

Latest updated related to customer protection

Roundtable Discussion



ERRA Customer Protection Committee Meeting
April 9-10, 2025 | Chisinau, Moldova

Hosted by:



Please keep your presentation within 5-7 minutes!

- Changes in the Regulatory Authority
- Updates related to customer issues
 - ✓ Legislation
 - ✓ Recent Developments
 - ✓ Expected Developments
 - ✓ Significant Energy News

Updates related to customer issues

ERE – ALBANIA



- **Decision No. 241, dated November 14, 2024**, approved by the Energy Regulatory Authority (ERE), establishes the obligation for licensees engaged in electricity supply within the liberalized market to publish their electricity supply offers and specify the validity periods for each offer on the Price Comparison Tools (PCT). This decision aims to enhance transparency in the electricity market, ensuring that consumers have clear and comprehensive access to the offers available from licensed suppliers. Increased transparency enables consumers to make more informed decisions when selecting an electricity supplier in the liberalized market.

Furthermore, an amendment to this decision has been approved, incorporating improvements and further clarifications regarding suppliers' obligations to publish their offers.

- **Decision No. 43, dated February 14, 2025** – This amendment establishes a minimum threshold of 100 customers for suppliers who are required to implement the measures outlined in the regulation concerning the obligations of licensees in the electricity supply sector. These obligations pertain to achieving performance indicators for customer service measurement and evaluation by ERE. Previously, these obligations applied to all suppliers, regardless of the number of customers they served. The amendment now limits certain customer service-related obligations, which may entail financial or administrative costs, to suppliers with a larger consumer base. In practice, this decision aims to reduce the administrative burden on smaller suppliers while ensuring that larger suppliers adhere to stricter performance and customer service standards within the liberalized market.
- **Decision No. 10, dated January 08, 2025** – This decision sets the retail electricity prices for universal service customers for the period from February 1, 2025, to December 31, 2025. As a result, the price for household consumers who consume up to 700 kWh per month will decrease from 9.5 to 8.5 All/kWh.

Recent Developments



Electricity market liberalization

- The share of electricity purchased in the liberalized market segment is significantly increasing. In 2024, it accounted for 20.06% of domestic consumption, compared to 5.3% in 2022, indicating that energy purchases in the free market have grown. By the end of 2025, this share is projected to rise to around 36%, suggesting that the liberalization of the market is developing successfully and playing an increasingly significant role in the country's energy system.
- All of this may indicate that the liberalization of the electricity market is fostering greater competition, and consumers may benefit from better terms and prices when purchasing energy.
- As a result of the introduction of a new institute for suppliers and traders, as of March 1, 2025, 20 suppliers (6 of which are active in the market) and 6 traders are already operating in the sector, licensed by the Commission. By the end of 2025, this number will increase by another 49, including 28 small hydropower plants whose power purchase guarantee period will expire under the "Energy" law, and 21 solar power plants that will transition from construction to operation without a power purchase guarantee.
- As of January 1, 2025, more than 275 consumers operate in the liberalized sector of the market. By 2025, an additional 483 consumers are expected to enter the liberalized market, with a total annual consumption of about 512.4 million kWh.

Recent Developments



Electricity market liberalization

- Based on the fundamental principle of consumer protection in the internal market, which forms the basis of the reform of the electricity system, phased regulations have been established, including mandatory entry deadlines for the competitive segment of the market, depending on their voltage level and annual consumption.
- ✓ According to the market rules, in 2024, consumers who had a consumption of 1 million kWh or more with all their 35 kV metering devices in the previous calendar year, were required to enter the electricity liberalized market. During 2024, 35 kV consumers, with a consumption volume of approximately 265.41 million kWh, entered the liberalized market. Starting from February 1, 2025, consumers with a voltage level of 6(10) kV and an annual consumption of around 460 million kWh are required to enter the market, as well as consumers with a voltage level of 0.38 kV and an annual consumption of around 40 million kWh.
- ✓ In 2025, discussions are planned regarding the revision of the mandatory entry criteria for the competitive segment of the market and the expansion of the consumer base.
- In the context of the liberalization of the electricity market, a new institutional function has been added to the functions assigned to the Commission—monitoring of the wholesale electricity market. Within the framework of this function assigned to the Commission, it is planned that in 2025, monitoring tools will be applied more extensively and effectively. The Commission's staff will continue to monitor the market's operations and ensure that the transactions within it comply with the market's regulations.

Recent Developments



Autonomous power production

In terms of the development of renewable energy, the process of power flows between autonomous energy producers using renewable energy resources and the distributor becomes more significant. This process enables consumers to generate and consume electricity without obtaining an activity license. Moreover, by delivering the surplus to the distribution network, they have the opportunity to consume it during the accounting year, or to receive appropriate compensation.

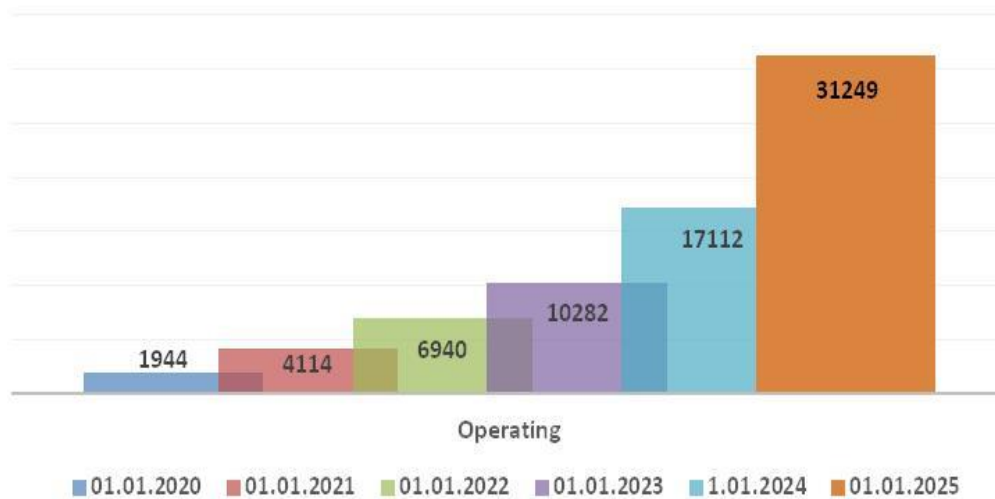
As of March 1, 2025,

- ✓ 33834 autonomous power producers have joined the system, with a total capacity of approximately 450,5 MW.
- ✓ 498 autonomous groups are currently operating, with each group having a total installed capacity that doesn't exceed 1050 kW.
- ✓ The number of cases of the same consumer producing electricity at one or more points and consuming it at the same or different points is 522.

