions.
- The TSO and the DSO shall propose to the Minister in charge standard levels of quality of electricity supply per consumption area, depending on consumption density and network condition.
- The tariff customers' supplier shall establish a monitoring of quality of services to customers.
- The Minister shall with a prior opinion of the Agency, propose to the Government of the Republic of Croatia standard levels of electricity supply quality and charges for deviations.



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General Conditions of Electricity Supply

- ☐ The applicant for the issuance of the siting permit and the applicant for the issuance of the preliminary connection approval in case of rejection of the application for the issuance of the preliminary connection approval and the applicant who is not satisfied with the conditions of his issued preliminary connection approval shall have the right to complain to the Agency,

- ☐ The decision of the Agency shall be final.



Customer complaints received by the Councils for the Customer Protection – electricity supply undertakings

Title	Answered	Site	License date	Duration
HEP-DSO d.o.o.	Da	100000 Zagreb		
KORLEA d.o.o.		10 000 Zagreb	21.12.2005. godine	3 godine
HEP d.o.o.		10 000 Zagreb	12.12.2003. godine	3 godine



Customer complaints received by the Councils for the Customer Protection – gas supply undertakings

Title	Answered
IVAKOP d.o.o.	YES
PLINARA d.o.o.	YES
ZELENJAK d.o.o.	YES
GRADSKA PLINARA ZAGREB d.o.o.	YES
HUMKOM d.o.o.	YES
BROD – PLIN d.o.o.	YES
IVKOM d.d	YES
KOMUNALAC d.o.o.	
PLIN-PROJEKT d.o.o.	YES
KOMUNALAC VRBOVEC d.o.o.	YES
MEĐIMURJE PLIN d.o.o.	YES
DARKOM d.o.o.	
KOMUNALAC d.o.o.	YES
ELEKTROMETAL d.d.	YES
KOMUNALAC d.d.	YES
ZELINSKE KOMUNALIJE d.o.o.	YES
ZAGORSKI METALAC d.o.o.	YES
RADNIK d.o.o.	YES
MOSLAVINA – PLIN d.o.o.	YES
MONTCOGIM – PLINARA d.o.o.	
KOMUNALIJE d.o.o.	
HEP Plin d.o.o.	
KOMUS d.o.o. – u stečaju	

ENERGO d.o.o.	
TERMOPLIN d.d.	YES
PLINARA ISTOČNE SLAVONIJE d.o.o.	YES
KRAKOM d.o.o.	YES
KOMUNALNO PITOMAČA d.o.o.	
DUKOM d.o.o.	
ENERGOMETAN d.o.o.	
AMGA ADRIA d.o.o.	
KOMUNALAC d.o.o.	YES
PRVO PLINARSKO DRUŠTVO d.o.o.	
VIRKOM d.o.o.	YES
PLINODOM d.o.o.	YES
PAPUK d.o.o.	YES
METALPRODUKT d.d.	
KOMUNALIJE d.o.o.	YES
KOMUNALAC KONJŠČINA d.o.o.	YES



