Dear Members and Friends of ERRA,

The year 2019 can be described as a confident continuation on a well-paved track marked by an increasing number of evolution elements aimed at matching the needs of ERRA Member Organizations and the changing energy sector determinants.

While continuing with the organization of our flagship events such as the Energy Investment and Regulation Conference, internal discussions have led to conclusions and thus reactions that address the necessities of today. In 2019 and beyond, ERRA needed and still needs more flexibility towards its Members and new activities in the regulatory research area. This report briefly describes what steps we have undertaken not only to sustain our reputation as an organization, but also how these measures can enhance our position, reception and relevance in the future.

With regards to reorientation towards more research the Secretariat, driven by the initiative of the Tariff and Pricing Committee, launched a study project on electricity TSO/DSO revenue determinants that will discuss regulatory regimes including major indicators and methodologies that stand behind them in 20 ERRA Member Organizations. This fundamentally insightful study will join our well-established, but constantly evolving, Tariff Database environment, constituting a comeback to good regulatory research practice and its facilitation by ERRA.

Year 2019 also saw a continuation of traditional ERRA educational activities. Our numerous trainings and workshops have, however, been closer to our regulators than ever before. This is because apart from the typical Budapest-based venue setup, we have also reached out to our members to organize our programs at their headquarters.

ERRA has also been addressing its direct market environment with own initiatives and acting as a facilitator and active responder to other regulatory initiatives. This continuous, proactive involvement on inter-association level makes us truly proud of the lasting significance of our inputs and outputs. Our 2019 Activity Report will provide you with a comprehensive overview of the above-mentioned endeavours as well as a number of others that soundly contributed to our positive performance this year. Nevertheless, it should be pointed out, that the report does not clearly include the intangible added value that ERRA network has been delivering to itself by bringing energy professionals together – a merit that cannot be measured or assigned to one specific activity.

To conclude, I would like to thank all of our members and partners for their lasting commitment, the Secretariat for their continuous support and by wishing us and our stakeholders an even better 2020, let me express our dedication to that merit as a key driver for all of our current and future undertakings.

Märt Ots, Chairman, ERRA
The Energy Regulators Regional Association (ERRA) is an inter-institutional non-profit organisation unified by the shared goal of its 43 regulatory members to improve energy regulation and to make progress as stable, effective energy regulators with the necessary autonomy and authority to make positive change. ERRA is widely seen as an example of a highly successful regional association and is recognized as an important international institution in facilitating the advancement of regulatory policy.

ERRA has played a vital role in accelerating energy reform and market development in Europe and Eurasia, and its journey, from its establishment to the present day, offers important lessons on how to support progress toward self-reliance in energy regulation.

Member regulators exert substantial ownership of ERRA, designing the organisation to be demand-driven and responsive to its members’ needs. ERRA members voluntarily commit their time and expertise to grow the organization, contribute to internal capacity building programs and prepare technical and benchmarking reports, which serve as a key mechanism to spread expertise and best practices among the member base.
Our Network

FULL MEMBERS

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ASSOCIATE MEMBERS

Azerbaijan Energy Regulatory Agency

ERERA: ECOWAS Regional Electricity Regulatory Authority

Energy and Mineral Regulatory Commission of Jordan

National Association of Regulatory Utility Commissioners, USA

Regulatory Commission for Energy in Federation of Bosnia and Herzegovina

Gas Regulatory Authority of Egypt

Energy Regulatory Office of Kosovo*

Regulatory Commission for Energy of Republika Srpska, Bosnia and Herzegovina

Public Utilities Regulatory Commission of Ghana

Peru’s Regulatory Agency for Investment in Energy and Mining

* This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo Declaration of Independence.
Timeline of 2019 - Highlights

MUSCAT, OMAN
9th Training Course on Principles of Economic Regulation and Electricity Tariffs

BUDAPEST, HUNGARY
5th Technical Workshop: Cost-Benefit Analysis of Gas Infrastructure Projects: Analytical Techniques and Tools

RIYADH, SAUDI ARABIA
Water Utility Regulation Training

BUDAPEST, HUNGARY
Black Sea Regulatory Initiative/Technical Workshop: Regional Balancing Market Integration Project

