



National Agency for Energy Regulation (ANRE)

Monitoring Quality of Service

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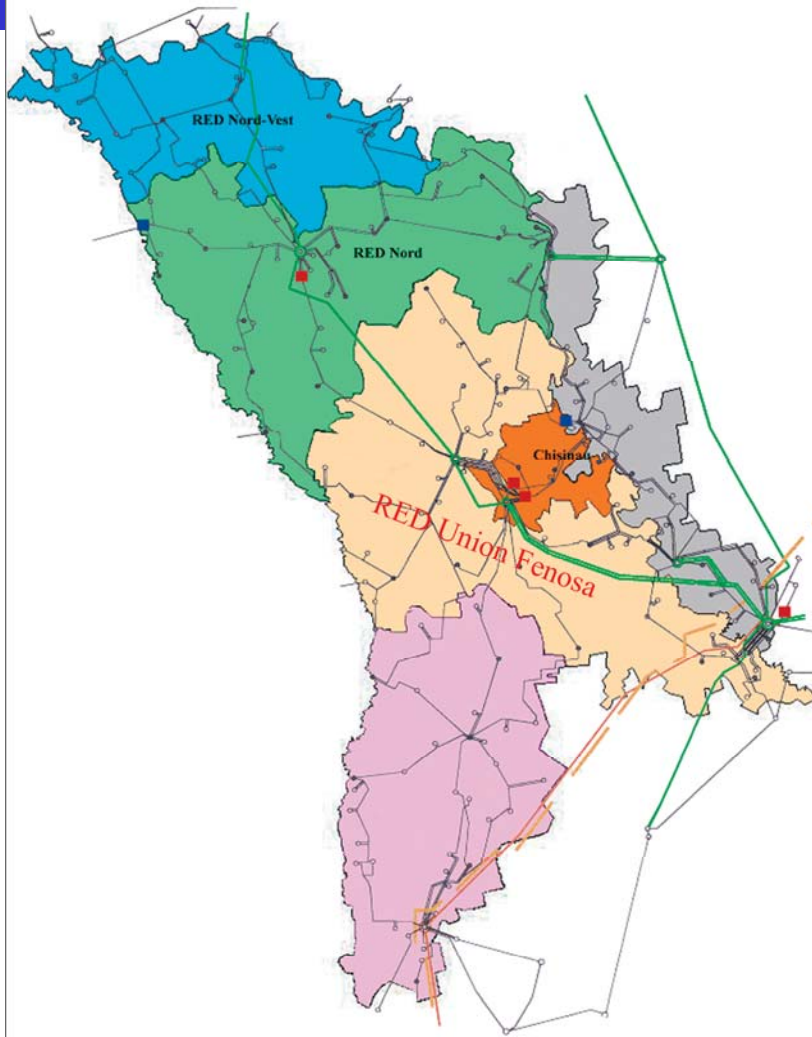
Chisinau, June 21-25



General information on power system in Moldova

- Four enterprises are active in the Moldovan energy system:
- One transport and system operator (TSO) – the state company “MOLDELECTRICA”;
- Three distribution system operators (DSO):
 - RED Union Fenosa;
 - RED Nord ;
 - RED Nord-Vest;

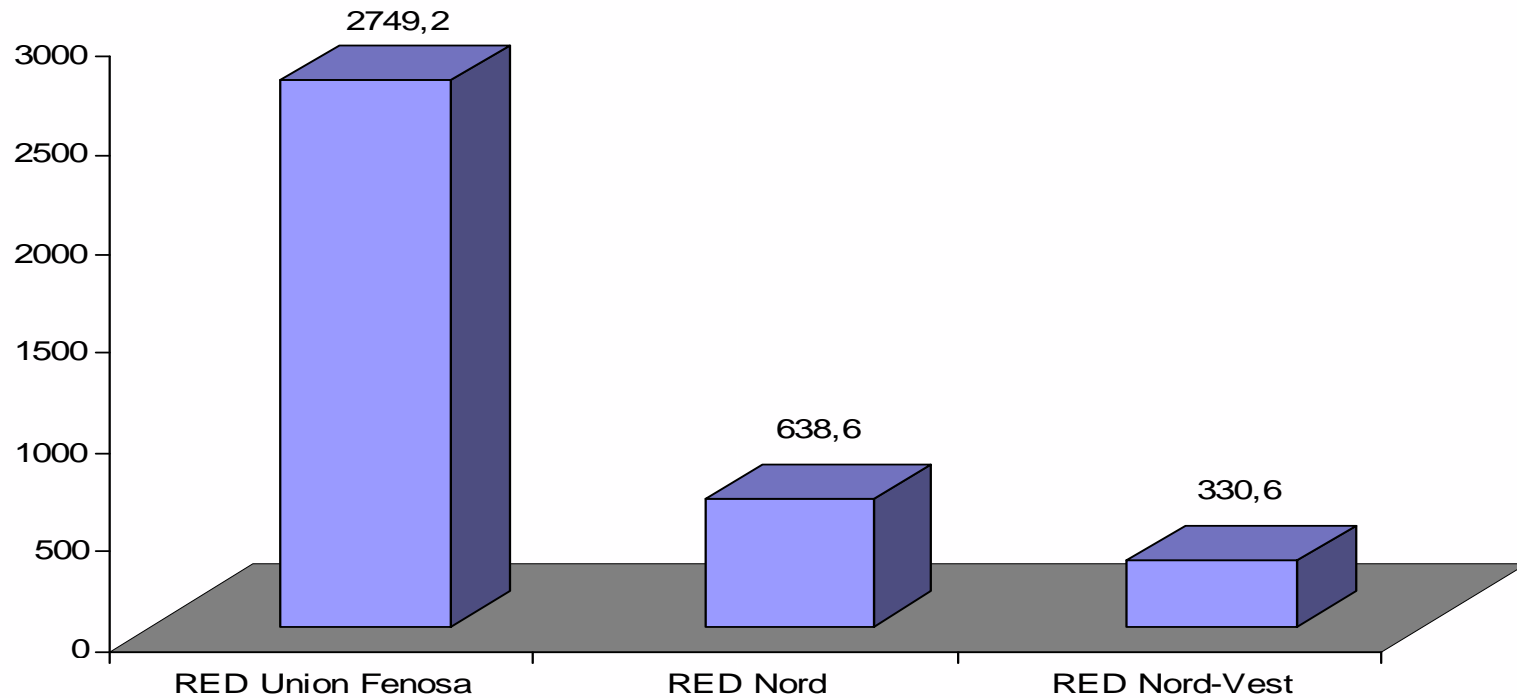
General information on power system in Moldova