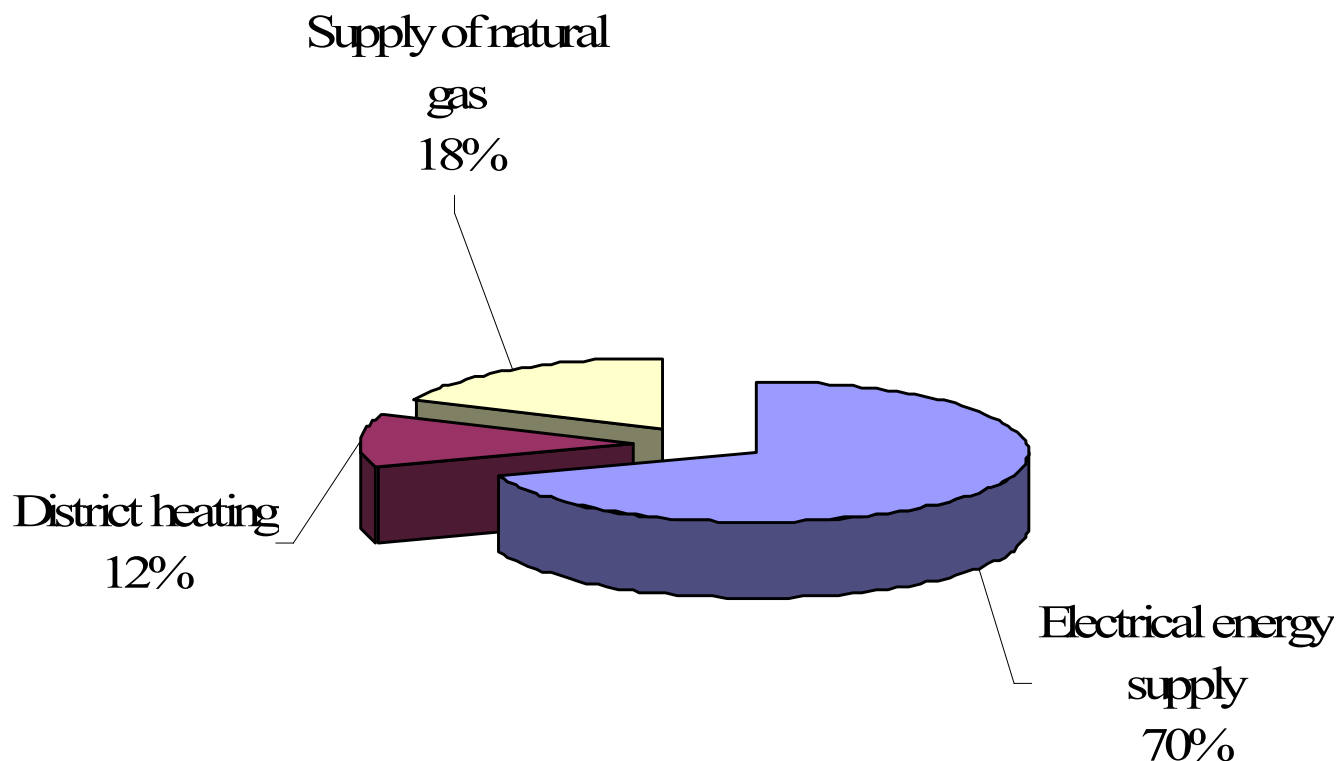
Customer complaints received by the Councils for the Customer Protection – district heating undertakings

Title	Answered	Site	License date	Duration
Toplinarstvo Sisak d.o.o.		44 000 Sisak	10.12.2003. godine	15 godina
ZRAČNA LUKA ZAGREB d.o.o.	Yes	10 000 Zagreb	05.04.2004. godine	15 godina
HVIDRA d.o.o.		21 000 Split	17.10.2005. godine	3 godine
GKP ČAKOM d.o.o.	Yes	40 000 Čakovec	06.12.2004. godine	15 godina
VIRKOM d.o.o.		33 000 Virovitica	20.08.2004. godine	15 godina
ĐURO ĐAKOVIĆ Energetika i infrastruktura d.o.o.	Yes	35 000 Slavonski Brod	05.07.2004. godine	3 godine
TOPLINA d.o.o.	Yes	35 000 Slavonski Brod	03.05.2004. godine	15 godina
VINKOVAČKI VODOVOD I KANALIZACIJA d.o.o.		32 100 Vinkovci	12.1.2006. godine	15 godina
DIOKI d.d.	Yes	10 000 Zagreb	05.04.2004. godine	3 godine
INAS INVEST d.o.o.	Yes	10 000 Zagreb	09.03.2004. godine	3 godine
ENERGOREMONT d.d.	Yes	47 000 Karlovac	09.03.2004. godine	15 godina
TOPLANA d.o.o.	Yes	47 000 Karlovac	29.01.2004. godine	15 godina
HEP Toplinarstvo d.o.o.	Yes	10 000 Zagreb	11.12.2003. godine	15 godina
ENERGO d.o.o.		51000 Rijeka	06.11.2003. godine	15 godina
TERMOPLIN d.d.		42 000 Varaždin	03.11.2003. godine	15 godina
TEHNOSTAN d.o.o.	Yes	32 000 Vukovar	05.01.2004.	3 godine