BUDAPEST, HUNGARY
17th ERRA Summer School: Introduction to Energy Regulation

BUDAPEST, HUNGARY
1st Educational Workshop: RES Support Schemes: Auctions

MAY

JUNE

JULY
What have been the major workplan items addressed in 2019 during the Licensing/Competition Committee meetings?
The major workplan element for Bhutan Electricity Authority in 2019 was to review our electricity grid code regulation for amendment. The review was carried out to introduce a mechanism to effectively balance the electricity generation and demand within the country and to maximize trade of surplus electricity in the future regional electricity market. During the Licensing/Competition Committee meeting, different European network codes were highlighted which could be adopted in other non-EU member countries like Bhutan. The EU connection codes, operational codes and market codes would help us in formulating similar network codes to trade electricity with other regional countries in a secure and efficient manner.

What major developments in the licensing/competition field have you observed in 2019 in your domestic market or region? Was this issue also analysed during the committee meeting?
Major development in the licensing field in 2019 was the discussion on installation of solar rooftop generators on pilot basis at different locations across Bhutan. For integrating this type of new forms of renewable energy systems (RES) into our electricity grid, we are preparing guidelines on RES tariff as well as technical and commercial arrangement for grid connection. Thanks to the committee meetings, I had an opportunity to understand current challenges of rooftop solar generators faced by some EU member countries together with the solutions that regulators are adopting to overcome them accordingly. This experience would definitely help us in coming up with appropriate and effective guidelines related to RES in Bhutan.

What hot topics related to the scope of the committee work do you anticipate to emerge or develop in 2020 and how could the committee help inspecting them?
In 2020 we would like to focus more on how we can jointly collaborate with our electric utility company in enhancing the standards of performance or services provided to the customers. This could be achieved either by having responsive regulations/guidelines in place or through adoption of appropriate technologies. For this, in 2020 it is expected that the committee could share their experience in enhancing the standards of performance (e.g. quality, reliability and security of electricity services) through use of appropriate emerging technologies such as artificial intelligence, blockchain, smart homes, smart grid etc.

How can ERRA Licensing and Competition Committee help in safeguarding transparency and competition in mature markets that are experiencing renationalization/recentralization?
For a small and developing nation like Bhutan, ERRA Licensing and Competition Committee will always be a source of information and expertise sharing platform in terms of the pros and cons of renationalization/recentralization experienced by the more mature members. In the long run, such interaction and collaboration would help our country in preparing for sound regulatory frameworks which would enable us in safeguarding transparency and competition in our fast-evolving electricity market.
What have been the major work-plan items addressed in 2019 during committee meetings and how have they been elaborated in terms of their format?

Many interesting and challenging topics were discussed during the 2019 in Tariff/Pricing Committee meeting format. One of them, the Deregulation effects on the removal of cross-subsidies attracted our special attention.

While the energy market liberalization process is ongoing, country’s legal and regulatory frameworks should guarantee the financial stability of energy sector companies and the protection of residential and vulnerable customers from possible negative effects that might arise after elimination of any existing, implicit or explicit cross-subsidy schemes.

With regards to the above, different ERRA Member Organizations’ practice and possible solutions were presented and discussed which was a valuable knowledge-sharing exercise from GNERC’s perspective.

What major developments in the tariff/pricing field have you observed in 2019 in your domestic market or region? Was this issue also analysed during the committee meeting?

Adoption of new energy law was a major news for 2019. New regulations for competitive electricity markets, such as day-ahead, intraday and balancing give ground to the establishment of a new market design. In 2020 the first steps will involve the creation of new agencies, that will ensure efficient operation of electricity markets. In addition to this, GNERC has approved new incentive-based tariff methodology for natural gas sector utilities, which in turn will foster investment processes and motivate utilities to be more efficient in their operation and planning.

Also, in order to make a regulatory audit process more transparent and predictable for stakeholders, cost audit and investment appraisal rules have been adopted by GNERC.

What hot topics related to the scope of the committee work do you anticipate to emerge or develop in 2020 and how could the committee help inspecting them?