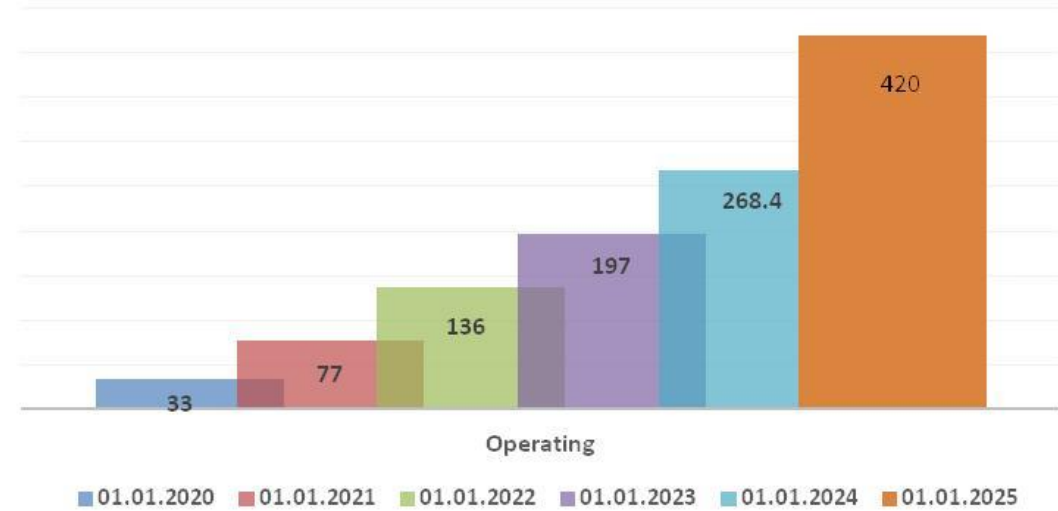
Recent Developments



Autonomous producers, quantity



Autonomous producers, capacity (MW)





Recent Developments

Electricity supply

According to the Resolution N221-N of the PSRC of RA from July 3, 2024, the distribution network rules of the electricity market of RA were amended. As a result of aforementioned amendment:

1. The total number of planned and emergency electricity supply interruptions for the consumer's system within a month period should not exceed:

- ✓ **10 interruptions**, for consumers within the residential settlements in the administrative areas of urban municipalities;
- ✓ **15 interruptions**, within residential settlements in the administrative areas of rural municipalities;
- ✓ **15 interruptions**, for all other consumers.

2. In case of a planned or emergency interruption of electricity supply and subsequent restoration, the distributor is required to pay a penalty to the consumer for each violation of the procedures or deadlines established by the rules. The penalty will amount to 50 percent of the average monthly cost of consumed electricity, capped at AMD 2,500. If the duration of emergency interruptions exceeds the specified limits twice, the penalty will remain at 50 percent of the average monthly cost of consumed electricity, but will not exceed AMD 3,500.

- According to the Resolution N335-N of the PSRC of RA from October 9, 2024, the distribution network rules of the electricity market of RA were amended again. According to the ordinal amendment of the electricity market distribution network rules, in case if any violation of the terms of the emergency interruption of the consumer's electricity supply occurs more than once within a calendar year, the distributor will pay a monetary penalty to the consumers in the amount of 50 percent of the average monthly cost of consumed electricity, but not more than 10,000 AMD.

The above amendments have entered into force on January 1, 2025.



Recent Developments

3. Updates on the Process for Connecting Consumption Systems to the Electric Network

- ✓ The requirement to sign a connection contract for consumption systems has been removed. The contract will be considered concluded upon payment of the connection fee, streamlining the overall process.
- ✓ An electronic notification system will be implemented to enhance communication efficiency.
- ✓ New regulations will govern the conclusion of tripartite contracts, reducing the time required to connect the consumption systems of buildings funded by the state during construction.
- ✓ To minimize the financial burden on other consumers, each applicant will be responsible for paying local duties and fees associated with connecting their consumption system to the electric network. For residential consumers, the costs associated with constructing high-voltage systems will be covered by the Distributor. Standard connection fees will be proportionally reduced, as local duties and fees will be based on actual costs incurred.
- ✓ In alignment with advancements in information technology, the Distributor is tasked with upgrading its official website and developing a mobile application. This will allow consumers to exercise their rights online without needing to visit service centers, following proper identification.
- ✓ Recognizing that free land areas for infrastructure construction are more prevalent in regional areas, and that smaller capacities are required for connecting multi-residential buildings to the distribution networks, the Commission has calculated lower connection fees for these buildings under construction in the regions.

Recent Developments



Gas supply

According to the Resolution N222-N of the PSRC of RA on July 3, 2024, the rules of supply and use of natural gas of RA were updated. The amendment of the rules is part of an ongoing process aimed at improving and modernizing the legal relations between suppliers and consumers, addressing deficiencies, and resolving issues identified through the analysis of applications and complaints received from consumers.

In particular, as a result of the amendment of the rules for the supply and use of natural gas:

- ✓ The definition of subscribers with domestic consumption has been clarified,
- ✓ In order to improve the quality of service, it is planned to pay a penalty to subscribers by the supplier for not carrying out or incompletely carrying out technical service works,
- ✓ It is planned to introduce electronic information means in order to make the forms of proper notification to the subscribers more operative,
- ✓ The procedure for the design, construction and adjustment of gas consumption systems was specified, planning to carry out the works based on the technical conditions provided by the supplier,
- ✓ In order to increase the security of natural gas supply, a mandatory stoppage of gas supply is planned in cases where voluntary changes of projects and gas devices have occurred in the gas consumption system of subscribers and gas supply can be restored only after the mentioned defects have been eliminated.

Significant Energy News



Renewable energy

One of the main priorities for the development of the energy sector is the maximum use of the potential of renewable energy.

The creation of new capacities with the use of renewable energy resources aimed at increasing the level of energy independence in Armenia and the introduction of relevant legal and economic mechanisms are always at the core of the activities of the RA Government and the RA Public Services Regulatory Commission.

As of January 1, 2025, the following have been in operation:

- ✓ **191** small hydroelectric power plants with a total capacity of approximately 402 MW.
- ✓ **4** wind power plants with a total capacity of approximately 4.2 MW.

As of March 1, 2025,

- **12** solar power plants with a capacity of up to 1 MW are in operation/ the total capacity- 10 MW
- **48** solar power plants with a capacity of up to 5 MW - are in operation/the total capacity-194.8 MW
- In the framework of 15 MW limit for Community Non Profit Organizations and Armenia Renewable Resources and Energy Efficiency Fund` up to 1MW-1 solar power plan (license is given for 600 kW plant) is in operation.
- **44** licenses for the production of electricity in the solar power plant with a total capacity of 286,8 MW were issued without an electricity purchase guarantee, out of which 11 plants are currently in operation and are within the production period specified by the license. The total capacity of which is 73,550.
- **10 licenses** for the production of electricity in solar power plants exclusively for own needs, with a total capacity of 21.7 MW are in force. The construction of 4 plants has been completed. The total capacity of these 4 plants is 2.6 MW.

Regarding industrial-scale solar power plants, corresponding programs are also being implemented. In particular, by the end of June 2025, the construction of the 55 MW Masrik-1 solar power plant is expected to be completed, with plans for it to start delivering relatively inexpensive electricity to the grid.

Expected Developments



- According to The Strategic Plan for The Development of The Energy Sector of the Republic of Armenia (until 2040), the Government intends to have at least 15% (or 1.8 billion kWh) of annual total electricity production from solar power plants by 2030. For this purpose, it is planned to build solar plants with a capacity of about 1000 MW, including autonomous energy production plants.
- The Government plans to build small and systemic wind farms with a total capacity of up to 500 MW in the years 2025-2040. In total, by 2040, the capacity of solar and wind plants is planned to be increased to at least 2000 MW.
- As a result of measures aimed at the development of renewable energy, it is planned to increase the share of electricity produced by small hydropower plants and other renewable energy resources in the total production to 17%.
- In 2025, the Commission will continue to play an active role in implementing reforms aimed at the full liberalization of the electricity market. Special emphasis will be placed on the development of new legislative drafts for the laws on "Electricity," "Renewable Energy," and "Energy Efficiency." The adoption of these laws, taking into account the requirements of European Union directives, will mark the beginning of the second phase of energy sector reforms.
- In 2025, the Commission will continue to develop legal regulations aimed at the development of the new model of the electricity market of the RA (including the improvement of the electricity wholesale and retail markets trading rules, new model forms of electricity wholesale and retail market contracts, electricity market transmission and distribution network rules).
- As a part of the Commission mandate to monitor the wholesale market, a comprehensive and effective implementation of monitoring tools is planned for 2025. This aims to promptly identify any gaps among market participants and to prevent anti-competitive practices that may arise.



