

Internal structure and responsibilities of NRAs

Roundtable Discussion



National Agency for Energy Regulation



The National Agency for Energy Regulation (ANRE) is the authority vested with the competence to regulate and monitor activities in the energy sectors. The Agency is a regulatory authority with the status of a legal entity, independent in relation to other authorities and public bodies or other public or private entities.

The Agency is led by a Board of Directors consisting of five members who hold public dignity positions. The directors are appointed by Parliament through a competitive selection process for a term of six years.





Key Functions of ANRE

- **Regulatory Development**

- Develops and approves regulations, methodologies, and other normative acts in the energy sector, as stipulated by current legislation.

- **Sector Oversight**

- Monitors the energy sector and ensures compliance with regulatory requirements by energy companies.

- **License Management**

- Issues, modifies, temporarily suspends, or revokes licenses as per legal procedures.

- **Tariff Regulation**

- Approves tariffs based on its methodologies and monitors their correct application.

- **Consumer Protection**

- Safeguards consumer rights and legal interests;
- Monitors compliance with consumer rights;
- Examines consumer petitions and complaints;
- Resolves disputes between consumers and suppliers within its jurisdiction.

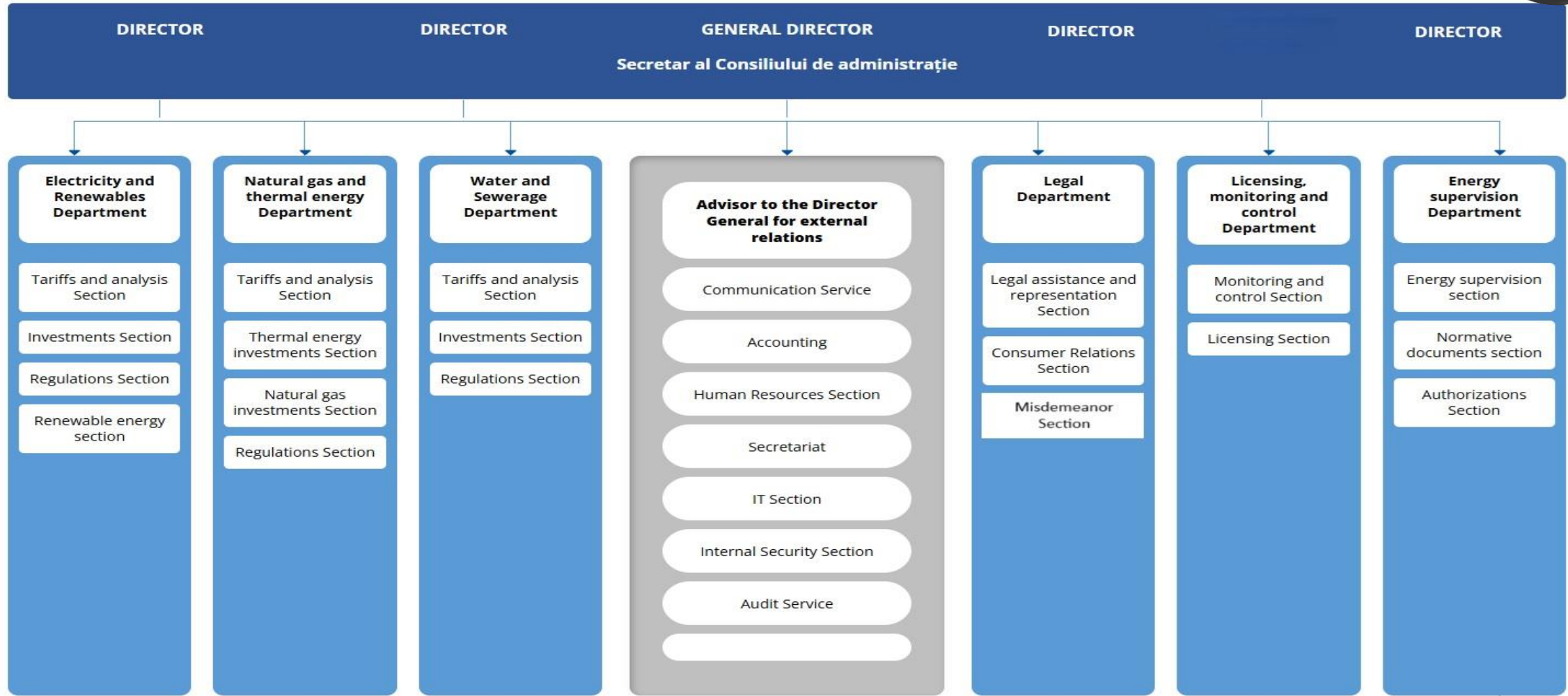


Key Functions of ANRE

- **State energy supervision (electricity and district heating)**
 - *Technical Standards Development*
 - Develops and approves technical-regulatory documents
 - *Technical Inspections*
 - Conducts technical inspections of electrical/thermal grids and installations (**including consumers**) to prevent accidents, fires, electrocution, or explosions.
 - *Authorisation and Compliance*
 - Issues, suspends, or revokes authorizations for electrotechnical laboratories, authorized electrician authorisation and monitors their activity
 - *Incident investigations*
 - Investigates causes of accidents, fires, electrocutions, or explosions involving energy infrastructure
- **Imposition of financial or misdemeanor (contravention) sanctions**
 - *Financial sanctions – according to Energy Law*
 - *Misdemeanor sanctions – according to Contravention Code*



Organigram





Consumer Protection Division

Legal assistance and representation section

The Legal Assistance and Representation Section is a subdivision within the Legal Department, responsible for representing the legitimate interests of ANRE in courts of law, as well as, when applicable, representing end consumers in disputes with companies regulated by the Agency. It also handles the out-of-court settlement of disputes arising between participants in the energy markets.

Legal Department

Consumer relation section

The Consumer Relations section, part of the Legal Department, is responsible for promoting and protecting consumer rights and interests in the energy sector and public water supply and sewerage services.

Misdemeanors section

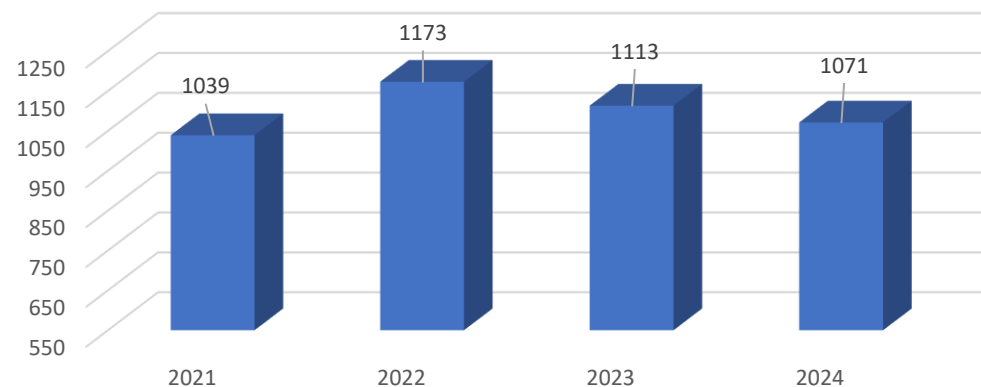
The misdemeanors section, as part of ANRE's Legal Department, is directly responsible for handling administrative offense procedures within the Agency's competence. Its main tasks include examining complaints, documenting offenses, drafting official reports and ensuring the enforcement of sanctions.

Consumer Protection Section

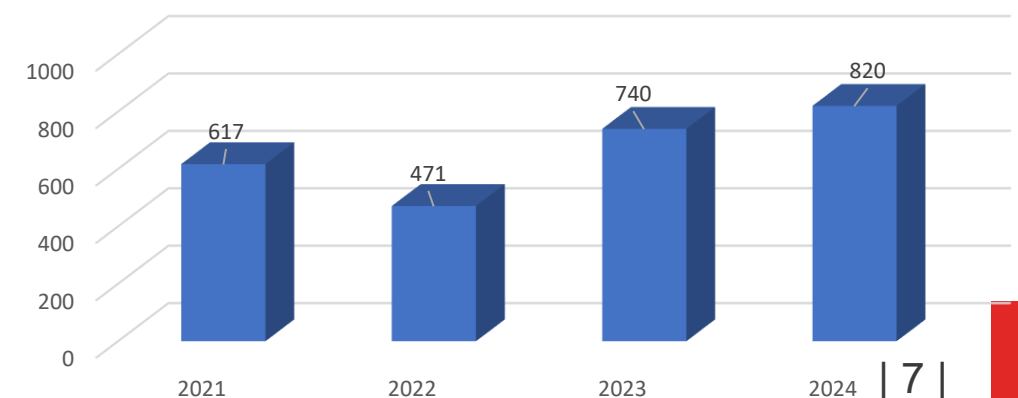
Consumer protection section main duties:

- Reviewing consumer complaints submitted to ANRE;
- Extrajudicial resolution of disputes between consumers and regulated entities;
- Issuing prescriptions or decisions on consumer rights violations;
- Providing consumer consultations, including via the hotline service (Green Line);