Distribution System Operators

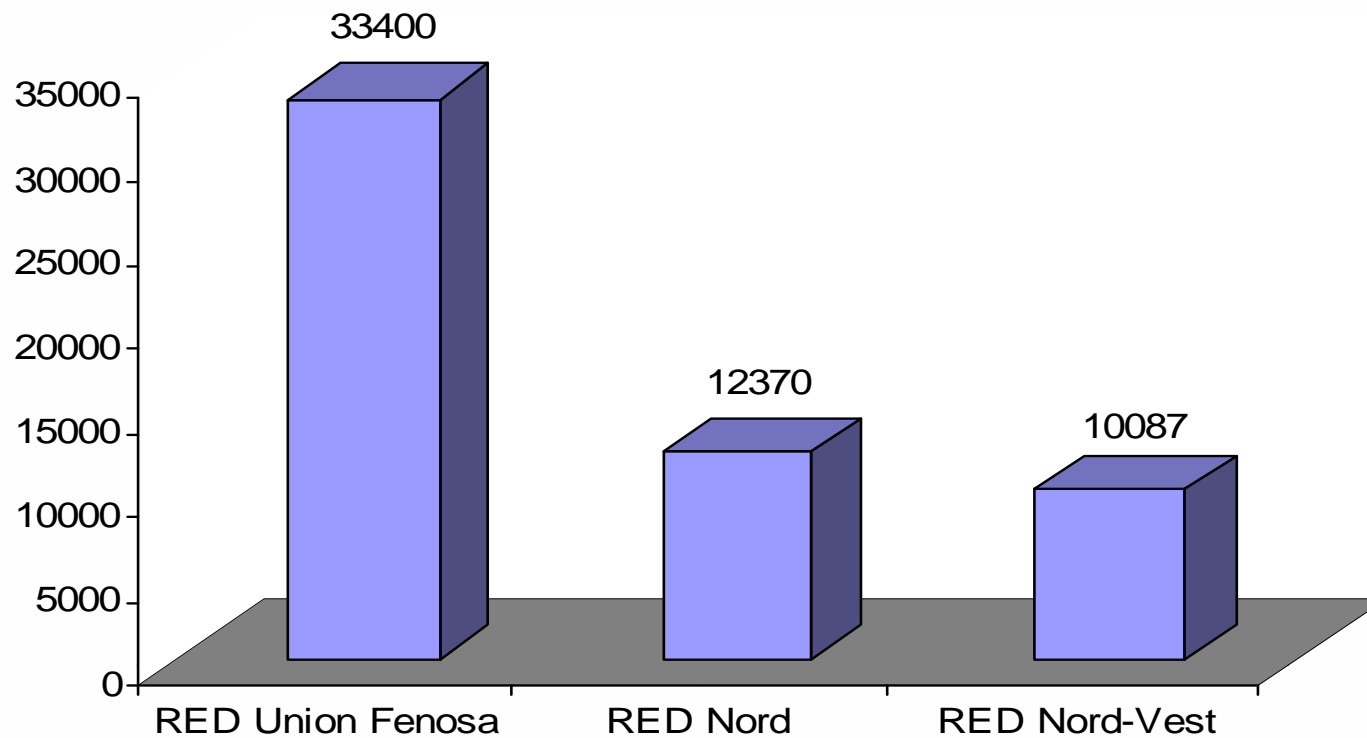
- RED Union Fenosa – a private company, which serves 63,51% of the total number of consumers from Moldova and supply 73,94% of total volume of electricity;
- RED Nord – a state company, which serves 22,93% of the total number of consumers from Moldova and supply 17,17% of total volume of electricity;
- RED Nord-Vest – a state company, which serves 13,56% of the total number of consumers in Moldova and supply 8,89% of total volume of electricity;