Updates

- At the moment no changes in Regulatory Division.
- This year debates/discussions on the development energy producers (renewables) and subsidies.
 - In the beginning this year the leaders of the coalition parties agreed that two terawatt-hours will be put out to tender for both offshore and onshore wind farms. In addition, the government is planning a support scheme for the Paldiski energy storage facility.
 - Subsidising offshore wind farms would have cost consumers up to €2.6 billion over 20 years - a lot of discussions.
 - 11 March Government change.
 - After 11 March renewable energy projects have now slowed down and the deadlines for development plans will be reviewed.



Updates

- Discussions on the decision to build a nuclear power plant.
- As set by Electricity Market Act, a generating installation that uses nuclear energy may be employed for the generation of electricity provided this is authorised by a resolution of the Riigikogu (Estonian Parliament).
- At the moment, it has been announced to the public that the government will start a special procedure for detailed planning in order to find a suitable location for a nuclear power plant.



Updates

- Electricity Market Act amendments in Parliament.
- The draft amends the concept of the grid connection fee established in the Electricity Market Act.
- At the moment, anyone who wants to be connected to the grid pays all the costs of connection.
- In future - half of the connection fees for generators are covered by electricity consumers and the other half by grid connectors (generators).
- A fixed price list will be set separately.

GNERC – Consumer Protection



როცა ბალანსი დაცულია

- From November 2024 to the present, GNERC conducted 25 public hearings;
- **174 issues** were discussed — primarily disputes between consumers and utility companies;
- Over 90% of these disputes were resolved in favor of the consumers.

GNERC – Legal Updates



როცა ბალანსი დაცულია

- On 28th of November, GNERC approved the disclosure rules and residual mix calculation methodology. So, from August this year, final consumers will have the information on the mix of the product they consumed previous year. The information will be provided in the bill.
- **New Legal Acts of GNERC:**
 - Rules on Sanctioning Regulated Enterprises;
 - Residual Mix Calculation Methodology.

Black Sea Submarine Cable Project



როცა ბალანსი დაცულია

- The Black Sea submarine cable (BSSC) project envisages the arrangement of an underwater high-voltage transmission network, which should connect the electric power systems of Georgia and Europe;
- Once implementing the project, a 1,155-kilometer-long cable will connect Romania, empowering Southeast Europe and Romania to take advantage of expanded export opportunities and trade electricity at hourly electricity market prices.

Black Sea Submarine Cable Project



როცა ბალანსი დაცულია

1. Increased Market Access & Competition:

- Connection to the EU electricity market (Romania and Southeast Europe) allows Georgia to export and import electricity more flexibly;
- More competition usually leads to more competitive (lower) prices for consumers, especially during off-peak hours or when renewables are abundant;

2. Boost for Renewable Energy:

- The project supports development of local renewable energy (like hydro, wind, solar);
- Renewables have zero fuel cost and, once infrastructure is in place, they typically offer lower long-term prices than fossil-based generation;
- If Georgia produces surplus renewable electricity, prices could drop locally due to higher supply.

3. Improved Energy Security - Stable Pricing:

- Energy imports from Europe during shortages or peak times could stabilize prices, avoiding sharp spikes from local generation constraints or fuel price volatility;
- Less reliance on a single source or limited grid could mean lower risks and fewer crisis-driven tariff hikes.

Transposition of the Regulation on Cross-Border Energy Infrastructure (TEN-E)



როცა ბალანსი დაცულია

- A draft law was prepared to transpose the Regulation;
- Purpose of the law:
 - Simplify permitting and evaluation of cross-border projects;
 - Support PEI (Projects of Energy Community Interest) and PMI (Projects of Mutual Interest);
 - Promote investment in cross-border energy infrastructure;

Transposition of the Regulation on Cross-Border Energy Infrastructure (TEN-E)



როცა ბალანსი დაცულია

Legal Framework & Implementation

- Establishes legal basis for PECI and PMI project development and implementation
- Facilitates timely implementation via:
 - Interagency coordination
 - Accelerated permitting
- Defines rules for cross-border cost-sharing of PECI/PMI projects

Commission's Role under the TEN-E Draft Law



როცა ბალანსი დაცულია

- **Methodology & Evaluation:**

- Develops methodologies to assess investments and related risks in cross-border energy infrastructure:
- Evaluates investments based on these methodologies and ensures ongoing monitoring:

- **Coordination & Decision-Making:**

- Cooperates with ACER and other national regulatory authorities:
- Participates in decisions on the cost allocation of investments made by system operators;

- **Tariff Integration:**

- Ensures efficiently incurred investment costs are reflected in Transmission System Operator (TSO) tariffs.

Recent legislative changes



Obligation for suppliers serving more than 200 000 consumers to offer fixed-term, fixed-price electricity supply contract with a duration of at least one year without the possibility of unilateral modification



Electricity suppliers cannot terminate contracts and cannot disconnect customers on the grounds on which customers have submitted a complaint until the close of the complaint procedure.



The elements of the mandatory precontractual information to be given by electricity suppliers were extended (the possible opportunities and costs and risks of the given contract, including the need to have an adequate electricity meter installed).



New rules introduced for the specification for the quality of the hydrogen-natural gas mixture supplied to the cooperating natural gas system.



Gas DSOs cannot refuse requests for connection to the grid if the requests comply with legal requirements.

Other developments related to consumer protection



In summer of 2024 MEKH created the concept for the new Consumer Satisfaction Survey (CSS 2.0/FEF 2.0) for all sectors (electricity, natural gas, district heating, water utility), which will take place for the first time in the district heating sector in 2025. The CSS 2.0, carried out by a polling company, is built upon the experience gained in the last years, minimizes the burden of contribution for the licensees, and it is also more cost-effective for the NRA.

MEKH has started to implement the system of quality of supply – already applied in many countries in the electricity and natural gas sector – into water public utilities. The system defines requirements for licensees both on the company level (e.g. consumer relations) and on individual consumer level (guaranteed services). The system of quality of supply will start on 01.01.2026 with a 1 year trial period, and will become mandatory and sanctionable from 01.01.2027.



MEKH on new level of market monitoring

Background



Starting from 03. 03. 2025, MEKH introduced a new interactive interface for publishing market monitoring data of the Hungarian electricity and natural gas markets. Before this, MEKH has been publishing its market monitoring reports on a monthly basis, which present the most important domestic and international trends in the natural gas and electricity sectors, as well as briefly assess current market processes.



https://mekhpbirs.mekh.hu/reports/powerbi/PBIRS_Reports/kezdolap_gaz?rs:embed=true



https://mekhpbirs.mekh.hu/reports/powerbi/PBIRS_Reports/kezdolap_villamos_energia?rs:embed=true

MEKH on new level of market monitoring

New features



spectacular data visualization



continuously updated databases and detailed query options



individual data series that can be viewed not only monthly, but also daily and hourly basis



quarterly retail data



opportunity to compare and analyze data in detail, and the displayed data can be downloaded, so they can be easily used for further analysis

MEKH on new level of market monitoring

Main data



Prices: Monthly updated report on the most important price developments for the Hungarian electricity market.

Hungarian fundamentals: A monthly updated report on the most important production, consumption and trade processes of the Hungarian electricity market.

