

## AD-HOC TECHNICAL ASSISTANCE PROJECT

**AHEF No.** MD 45

**Project Title**

Increasing the payment collection rate in Moldova

**Country (s)** Moldova

**Timescale for implementation** October 2010 – January 2011

**Beneficiary(s)**

SC "MoldovaGaz"

**Main and specific objectives**

The objectives of this project was to analyze the collection of payment of natural gas in Moldova and to suggest ways of collection debt by means of illustration of EU laws, rules and practices in this field.. The background for this is a situation where the payment collection rate is too low; indeed by early 2010 gas debt was at EUR 166 million.

The actually collect payment quite well – but big customers are behind schedule

No need to improve rules which were quite good

**Results achieved**

Recommendation for a strategy to increase the debt collection rate in Moldova by means of actions taken by both the gas company on the one hand and the Ministry of Energy and the municipality on the other hand. The strategy is meant to address a number of issues such as awareness raising, institutional, legal, social and technical.

**Useful information/ relevant documents**

The report makes reference to the several documents key among which are:

1. Home Energy Fair Practices Act (HEFPA) - Rules Governing the Provision of Service by Gas, Electric, and Steam Corporations to Residential Customers;  
[http://www.dps.state.ny.us/HEFPA\\_Brochure\\_12-08.pdf](http://www.dps.state.ny.us/HEFPA_Brochure_12-08.pdf)
2. Implementation of EC Good Practice, Guidance for Billing, ERGEG Status Review, Ref: E10-CEM-36-03, 8 September 2010.

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