General information on power system in Moldova



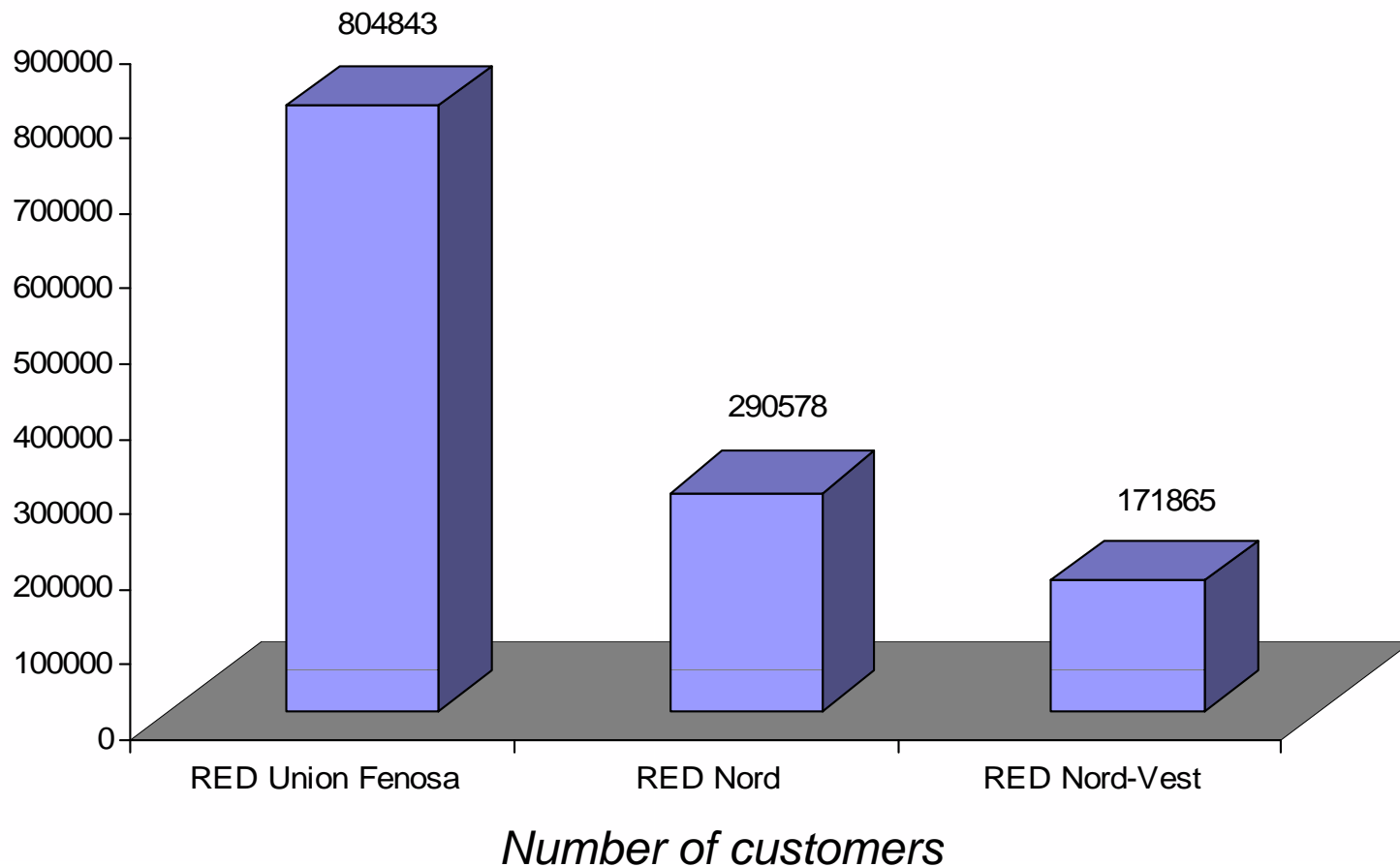
Distributed Energy in 2009, million kWh

General information on power system in Moldova



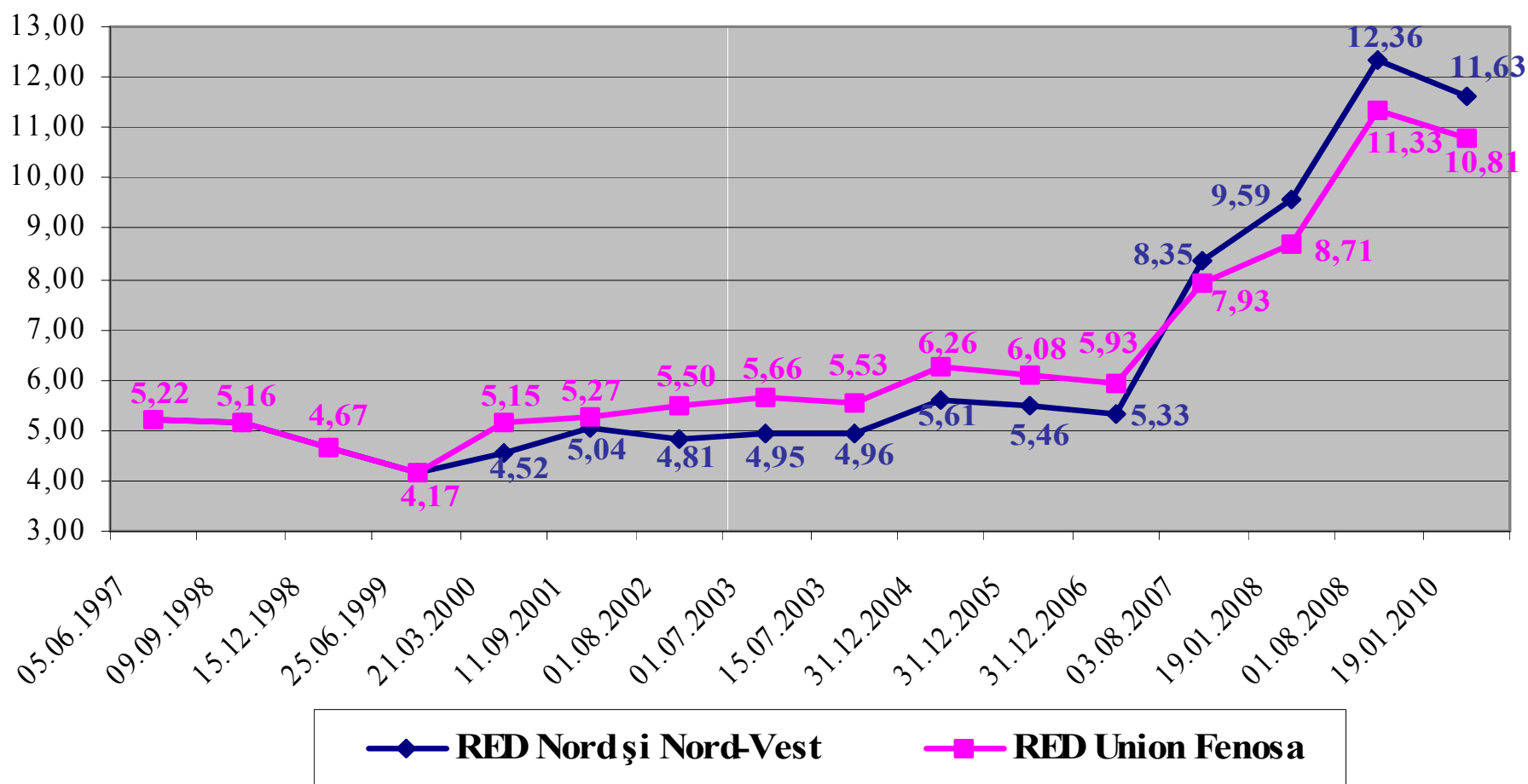
Length of Network, km

General information on power system in Moldova