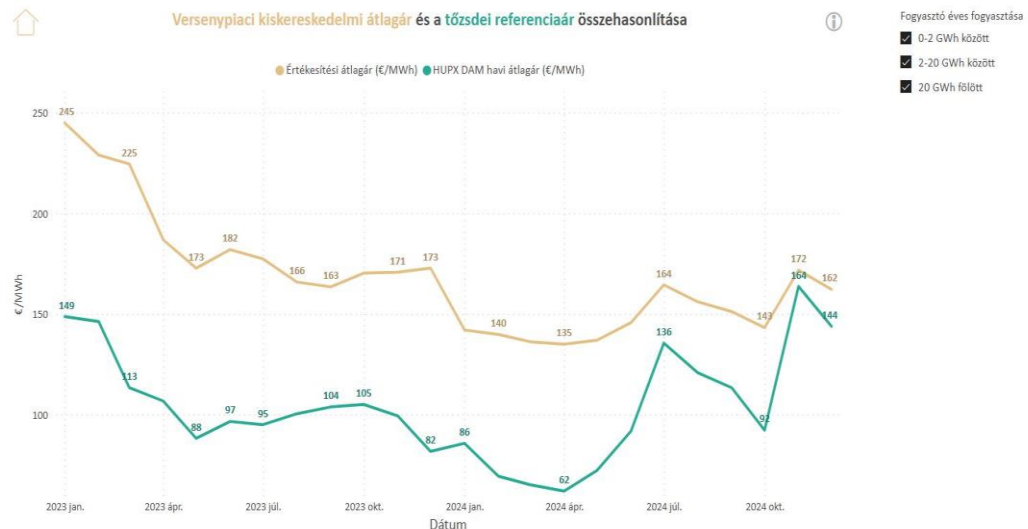
Balancing market: Monthly updated report on the most important processes in the Hungarian balancing market.

EU fundamentals: A monthly updated report on the development of production and consumption conditions in the most important regional countries for the Hungarian electricity market.

Retail markets: A quarterly report on the most important characteristics of the Hungarian electricity retail market.

For now only in Hungarian, but an English version is under development!

MEKH on new level of market monitoring Visual interface

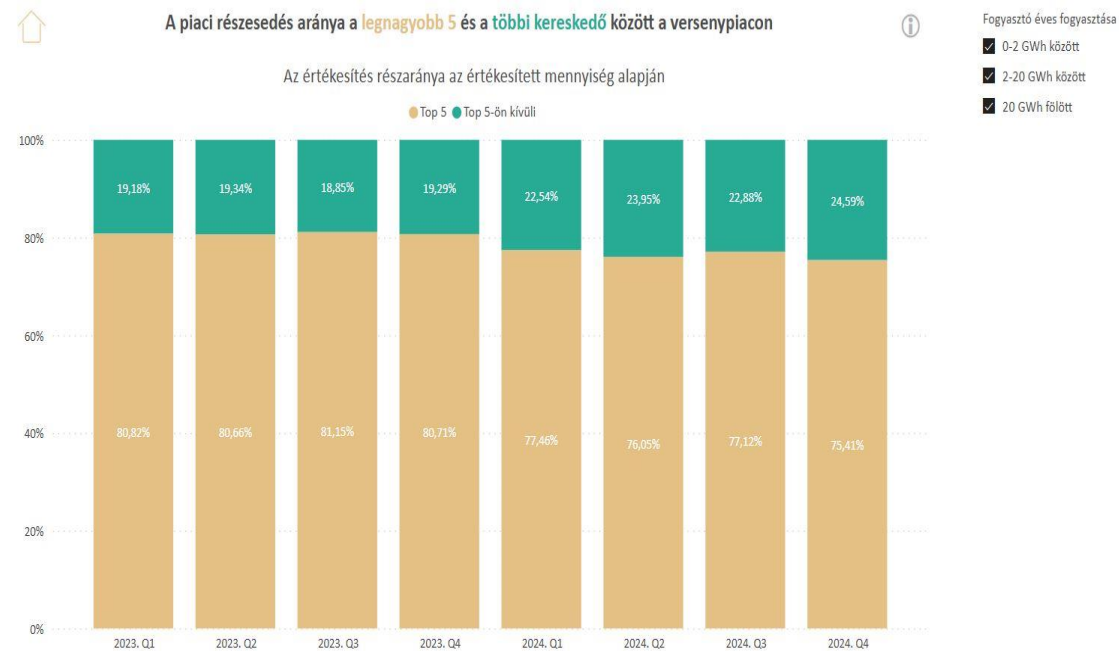


A háború kitörése után tetőző tőzsdei ár 2023-tól visszaesett a kiskereskedelmi ár alá és fokozatos csökkenést mutat. A versenyiaci árak a tőzsdei árváltozást késké követik le: a nagyfogyasztók árai jobban, míg a kisebbek késleltetve, a szerződések újrakötésétől változtak. Ez a tendencia 2024 elején, a szerződések újrakötésekor tovább erősödött: 2023. decembere és 2024. januárja között a kiskereskedelmi versenyiaci ár a három szegmensben átlagosan 18%-kal csökkent.

Forrás: MEKH, HUPX

További információ

Készült: 2025. febr. 03. 11:10



Az öt legnagyobb versenyiaci szereplő piaci részesedése fokozatosan csökkenő tendenciát mutat. A legnagyobb fogyasztók esetében részesedésük az utolsó negyedévben 17 százalékponttal alacsonyabb volt, mint a legalacsonyabb fogyasztású szegmensben.

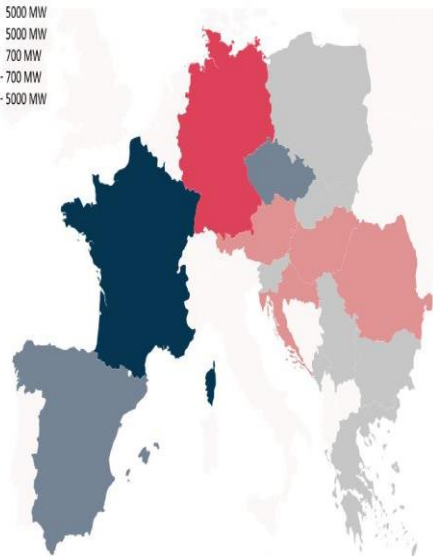
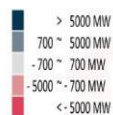
MEKH on new level of market monitoring Visual interface

A termelés és a felhasználás nettó egyenlegének alakulása: 2025. február

Nettó egyenleg alakulása (órás átlag): 2025. febr.

A pozitív érték termelési többletet, a negatív termelési hiányt jelez

A pirossal jelzett országok **termelési hiánnyal**, míg a sötétkékkel jelzettek **termelési többlettel** rendelkeznek havi átlagban.



Februárban gyakorlatilag ugyanazzal a helyzettel szembesültünk, mint januárban. A megújuló energiatermelés visszaesése továbbra is sújtotta a Németország és Románia között elhelyezkedő országokat, amelyek emiatt forráshiányosak maradtak. Különösen kritikus volt a német szélenergetikai termelés visszaesése. Franciaországban a nukleáris, Csehországban és Lengyelországban pedig a fosszilis – elsősorban szénalapú – termelés biztosított termelési többletet.