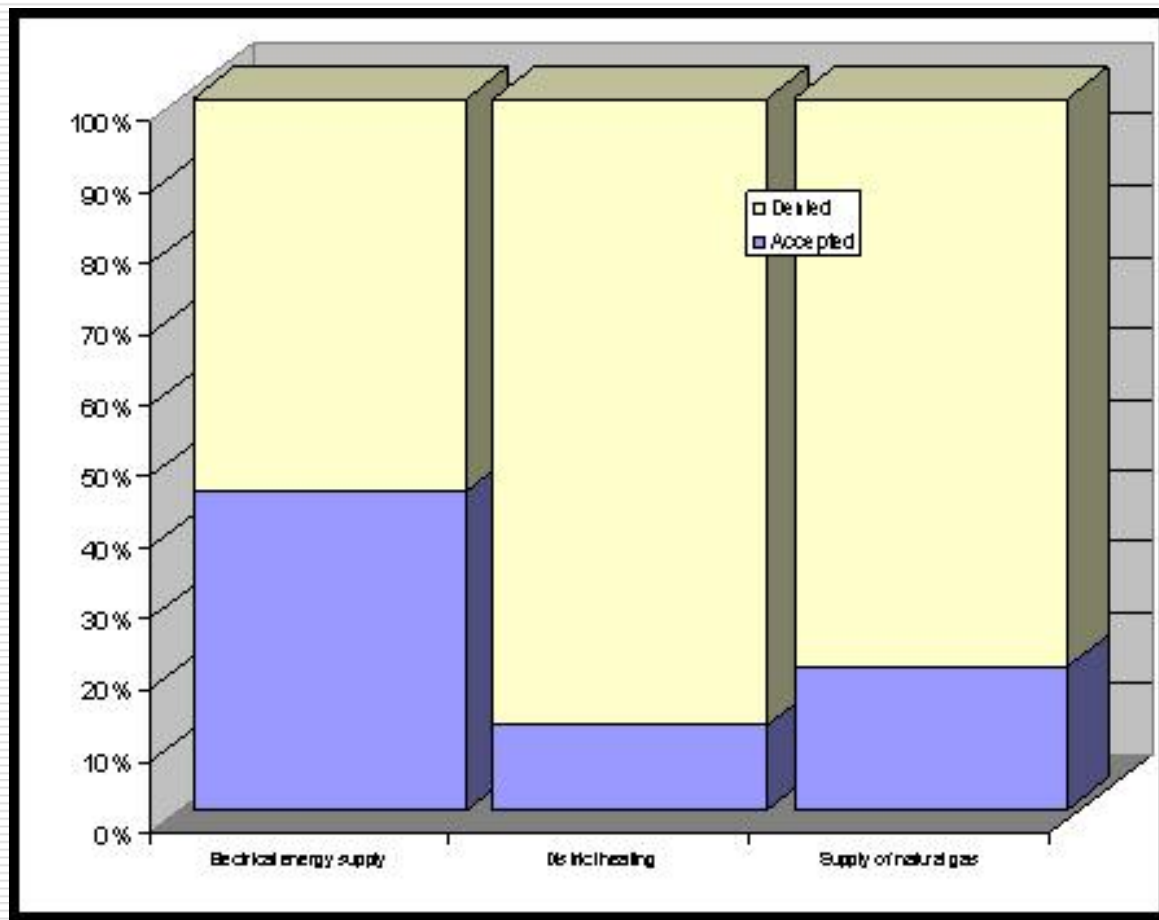
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Share of complaints to the energy undertaking subjects by energy activity