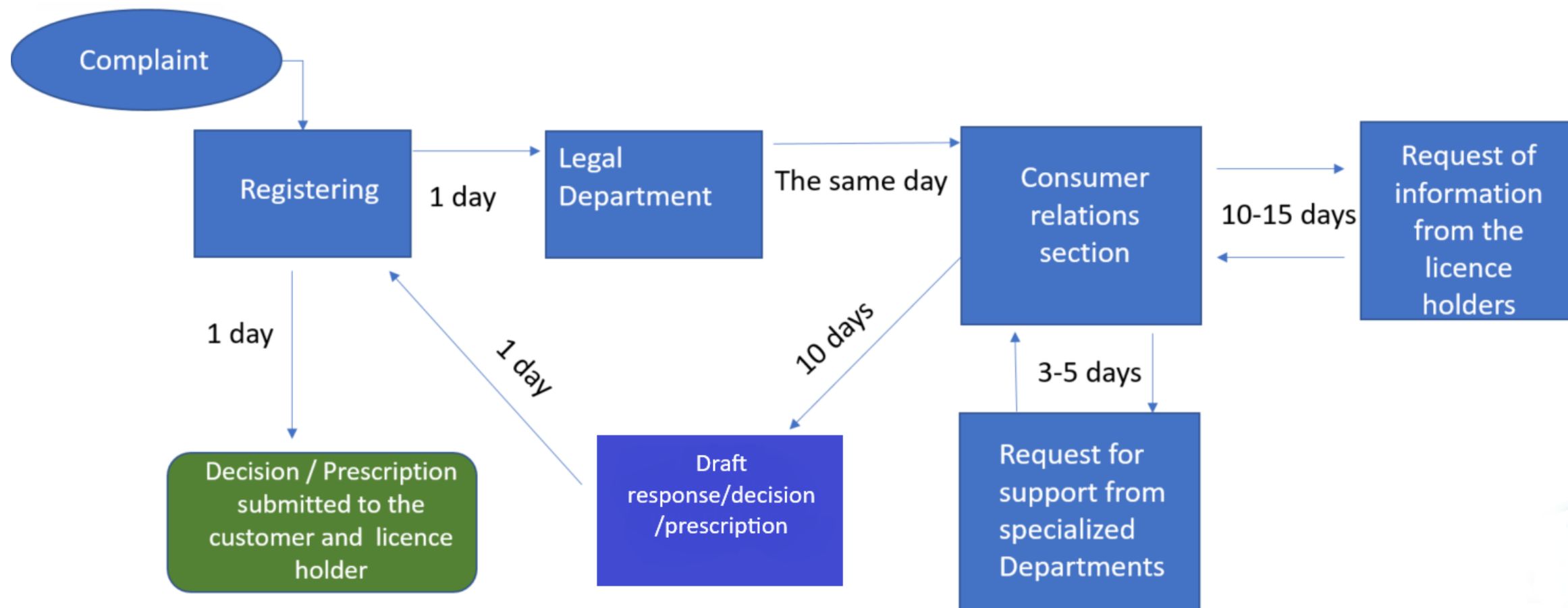
Number of consultations provided through the ANRE information hotline service during the years 2021 - 2024



Number of petitions examined by ANRE during the years 2021 - 2024



Consumer protection internal procedures





Control Division

The main mission of the Monitoring and Control Section, as part of the Licensing, Monitoring, and Control Department is to conduct inspections aimed at evaluating the licensed activities of enterprises in the electricity, natural gas, renewable energy, thermal energy, petroleum product markets and public water supply and sewage services sectors.

These inspections are carried out in strict compliance with current legislation, focusing on efficiency and effectiveness to ensure that license holders respect the regulatory framework governing the respective activities and licensing conditions. The objectives of these inspections include ensuring service quality, **protecting the rights of end consumers** and ensuring the application of justified regulated tariffs in line with principles of cost and consumption minimization.

If, as a result of the inspection, violations of legislation or consumer rights are identified, the subdivision issues prescriptions to the inspected company and refers the case to the Misdemeanors Section for the application of administrative sanctions.

Other Departments



Natural gas and thermal energy department **Electricity and renewable energy department** **Water and Sewerage department**

Tariffs and analysis section

The Tariffs and Analysis Section examines requests from license holders in regulated sectors regarding the approval of base costs/expenses, prices, and/or regulated tariffs. It drafts proposals for prices and/or regulated tariffs in accordance with current regulations and submits them for approval to the ANRE Board of Directors.

Investments section

The Investments Section examines and monitors the application by regulated license holders of the provisions of regulations and methodologies related to planning, approval, and implementation of investments. It also performs and analyzes calculations of normative energy losses, examines requests from license holders, central and local public authorities, and consumer complaints regarding the activities of license holders in accordance with the legal framework.

Regulation section

The Regulations Section drafts, in accordance with legislative and regulatory acts in the energy sector, regulatory proposals, legislative amendments, and opinions on draft regulatory acts. It provides methodological assistance to regulated enterprises, end consumers, and stakeholders in the process of applying regulatory acts approved by the Agency

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Structure of the Consumer Affairs Directorate.

The Consumer Affairs Directorate is a specialized organizational unit dedicated to protecting and promoting consumer rights. It plays a key role in ensuring a fair and transparent environment by handling consumer complaints, monitoring contracts and agreements, setting standards, and educating consumers.

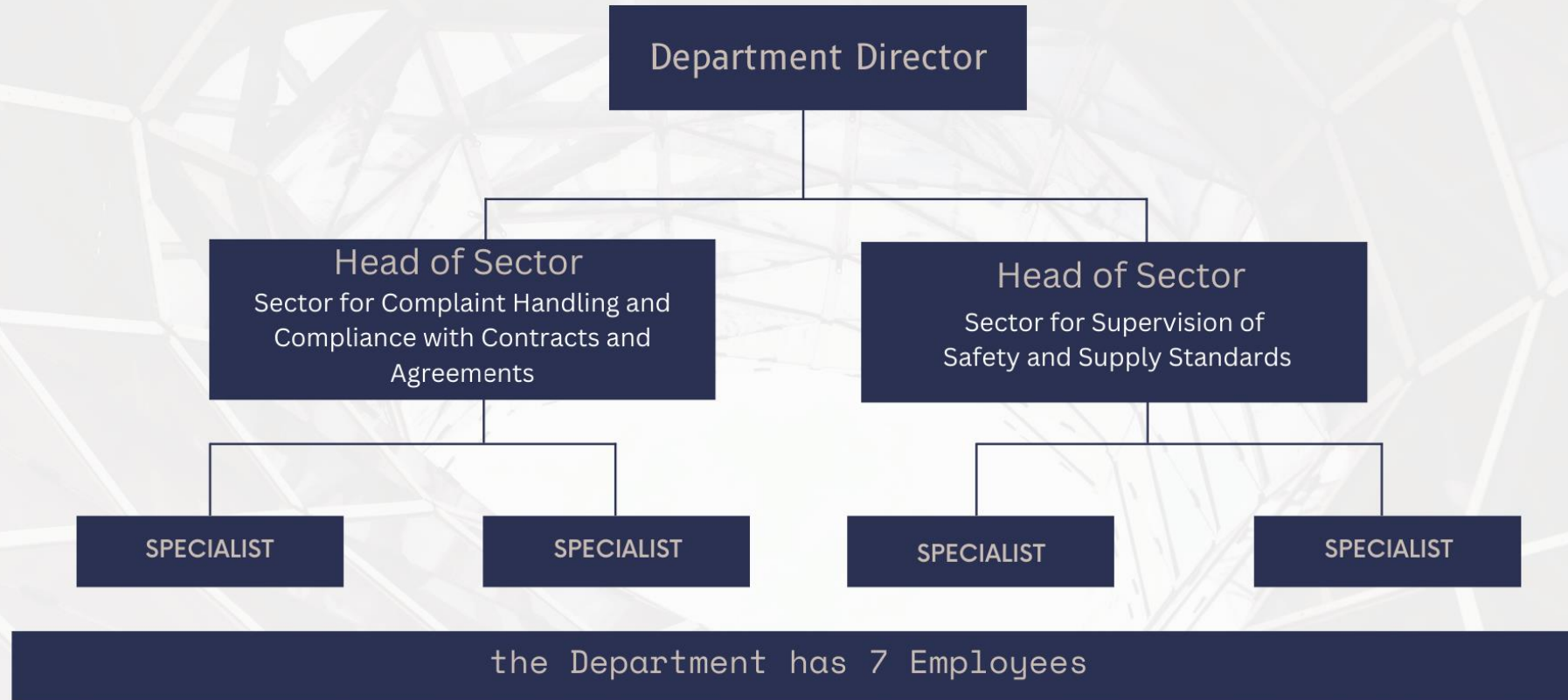
To effectively fulfill its mission, the directorate is divided into two main sectors, each focusing on a specific area of activity:

1. Consumer Protection Division
2. Control Division

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ERE ALBANIA Department of Consumer Affairs



Consumer Protection Division



Sector of Complaint Resolution and Monitoring of Contracts and Agreements

This sector handles consumer complaints and ensures that contracts and agreements between consumers and economic operators comply with consumer protection laws and standards.

Composition of the Sector:

- **Head of the Sector** – Oversees and organizes the sector's activities, coordinates with other institutions, and implements measures to resolve consumer complaints.
- **Two Specialists** – Analyze and review complaints, prepare reports, and monitor the enforcement of contractual regulations.