Forrás: ENTSO-E

További információ

Év és hónap kiválasztása

2025. február

Hétköznap/hétféle kiválasztása

Hétköznap

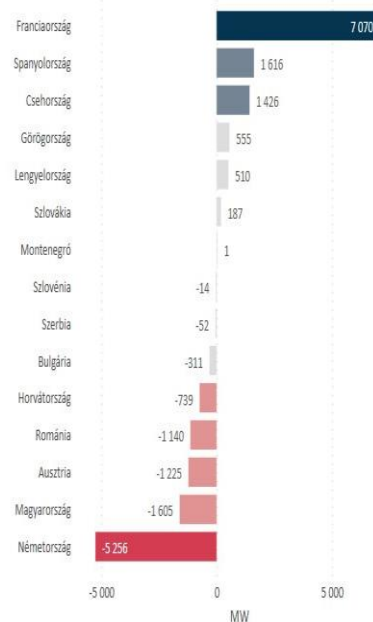
Hétféle

Óra kiválasztása

Mind

Nettó egyenleg alakulása (órás átlag): 2025. febr.

A pozitív érték termelési többletet, a negatív termelési hiányt jelez

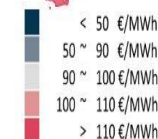


Készült: 2025. márc. 07. 15:41

Európai másnapi piacok (DAM) árának alakulása: 2025. február

Év és hónap kiválasztása

2025. február



Ország	Havi átlagos DAM ár (€/MWh)	Vált. előző év hasonló hó (%)	Vált. előző hó (%)
Magyarország	158,88	129,1%	13,3%
Románia	157,19	125,3%	12,7%
Bulgária	156,45	123,5%	12,9%
Görögország	154,09	109,3%	15,0%
Szlovákia	153,38	123,1%	9,3%
Horvátország	149,98	121,2%	10,3%
Szlovénia	146,78	118,5%	9,1%
Lengyelország	141,46	86,3%	24,0%
Hollandia	141,12	120,9%	21,0%
Ausztria	140,81	114,1%	5,2%
Dánia	140,53	147,9%	41,9%
Belgium	140,26	128,0%	25,2%
Franciaország	137,69	135,9%	34,6%
Olaszország	134,76	53,3%	11,5%
Csehország	132,64	91,9%	3,3%
Észtország	132,13	75,0%	43,6%
Lettország	132,09	76,6%	43,8%
Litvánia	132,09	76,6%	47,8%
Németország	128,52	109,5%	12,6%
Szerbia	126,85	86,9%	19,7%
Spanyolország	108,31	259,5%	11,8%
Svédország	59,05	36,1%	44,6%
Finnszág	44,74	-13,3%	-15,3%
Norvégia	41,08	-11,6%	27,1%

Az előző év februárjához viszonyítva a földgáz ára gyakorlatilag megkétszereződött, miközben a megújuló termelés kiugróan alacsony szintre esett vissza. Ennek eredményeként szinte egész Európában egységesen magas árak alakultak ki - ez alól egyedül a skandináv régió jelent kivételt, ahol a megújuló és a nukleáris termelés továbbra is meghatározó szerepet tölt be.

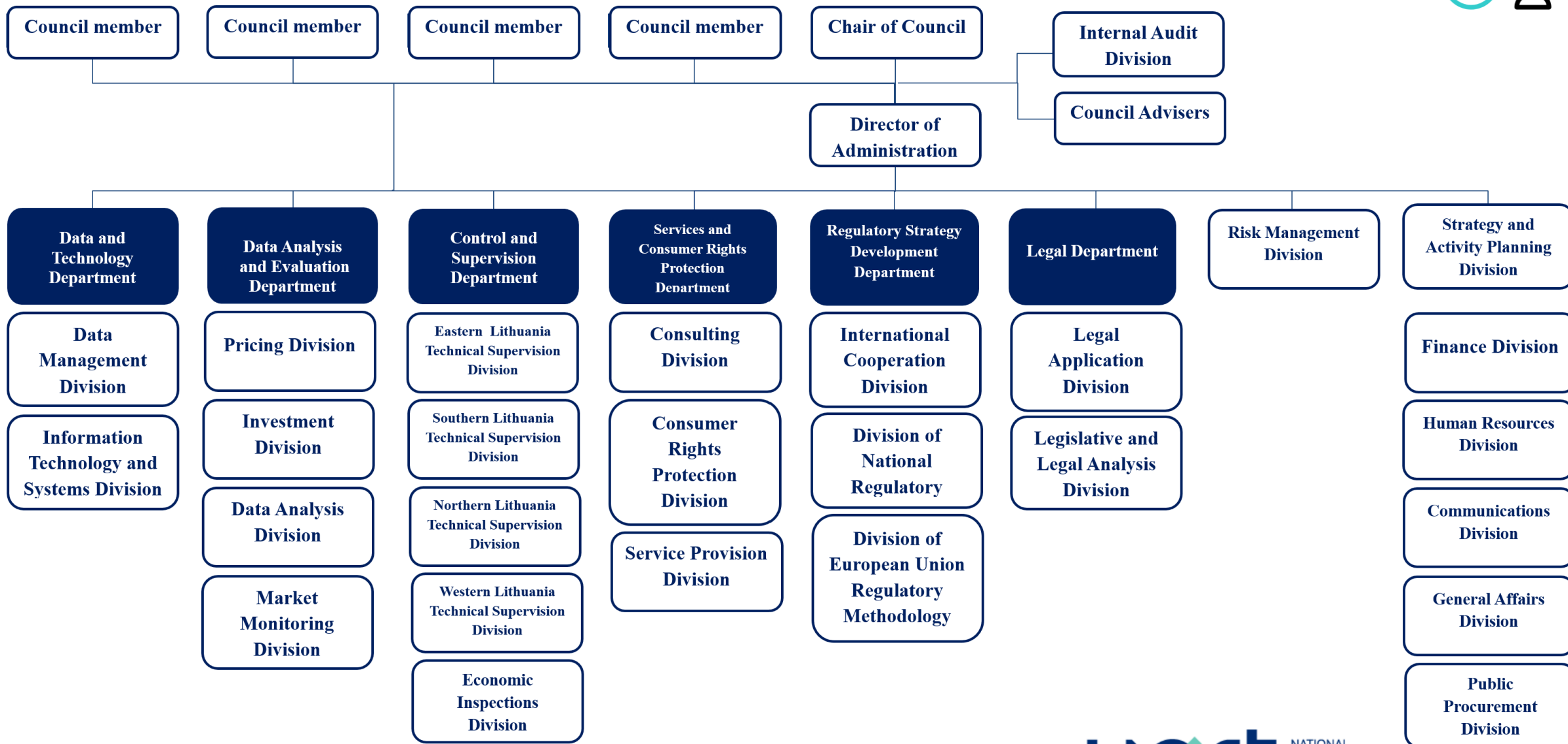
Forrás: ENTSO-E, ill. tőzsdék nyilvános adatszolgáltatásai

További információ

Készült: 2025. márc. 07. 15:24

Changes in the Regulatory Authority

The new NERC structure came into effect and began operating practically on March 1, 2025.



by **Sandra Grabauskaitė**, Head of Services and Consumers Protection Department
National Energy Regulatory Council (NERC), **Lithuania**



Updates related to costumer issues: Legislation

✓ **Nov 2024: Amendments on the Law of Electricity:**

Household consumers of public, independent and guaranteed electricity suppliers have the right to submit a request to settle the debt for consumed electricity in parts according to agreed schedule for paying off the debt in installments for a period of no longer than 6 months.

✓ **Aug, Dec 2024: Amendments on the Rules for the supply and use of electricity** regarding prosumers electricity metering and net billing.