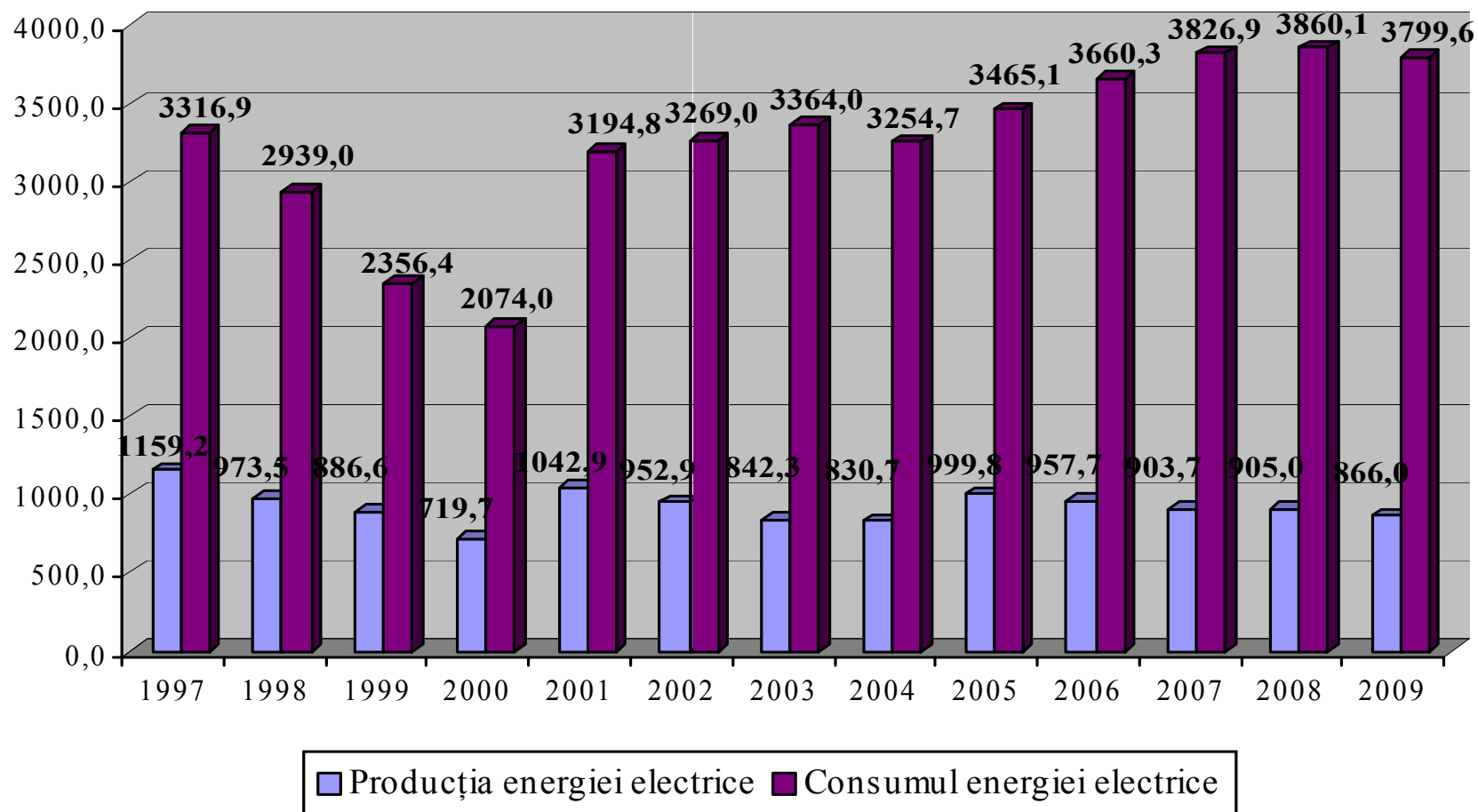
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Tariffs for energy, supplied to final customers 1997-2010
(cent/kWh)



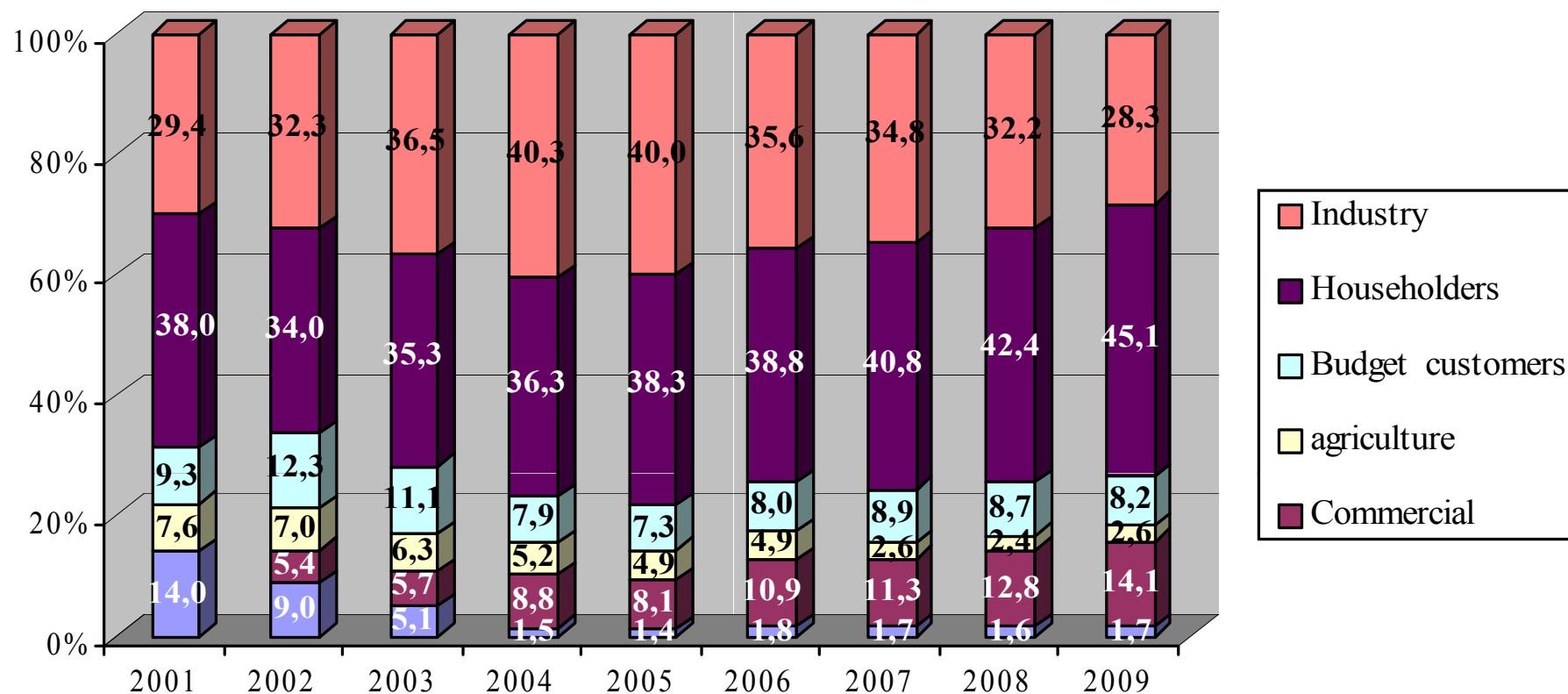
General information on power system in Moldova

