



# **COVID19 response measures undertaken/noted by ERRA Members**

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# Presentation outline

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# Introduction

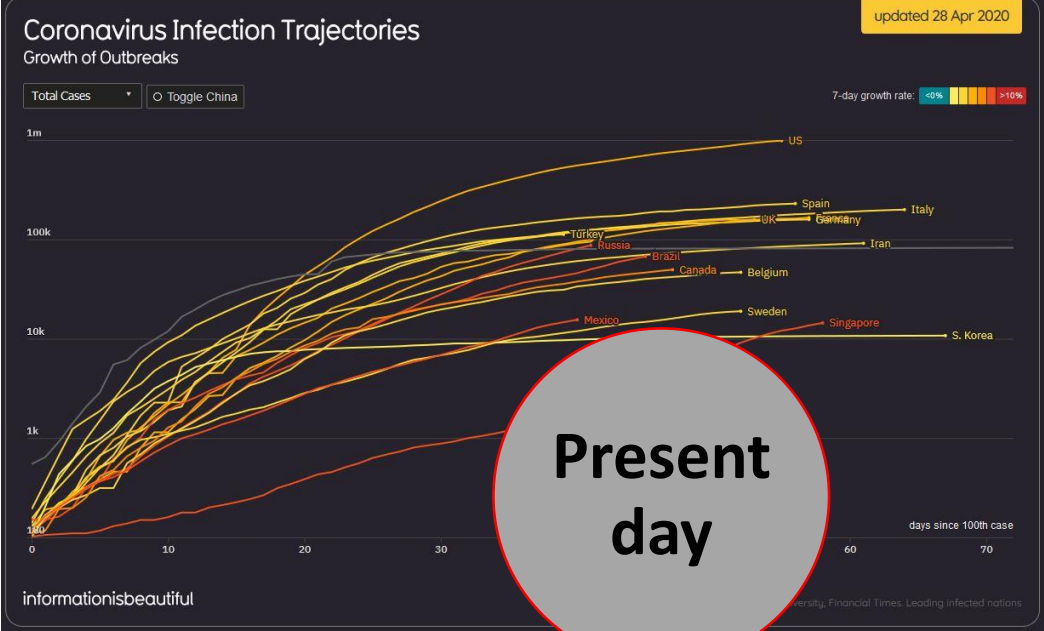
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- ERRA Member Organizations that provided input (19):

- **ERE**, Albania
- **PSRC**, Armenia
- **E-Control**, Austria
- **FERC**, Bosnia and Hercegovina
- **EWRC**, Bulgaria
- **ERO**, Czech Republic
- **GNERC**, Georgia
- **HEA**, Hungary
- **NERC**, Lithuania
- **ANRE**, Moldova

- **NERC**, Nigeria
- **ERC**, North Macedonia
- **NEPRA**, Pakistan
- **Osinerghmin**, Peru
- **ANRE**, Romania
- **ECRA**, Saudi Arabia
- **RONI**, Slovakia
- **EMRA**, Turkey
- **NEURC**, Ukraine

# General COVID19 timeline



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# **COVID19 response measures undertaken/noted by ERRA Members**

# Safety of regulator's staff



## Essential:

- Home office regime for staff to the extent possible
- Limited opening hours for public
- External and internal meetings made virtual or cancelled
- Suspension of official travels