Control Division



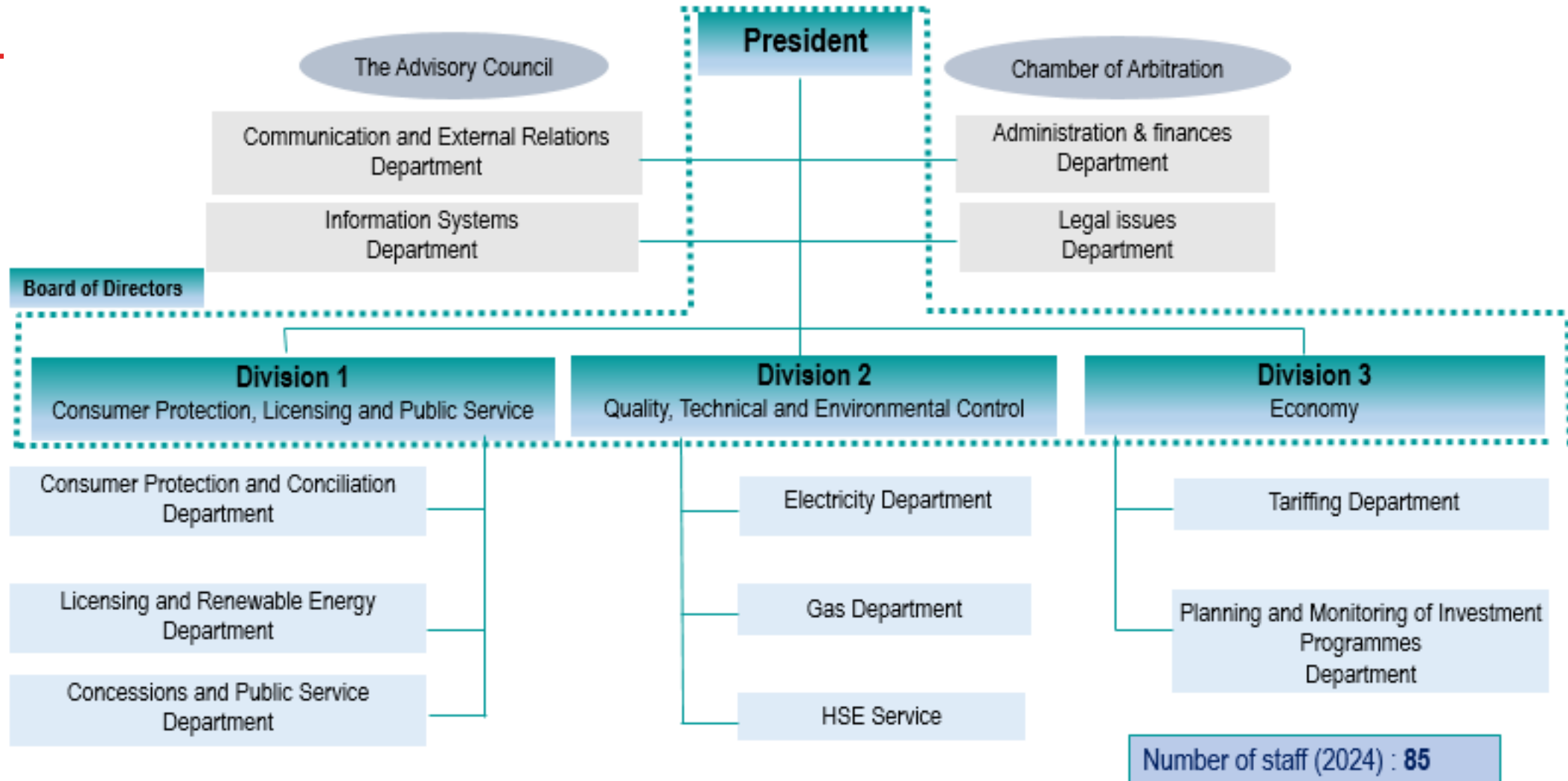
Sector of Standards and Consumer Education

This sector focuses on establishing and monitoring service quality standards while also educating and raising awareness among consumers about their rights and obligations.

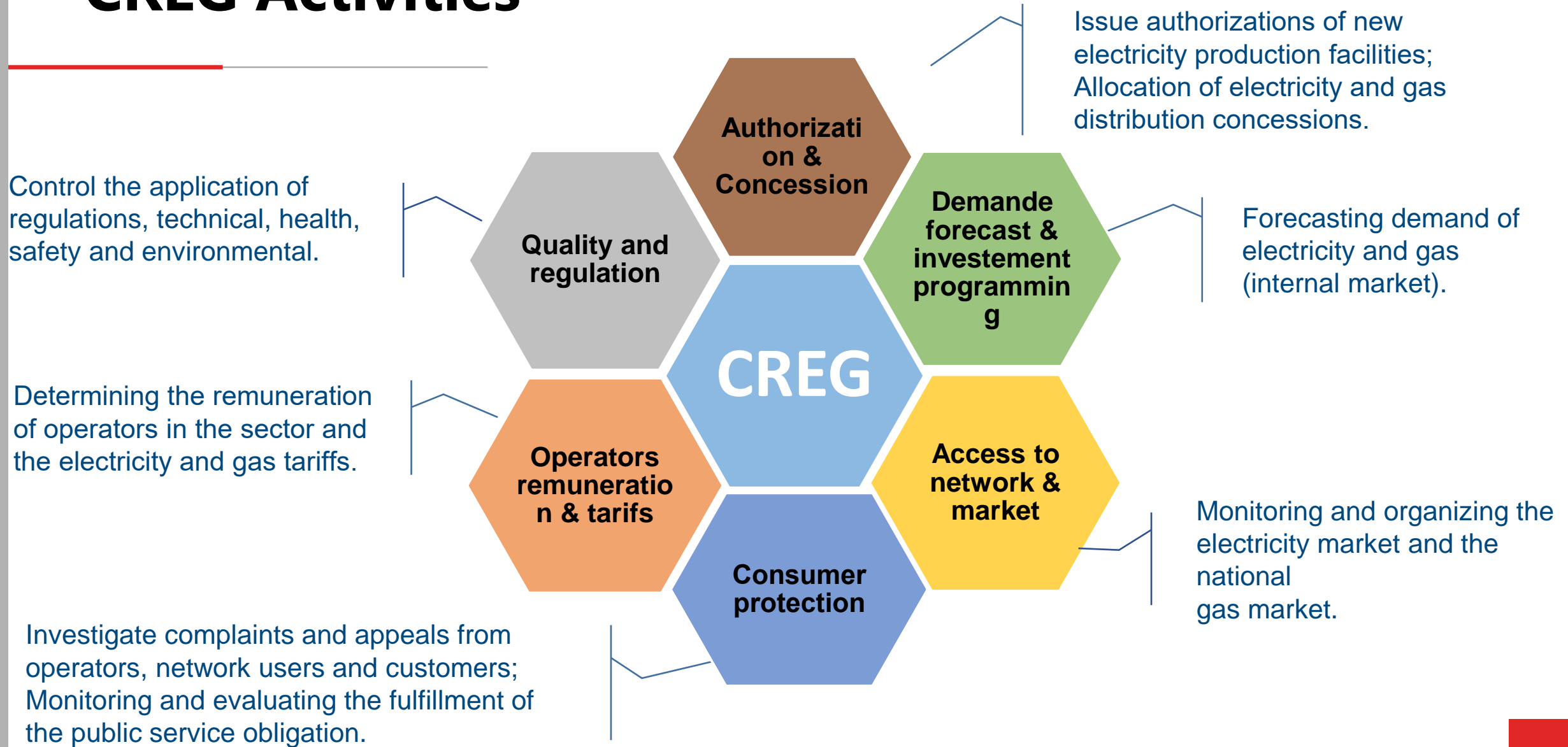
Composition of the Sector:

- **Head of the Sector**– Leads efforts to monitor and enforce service quality standards for consumers.
- **Two Specialists** – Responsible for developing awareness campaigns, organizing educational activities, and preparing informational materials for consumers.

CREG Organigram



CREG Activities



Consumer Protection Department

- **Members** : 5 people including the director.
- **Duties:**
 - ❖ Controls and assesses the public service obligations ;
 - ❖ Examines the complaints and appeals of operators, network users and clients ;
 - ❖ Publishes useful information for the defence of consumer's interests.
 - ❖ Determines administrative sanctions against the non-respect of rules and standards as well as the indemnities to be paid to consumers ;
- **Interaction with other divisions** : specially with technical and legal department, as part of the handling of appeals, and communication and health and safety department for consumer publications and information.

Control Division

There is no single division dedicated to control. This task is carried out by all the divisions, each in its own field. Regarding the consumer protection, Commission monitor and evaluate the implementation of the electricity and gas public service by :

Conducting

The process of elaboration of improving performance plans for a five years period. These plans are prepared by the distributor, on the basis of a list of key performance indicators (KPI) (Commercial, financial and technical indicators).

Monitoring

The implementation of these plans on an annual basis and proposes recommendations for improving the quality of service provided .

Auditing

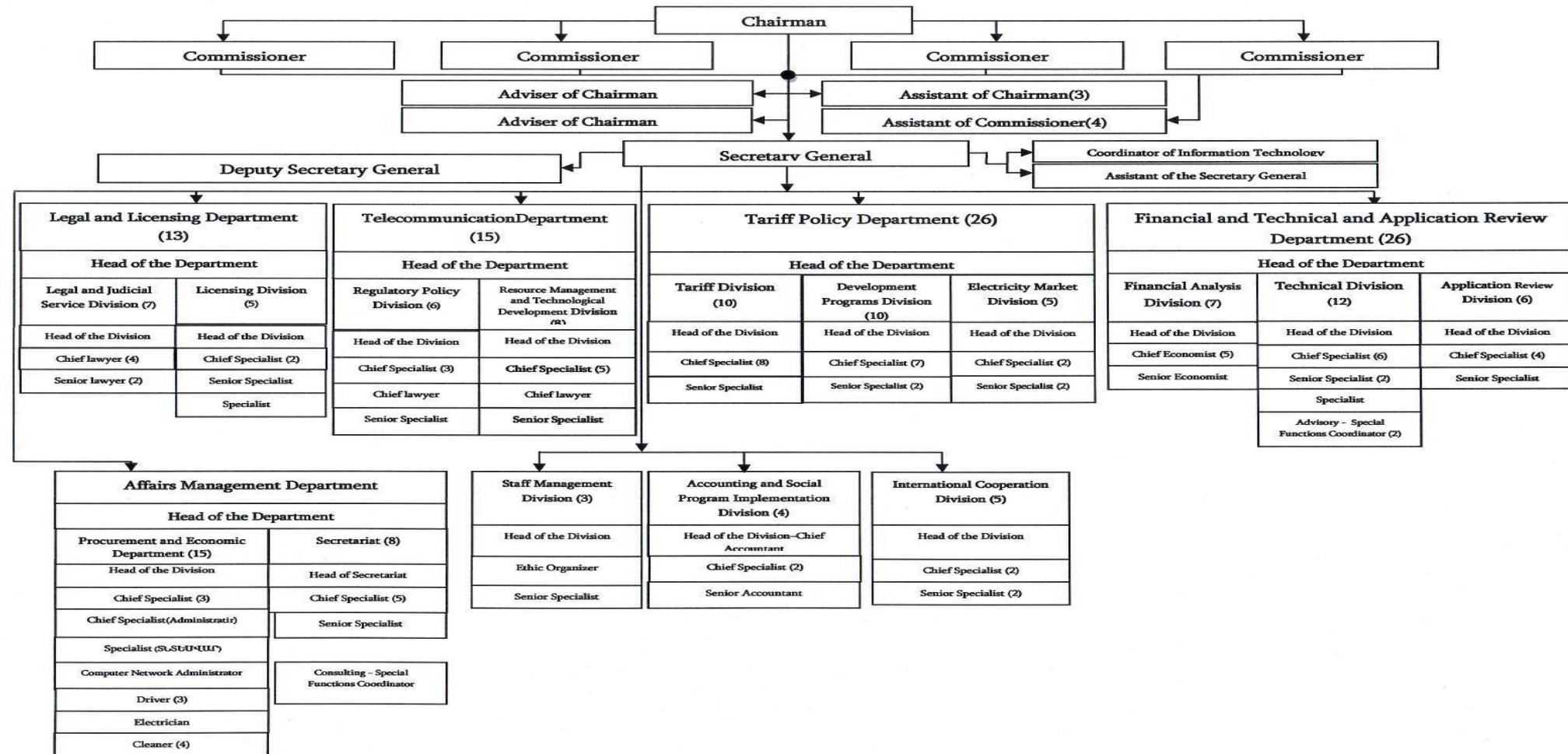
The execution of public service missions by the concessionaire (application of regulations/implementation of internal management procedures/reliability of data provided by the concessions).