Because of the above-mentioned facts there are some topics, that will be more important from GNERC’s perspective than others. New market model may require an introduction of new tariff schemes at transmission level, that would describe cost recovery of balancing and ancillary service charges, regardless of the fact whether the procurement of the reserve capacities and ancillary services will fall under regulation (cost-based) or will be market based.

Additionally, in my point of view, introduction of generation component (G - component) in existing tariff calculation schemes will be one of the hot topics that would be worth to cover.

The committee could help us to get acquainted with the variety of adopted solutions in ERRA Member Organizations by including these items in the workplan.
What have been the major workplan items addressed in 2019 during the Customer/Retail Markets Working Group meetings?

First of all, I would like to thank the ERRA for creating this working group through which offers each participating member the opportunity to enrich and diversify their knowledge in the field of energy, benefiting from the experiences of their colleagues, both within the framework meetings organized periodically as well as by phone or email, and the opportunity to build friendships.

In my opinion, the most comprehensive and complex subject addressed during the Tbilisi meeting was the one related to the development of the Price Comparison Tools and the usefulness of this instrument in the process of supplier’s changing. The information presented by the NARUC representative helped us in the development of the Price Comparison Tool managed by the Romanian regulatory authority, published on its own web page, also being an inspiration for further developments of this application.

With reference to the above, due to the continuous increase of the cost of energy in 2019 and the consequences stemming from that fact and affecting the level of well-being of the domestic clients, a working group was set up at the level of the Romanian Government. The purpose of this working group is to develop a primary legislative framework necessary to ensure the protection of vulnerable clients.

What major developments in the customer/retail markets field have you observed in 2019 in your domestic market or region? Was this issue also analysed during the Working Group meetings?

In the current context, where the focus is on the liberalization of the energy market, as reflected in the analysis of the EU legal provisions of, I consider that the process of identifying vulnerable customers becomes very important – a process that is accompanied by programs / measures through which the protection of this category of clients is ensured.

With reference to the above, due to the continuous increase of the cost of energy in 2019 and the consequences stemming from that fact and affecting the level of well-being of the domestic clients, a working group was set up at the level of the Romanian Government. The purpose of this working group is to develop a primary legislative framework necessary to ensure the protection of vulnerable clients.

What hot topics related to the scope of the working group work do you anticipate to emerge or develop in 2020 and how could the working group help inspecting them?

I think that in 2020 an additional focus should be placed on the vulnerable customer, the protection of the vulnerable customer and the energy poverty being essential aspects that must be taken into account, if we consider the fact that, at European level, there is a significant increase of the number of consumers affected by energy poverty.

An ANRE representative has been nominated to take part in this format of meetings.

This topic was also analysed within the working group before in one of the previous papers developed in the working group. This year we only briefly discussed new developments in this regard.
FOCUS 1

ERRA Tariff Database – ongoing work on upgrading user-friendliness and adding new features, new data submission by Member Organizations and new issue of the report on electricity and natural gas wholesale and end-user prices.

New year means that ERRA Member Organizations submit the latest data to our Tariff Database. Verified 2019 and revised 2018 data is now up and running in the software, together with exchange rates for each country in order to maximize the benchmarking potential of the tool.

The data has also been used to issue ERRA Tariff Database Report on 2019 Q1 Data - Electricity and natural gas wholesale and end-user prices. The report is based on submissions performed in the second quarter of 2019 to analyse price trends for the first quarter of 2019 versus the first quarter of 2018. All prices are adjusted for the exchange-rate differential between the two reporting periods.

The Secretariat has been working intensively with its IT partner to enhance the experience with the Tariff Database. A number of minor, but very useful measures have been implemented in order to satisfy user’s expectations and to facilitate extraction of relevant information in an effective manner. One of the changes is an option to choose which gas units an user wants to see the data displayed in – GJ or MWh (new).

Year 2019 has seen a number of tests of the new features including trend analyses and revenue determinants. We expect to launch these in the upcoming 2020.
FOCUS 2

Study on Regulatory Approaches Towards TSO&DSO Revenue Determinants of Select ERRA Member Organizations

In 2019 ERRA made its first step towards re-establishing itself as a quality regulatory research analysis provider.