## Additional:

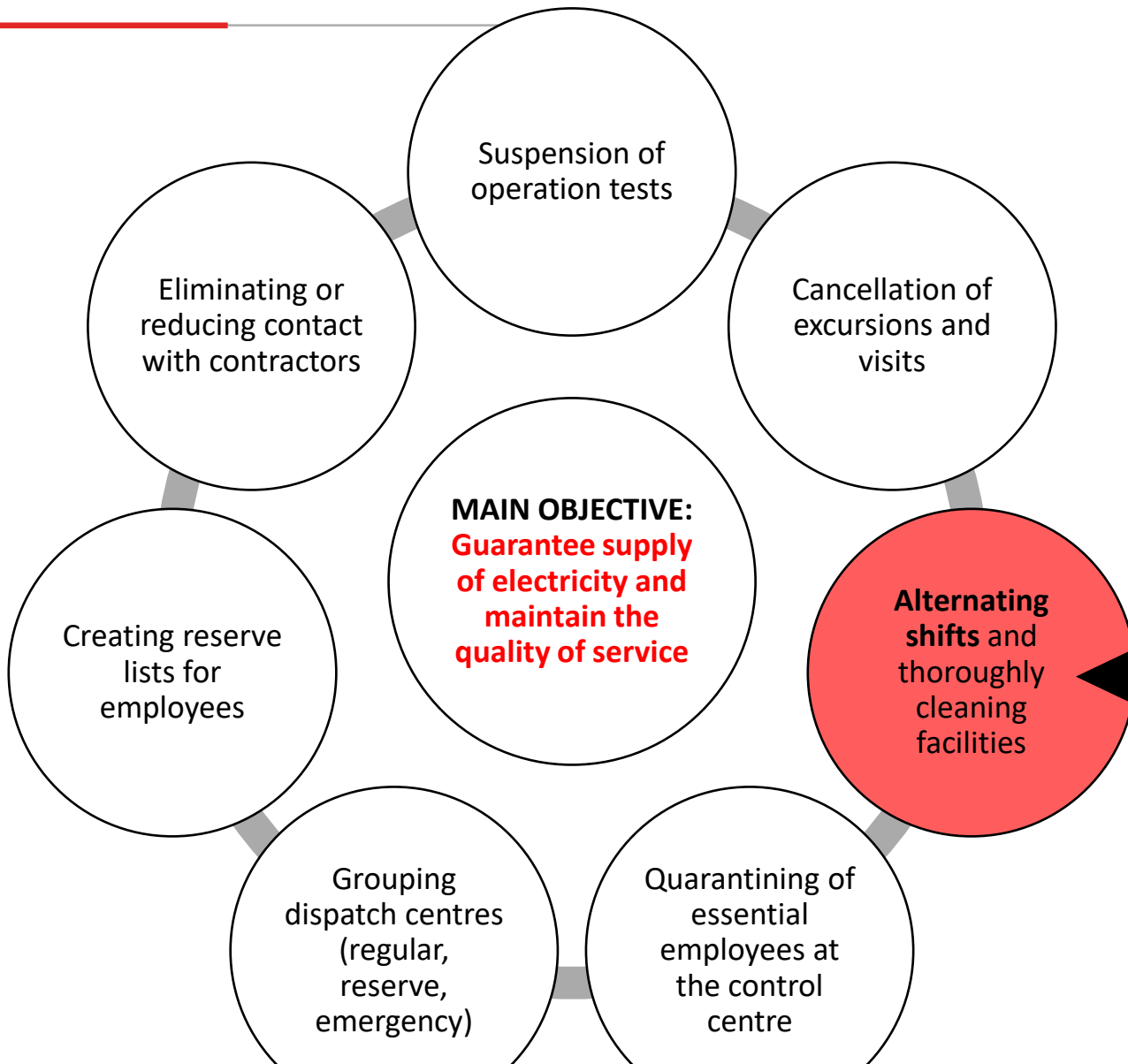
- Suspension, limiting (or performance online where possible) of operations:
  - Scheduled and unscheduled inspections/controls
  - Public hearings
  - Registering petitions/ declarations/ requests/ extensions/ withdrawals of permissive acts

## Extensive:

- Provision of personal protective equipment to staff e.g. face masks
- Mandatory list of 'one-stop' contacts for all departments, with a phone number and email address
- Company cars shall be kept at least 50% of fuel level at all times



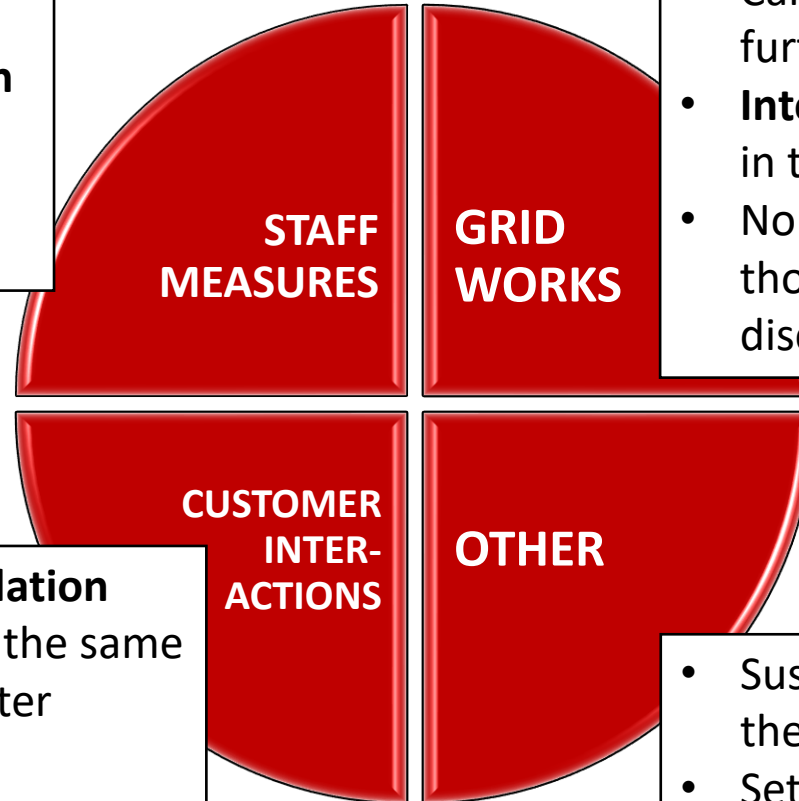
# Regulated entities' measures (1 – Dispatch centres)