Internal structure of PSRC



- The Public Services Regulatory Commission of the Republic of Armenia (hereinafter referred to as the Commission) is an autonomous body implementing state policy, which, within the scope of the powers granted to it by law, regulates the energy, telecommunications (electronic communications), postal services (in terms of setting universal service tariffs), railway transport (in terms of determining infrastructure usage fees), mandatory technical inspection of vehicles (in terms of tariffs), and water sectors in the Republic of Armenia.
- The decision No. 101-L of the Commission, dated March 23, 2018, establishes the procedure for the distribution of the powers and work duties of the members of the Commission, as well as the functions of the structural subdivisions and other staff members of the Commission.

Organigram





Consumer Protection Division / Application Review Division

1. Application Review Division

- **The employees number-6** (Head of the Division, 4 Chief Specialists, 1 Senior Specialist)
- **Main responsibilities/ duties are:**
 - Review of consumers' applications and complaints.
 - Implementation of the discussion process of written and verbal applications/complaints submitted to the commission.
 - Providing relevant clarifications regarding the questions submitted via the commission's informational telephone number.
 - Implementation of the division's document circulation activities. Registration of written and verbal complaints submitted to the commission in electronic registers, recording the process and results of their discussion.
 - Annual analysis, summarization, and publication of applications and complaints.
 - Review, analysis, summarization, and publication of information submitted by licensed companies regarding consumer applications.
 - Organization of a citizen's reception with the Chairman or a Commissioner of the Commission.
 - Implementation of other tasks and activities arising from the division's functions.



2. Technical Division

- **The employees number-6** (Head of the Division, 6 Chief Specialists, 2 Senior Specialists, Specialist, 2 Advisory-Special Functions Coordinators)
- **Main responsibilities/ duties are:**
 - Analysis, summarization, and publication of information regarding the quality of customer service in the electricity sector, the actual performance indicators of reliability of power plants in the distribution network, recalculations made in case of violations of commercial metering devices, and calculated penalties.
 - Analysis, summarization, and publication of information regarding the quality of customer service in the gas supply sector, recalculations made in case of violations of commercial metering devices, and calculated penalties.
 - Analysis, summarization, and publication of information regarding the quality of customer service in the drinking water supply sector, recalculations made in case of violations of commercial metering devices, and calculated penalties.
 - Implementation of the process for coordinating with the Commission the water supply schedule to be published by the water supply company for its service area.
 - Monitoring of customer service quality indicators in the energy and water sectors.
 - Preparation of draft legal acts arising from the division's functions, ensuring the implementation of administrative procedures and enforcement of adopted acts, as well as the preparation of other documents and execution of related tasks.



Technical Division

Monitoring

The main areas of monitoring include:

- **Frequency and duration of supply interruptions** – how often consumers experience interruptions in supply, and how long these interruptions last.
- **Response time to consumer requests, complaints, and inquiries** – how quickly companies respond to consumer inquiries.
- **Voltage deviations in electrical energy** – how often voltage deviations occur and how long they last.
- **Recalculation and calculated penalties in case of violations of commercial metering devices** – related to incorrect readings, such as issues with the supply of electricity, gas, and water.
- **Connection of new consumers and the connection of reconstructed systems** – to the electrical grid, gas supply system, and water supply system.
- **Violations of deadlines in the construction or reconstruction of new infrastructure** – as delays often occur during the construction or reconstruction of new systems.

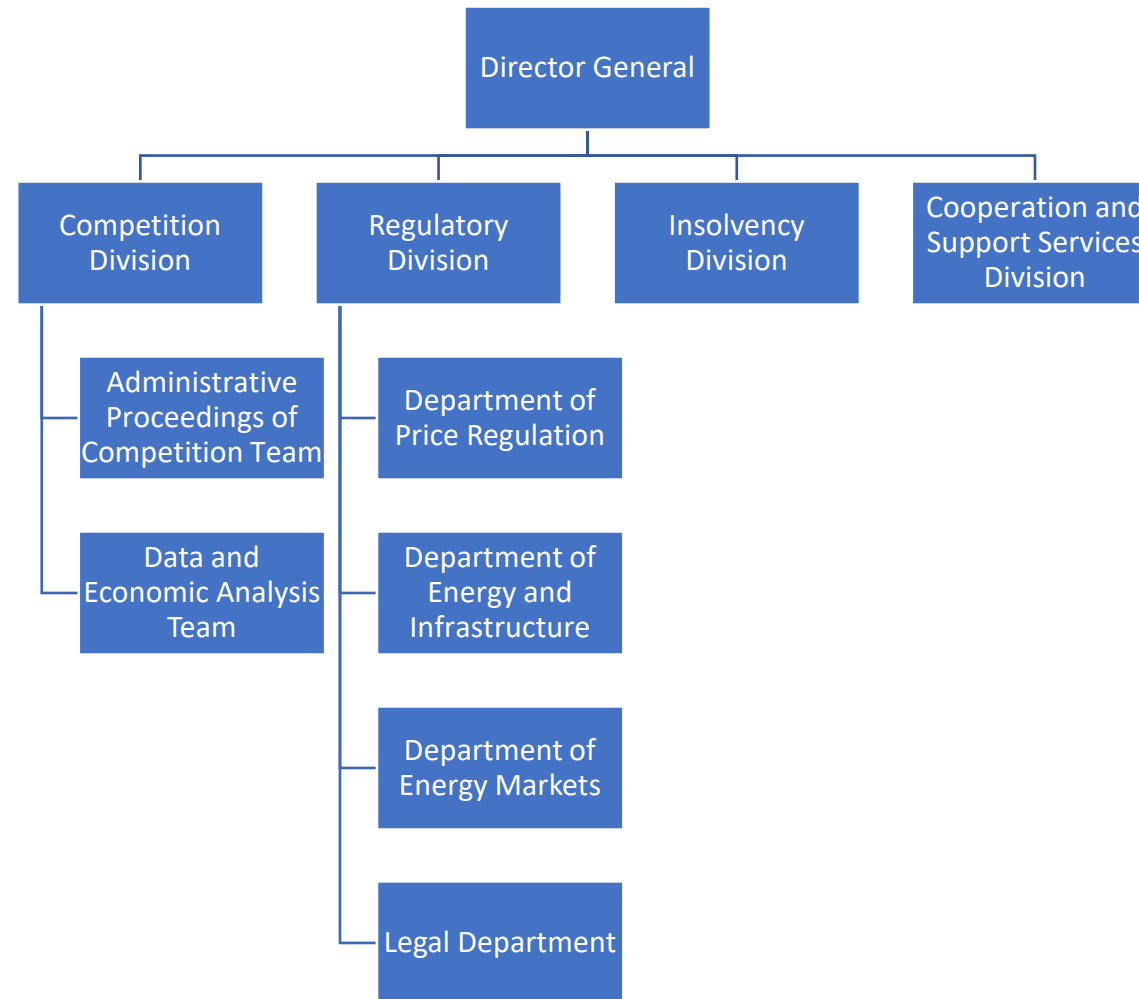
These processes are monitored by the commission through the analysis of information submitted by regulated companies, through on-site monitoring, as well as the review of consumer applications and complaints.

Control Division



- PSRC doesn't have Control Division.
- In accordance with the Law on the "Public Services Regulatory Authority," the overall coordination and operational efficiency of the Commission is ensured by the Chairman, while the functioning of the Commission's structural subdivisions is managed by the Commission's members (Commissioner) and the Secretary-General, within the scope of their legally assigned competencies.