The Secretariat together with the ERRA Tariff and Pricing Committee agreed to conduct a project that would comprise issuing a high-quality, comprehensive study on electricity TSO&DSO revenue determinants among ERRA member organizations that could be used as a reliable source for benchmarking/knowledge sharing and policy development proposals among stakeholders as well as a valuable market design insight for other market participants and also for further academic analyses.

The final number of project participants amounts to 20 (see map above). The diverse participant base in terms of both geographical location and regulatory regime of electricity sector safeguards interesting benchmarking opportunities and valuable insight that cannot be provided within any other framework.

The current phase of the project, when this issue of 2019 Activity Report was closing, was the review of the first draft conducted by participants. The final study concluding the whole project is due to be issued in the first quarter of 2020.
Since our establishment until the end of 2019, ERRA’s combined training activity days amount to nearly one calendar year (exactly 357 days)!

We are proud of our training portfolio, our training expert base and our training alumni including nearly 3000 course participants and 200 course instructors. For us, it is a privilege to provide education for all stakeholders and professionals from inside and outside of our organization. Our impact in this respect has a global magnitude – until now we have had participants from more than 80 countries!

Being aware of our responsibility and ERRA’s leading role in energy regulatory education, we aim to develop a complete range of course options ranging from introductory courses to specialized, tailor-made programs.

We constantly follow industry and regulatory trends and tendencies in order to be able to expand our offer with up-to-date topics and cases. Let us share with you some facts and figures from 2019! We look forward to meeting you in our future courses!

**FACTS AND FIGURES**

### IN 2019

- **222** Total number of students
- **50** Total number of instructors
- **86%** Will be able to apply the knowledge learned
- **63%** “ERRA courses are better than most other professional development activities”
- **86%** “The training met my expectations”

### SINCE 2002

- **2920** Total number of students
- **200** Total number of instructors
- **357** Total training days
  - *ERRA spent a full calendar year for training activities already!
- **32** Total number of CER diploma

**ERRA Training Locations:** Abu Dhabi, Abuja, Bratislava, Budapest, Istanbul, Kazan, Muscat, Vienna
**The System Flexibility Challenge**

With this eye-opening educational workshop ERRA introduced the need for flexibility and the possible types of services while explaining existing challenges and barriers and the way forward.

With our changing energy system new ways of providing flexibility are emerging. Unconventional flexibility needs to compensate the variability in supply and demand while maintaining the balance. Regulators have to understand the emerging challenges and their implications and shall be equipped with expertise in order to facilitate and enable new technologies and innovation.

**Gas Transmission Tariff Setting**

The program was a combination of expert presentations and simulated group work calculation. The topics included capacity allocation, regulatory asset base and revenue reconciliation, reference price methodology and reserve price calculation.

**RES Support Schemes: Auctions**

Main themes of the workshop were the following:

- RES support models and main auction design elements: Renewable support schemes: moving from FIT to auctions; RES financing; Grid integration issues and balancing requirements for renewables; LCOE calculation exercise
- Get RES auctions right: Key design elements in RES auctions - focus on emerging markets: Instruments to ensure sufficient competition, Risk mitigating measures; Aures Designer tool of RES auction – hands on session; Turkish case study – Capacity allocation, RE-zone tenders, auction experiences; Group Work II: Auction exercise – how to build up your bidding strategy?
Power System Basics for Non-Engineers
ERRA launched its first educational program offered to non-engineers with the purpose to explain the very basics and fundamentals of electricity generation, transmission, distribution, system operation and consumption.

FEEDBACK AND EVALUATION
By the Instructors

ABDULWAHHAB AL HINAI
Oman

Why is it worth joining an ERRA training course in your opinion?
ERRA courses provide excellent professional training by experienced practitioners. They present adequate and up to date content and scope and provide a platform for exchanging knowledge and experience with other regulators. Value for money is also a plus.

ANDERS PLEJDRUP HOUMOLLER
Denmark

Why do you think an ERRA training course is special?
The participants’ evaluations illustrate the courses have a very high quality. Both the content of the courses and the lecturers’ presentation skills are highly appreciated by the participants.