Updates related to costumer issues: Recent Developments



- ✓ **Public electricity supply tariffs** (from January 1, 2025): increase by only 0,0073 Eur/kWh;
- ✓ **Natural gas tariffs** (from January 1, 2025):
 - For consumers using up to 300 m³ of natural gas, the constant component increased by €0.43/month (from €0.56/month with VAT to €0.99/month with VAT), while the variable component decreased by €0.06/m³ (from €1.05/m³ to €0.99/m³).
 - For consumers using more than 300 m³ and more than 20 000 m³, the variable component increased by €0.10/m³.
 - This results in a 16.95% and 18.18% increase, respectively, due to a 26.45% rise in the natural gas procurement price.
- ✓ **Electricity distribution tariffs** (from Jul 1, 2025):
 - New optional tariff „Efficient“ to be introduced;
 - Includes fixed capacity component and lower variable component for distribution services;
 - Designed for consumers using capacity more efficiently.

Updates related to customer issues: Expected developments



- Oct 2024: Ministry of Energy initiated **amendments to the Law on Renewable Energy** – introduce fixed fees for connection of devices that produces electricity from renewable resources and its capacity increase (to be set by NERC).
- Nov 2024: Proposed **amendments to the Energy Law** to clarify the definition of vulnerable energy consumers.
- Mar 19, 2025: Government approved draft **amendments to 5 energy laws** to align with EU Directive 2023/1791 on energy efficiency; proposal submitted to Parliament.
- Mar 2025: Draft **amendments to electricity supply rules and standard contract terms** – to define key information required on the first page of electricity bills.
- Apr 15, 2025: Parliament considers **amendments to the Law on Electricity** – allow indigent persons, people with disabilities on social support, and small consumers ($\leq 1,000$ kWh/year) to use public electricity supply until 2030. ~800,000 households would be affected.
- Upcoming: DSO initiated **discussions** on allowing consumers to have multiple independent electricity suppliers at one facility.

Updates related to customer issues: Significant energy news



- Feb 2025: Lithuania disconnected from IPS/UPS and synchronized with continental Europe.
- Dec 2024: an official ceremony marked the formal handover of ownership of the FSRU „Independence“ to Lithuania and its registration in the Register of Seagoing Ships of the Republic of Lithuania.
- 2024: Local power plants produced 69.8% of electricity needs (vs. 48% in 2023).
- Over 124,000 generating consumers in Lithuania (+40% in 2024).
- Šiauliai established first energy community with a 4 MW solar plant; 30% of electricity to support energy-poor residents.
- Animal shelters: 3 built own solar plants, 1 invested in shared solar park; 4 more projects approved.
- State support:
- Households and business, farmers, communities: for solar power systems or increase their power and for the electricity storage devices. Households: to replace gas cylinders.



Changes in the Regulatory Authority

- According to Parliament Decision No. 38 from 26.03.2025, Mr. Alexei Taran, Director in the Council of Administration, was appointed as the General Director of ANRE.
- A Director position within the Council of Administration is vacant due to the expiration of one of the directors' mandates.



Recent developments

The project „Single Call-Center for Consumers”

The project involves the launch of a national single-call telephone number designed to receive calls from consumers, with the possibility of redirecting calls to the relevant authorities according to their functional responsibilities.

As part of the project, all authorities with consumer rights protection and promotion functions (12 authorities) have been involved, as provided by the Consumer Protection Law, according to their area of activity.

Legislation



The new electricity law is progress

The new version of the law transposes the EU's Fourth Energy Package, also known as the Electricity Integration Package. The project introduces new activities such as energy storage, electricity trading, and aggregation. Another initiative concerns the supply of electricity through charging stations specially designated for this purpose. Another significant initiative focuses on integrating end consumers into the center of the electricity market and empowering them. According to the law, consumers should have the ability to consume, store, and sell self-produced electricity on the market and participate in the electricity market by providing system flexibility.

Legislation



The amendment to the Natural Gas Law is in progress

The proposed amendments to the Natural Gas Law introduce harmonized unified tariffs for gas distribution, further promoting market liberalization. Large industrial enterprises will transition exclusively to the free gas market starting October 1, 2025. Additionally, transport and distribution operators will be required to maintain a digital map of gas networks to enhance sector transparency.

Legislation



The amendments to the Law on thermal energy were approved

The Parliament has approved legislative amendments aimed at modernizing and improving the efficiency of centralized heating systems. The new provisions include transitioning multi-apartment buildings to a horizontal heat distribution system, equipping each apartment with individual heat meters to give residents more control over their energy consumption.

New and public buildings will be required to connect to centralized heat supply systems (SACET), which will be expanded and modernized.

Additionally, the law introduces the creation of exclusive thermal supply zones, where consumers will be obligated to stay connected to SACET, unless they fully cover their needs with renewable sources.

Legislation



New Regulation regarding the granting of energy compensation in the form of monetary payment.

The government approved a regulation for energy compensation for citizens. Compensations will be provided in monetary form, with payments transferred to bank cards or available at postal offices. The compensation will be calculated individually based on household size and energy usage for heating, excluding historical energy consumption. Citizens must submit an application to receive the compensation. The deadline for submitting applications is the 25th of each month, and compensation will be granted from the month of application submission.



Changes in the Regulatory Authority

- In November and December 2024, **two members of the ERC have been dismissed** by the Parliament of the Republic of North Macedonia (due to unfulfilled criteria during their appointing).
- Currently at ERC are: 1 President and 4 Commissioners, 38 professional and 2 administrative employees.
- **Two new ERC members expected to be** appointed by the Parliament this month.
- 12 new employees are planned in 2025.



Updates related to customer issues

✓ Legislation – November 2024 – March 2025 (adopted)

- Rules for handling complaints amended on 21st of November 2025 – **enabling deputy members**, mainly because of increased number of complaints.
- Decision for imposing measures to electricity **DSO to comply with certain unbundling requirements** (logos, branding, communication), adopted by ERC on 27th of February 2025;



Updates related to customer issues

✓ Legislation – November 2024 – March 2025 (adopted)

- 18.12.2024 - Decision on obliging the **Universal Supplier** to adopt a new Decision on electricity prices in which **average price for supply increased by 6,88%**. Applied from 1st of January 2025.
- 31.01.2025 - Decision for amending Decision for setting MAR and tariff rates for generation of heat for 2024 for **ESM Generation - tariff rates for generation of heat increased by 8,75%** compared to the previous Decision.
- 31.01.2025 - Decision for amending Decision for setting MAR and tariff rates for distribution of heat for 2024 for **ESM Distribution, - tariff rates for distribution of heat increased by 6,57%** compared to the previous Decision.
- 31.01.2025 Decision for amending Decision for setting MAR and tariff rates for heat supply for 2024 for **ESM Supply, - average tariff rates for supplying of heat increased by 5,03%** compared to the previous Decision.
- 28.02.2025 Decision for amending Decision for setting MAR and tariff for generation, distribution and supply of heat for 2024 for **ESM-Energetika - average tariff rates increased by 5,25%** compared to the previous Decision.
- 28.02.2025 Decision for amending Decision for setting MAR and tariff for generation, distribution and supply of heat for 2024 for **Energy Ekolink - average tariff rates increased by 5,17%** compared to the previous Decision.



Updates related to customer issues

✓ Recent Developments

- **Increased number of complaints regarding electricity bills** (every winter because of higher kWh consumption). **Two reasons:** 1. introduced block tariffs in 2022; 2. estimated invoices because of infrequent meter reading (currently it is quarterly for households and small consumers)
- Amendment of Electricity Supply Rules (currently in consultation phase, planned to be adopted by the end of April) to **introduce monthly meter reading, aiming to result in more accurate invoices.**
- Campaigns will be organized by DSO & EVN HOME for **educating population on energy savings**, scheduled for late summer-early autumn (because of electricity used for heating during winter months)
- **Draft Energy Law and Draft RES Law** passed Government procedure, expected to be adopted by the Parliament by the end of April 2025.