Energy production and consumption, 1997-2009



General information on power system in Moldova

Structure of energy consumption, 2001-2009, %





Legal framework

- Law on electric energy
- The regulation on quality of services of electricity supply and distribution
- Bilateral contracts of electricity supply
- The interstate standard on voltage quality (GOST-13109)



Continuity of supply

- Reliability indexes that are systematically monitored by ANRE are SAIDI, SAIFI and CAIDI.
- These indexes are calculated for unplanned interruptions, longer than 3 minutes, which take place in the medium voltage (10 kV) networks.



Continuity of supply

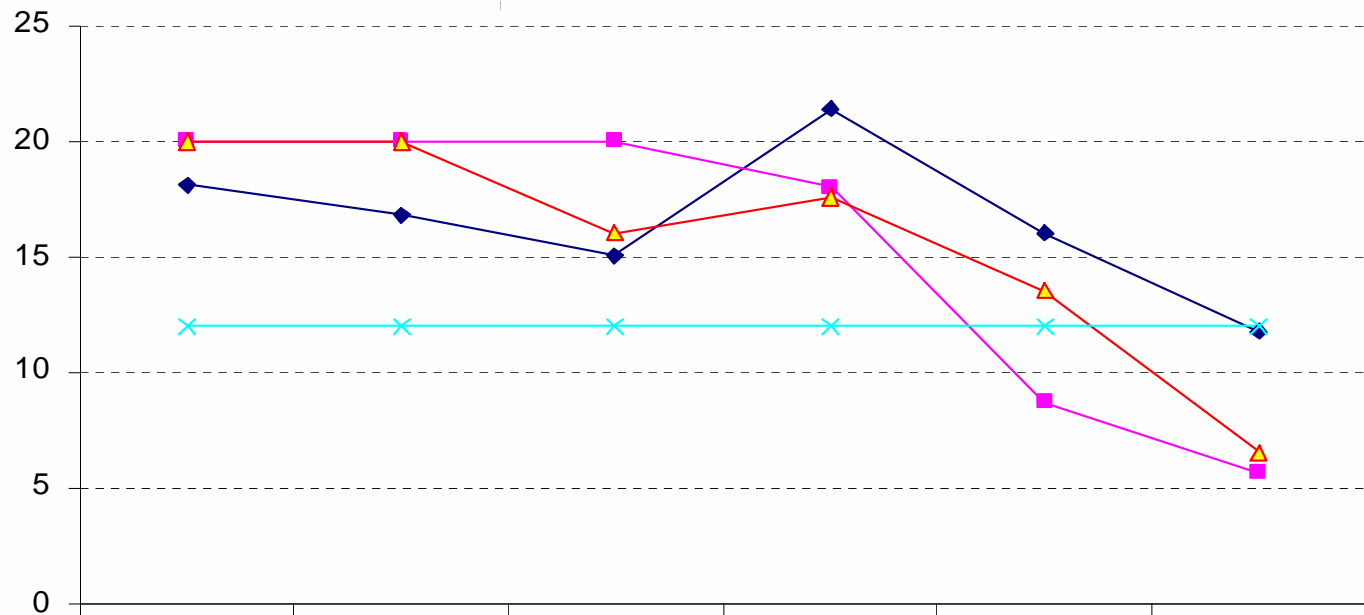
- According to the regulation on quality of services, approved by ANRE, all the DSO need to improve the level of SAIDI every year. The established levels of SAIDI for the period 2009-2013 are the next:
 - 2009 – 12 hours,
 - 2010 – 11 hours,
 - 2011 – 10 hours,
 - 2012 – 9 hours,
 - 2013 – 8 hours.
- In case if a DSO does not achieve the established level of SAIDI, ANRE has the right to apply penalties by reducing the tariff.



Continuity of supply

- Unplanned interruptions are divided into 4 groups, depending on the cause of interruption:
- **FM** – interruptions, caused by special meteorological conditions (the wind speed is more than 30 m/s and/or the ice deposit is more than 20 mm) or force majeure;
- **IC** – interruptions, caused by incidents in consumer's installations;
- **AT** – caused by actions of a third party (traffic accidents, fires in the protection zones of electric lines and other distribution installations, damages of TSO's equipment etc.)
- **AC** - other causes – failures in the distribution network, which the DSO is responsible for.
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- Reliability indexes, which DSO may be penalized for, are calculated for interruptions, marked with AC.