ROLANDS IRKLIS
Latvia

Why do you think an ERRA training course is special?
ERRA is always trying to improve their training courses by adjusting the content according to latest regulatory, market and technology developments. There is also very good selection of instructors who are able to provide balanced theoretical and practical knowledge with real case studies on the topics.

DENNIS VOLK
Germany

Why do you think an ERRA training course is special?
The courses are not influenced by any political considerations, but deliver purely evidence-based knowledge and foster open discussions. The management of the courses is seamless, so that attendees can always focus on the subject matters.
The 2019 edition of the ERRA Energy Regulation and Investment Conference was organized together with the Public Utilities Commission of Latvia at the Radisson Blu Hotel in Riga on the 23rd and 24th of September. This flagship ERRA event took place for the 18th time since it was first held in 2001 and this time it gathered 160 participants from 37 countries, with a 67% share of regulators attending. The speaker line-up included 39 top-level regulators, system operators, other market representatives and researchers.

The conference was opened with a welcoming address by ERRA Chairman Mr. Mart Ots, followed by Mr. Rolands Irklis, Chairman of PUC Latvia and ERRA Presidium Member. The introductory part of the event was concluded by two keynote speeches by Mr. Alparslan Bayraktar, Deputy Minister of Energy and Natural Resources Ministry of Turkey, Former ERRA Chairman and Chairman of ERRA Strategic Advisory Board and Mr. Kristian Ruby, Secretary General of Eurelectric.

The main motives and agenda orientation were built up around the issues of energy transition and the challenges of energy sector’s decarbonization. The topical coverage included both electricity and gas topics and was divided between 4 separate sessions that consisted of presentations and discussion panels.
Session one focused on the issues related to energy transition of electricity and natural gas sectors in the Baltic-Nordic region. Topics covered local electricity market design in the process of decarbonisation, the role of renewables and smart metering, the significance of capacity markets, interconnector and infrastructure developments in gas sector and the challenges presented by the network code in the context of merging local gas markets or inter-TSO compensation mechanisms.

**Sessions two and three addressed specialized topics around energy transition and decentralization.**

Session two was opened by winners of the ERRA Conference Abstract competition who spoke about the challenges and possible conceptual contradictions in regulating citizens’ energy communities and the regulatory role related to electric vehicle recharging developments. It is worth mentioning, that this year’s edition of the competition gathered 11 abstracts in total. The subsequent subjects of the session concerned renewed roles of distribution system operators in providing flexibility in decentralized generation schemes, importance of decarbonisation of power, heating and transportation sectors, investments in digital electricity infrastructure and software and cybersecurity of critical infrastructure in a digitized energy sector and the role of regulator in safeguarding resilience towards cyber threats.

Session three, which initiated the second day of the Conference, was opened by a guest regulator – Mr. Jean-Francois Carenco, Chairman of the Energy Regulatory Commission of France.

After that, the presentations and discussions targeted variable RES penetration and associated challenges of their accommodation into power systems coupled with the importance of flexibility in this regard, regulatory policy in enhancing electrification based on Nigerian case study on off-grid solutions, customer empowerment based on Omani case study on subsidization of rooftop solar panels and related digital facilitation framework and the future of power systems with de facto merged TSOs and DSOs.

The last, fourth session tackled issues related to the role of natural gas in the energy transition as an enabler of the energy transition. The session addressed issues included the future role of gas, challenges and chances stemming from sector coupling, the growing global importance of LNG and its small-scale applications, gas infrastructure in the new fuels’ context and also its underutilization and counter-measures towards possible stranding such as accelerated depreciation.

The event was met with a very positive appraisal, as the majority of feedback gathered by the Secretariat was matching the highest grades. The Conference agenda was supplemented by a number of side events, which included a site visit to Riga Hydro Power Plant just before the main event on the 22nd of September, gala dinner with a cultural programme in Ziemelblazma Cultural Palace and a women-in-energy regulation networking event in Riga’s Art Noveau Center.
**32nd CER Diploma**

The 32nd CER (Certified Energy Regulator) Diploma was awarded to Mr. Janis Negribs of the Public Utilities Commission of Latvia upon the successful completion of 9th ERRA Training Course on Principles of Economic Regulation and Electricity Tariffs that was held in Muscat, Oman.