Organigram



Regulatory Division

- Number of employees:
 - Head of the Division – 1
 - Department of Price Regulation - 13
 - Department of Energy and Infrastructure - 6
 - Department of Energy Markets - 6
 - Legal Department - 3

Tasks of the Regulatory Division

- 1) auditing the economic results of energy and water undertakings and coordinating, establishing, auditing and revoking the prices of energy and water services sold by them in cases provided for by law
- 2) auditing connection fees and coordinating the methods of connection fees and auditing and coordinating the terms and conditions of connection contracts
- 3) imposing operational and development obligations on undertakings and auditing the fulfilment thereof
- 4) coordination and control of the tariffs of the transmission and distribution services of the network operator

Tasks of the Regulatory Division

- 5) coordination of the conditions for the conclusion of heat purchase contracts or for investments in new production capacities and for the organisation of tenders by the network operator
- 6) designation of the operator with universal postal service obligations, verification of the adequacy of universal postal service, analysis of requests for reimbursement of unreasonably burdensome costs related to universal postal service obligations and the basis for the universal postal tariff, proposal of the amount of the affordable tariff
- 7) monitoring the competition situation under the Railways Act, elimination of unfair treatment, resolution of complaints related to the conditions of use of railway infrastructure

Tasks of the Regulatory Division

- 8) resolving disputes related to airport charges and complaints by airport users under the Aviation Act
- 9) resolving complaints under the Ports Act
- 10) issuing operating licences on the basis of the legislation in the fields of activity and supervising compliance with the conditions of the operating licence
- 11) coordinating standard terms and conditions in the cases provided for in the legislation in the fields of activity
- 12) exercising state supervision over compliance with the requirements of the legislation in the fields of activity

Tasks of the Regulatory Division

- 13) analysing the competition situation and advising persons
- 14) drafting administrative acts, supervising compliance with precepts
- 15) participating in the resolution of appeals against decisions of administrative acts and misdemeanour proceedings.

Laws where our obligations are

- Electricity Market Act
- Natural Gas Act
- District Heating Act
- Public Water Supply and Sewerage Act
- Postal Act
- Railways Act
- Aviation Act
- Ports Act

Organigram



როცა ბალანსი დაცულია

- Commission Board: 5 commissioners, including a Chairperson, appointed for 6 years.
- Administrative Office headed by an Executive Director.
- Includes specialized departments and units.

Consumer Protection Division



როცა ბალანსი დაცულია

- **Handling Consumer Complaints:**

- Receives, investigates, and resolves consumer complaints related to electricity, natural gas, and water supply services.
- Ensures prompt and effective dispute resolution between consumers and service providers.
- Maintains direct communication with GNERC's Electricity, Natural Gas, and Water Supply Departments to coordinate regulatory actions.
- Operates with a dedicated team of 10 employees, specializing in complaint management, consumer advocacy, and regulatory compliance.

The Hungarian Energy and Public Utility Regulatory Authority (MEKH)



REGULATION OF
THE ELECTRICITY
MARKET



REGULATION OF THE
NATURAL GAS MARKET



REGULATION OF THE
DISTRICT HEATING
MARKET



**Established in 1994
by law**

**Independent
regulatory authority
since 2013**



REGULATION OF
WATER UTILITY
SERVICES



IMPROVE ENERGY
EFFICIENCY, AND
SUPPORT THE USE OF
RENEWABLE ENERGY
SOURCES



PREPARATION OF THE
WASTE MANAGEMENT
PUBLIC SERVICE FEE

Budget
~20 million
EUR

331
Current
staff

Competences: licensing, supervision, price regulation, national energy-statistics related tasks, supporting competition and renewable integration, market monitoring, customer protection and ensure TPA to the networks and system services.

by **Viktor Szilágyi**, *Vice-Chairman of the CP COM*; International Expert for Energy
Hungarian Energy and Public Utility Regulatory Authority (MEKH)

Legal basis since 2013 (Act XXII of 2013):

- No governmental or ministerial supervision or direct order
- Powers and duties shall only be established by law
- Separate and independent budget
- Annual report to the Parliament on the activities:
<http://www.mekh.hu/annual-reports>
- Competence to issue decrees (secondary legislation)

Further improvement since 2020 (Act CVII of 2019):

- Full authority to set the number of employees (depending on tasks and budget)
- Legal basis of employment: contract (instead of appointment)
- Cooling-off period might be introduced for employees
- Full independence in setting the core employment terms in the contract: salary and other allowances, part of the annual leave, working hours

Legal basis of regulatory tasks: sectoral laws (e.g. electricity, natural gas, district heating, energy efficiency)

MEKH's budget is part of the central state budget (single title under the Parliament's chapter) and excludes any state source funding.

The Parliament approves the Act on State Budget, including the budget of MEKH as an individual part (title) under the Parliament's budget chapter and it may only be decreased by the Parliament (parliamentary control).

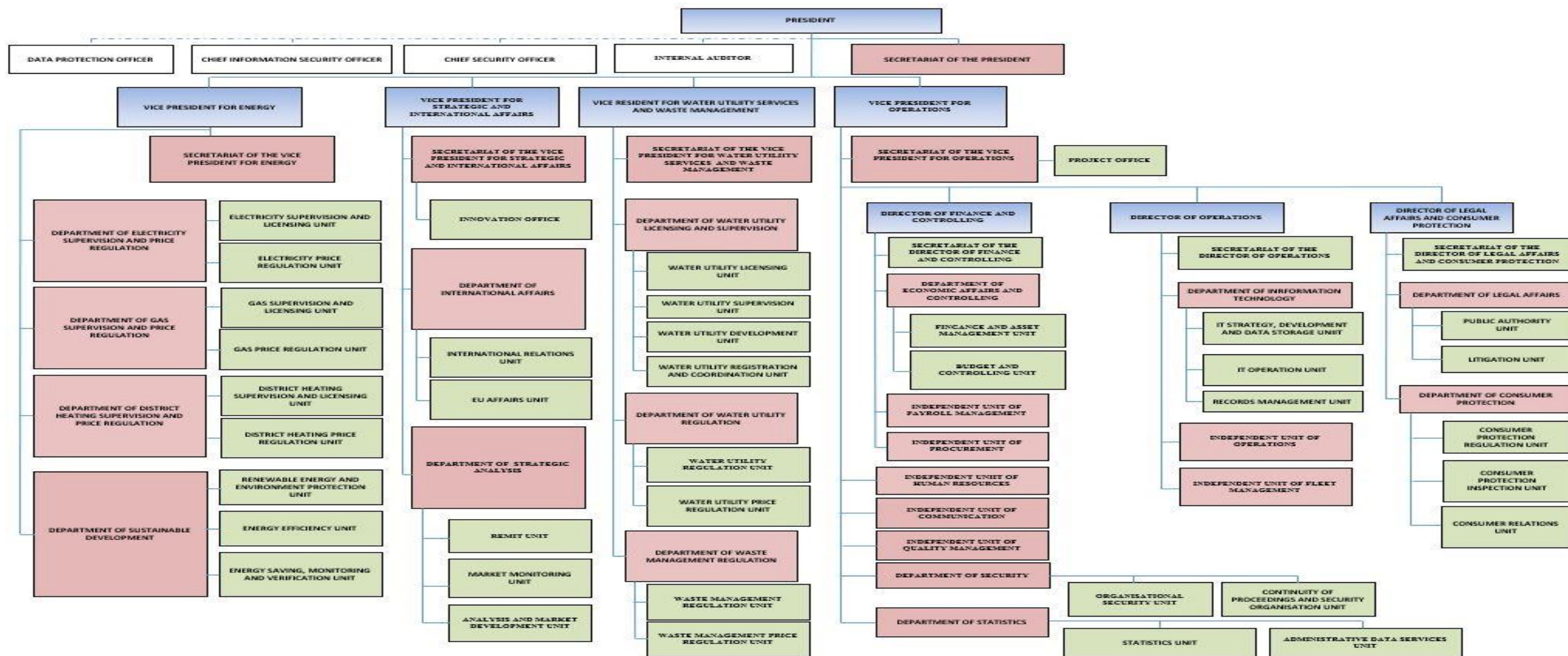
MEKH covers its expenditures from its own revenue:

- a) Supervision fee (0.085% of annual net income of licensees)
- b) Fines imposed by MEKH,
- c) Administration services fee,
- d) Other income.

Use of revenue from fines is limited to: educational programs; publications; cultural, art or sport programs; consumer protection organizations.



MEKH Organigram



Department of Consumer Protection and its organisation

Department of consumer protection



Consumer
Protection
Inspection
Unit: 10
employees

Consumer
Protection
Regulation
Unit: 6
employees

Consumer
Relations
Unit: 5
employees


Consumer Protection Regulation Unit

Duties and responsibilities

- a) approves or disapproves of the commercial codes (or any modification of it) of the USPs in decisions;
- b) in justified cases arranges for the modification, revocation of the commercial codes, or issues decision ordering the licensees to modify their commercial codes;
- c) in cases of ex officio investigations the unit performs risk analysis of the commercial codes, identifying those conditions and elements of the commercial codes which may represent significant risk or unfair contractual conditions to the consumers;
- d) makes proposals for the minimal conditions and standards of carrying out a regulated activity in case of suppliers, USPs and DSOs;
- e) establishes the minimal standards and conditions of contact between licensees and consumer in decisions, and the detailed rules for notifying the consumers, monitors this and in case of breaches issues decision with fines;
- f) makes proposals to modify the legal regulations, taking the EU law into consideration;
- g) develops and conducts the consumer satisfaction survey in the fields of electricity, natural gas, water utility and district heating;
- h) liaises with the general consumer protection authority and the competition authority in questions which affect a large number of consumers;
- i) liaises the civil consumer protection organisations;

Consumer Protection Inspection Unit

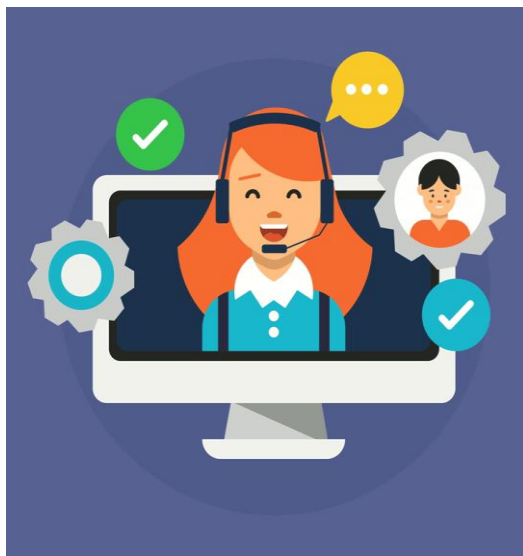
Duties and responsibilities

- 
- a) examines the complaints of the consumers;
 - b) issues decisions after an official investigation procedure of the authority;
 - c) is responsible for the validity of the documents used during the process;
 - d) investigates the complaints against the investigation of the authority;
 - e) cooperates with different authorities (mainly with the general consumer protection authority);

