

# **Danube Region Strategy (DRS) Energy Priority Area**

## **3<sup>rd</sup> WORKSHOP**

### **FINAL PROGRAMME**

**May 27-29, 2013**

**Chisinau, Moldova**

## AGENDA-AT-A GLANCE

May 27 (15:00 – 17:30)	<b>Topic I:</b> General customer protection related issues (gas and electricity) – the necessary legal/regulatory framework and the different regulatory procedures; the potential support for vulnerable customers, power/energy poverty, Last Resort Supplier’ concept
May 28 (09.00 – 12:00)	<b>Topic I:</b> (cont.) General customer protection related issues (gas and electricity) – Introduction of the concept of Consumer Checklist, Introducing the benchmark of European practice on Dispute Settlement Procedure <b>Topic II:</b> Service Quality Regulation – different elements of service quality regulation, international benchmark of requirements and measured facts
May 28 (13:45 – 17:30)	<b>Topic II:</b> (cont.) Service Quality Regulation – impact of Service Quality Regulation on pricing (network tariff); <b>Topic III:</b> End-user switching process (from one supplier to another) – elements of the switching process, responsibilities of DSOs, suppliers and customers, conditions of changing supplier
May 29 (09:00 – 11:00)	<b>Topic IV:</b> Exemption (from Third Party Access obligations) process – conditions of any TPA’ exemption (requirements of the EU Directives); “Nabucco” exemption procedure as case study
May 29 (11:00 – 12:00)	<b>Preparation of the 4<sup>th</sup> Workshop</b>

**Monday, May 27, 2013: Topic I: General customer protection related issues (gas and electricity)**

Venue: MOLDELETRICA, str. V. Alecsandri, 78.

Transfer provided by the Hugarian Embassy

<p><i>Afternoon Session</i> 15:00 – 17:30</p>	<p>General customer protection related issues (gas and electricity) – the necessary legal/regulatory framework, the different regulatory procedures and support systems</p>	<p><u>Targeted audience:</u> Representatives of the; - <b>Ministry</b> of Economy of Republic of Moldova, - <b>ANRE</b> (Regulatory Authority) - Local <b>DSOs</b> (gas and electricity) - Local <b>Suppliers</b> (gas and electricity) - Small <b>Customers'</b> associations</p>
<p>15:00 – 15:45</p>	<p>Introduction of the key elements of the EU Directives (3rd EU Package) ensuring effective safeguard and support for end-users.</p>	<p><u>Presenter:</u>  <i>Ms. Anikó CSÓREG – Hungarian Energy and Public Utility Regulatory Authority</i></p>
<p>15:45 – 16:15</p>	<p>Q&amp;A</p>	
<p>16:15 – 17:00</p>	<p>General contractual framework of small customers [business conduct rules] and the approval of it. Identification and support of vulnerable customers. Issues of power/energy poverty. Introduction of the Last Resort Supplier' concept.</p>	<p><u>Presenter:</u>  <i>Ms. Anikó CSÓREG – Hungarian Energy and Public Utility Regulatory Authority</i></p>
<p>17:00– 17:30</p>	<p>Q&amp;A</p>	
<p>17:30</p>	<p>Meeting concludes</p>	

**Tuesday, May 28, 2013**

**Topic I: General customer protection related issues (gas and electricity)**

**Topic II: Service Quality Regulation**

**Topic III: End-user switching process (from one supplier to another)**

Venue: MOLDELETRICA, str. V. Alecsandri, 78.

Transfer provided by the Hungarian Embassy

<p><i>Morning Session</i> 9:00 – 12:00</p>	<p>General customer protection related issues (gas and electricity) – the necessary legal/regulatory framework, the different regulatory procedures and support systems (continue)</p> <p>Service Quality Regulation</p>	<p><u>Targeted audience:</u> Representatives of the;</p> <ul style="list-style-type: none"> <li>- <b>Ministry</b> of Economy of Republic of Moldova,</li> <li>- <b>ANRE</b> (Regulatory Authority)</li> <li>- Local <b>DSOs</b> (gas and electricity)</li> <li>- Local <b>Suppliers</b> (gas and electricity)</li> <li>- Small <b>Customers'</b> associations</li> </ul>
<p>09:00 – 09:45</p>	<p>Introduction of the CEER Paper on “Guideline of Good Practice on Customer Complaint Handling, Reporting and Classification” (CEER recommendation) Complaints handling procedure at Suppliers/Distributors and Regulators. Typical complaints and potential regulatory actions.</p>	<p><u>Presenter:</u>  <i>Ms. Anikó CSÓREG – Hungarian Energy and Public Utility Regulatory Authority</i></p>
<p>09:45 – 10:00</p>	<p>Q&amp;A</p>	
<p>10:00 – 10:15</p>	<p>Coffee break</p>	
<p>10:15 – 11:15</p>	<p>Different elements of Service Quality Regulation: reliability of supply, commercial quality and Voltage quality. Data collection (data reporting and validation system) and measurement systems, requirements and standards. Annual publications on service quality results and tendencies. Short introduction of CEER' international benchmark of quality</p>	<p><u>Presenter:</u>  <i>Ms. Alexandra MOZSOLICS – Hungarian Energy and Public Utility Regulatory Authority</i></p>

