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HIGH-LEVEL CONFERENCE
**EU ENERGY COOPERATION
WITH THE EASTERN NEIGHBOURHOOD
AND CENTRAL ASIA**

Celebrating the 20 years of the INOGATE Programme
and preparing for the new stage



«Quality of Services regulation»

Republic of Moldova

Lilian Barcaru

*Head of quality monitoring division, Department of investments and quality
National Agency for Energy Regulation*

Topic 4: Supporting measures for investment attraction

INOGATE support for ANRE

- Regulation and monitoring of investment activities of regulated companies;
- Calculation of losses in electricity distribution grids, methods of calculation and incorporation of losses in end user tariffs.
- Introduction of a system for automatic collection of compensations for inobservance of the guaranteed quality of services rendered by system operators and improvement of tools to monitor quality of services

Quality of electricity distribution services in Moldova

Currently in Moldova is applied the Regulation on quality of electricity transmission and distribution services, approved by ANRE in 2011.

According to this document, the quality of services is defined in terms of quality of services indicators, established by the Agency in accordance with the Law on Electricity.

All indicators are conditionally divided into 3 groups:

- Continuity of electricity supply indicators;
- Respecting of Voltage quality Indicators;
- Indicators for the quality of relations between network operators and final customers (network users).

Indicators for quality of electricity distribution services

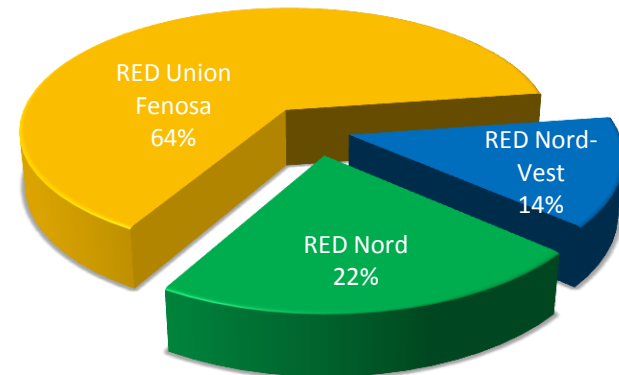
<u>General indicators</u>	<u>Guaranteed indicators</u>
Continuity of supply	
SAIDI	The annual number of unplanned interruption
SAIFI	The annual number of planned interruption
CAIDI	Duration of a unplanned interruption
	Duration of a planned interruption
Voltage quality	
None	Solving in a time of 15, 30 or 60 days of users written complaints regarding voltage quality;
The quality of relation between operators and network users	
The percentage of users, informed in the given time about planned interruptions	Connection of a new user to the network, in 4 days after execution of all Connection permit conditions and payment of connection fee
The percentage of connection permits, issued within the prescribed period	Reconnection of a end user after elimination of all the reasons which led to disconnection and after payment of reconnection fee.