Updates related to customer issues

✓ Significant Energy News

- The “El Dorado” of PV plants is still ongoing since January 2022. From a customer point of view – this resulted in a **surge of disputes (around 100) filed against DSO decisions for rejecting connections of PV PP to the grid due to lack of connection capacity.**
- Number of complaints from 01.10.2024--04.04.2025 = 788, from which:
 - Invoice issues – 598
 - Connection issues – 125.
 - Compensation for damages - 65
- By 31 December 2024:
 - total number of **RES** is 1.494 power plants with installed capacity of **1.663,2 MW**

Latest updated related to customer protection

- Energy price for households remains frozen until August 31, 2024
...discussions about extending it until December 31 are ongoing.
- New proposal to simplify energy bills, as part of governmental deregulation works.
- New information campaign "Disputes and complaints - information for consumers"
 - information on the ERO website in the tab dedicated for consumers
 - brochure (see next pages)



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do Prezesa Urzędu Regulacji Energetyki



Z wnioskiem
o **rozstrzygnięcie sporu**
z przedsiębiorstwem
energetycznym



Z wnioskiem
o **rozpatrzenie skargi**
na działalność przedsiębiorstw
energetycznych

Więcej na www.ure.gov.pl
w zakładce „Konsument”
– Spory i skargi









PAMIĘTAJ!



Kierując sprawę do Prezesa URE koniecznie
podaj punkt poboru energii oraz nazwę
przedsiębiorstwa energetycznego, którego
sprawa dotyczy.



ROZSTRZYGANIE SPORÓW

-  odmowa zawarcia umowy o przyłączenie do sieci,
w tym zwiększenia mocy przyłączeniowej
-  odmowa zawarcia umowy kompleksowej
-  odmowa zawarcia umowy sprzedaży paliw gazowych
lub energii
-  odmowa zawarcia umowy o świadczenie usług
dystrybucji paliw gazowych lub energii
-  odmowa przyłączenia w pierwszej kolejności instalacji
odnawialnego źródła energii
-  odmowa dostosowania umowy o przyłączenie do sieci
instalacji odnawialnego źródła energii



-  ograniczenie pracy lub odłączenie od sieci
mikroinstalacji
-  wstrzymanie dostarczania paliw gazowych
lub energii



WAŻNE!

Pisma przesyłane przez osoby anonimowe oraz pisma niezawierające danych adresowych nie będą rozpatrywane przez Prezesa URE.



ROZPATRYWANIE SKARG



standardy jakościowe obsługi odbiorców, dotrzymanie parametrów jakościowych paliw gazowych i energii elektrycznej

(Standardy jakościowe obsługi odbiorców to katalog obowiązków leżących po stronie przedsiębiorstw energetycznych związanych z terminowością rozpatrywania danej kategorii zgłoszeń i reklamacji.

Za sprawdzanie parametrów jakościowych oraz obsługę techniczną sieci odpowiadają przedsiębiorstwa energetyczne.

Prezes URE może zażądać wyjaśnień od przedsiębiorstwa energetycznego. W przypadku niedotrzymania standardów i parametrów jakościowych przysługują bonifikaty na zasadach określonych w przepisach wykonawczych do ustawy – Prawo energetyczne. Bonifikat udziela przedsiębiorstwo energetyczne. **Spory powstałe na tle bonifikat rozstrzyga sąd powszechny.)**



zmiana sprzedawcy paliw gazowych lub energii elektrycznej



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Spory i skargi - informacje dla konsumentów



Urząd Regulacji Energetyki



W przypadku problemów związanych z usługami świadczonymi przez przedsiębiorców na rzecz konsumentów (poza dodatkowymi usługami np. ubezpieczenie, naprawy, hydraulik), pomocą służą powiatowi lub miejscy rzecznicy praw konsumentów.



Sprawy niepodlegające właściwości Prezesa URE:



realizacja i obowiązywanie umów zawartych pomiędzy przedsiębiorstwem energetycznym a odbiorcą lub podmiotem ubiegającym się o przyłączenie **(zgłoś się do: przedsiębiorstwa energetycznego/sądu powszechnego)**



obsługa klienta w zakresie nieobjętym standardami jakościowymi obsługi odbiorców określonymi w przepisach wykonawczych, kontrola legalności pobierania paliw lub energii **(zgłoś się do: przedsiębiorstwa energetycznego)**



infrastruktura sieciowa **(zgłoś się do: przedsiębiorstwa energetycznego oraz organów nadzoru budowlanego)**



odszkodowania za szkody wyrządzone przez przedsiębiorstwa energetyczne **(zgłoś się do: przedsiębiorstwa energetycznego odpowiedzialnego za wyrządzenie szkody/sądu powszechnego)**



weryfikacja postanowień umów i praktyk naruszających zbiorowe interesy konsumentów stosowanych przez przedsiębiorstwa **(zgłoś się do: UOKiK)**



ocena działań i zaniechań przedsiębiorstw energetycznych oraz ich pracowników z punktu widzenia odpowiedzialności karnej **(zgłoś się do: prokuratury i policji)**



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Changes in the Regulatory Authority – new legislation (I)



- **ANRE** prepares the energy market for the **exit from the capping-compensation scheme** by simplifying and making the **energy supply mechanism of last resort** more transparent.
- Thus, **ANRE** recently approved an **Order** amending and completing **ANRE's President Order no. 91/2022** on the approval of the *Regulation on the supply of electricity in the last resort regime*.
- The amendment, which will entered into force on **April 1, 2025**, brings updates to the mechanism for Electricity Suppliers of Last Resort, with the aim of making it more predictable, transparent and fairer to all final consumers.
- The **main novelty** brought by the adopted Order is **the transformation of the temporary mechanism applied during the energy crisis into a permanent and functional framework: all suppliers designated by ANRE will take over, through monthly rotation, consumers who remain without a supplier.**
- **This approach ensures a fair distribution of responsibilities and protects the continuity of electricity supply.**

Changes in the Regulatory Authority – new legislation (II)



- At the same time, the new Order issued by ANRE introduces a **clear and detailed formula for calculating the final price invoiced to final consumers** taken over in the last resort regime, with **distinct highlighting** of the components:
 - ✓ **the cost of purchased energy;**
 - ✓ **regulated tariffs;**
 - ✓ **the supply component and a reasonable profit share - within limits comparable to those in the competitive market.**

This information becomes public, being displayed by each supplier in a dedicated section on its own website.

- The legislative framework for electricity supplier of last resort regime **has been adapted to meet the needs of small household and non-household consumers**. Thus, the period for which the supplier of last resort is obliged to ensure the supply of electricity as a last resort to non-household consumers, with an approved power of over 1 MVA/place of consumption, **is reduced from 6 months to 3 months**.

The objective is to encourage consumers to find a supplier, because through a supplier in the competitive market they would benefit from a lower price than the one in the last resort regime.

Changes in the Regulatory Authority – new legislation (III)



- At the same time, the **framework contract for supply under the regime of last resort** was **updated** to reflect the **new rights of final consumers**, including **the right to contest invoices** and **the strict conditions under which the energy supply can be interrupted**, thus:
 - ✓ the articles on the price and the method of invoicing were modified, so that **the final consumer can have access to information related to the formula and principles for determining the price**;
 - ✓ **the final consumer's right to contest an invoice issued by the last resort supplier was detailed**, as well as the fact that the last resort supplier has the right to order the interruption of the electricity supply **only after communicating to the final consumer the result of the complaint verification and only if the verification showed that the invoice issued is correct**, even if the respective invoice has not been paid;
 - ✓ the way in which **suppliers return any overpaid amounts** to final consumers was detailed.