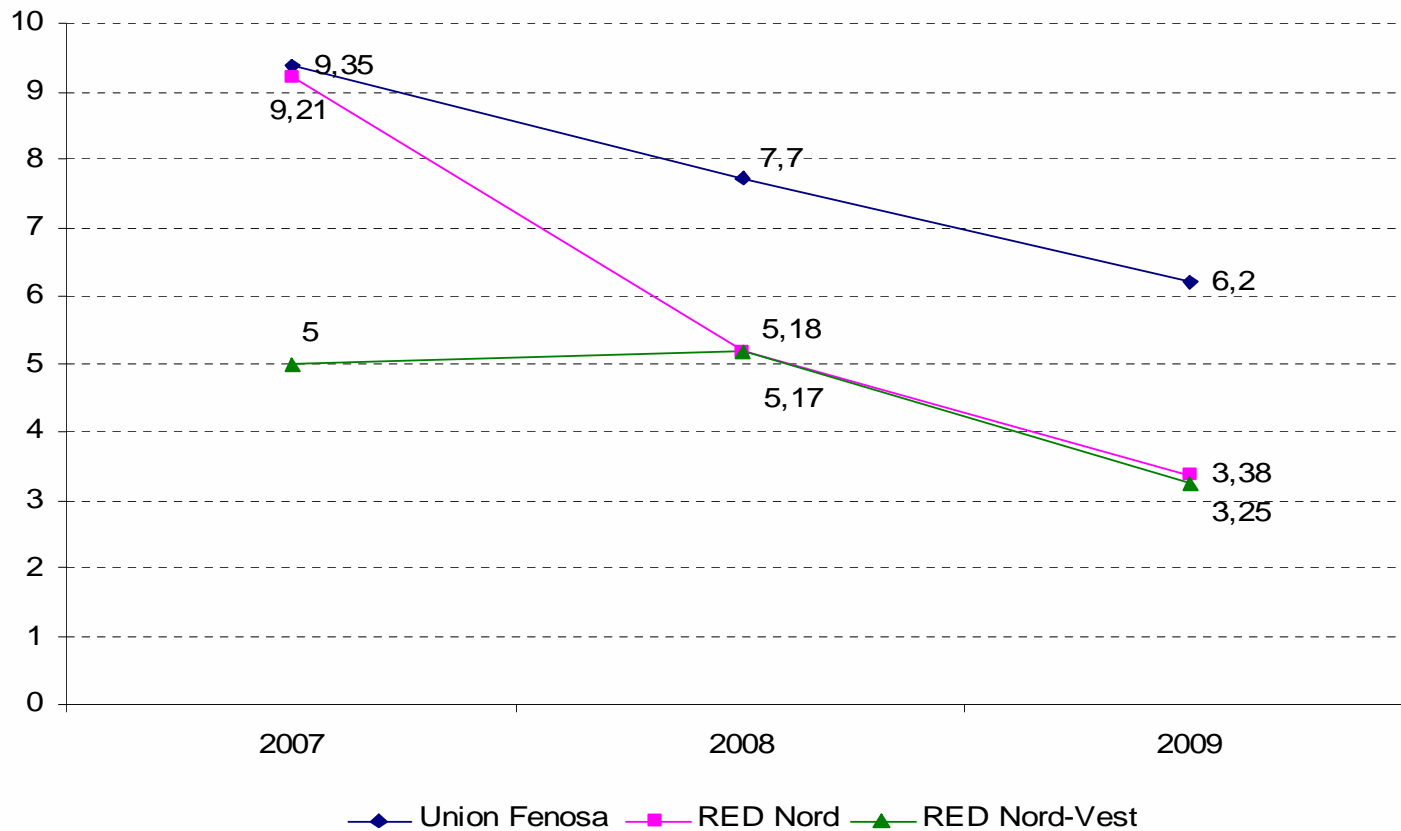
Continuity of supply



| | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 |
|--------------------------------|------|------|------|-------|-------|-------|
| —◆— RED Union Fenosa S.A. | 18,1 | 16,8 | 15,1 | 21,45 | 16 | 11,82 |
| —■— RED Nord S.A. | 20 | 20 | 20 | 18 | 8,72 | 5,67 |
| —▲— RED Nord-Vest S.A. | 20 | 20 | 16 | 17,53 | 13,53 | 6,52 |
| —×— Regulated level (12 hours) | 12 | 12 | 12 | 12 | 12 | 12 |

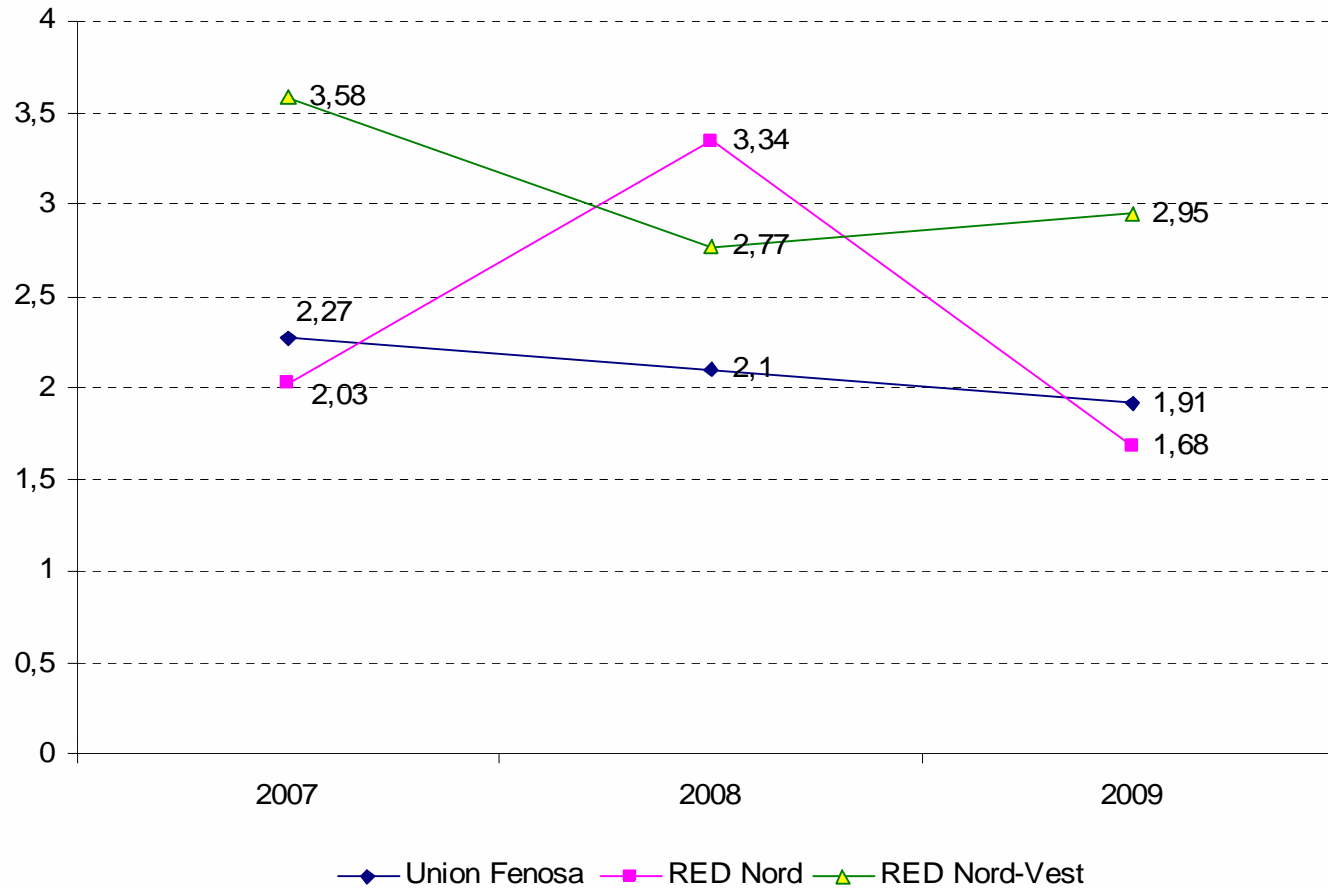
Reliability index SAIDI (hours), calculated for the period 2004 – 2009