	requirements and measured facts.  Impact of Service Quality Regulation on network charges (network tariff effects) (financial incentives for service quality enhancement.)	
11:15 – 12:00	Q&A	
12:00 – 13:45	Lunch break	

<i>Afternoon Session</i> 13:45 – 17:00	End-user switching process (from one supplier to another)	<u>Targeted audience:</u> Representatives of the; - <b>Ministry</b> of Economy of Republic of Moldova, - <b>ANRE</b> (Regulatory Authority) - Local <b>DSOs</b> (gas and electricity) - Local <b>Suppliers</b> (gas and electricity) - Small <b>Customers'</b> associations
13:45 – 15:00	Detailed elements of the switching process. Responsibilities of DSOs, Suppliers and Customers. Conditions of changing supplier: <ul style="list-style-type: none"> <li>- short introduction of the Hungarian market (players, competitors, new entrants),</li> <li>- introduction of the regulatory framework of the switching process and the different forums/platforms of cooperation of market players,</li> <li>- the way and subject of competition on the retail market,</li> <li>- contractual framework (contracts for connecting and using the networks system, supply contract, contract between DSO and supplier),</li> <li>- introducing the different steps of the switching process,</li> <li>- introducing the tasks and responsibilities of the different players during the switching process,</li> </ul>	<u>Presenter:</u>  <i>Mr. Ferenc KLÉZLI – EoN Distribution</i>

	<ul style="list-style-type: none"> <li>- communication channels, tools, messages,</li> <li>- settlement system (system use, commodity, balancing, deviation from schedule)</li> </ul>	
15:00 – 15:30	Q&A	
15:30 – 15:45	Coffee break	
15:45 – 16:30	Potential regulatory measures supporting customers in the supplier' selection and switching process. Regulatory monitoring of the process.	<p><u>Presenter:</u></p> <p><i>dr. Gábor SZÖRÉNYI – General Secretary, ERRA</i></p>
16:30– 17:00	Q&A	
17:00	Meeting concludes	

**Wednesday, May 29, 2013**

**Topic IV: Exemption process** (from Third Party Access obligations)

**Preparation of the 4<sup>th</sup> Workshop**

Venue: MOLDELETRICA, str. V. Alecsandri, 78.

Transfer provided by the Hungarian Embassy

<i>Morning Session</i> 9:00 – 12:00	Exemption process (from Third Party Access obligations)  Preparation of the 4th Workshop	<u>Targeted audience for Topic IV:</u> Representatives of the; - <b>Ministry</b> of Economy of Republic of Moldova, - <b>ANRE</b> (Regulatory Authority) - Local <b>TSOs</b> (gas and electricity)  <u>Targeted audience for preparation of the 4<sup>th</sup> Workshop:</u> - <b>Ministry</b> of Economy of Republic of Moldova
09:00 – 10:00	Conditions of any TPA' exemption (requirements of the EU Directives). Regulatory cooperation of the involved NRAs preparing harmonised exemption conditions	<u>Presenter:</u>  <i>Ms. Nina GRALL – Energy Community Treaty Secretariat</i> (former E-Control expert involved in the “Nabucco “ exemption process)
10:00– 10:45	Exemption procedure in case of cross-border network development. The “Nabucco” gas pipeline - exemption procedure as case study.	<u>Presenter:</u>  <i>Mr. Mihai Ramniceanu – ANRE, Romania</i>
10: 45 – 11:15	Q&A	
11:15 – 11:30	Coffee break	
11:30 – 12:30	<b>Preparation of the 4<sup>th</sup> Workshop</b>	- <b>Ministry</b> of Economy of Republic of Moldova, -ERRA, DRS
12:30	Meeting concludes	