The distribution operators of Moldova

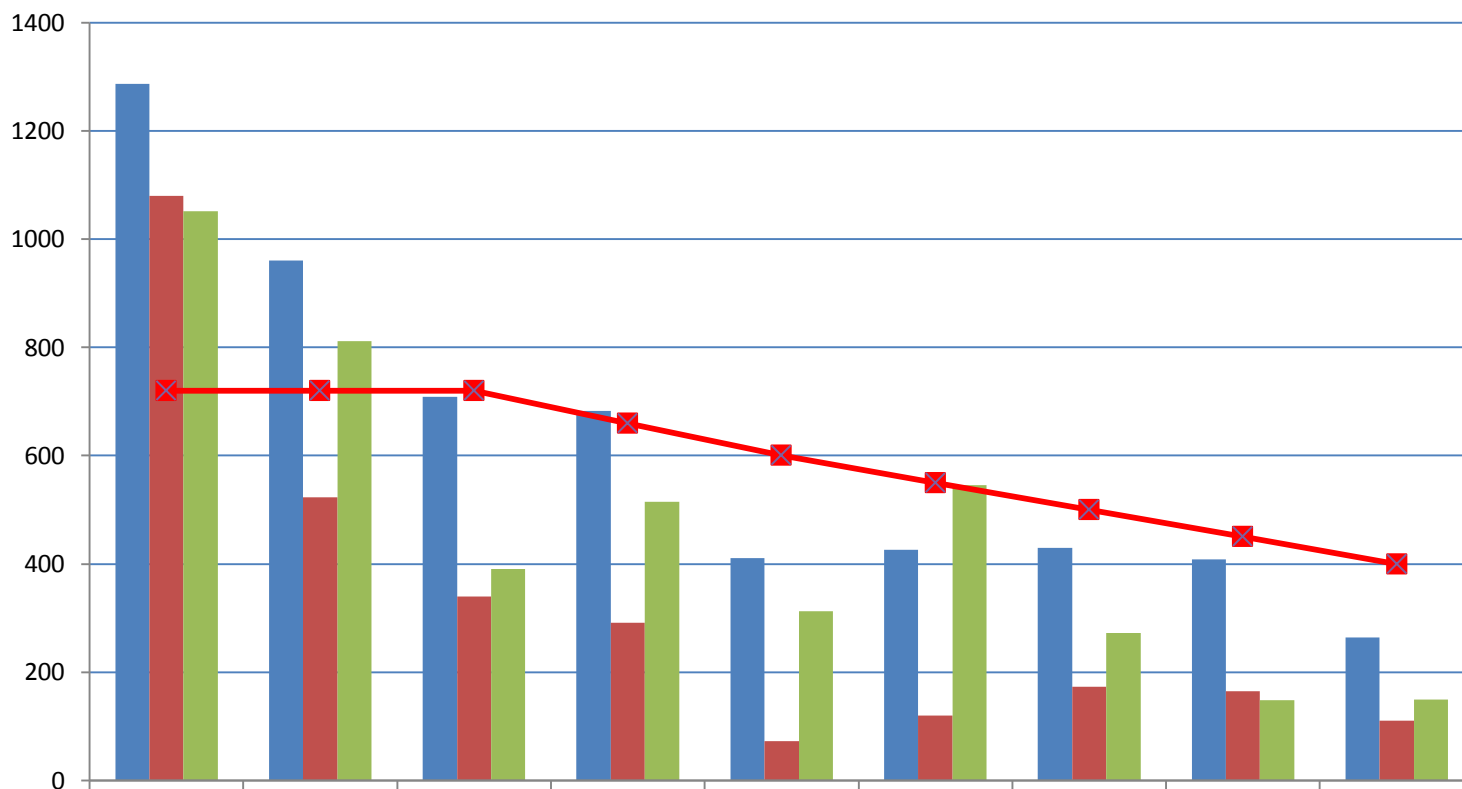


The total number of customers – 1
347 335.

- RED Union Fenosa – served in 2015 **839 583 customers**, (64% from the total);
- RED Nord – **295 429 customers** (22%);
- RED Nord-Vest – **189 688 customers** (14%);