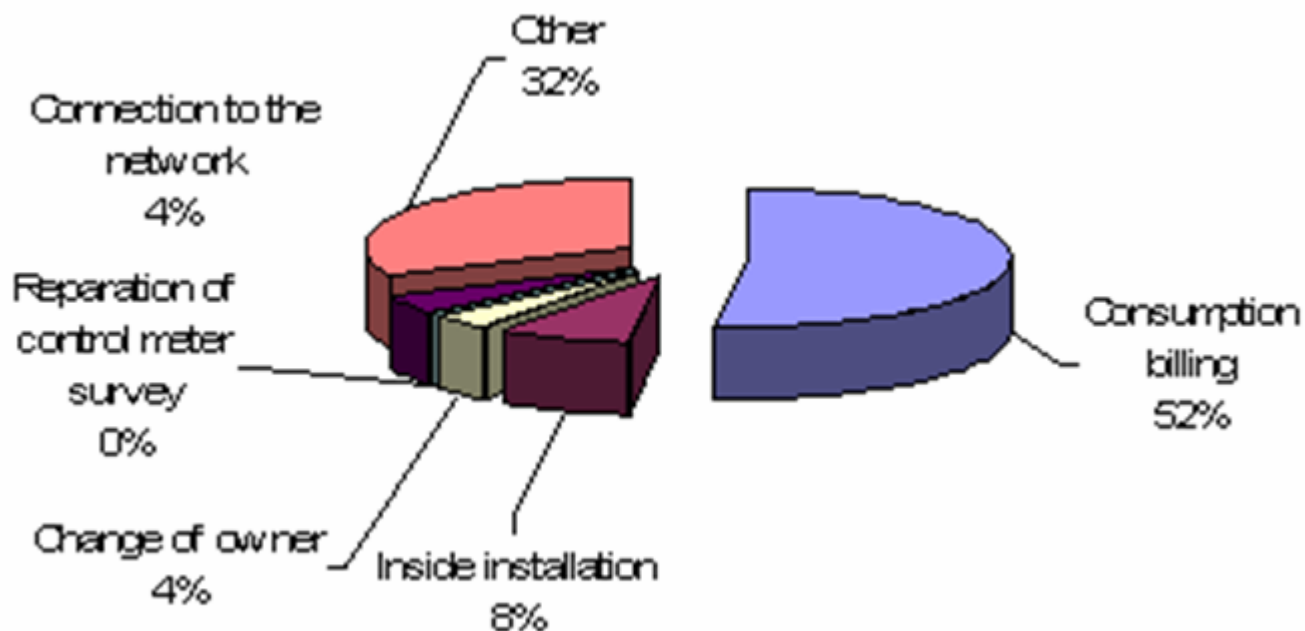
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The share of accepted complaints by energy activity



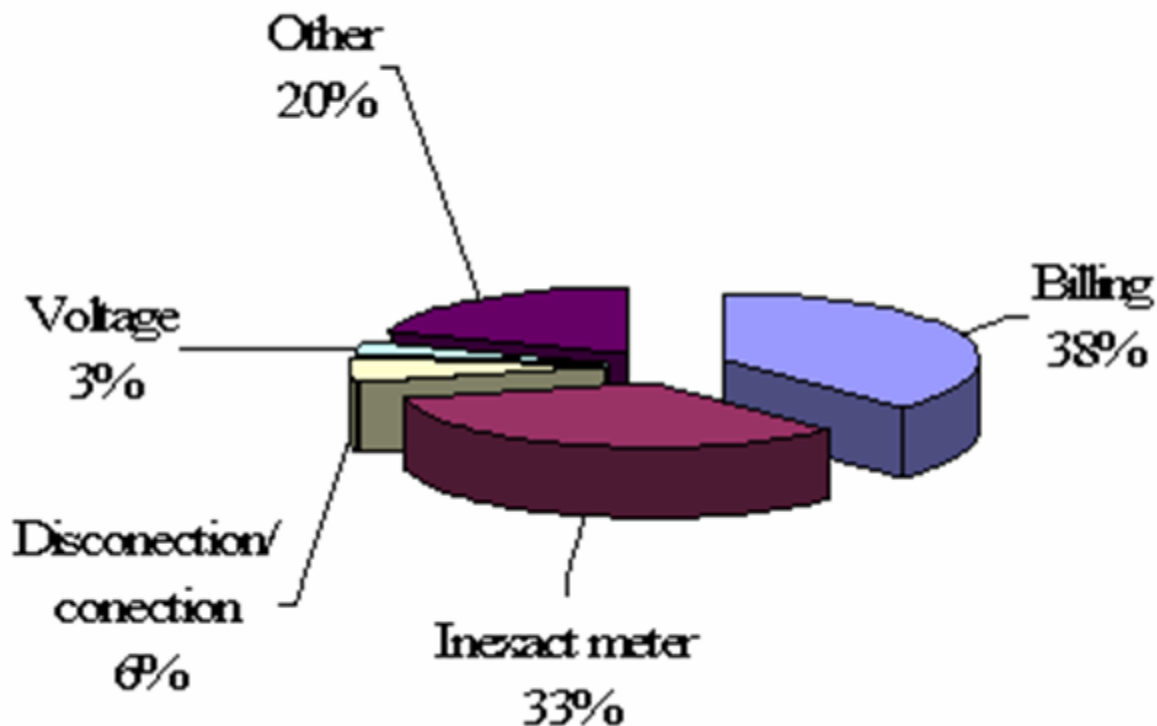
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Customer complains structure in the area of natural gas supply