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**ERRA in Riyadh, Saudi Arabia**

**Tailor-made training: Water Utility Regulation**
April 28-May 2

5 ERRA experts provided capacity building programme for the Electricity and Co-generation Authority of the Kingdom of Saudi Arabia in Riyadh. The programme covered water utility regulation, in particular tariff setting and performance benchmarking.

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**ERRA in Muscat, Oman**

**Tailor-made Training for Oman Electricity Transmission Company**
September 2-4

ERRA implemented an in-country tailor-made training course for the Oman Electricity Transmission Company focusing on price regulation.

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**Poster Exhibition in Riga, Latvia**

The purpose of the ERRA Energy Investment and Regulation Conference Abstracts is to present new and ongoing research in the energy sector, particularly related to energy regulation and development of energy markets and reflecting the topics discussed during the Conference. ERRA organized a Poster Exhibition in the conference foyer area presenting research, findings and developments from primary and secondary abstracts.
ERRA and Digitalization

Joint Workshop with WEC Turkey and IC4R: Digitalization in the Energy Systems. October 24-25, Istanbul, Turkey

The Workshop discussed technological advancements and disruptions in digitalization and the opportunities and the challenges these bring to the energy sector. The workshop explored sector-specific and cross-sectoral regulatory policy option that address the aforementioned issues. These discussions also included questions of cybersecurity, access to data, and privacy. Specific case studies, such as smart grids, provided a direct insight into practical applications.

ERRA in Abuja, Nigeria

Electricity Markets and Monitoring Training Course. November 20-22

ERRA’s very first training program organized in Abuja, Nigeria was hosted by the Nigerian Electricity Regulatory Commission and supported by the ECOWAS Regional Electricity Regulatory Authority. The program focused on the process of developing and operating effective electricity markets and fundamental regulatory policy to lay the groundwork for effective competition.

FERC Chairman’s visit

December 6, Budapest, Hungary

Neil Chatterjee, Chairman of the Federal Energy Regulatory Commission of the U.S. visited the ERRA Secretariat as the first step towards reestablishing closer partnership in 2020.

New LinkedIn profile

Please follow our corporate profile!
2020 will be an exceptionally exciting year for ERRA. First and foremost, as ERRA was established and has successfully expanded by doubling its member base over two decades, it will celebrate the **20th anniversary of its foundation** in December 2020. The anniversary gathering shall provide a unique opportunity for senior members and partners to engage into on-the-stage debates and fire-side chats with our current regulators on the changing regulatory environment, changing economies and technologies and the possible regulatory adaptations.

The ERRA **Energy Investment and Regulation Conference** will be organised in Tbilisi, Georgia on September 28-29. The Conference – for the first time in its history – will be reinforced by a technical expo of smart metering producers as the second day of the Conference will address smart metering and their regulatory perspectives. The Conference will also feature **poster presentations** as part of ERRA’s Regulatory Research Project.

It is anticipated that ERRA’s current internal technical work, its content and format, will be reviewed in 2020 with the aim to adapt to new regulatory roles, to improve volunteer experience and to offer opportunities for more meaningful participation. The increased and varying membership base of ERRA, the changing regulatory focus necessitates that the **scope of the work of ERRA’s committees be re-visited and re-thought**.

ERRA will continue to reinforce its core training modules with innovative and creative **ad-hoc regulatory educational workshops**, trying to tackle newly emerging regulatory training needs. We therefore invite you to stay tuned for these new topics!

In the international arena, ERRA receives frequent interests from possible new member organisations to join the Association and we are very excited about some possible new member countries. ERRA remains open to regulators from new countries and geographic regions joining our Association as **new member organisations**. We are confident that the diversity of our members and their differing regulatory practices add important value to ERRA and it increases our overall capacities.

Finally, you will continue to see ERRA in **social media** proactively and with a growing presence. We will stay active with sharing ERRA’s valuable content and engaging our members and partners through our Facebook, VKontakte, Twitter and LinkedIn accounts.