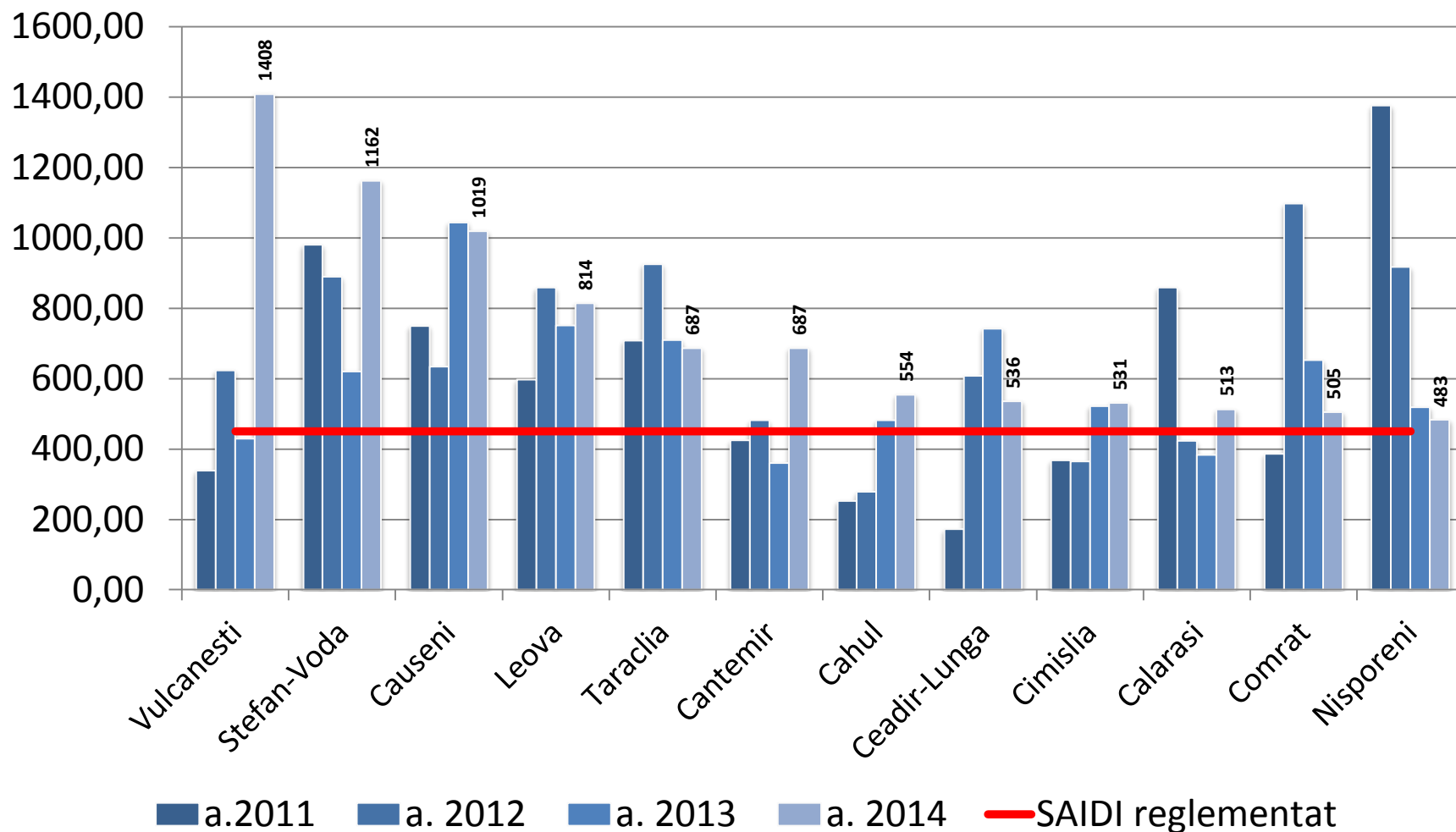


The level of continuity index SAIDI (minutes) for DSO



	2007	2008	2009	2010	2011	2012	2013	2014	2015
RED Union Fenosa S.A.	1287	960	709,2	682,8	410,9	426,3	430,16	408,2	264,2
RED Nord S.A.	1080	523,2	340,2	291,6	72,6	119,7	173,26	165,13	111,0
RED Nord-Vest S.A.	1051,8	811,8	391,2	514,2	313,1	546,1	272,3	148,61	149,7
Nivelul reglementat	720	720	720	660	600	550	500	450	400

The level of continuity index SAIDI for regions (districts)



The results of cooperation with INOGATE

- ❖ *The final report of INOGATE experts contains important information about practical using of rules for quality of services regulation in EU countries.*
- ❖ *During the project, INOGATE experts helped us to find mistakes and weak sides of the Moldavian Regulation on quality of supply (to much levels of guaranteed continuity indicators, to complex mechanism for ascertaining of standards violations etc).*
- ❖ *The used scheme for compensation payment is not very suitable for customers from Moldova – very few customers apply for compensation. Inogate experts showed us the best European practices of application of automatic payments for quality and provided recommendations for regulator;*
- ❖ *Based on the project report, at ANRE was elaborated a draft of a new Regulation of quality, which is planned to approve by this year, after approving of the new Law on electricity.*

Thank you!

Lilian Barcaru

*Head of quality monitoring division,
Department of investments and quality*



National Agency for Energy Regulation of Republic of Moldova

lbarcaru@anre.md