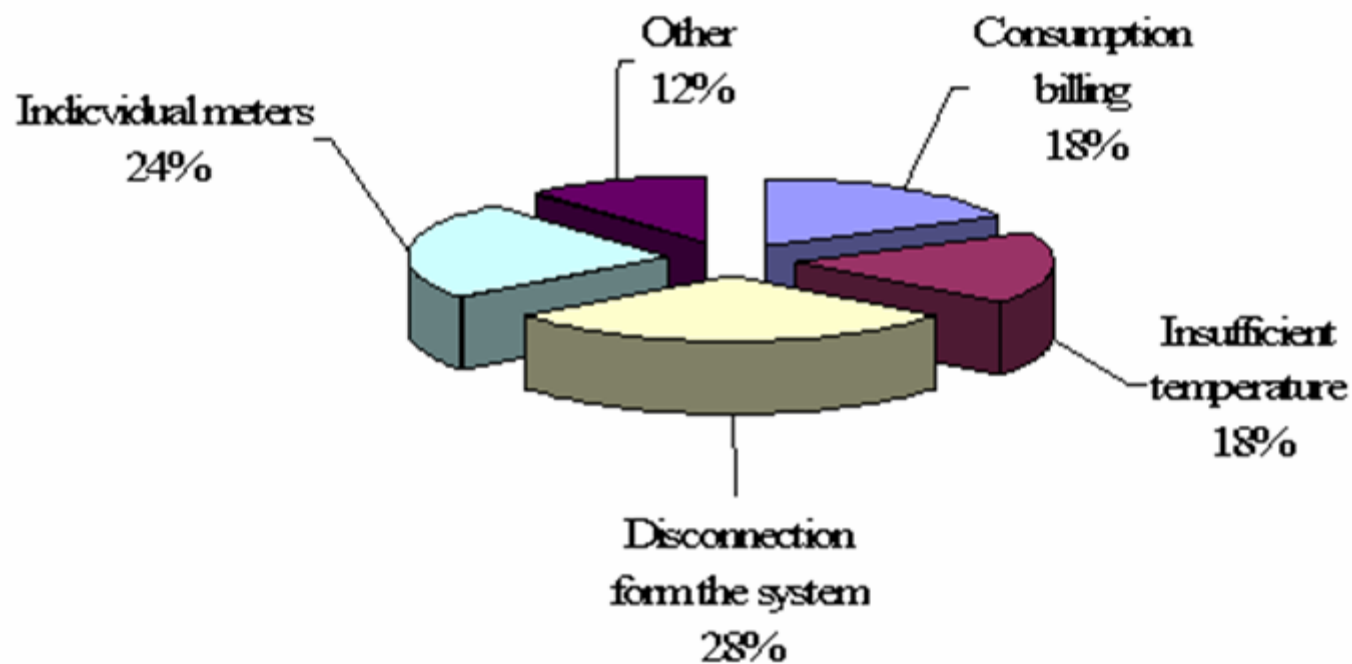
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Customer complains structure in the area of electricity supply



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Customer complains structure in the area of district heating





Thank you for your attention