Continuity of supply



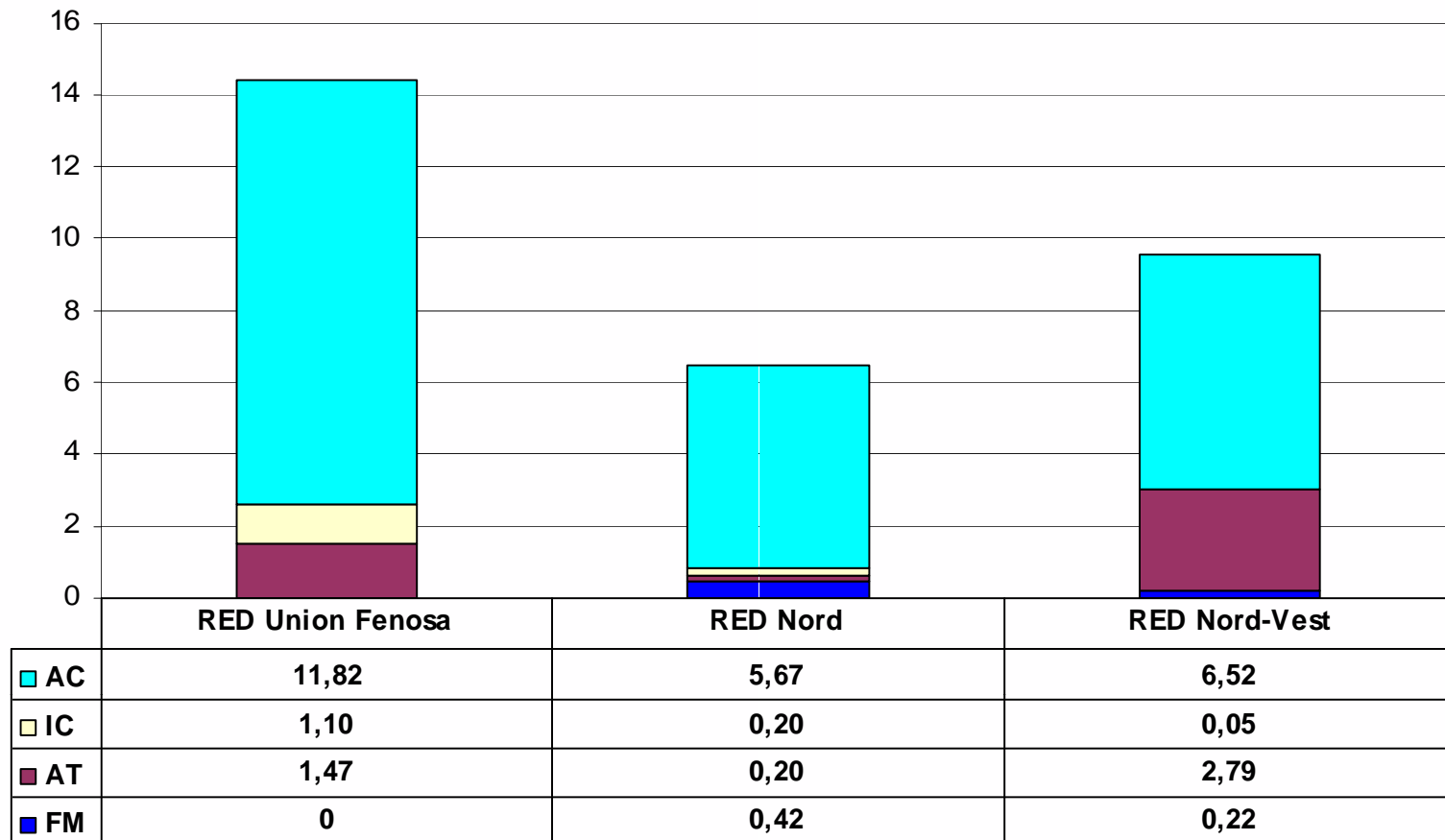
Reliability index SAIFI

Continuity of supply



Reliability index CAIDI

Continuity of supply



*Level of SAIDI (hours), depending on the causes of interruptions
(2009)*



Continuity of supply

- **Guaranteed standards for final customers**
- Duration of one planned interruption
- Duration of one unplanned interruption
- Annual number of unplanned interruptions
- Annual duration of unplanned interruptions