INSPECTION

Consumer Relation Unit

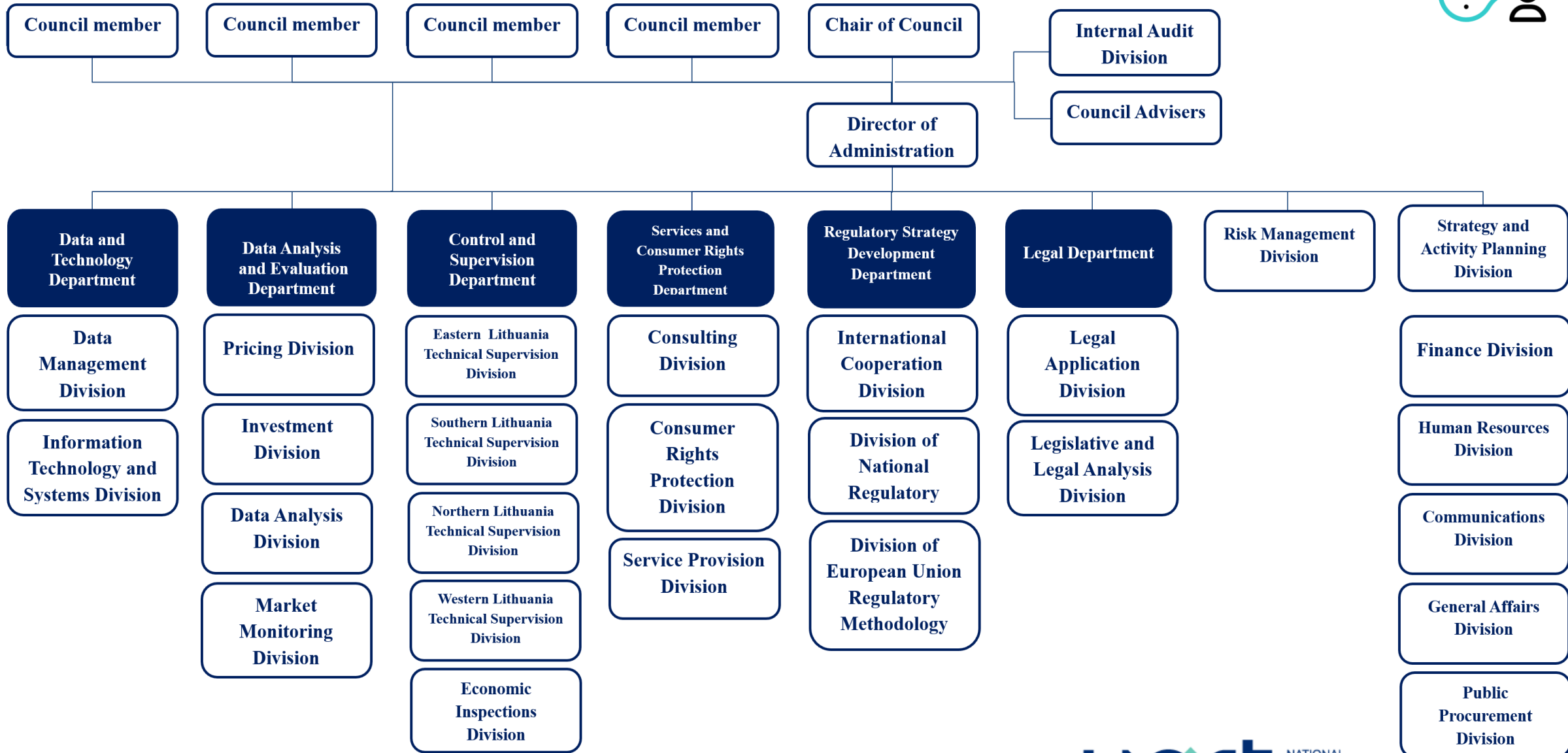
Duties and responsibilities



- a) operates the consumers' service of MEKH;
- b) receives and answers the inquiries of consumers, regardless how it was sent in (via telephone, e-mail, in writing, personally);
- c) answers the inquiries which cannot be considered as complaints;
- d) transmits the inquiries which qualify themselves as complaints to the responsible unit;
- e) transmits the complaints outside the jurisdiction of MEKH to responsible authority;
- f) informs the complainant about conditions of initiating a complaint in case the inquiry sent in can be considered as a complaint, but some element was not fulfilled

Organigram


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**



Consumer Rights Protection Division


 ***Purpose/duty: Ensures consumer rights protection by handling requests, complaints, and disputes with regulated entities.***

 Staff: 8 total – Head, Adviser, and 6 Chief Specialists.


 Provides consultations to individuals and legal entities.


 Proposes and reviews legal acts and regulatory decisions.


 Collects and applies good practices in regulation.

 Maintains and updates relevant content on NERC's website.

 Prepares annual activity plans and reports.

 Compiles sectoral reports and shares them with public, institutions and EU bodies.

 Cooperates with international and EU organizations on regulated sectors.

 Participates in public receptions and energy entity inspections, when needed.


 Supports other NERC units with expertise on consumer-related issues.

 ***Purpose/duty: Provide unified consultations on NERC-regulated topics and administrative services.***

 Staff: 3 – Head of Division, 2 Chief Specialists.

 Delivers first-level consultations; involves experts in complex cases.

 Organizes anonymous surveys.

 Develops and implements educational programs on rights and responsibilities.


 Engages with international/EU institutions; presents NERC's position.


 Drafts legal proposals; reviews and comments on draft legislation.

 Promotes best practices in regulation and communication.


 Updates relevant content on NERC's website.

 Prepares activity plans and reports.

 Consults NERC specialists on issues of the Division's activities;

 Participates in the formation and implementation of a unified system of NERC values, organizational culture, business communication, favorable work climate and standards for serving individuals.


- **Control and Supervision Dept.**


 *conducts planned technical inspections of regulated entities, energy facilities, equipment and performs economic checks of regulated entities.*

 *has a right to issue a mandatory instruction:*

- to comply with legal requirements related to energy activities and infrastructure;
- to take corrective actions within a specified deadline;
- to prevent or reduce damage caused by violations;
- to eliminate the consequences of such violations.

Mandatory Instruction may be issued to any person:

 **Serious risk:** direct threat to health, life, property, or the environment > operations may be **suspended** until specific conditions are met.

 **Other violations:** In less critical cases > **eliminate legal violations** within a set timeframe.

- **All depts.**

 **Potential systemic or serious violations**



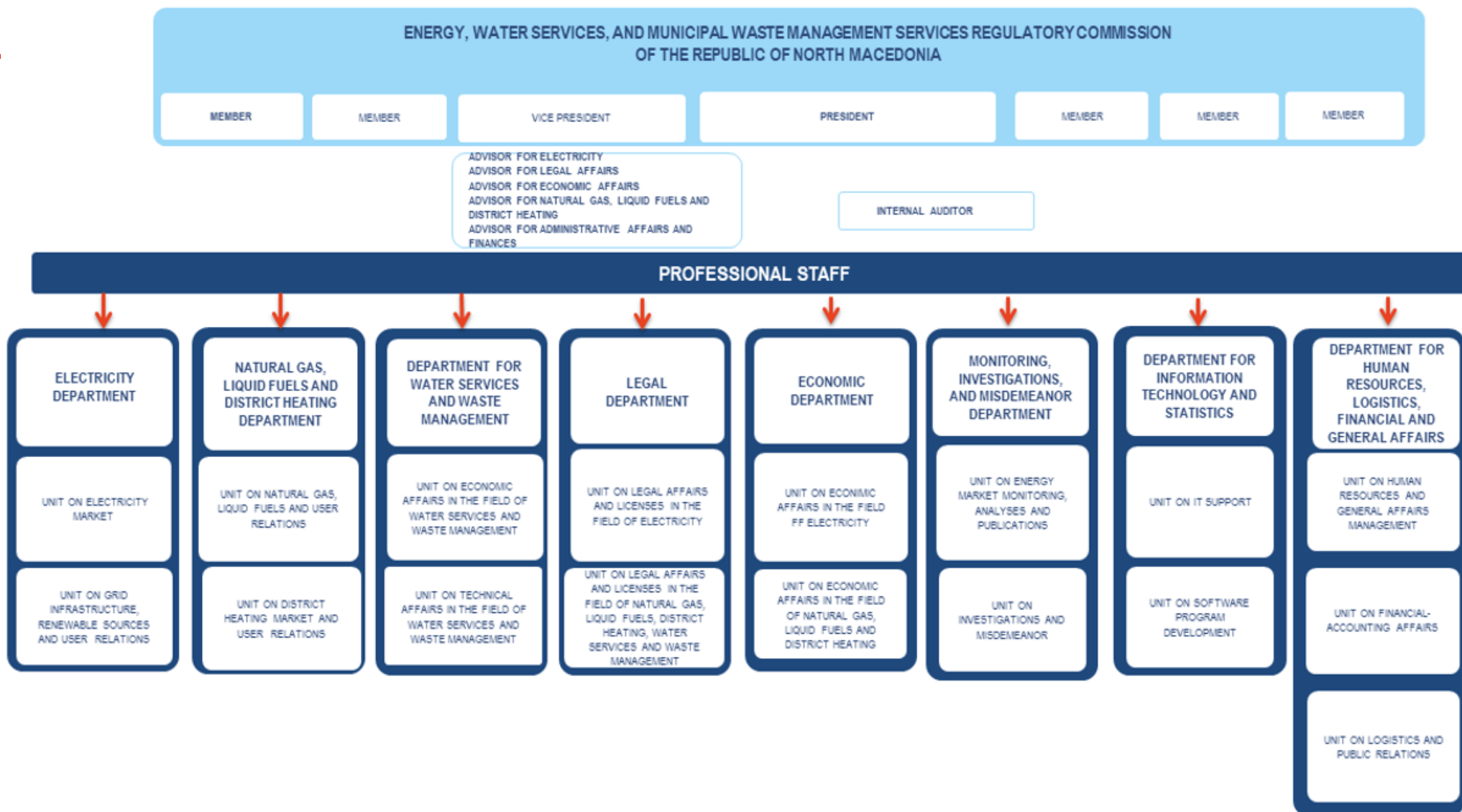
Unplanned inspections

All inspections follow a set procedure and has inspection commission with qualified specialists.