Legislative framework on consumer protection in Romania (I)



- The support scheme approved by **Emergency Ordinance of the Government no. 27/2022** with subsequent **amendments & completions (GEO no. 27/2022)**, for **household consumers, small and medium businesses and other categories of final consumers of electricity and natural gas**, in order to support them in the context of the prices increase in the Energy Market, which was supposed to cease its applicability on *1st of April 2025*, **has been extended by a new GEO approved by Government of Romania - GEO no. 6/2025 regarding the measures applicable to final customers in the electricity market during the period 1 April 2025-30 June 2025, respectively the measures applicable to final customers in the natural gas market during the period 1 April 2025-31 March 2026, as well as for the amendment and completion of certain regulatory acts in the energy field.**
- One reason for the Government's decisions to extend the support scheme is related to **the necessity to prepare a transition period to the liberalized electricity and natural gas markets**, so as not to cause destabilization among market participants, as well as **to ensure, before liberalization, a period for preparation of support measures that will be provided specifically to consumers affected by energy poverty.**

Legislative framework on consumer protection in Romania (II)



- According to a **Report** prepared by the **World Bank** in September 2024, entitled *Romania Energy Poverty Assessment*, “underlying indicators reveal a high incidence of energy poverty in Romania, indicating that **many people have real difficulties in accessing and securing essential energy services. Approximately 25% of the population** faced some form of energy poverty in 2021, with households allocating approximately 8.7% of their expenditure on energy. The high percentages of people struggling with this issue persisted, with 17.8% experiencing difficulties in paying utility bills in 2022, one of the highest percentages in the EU. In 2022, 15.2% of households made significant efforts to heat themselves, again one of the highest percentages in the EU, and even more worryingly, this percentage has increased compared to 2020. Cooling also poses challenges as important, since 31% of households face real difficulties in keeping their homes cool during the summer.”
- Under these conditions, in order **not to aggravate the level of energy poverty at the national level** and **to preserve the economic competitiveness** of economic operators, the **Government decided to continue the application of the temporary support measures in the field of electricity and natural gas granted during the period November 2021-March 2025**, so that **the transition to the liberalized electricity and natural gas markets occurs gradually and to avoid any destabilization** at the level of market participants.
- Also the extension of the support scheme is linked with the future liberalization process of the electricity and natural gas markets, **to bring some extra time to be ensured a rigorous preparation of the support measures that will be granted specifically to consumers affected by energy poverty.**

Legislative framework on consumer protection in Romania (III)



- Mainly and of interest to electricity and natural gas final consumers, the new emergency ordinance provides for the following temporary measures:
 - ✓ granting support measures for **electricity consumers**, similar to those included in *GEO no. 27/2022*, namely **capping the final invoiced prices and compensating the difference from the budget, during the period 1st April 2025 – 30 June 2025;**
 - ✓ granting support measures for **natural gas consumers**, similar to those included in *GEO no. 27/2022*, respectively **capping the final invoiced prices and compensating the difference from the budget, during the period 1st April, 2025 - March 31, 2026.**

Expected Developments (I)



- **ANRE** has recently developed the *draft Order for establishing information measures for electricity final consumers*, a legislative document which is now in the **public consultation phase**.
- By promoting this draft order, the aim is **to increase the degree of information provided to final consumers** in view of the termination, starting from **July 1st, 2025**, of the support scheme established by GEO 6/2025, by establishing the obligation for electricity suppliers to transmit to final consumers, by May 31st, 2025, information regarding:
 - ✓ the fact that starting with **July 1st, 2025**, **the support scheme established by GEO 6/2025 ceases to be applicable**;
 - ✓ **the final price of electricity** applicable from **July 1st, 2025**, **broken down into its component elements** (price of electricity/natural gas, tariffs for network/system services and taxes/levies/contributions in force), if this is provided for in the supply contract in force on the date of the information being sent;
 - ✓ **the method of establishing**, starting from **July 1st, 2025**, **the final price invoiced in the case of final consumers** for whom the supply of electricity is ensured **in the last resort regime**;
 - ✓ the possibility of **changing electricity supplier**;
 - ✓ **the modalities for concluding an electricity supply contract in a competitive regime**, namely the manner in which the final consumer can carry out a comparative analysis of the standard electricity supply offers existing on the market.

Also, **the suppliers will be obliged to inform the final consumers**, at least 30 days before the expiry date of the current price/existing economic conditions, of the new applicable price/new economic conditions, including the extension of the current price/existing economic conditions.

Expected Developments (II)



- Also, in the next period, **ANRE** will run **an integrated Campaign to educate and inform the electricity and natural gas final consumers** both through the *audiovisual media*, as well as through *online and social media*, which will aim **to improve the level of information of final consumers of electricity and natural gas in Romania.**
- This informative Campaign will provide to the final consumers relevant information regarding their rights and the process of changing the supplier, so that the behavior of evaluation, selection, contracting of supply services and their subsequent use will be based on an well-informed decision.
- On the other side, another aim of such informative Campaigns developed by the National Authority of Regulation in Energy is **to increase the degree of trust of all those final consumers of electricity and natural gas** interested in reaching the information provided by ANRE, so that the **Authority becomes the main source of information regarding the particularities of the electricity and natural gas market in Romania.**

Changes and Updates related to consumer issues



- There are some consumer legislation changes that came into force in January 2025. Some of important changes;
 - **Refund of the security deposit** to consumers who have paid the electricity bills regularly in the last 24 months.
 - Electricity bills can only be sent via **SMS or email** if the consumer agrees. And also consumers can see their consumption and can compare it with their neighbors by using **mobile applications**.
 - **New deterrent measures** to reduce illegal electricity usage.
 - DSO can use technological opportunities to detect illegal electricity use
 - New penalty coefficient(1,5x to 2,5x)

Changes and Updates related to consumer issues



- **There is a change in the limits of Last Resort Supply Tariff(LRST) system.** This tariff system is different from EMRA's regulated tariffs. According to tariff bills of High-Consumption Users reflect actual energy costs which calculated in EXIST's Intra-Day Market.
- The changes in limits affected approx. 1.3 Million consumers but the consumption amount which is affected is bigger because %90 of these consumers is industrial or commercial.
- New annual consumption limits for LRST criteria;
 - 5.000 kWh for household consumers (100.000.000 kWh before)
 - 15.000 kWh for non-household consumers (1.000.000 kWh before)

Changes and Updates related to consumer issues



- On April 4, 2025, EMRA announced **increases** in regulated electricity and natural gas prices for certain consumer groups. The details are as follows:
 - **Electricity Prices:**
 - Residential consumers: **25% increase.**
 - Commercial consumers: **15% increase.**
 - Agricultural consumers: **12.4% increase.**
 - Industrial consumers: **10% increase.**
 - **Natural Gas Prices:**
 - Industrial consumers: **20% increase.**
 - Electricity producers: **24.2% increase.**
 - Residential consumers: **No change in prices.**

Significant Energy News



- **Aggregator activity and demand-side participation** was officially introduced into the Turkish electricity market through the “Regulation on Aggregator Activity in the Electricity Market,” published in the Official Gazette on December 17, 2024 and entered into force on January 1, 2025. will be start in 1 July according to transmission operator.
- **This is a major step for Turkish electricity market from the perspective of demand side participation and consumers.**

Expected Developments related to consumer issues



- **A new price comparison platform** will be established by Energy Markets Operation Inc. (EXIST). This is the official market operator of energy markets.
 - Purpose: To allow consumers to review, compare, and enter into bilateral agreements with suppliers.
 - Suppliers can submit offers; upon consumer acceptance, agreements are formalized through this platform.