Continuity of supply

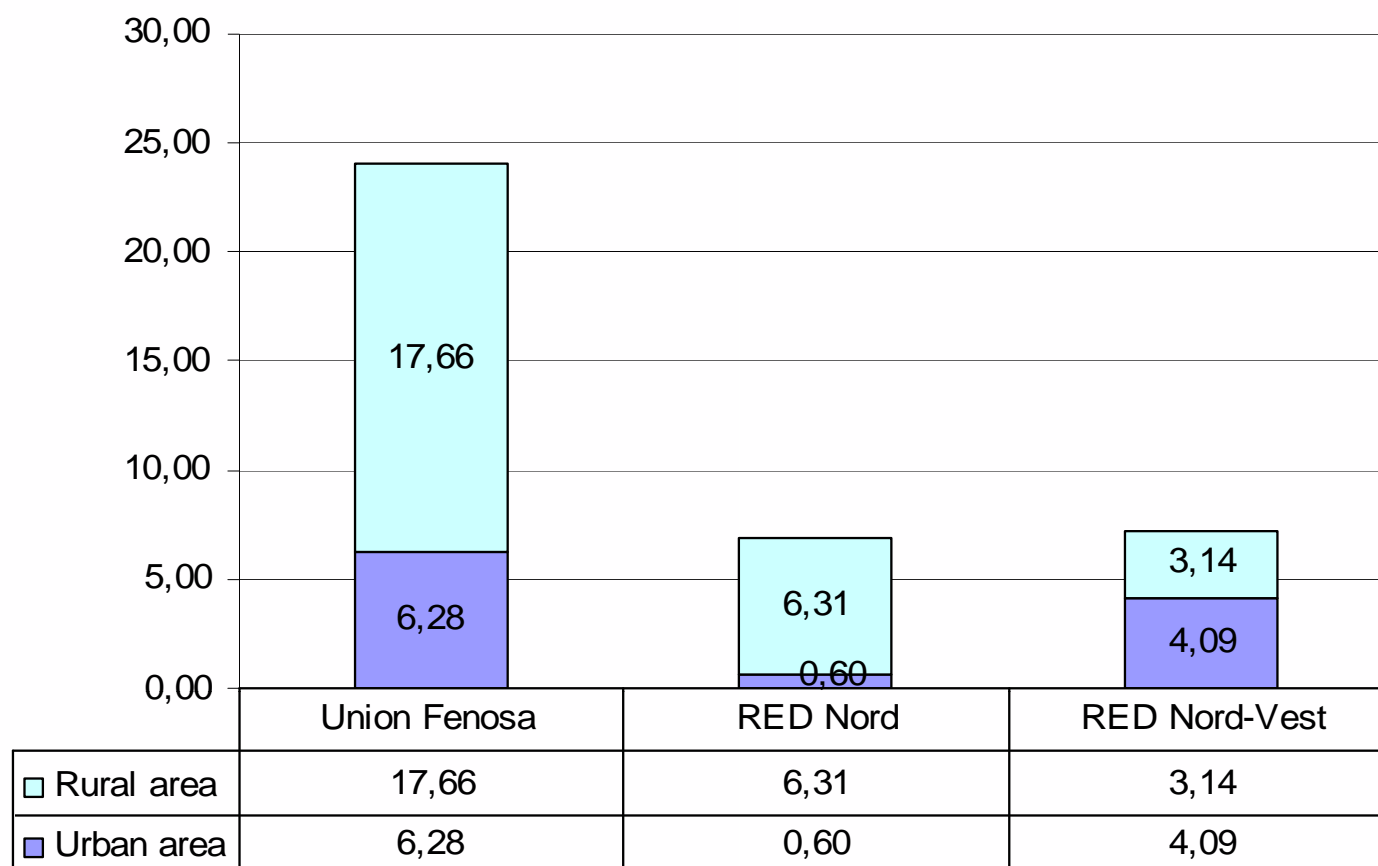
- **Duration of one planned interruption:**
 -
 - 24 hours (interruptions, linked with overhaul of the distribution networks);
 - 12 hours (other planned interruptions);
- **Duration of one unplanned interruption:**
 - 24 hours (in case of difficult accidents);
 - 16 hours (interruptions, which take place during the night, due to failures in the medium voltage (10 kV) networks);
 - 6 hours (urban area), 8 hours (rural area) – other incidents;



Continuity of supply

- **Annual number of unplanned interruptions:**
 - for consumers, connected to medium voltage level (10 kV):
 - in the urban area – 6
 - in the rural area - 9
 - for consumers, connected to low voltage level (0.4 kV):
 - in the urban area – 9
 - in the rural area – 12
- **Annual duration of unplanned interruptions:**
 - in the urban area – 36 hours
 - in the rural area - 48 hours

Continuity of supply



The percentage of final customers, for whom the guaranteed standards were not respected by DSO



Voltage quality

- For measuring the voltage quality, in Moldova is used the standard GOST-13109 "Power quality. Electromagnetic compatibility of technical equipment. Power quality limits in public electrical systems". This is an interstate standard, used in the former USSR, that establishes the quality parameters of electric energy.



Voltage quality

- According to the Regulation on quality of services, approved by ANRE, in case of consumers' complains, regarding the voltage quality, DSO has a limited period of time to restore the voltage quality:
- Consumers' calls:
 - 24 hours after the call, in case of overvoltage or repeated voltage dips;
- Written complains:
 - 5 days after receiving the complain – if for restoring the quality it is necessary to execute some simple activities, like redistributing of electric load on phases, regulating the voltage from power transformers etc.;
 - 30 days – in case of increasing of existent networks' capacity or the necessity to replace a power transformer etc;
 - 60 days – in case of necessity to elaborate projects and building new line sectors;
 - If DSO does not solve 10% of customers' complains in fixed terms, ANRE can reduce the tariff.



Commercial quality

- ANRE monitors the following situations, regarding commercial quality:
- Notifying of planned interruptions (3 days before interruption for small customers and 7 days before interruption for customers with power more than 100 kW).
- Issuing of prior connection approvals (15 calendar days)
- Contracting of electricity supply (2 working-days for householders and 5 working-days for other consumers);
- Connecting to distribution network (3 calendar days). If DSO doesn't respect this term, the consumer can demand a compensation (25% of the connection fee for every overdue day).
- Reconnecting of a customers' installation to the network (2 working-days). If the supplier (DSO) doesn't respect this term, the consumer can demand a compensation (25% of the reconnection fee for every overdue day).
- Proceeding of consumers' written petitions (not more than 30 calendar days)