Follow-up actions:

- violations may lead to sanctions.
- if no harm is caused, NERC provides **consultations and recommendations** based on good governance practices.

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Consumer Protection Division

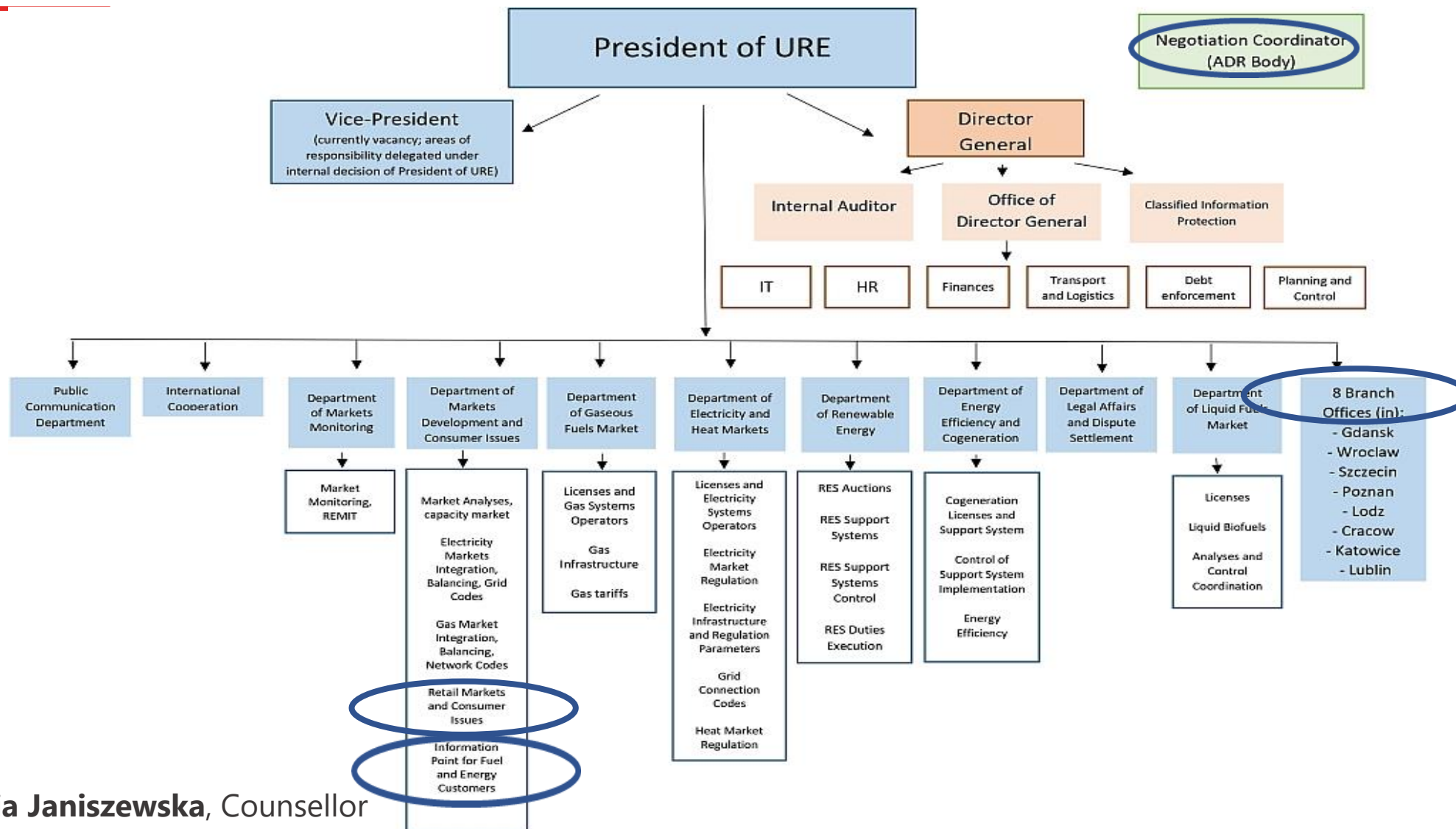
- Include information about duties, number of employees, and interaction with other divisions.
- There is **no separate division for consumer protection. CP is divided in:**
 - 1. ADR commissions** (electricity / heating, natural gas & oil):
 - Each contains 5 members (3 commissioners, 2 employees) and a secretary.
 - Each is made of 2 engineers, 2 lawyers, 1 economist.
 - Competent technical departments are included by request.
 - 2. Petitions, emails, and other addresses** in cooperation with technical department.

For electricity – 2 employees from the Market monitoring department

For heating, natural gas & oil – 2 employees from that department
 - 3. Legal department - responsible for bylaws and court procedures**

- Focus on duties, number of employees, and its role in consumer protection.
- There is no Control division. Department for Monitoring, Investigations and Misdemeanor (MM) is **competent for conducting control according to Rulebook on supervision** ("Official Gazette of the Republic of North Macedonia" no. 164/23), controlling:
 - Regulated energy operators & those with universal/public service obligations.
 - Compliance with ownership unbundling & third-party access rules.
 - REMIT compliance.
 - Licensee compliance with issued obligations
- Controls are done annually, with two persons from the MM department responsible.
 - Separate working groups for the competent technical departments, each containing 1 person from Monitoring department and 1 competent engineer

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Human resources

Department of Markets Development and Consumer Issues

- Information Point for Consumers of Electricity and Gas (3 people)
- Retail Electricity Market Unit(7 people)
- Gas Market Unit (retail and wholesale makets) (4 people)

8 regional branches

Public Communication Department

Legal Department

Negotiation Coordinator (2 people)

Retail energy market and consumer issues

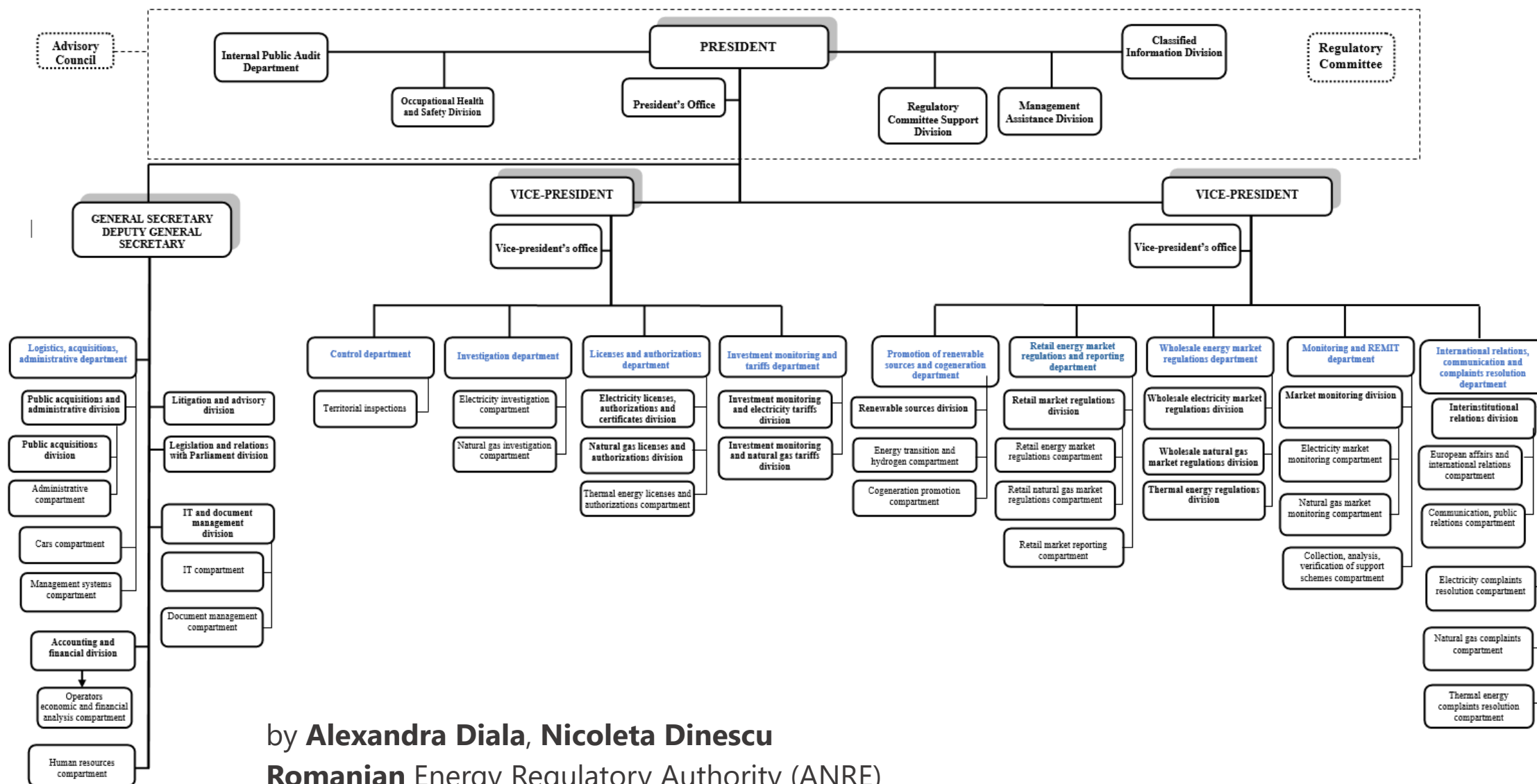
– URE tasks

URE main competences:

- consumer complaints handling,
- disputes resolution role,
- information providing,
- retail market monitoring,
- handling of PCT,
- promoting solutions for active consumers
- carrying of safety and equal treatment of energy system users

Assessment of retail market phenomena or legal solutions and proposals for systemic changes (but no legal initiative)

ANRE Organigram



Consumer Protection Division



- ANRE does not have a specific Consumer Protection Division, the responsibilities regarding this subject are in charge of the Energy Retail Market Regulations and Monitoring Department, Control Department and Electricity/natural gas complaints resolution division
- The Energy Retail Market Regulations and Monitoring Department has 20 employees and has 3 division
 - Retail energy market regulations division – 9 employees
 - Retail natural gas market regulations division - 5 employees
 - Retail market reporting division - 4 employees

Energy Retail Market Regulations and Monitoring Department



Main duties regarding consumer protection

- Drafting the commercial regulations regarding the organization, functioning and development of the retail market for electricity and natural gas, under conditions of competition, transparency and protection of the rights of final consumers and the harmonization of the national regulatory framework in the field of electricity and natural gas with the European one and integration into the European single market, including those regarding the implementation of the legislative framework regarding the protection of vulnerable consumers, including the following:
 - regulation on the supply of electricity/natural gas to final consumers;
 - procedure for changing the natural electricity/gas supplier by the final consumers;
 - performance standard for the activity of electricity/natural gas supply;
 - procedure regarding the obligation of electricity/natural gas suppliers to resolve final consumers' complaints;
 - procedure regarding the granting of compensation to household consumers for damaged household appliances as a result of accidental overvoltage caused by the fault of the network operator;

Energy Retail Market Regulations and Monitoring Department



Main duties regarding consumer protection

- Drafting the commercial regulations necessary to ensure universal service in the electricity sector;
- Drafting the commercial regulations regarding the conditions, the procedure for designating the supplier of last resort for electricity/natural gas, the manner in which it takes over final consumers, as well as the manner in which the supply price is set under the last resort regime;
- Drafting the regulation on the disputes settlement on the wholesale and retail market arising between participants in the electricity and natural gas market;
- Monitoring and evaluating the quality and performance of the supply activity based on the specific indicators defined in the performance standard for the electricity/natural gas supply activity;
- Monitoring compliance with the obligations to inform final consumers by electricity and natural gas suppliers;
- Monitoring the activity of resolving complaints of final consumers by electricity/natural gas suppliers;

Energy Retail Market Regulations and Monitoring Department



Main duties regarding consumer protection

- Participating in the operation of the integrated IT platform POSF through which the end consumer changes the electricity/natural gas supplier;
- Analysing, according to specific attributions, the information/notifications/notifications/reports received within the department and the possible violations of the regulations developed/revised by the department, prepares and sends notification/necessity control notes to the Control department;
- Appointing representatives in the commissions and working groups at ANRE level;
- Providing, upon request, data and information and participates in the preparation of periodic reports issued by ANRE, according to legal provisions, in collaboration with other departments involved;
- Formulating points of view at the request of other departments within ANRE according to the attributions and competences.

Control Department



- Control department has 40 employees in 10 territorial units



Main duties regarding consumer protection

Regarding consumer protection, the main duty is carrying out control actions in the field of electricity, thermal energy produced in cogeneration, thermal energy, natural gas sector, at economic operators, electricity market operators and final energy cs, located in the territorial areas of the Territorial Inspections, in order to verify how the regulations applicable to the energy field are complied with, finding violations of the regulation, applying sanctions and monitoring the remediation of the deficiencies as a result of the measures ordered in the control notes.

Electricity/natural gas/ thermal energy complaints resolution division



- Electricity/natural gas/ thermal energy complaints resolution division has 16 employees, 7 for electricity complaints, 6 for natural gas and 3 for thermal energy
- **Main duties regarding consumer protection**
 - Analysing and resolving complaints/petitions formulated by interested parties regarding activities carried out in the electricity/ natural gas/ thermal energy sector;
 - Redirecting requests that do not fall within the competence of ANRE to other competent authorities/institutions and informing the petitioner accordingly;

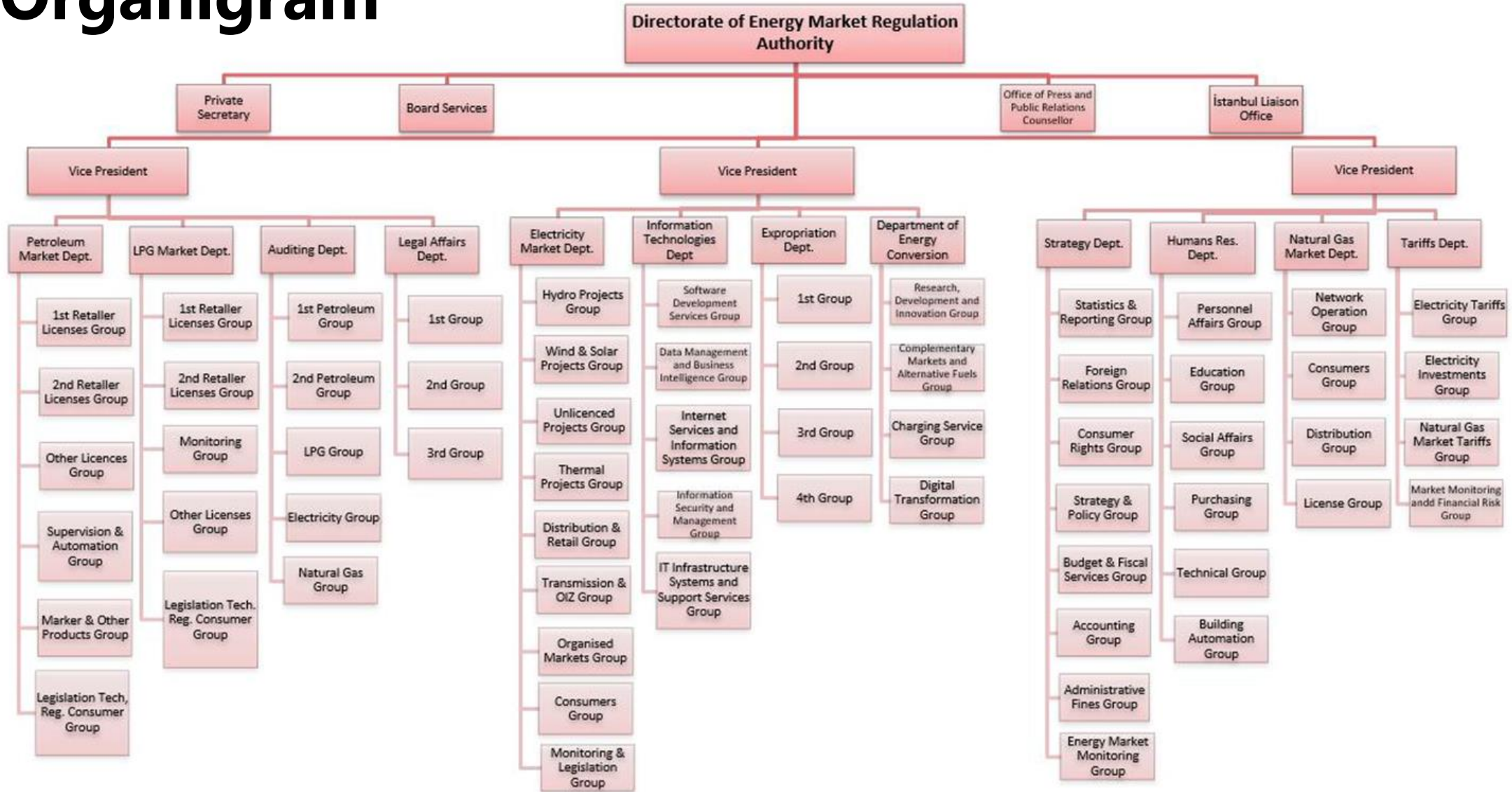
Electricity/natural gas/ thermal energy complaints resolution division



Main duties regarding consumer protection

- Requesting written points of view from specialized structures, in the event that elements specific to activities in the electricity / natural gas/ thermal energy sector are necessary for resolving complaints/petitions;
- Identifying the elements that have generated complaints/petitions, with a greater frequency, in order to reduce their number;
- Submitting requests for control actions, when violation of the regulations are identified following the processing of complaints/petitions;
- Proposing to specialized departments of ANRE amendments to the regulatory framework, taking into account the information and data resulting from the resolution of complaints/petitions.

Organigram



Consumer Protection Division

- In EMRA, every market department has duties about protection of consumer rights and examination of consumer complaints and has a consumer protection group (CPG).
- These CPGs have average 5-7 employees.
- Most of consumer complaints is examined by CPGs but if there is a specific issue that concerns other groups, it is forwarded to the relevant groups.
- These complaints must be examined and concluded by these groups. For example, a complaint about connection, quality of supply etc. must be examined by Distribution Group.

Duties of Consumer Rights and Protection Group of Electricity Department



- To carry out legislative studies for the development and protection of consumer rights,
- To examine the complaints received by our Department regarding bilateral agreements, bills, illegal electricity consumption etc. and to forward them to the relevant companies,
- To follow up the number of complaint applications and their subjects received by the Institution regarding the 21 default supply companies on a monthly basis,
- To follow up the publication of complaints received by private supply companies on their websites,
- To examine and follow up the call center reports of default suppliers and distribution companies,
- To follow up the Quality Compensation payments of default suppliers,
- To conduct on-site inspections and examinations in the relevant companies within the scope of the increasing complaint topics,

Control Division

- EMRA does not have a control division
- EMRA has a Monitoring and Legislative Group in every department. Its main goals are;
 - These groups have average 2-4 employees,
 - Coordination between different groups in the department, (like complaints which includes different topics or questions of members of the Parliament)
 - Monitor the monthly and annual market data, (production, consumption, **complaint topics** etc.)
 - Follow the domestic and international developments about the market,