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National
Association of
Regulatory
Utility
Commissioners

ENERGY REGULATORY & SECURITY PROGRAM IN EUROPE & EURASIA 2007-2017 HIGHLIGHTS

⚡ BLACK SEA REGULATORY INITIATIVE

Launched in 2010, the initiative promoted practices and regulations to spur renewable energy development across the Black Sea region. NARUC assisted Ukraine, Georgia, Armenia and Moldova, along with Turkey as a regulatory resource partner, in identifying avenues to promote energy efficiency and to transition toward more competitive electricity markets in line with EU legislative requirements.

⚡ GEORGIA

Through this partnership, NARUC worked with the Georgian National Energy and Water Regulatory Commission to revise its licensing regime, Retail Electricity Market Rules, customer bill of rights, and Distribution Grid Code to be aligned with the EU's Third Energy Package requirements.

The regulator also successfully promoted renewable generation via net metering through amendments to the Georgian Law on Electricity and Natural Gas.

⚡ BOSNIA AND HERZEGOVINA

In collaboration with BiH regulators and other stakeholders, NARUC supported the development of a price comparison tool to assist retail customers in shopping for electricity prices. The tool aims to accelerate the development of a competitive retail electricity market and help BiH meet its obligations as a signatory to the Energy Community Treaty.

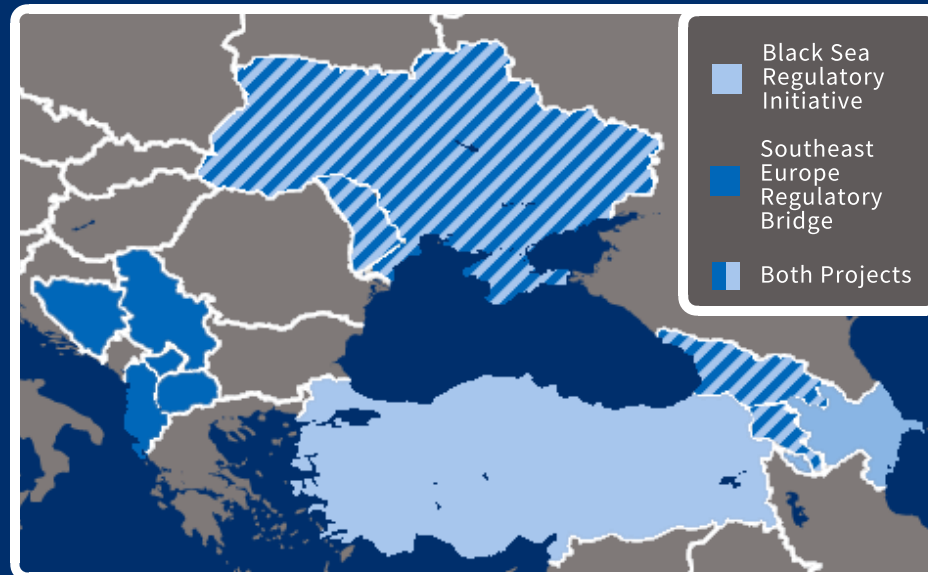
⚡ KOSOVO

Through the partnership, the Kosovo Energy Regulatory Office significantly increased its level of transparency and accountability to the public. The regulator established an electronic customer care database, which improved its ability to manage customer complaints, and implemented day-to-day operational changes that significantly reduced response times for media requests.

⚡ UKRAINE

NARUC assisted the National Energy and Utilities Regulatory Commission in introducing a consumer call center, which allows consumers to promptly receive answers to their questions and obtain important information. The move helped the regulator align more with EU policies on consumer rights and protections and bolstered the regulator's ability to facilitate the restructuring of the country's energy sector.

NARUC also supported the regulator as it advanced reforms to the country's natural gas sector in line with EU Third Energy Package requirements.



⚡ MOLDOVA

With direct contributions from US and EU regulators, the partnership helped the National Agency for Energy Regulation of Moldova prepare and present the Law on the Promotion of Energy from Renewable Sources.

⚡ SOUTHEAST EUROPE REGULATORY BRIDGE

The SEE Bridge Project strengthened regulators' ability to facilitate progress toward EU-style competitive retail electricity markets in the countries of Southeast Europe. The project helped support the production of a key guidelines document that informed the implementation strategies for electricity retail competition.

Adopted in 2015, the law further aligned Moldova's policies with EU directives and improved the regulatory framework needed to attract investment in renewable energy projects.