E.g. half of the dispatchers work in a continuous 24-hour shift for two weeks, and the other half of the dispatchers are at home ready. In this way a continuous operation of the dispatch center is ensured even when one of the dispatchers gets infected. In such case the entire lineup is ready to be replaced immediately.

# Regulated entities' measures (2 – TSOs/DSOs)

- Partial **home office** regime for staff
- Setting up plans for **in-house isolation of key operational staff in shifts** in case of higher level of pandemic spread



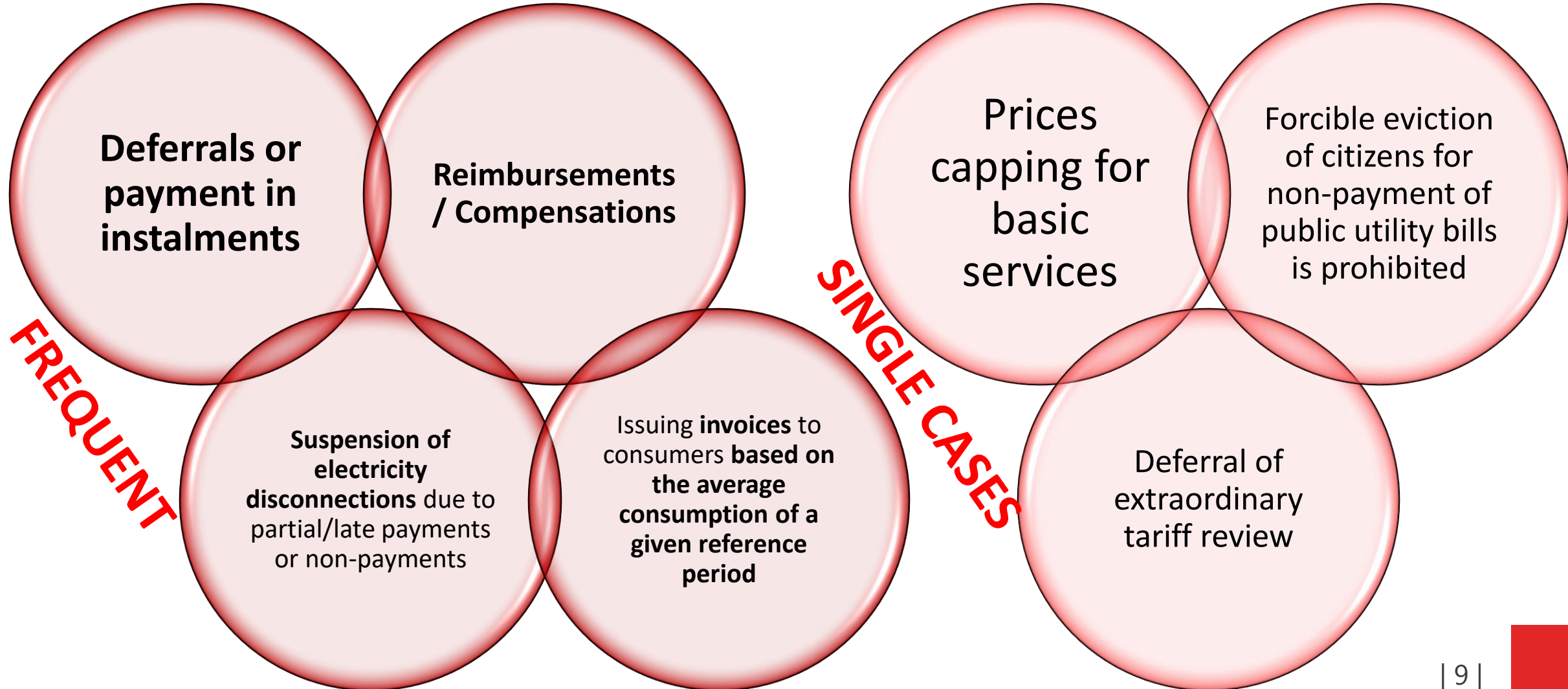
- **Remote meter reading or its calculation** based on the consumption data of the same month of the previous year with later adjustments possible
- **Closing of customer service centres**
- Enhanced **online availability of services** through web platforms

- Limiting or postponing of **network maintenances**
- Cancellation of all planned **outages** until further notice
- **Interruptions** only in emergency cases and/or in the removal of failures
- Non-realization of **new connections** except those that are absolutely necessary, disconnections forbidden

- Suspension of procedures for adaptation of the **new tariffs**
- Setting up **crisis units** and new (or updating) **crisis plans** and business continuity plans
- Suspension of **audits**



# Bill payment issues



# Other measures

## Licenses

- ❖ **Expiry of the licenses** during the epidemic is **waived**
- ❖ **Procedural changes in licensing** regarding court and prosecution certificates – currently not required
- ❖ 3-month **extension of deadlines for operation** for licensed and unlicensed generation facilities

## Imports

- ❖ **Temporary restrictions on commercial operations for electricity import** from countries other than the Energy Community Contracting Parties
- ❖ Consideration of invoking **force majeure clause** of PPAs with IPPs and with **LNG import** orders

## Miscellaneous

- ❖ **No sanctions** imposed if utilities **fail to comply the technical quality standards** of the power or natural gas services
- ❖ **3-month salaries reduction** as a sign of solidarity – funds given to a special economic rescue fund
- ❖ Scheduled or unannounced **state inspection suspended**
- ❖ **Extensions for some reporting obligations** of market players
- ❖ Logo encouraging others to stay at home

# Some early market observations (1)

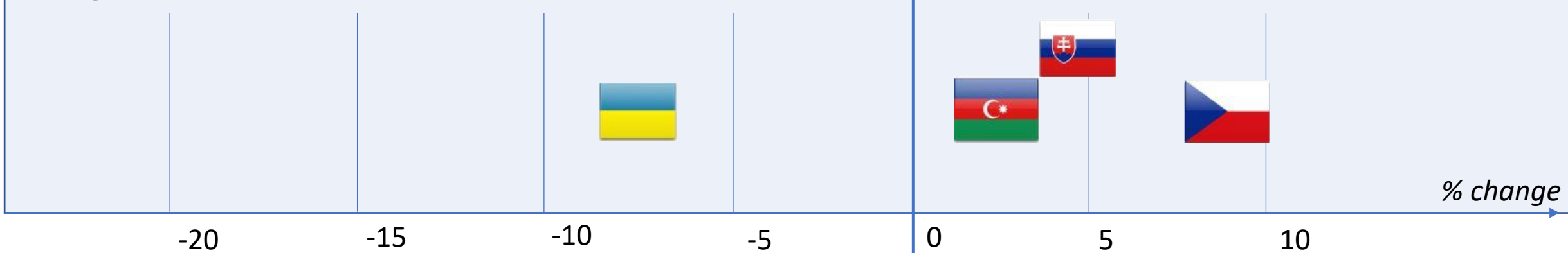
Total electricity consumed (March 2019 vs March 2020)



Maximum load (March 2019 vs March 2020)

# Some early market observations (2)

Total gas consumed (March 2019 vs March 2020)



## Other early observations:

- 10-15 % reduced daily average power consumption, up to 30% in touristic regions in Austria
- Up to 25% reduced daily power consumption in April in Albania
- Peak demand dropped by as much as 46% in Peru (comparison: March 16th to April 18th), which affected the energy mix – share of renewables surged from 60% to 98%
- There is no clear pattern for fluctuation trends for the share of household consumption in total electricity consumption and to the collection rate (billed vs. collected) for electricity bills

# Summary (1)

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- Staff protection measures (shifts, home office etc.) have been introduced along the whole energy supply chain.
- Emergency plans and procedures for staff and operations are either revised/complemented or in force.
- All avoidable maintenance/controlling exercises and extracurricular activities are suspended.

## Summary (2)

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- All customer/petitioner issues are solved in a remote manner or, where impossible, suspended.
- Deferrals in payment and special protective measures in case of non-payment for continuous energy supply are widely used.
- There is no unified pattern for electricity market signals, but in many cases the overall energy consumption is lower than usual, whereas the consumption among households has increased.
- As opposed to electricity, many regulators observe higher consumption figures for natural gas.



# Images' sources:

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# THANK YOU FOR YOUR ATTENTION!

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