

“INO GATE Technical Secretariat & Integrated Programme in support of the Baku Initiative and the Eastern Partnership energy objectives”

Service Contract No. No 2011/278827

COMBINED SEMINAR & STUDY TOUR

Capacity building for the Regulatory Authorities of the INOGATE Partner Countries: Joint Energy Community – CEER - ERRA Consumer Seminar, Inogate Seminar and Study Tour

9-11 October, 2013, Vienna, Austria, Bratislava, Slovakia

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1. Introduction

This Report presents the INOGATE Capacity building Combined Event & Study Tour for the Regulatory Authorities implemented under the EU funded project “INOGATE Technical Secretariat & Integrated Programme in support of the Baku Initiative and the Eastern Partnership energy objectives”. The event was held in Vienna, Austria and Bratislava, Slovakia from October 9 to 11, 2013. The main objectives of the Combined Event & Study Tour were reflected in a specific 3-day agenda in which each of the days comprised a separate but tightly related activity in a form of “building block” approach:

Day 1: Consumer seminar organised by CEER, ECRB and ERRA

Participants from the INOGATE partner countries (PCs) had a unique opportunity to take part at the Consumer seminar organised together by the Council of European Energy Regulators (CEER), Energy Community Regulatory Board (ECRB) and Energy Regulators Regional Association (ERRA). There were more than 70 participants (including INOGATE) at the joint ECRB/CEER/ERRA seminar on Customer Issues, representing various European regulatory authorities. Participants from the INOGATE PCs were able to hear how different aspects of consumer protection issues are dealt with in the EU, EnC and ERRA countries.

Day 2: INOGATE seminar on capacity building for the regulatory authorities from the PCs

The participants from the INOGATE PCs were acquainted with various approaches to the energy sector regulation in the EU Member States (MS). Speakers from several EU Member States (MS) explained the common legal background - Acquis Communautaire, and introduced different structures of the regulatory authorities, different approaches and regulatory tools used in their countries. Participants from regulatory authorities of the INOGATE PCs introduced their organisational structures, their duties and responsibilities in regulation of the national energy sectors.

Day 3: Study Tour to the Slovakian energy regulator URSO

The last day of the Combined Event was dedicated to the Study Tour to the Slovakian Regulator of Network Utilities (URSO). Participants from the INOGATE PCs had an excellent opportunity to learn

- how energy regulatory authority is functioning in one of the EU MS having similar historical background, i.e. which overcame the same process of transferring its economy from the old command and control system to a free market one,
- how it follows the EU Internal Energy Market development and
- what challenges it faces.

2. Preparation of the Event

Preparation for the event included the following activities:

- Engagement of speakers from CEER, ECRB and EU MSs NRAs ¹with noticeable attributes and characteristics as they are reflected in their organisational structure, role and mandate
- notification of participants (according to relevant TEG Teams²) and preparation of the invitation letters;
- logistics of flights and hotels for participants and ITS trainers and staff;
- development and updating of the seminar's agenda;
- organising the seminar's and study tour venue and translation;
- inviting of speakers and chairing the sessions;
- development and agreement of the study tour's agenda;
- agreeing on the topics for discussion with the host regulator;
- distribution of ex-ante and ex-post evaluation questionnaires
- preparation and review of the events' conclusion report.

The specific objectives of the event were:

1. The specific objectives of the first day's **seminar** (organised jointly by Energy Community Regulatory Board, CEER and ERRRA) were:
 - to understand the principles of consumer protection applied in the EU member states,
 - to be acquainted with regulation of the service quality standards in different MS,
 - to learn how to raise awareness of the consumers.
2. The specific objectives of the second day's **seminar** (organised by the ITS project) were:
 - to learn how independent energy regulators in the EU member countries are structured and what is their place among other governmental institutions,
 - to encourage strengthening of independence of the existing regulators in the PCs,
 - to build a common understanding of the key roles and functions of independent regulatory authorities in the EU and Energy Community;
 - to facilitate transfer of the best regulatory tools and approaches to independent regulation of the EU member states.
3. The specific objectives of the **study tour** were:
 - To improve the capacity of energy regulatory agencies, and strengthen their independence on the basis of EU best practice, learn how it was done in CEE countries;
 - To facilitate transfer of concrete knowledge of one of the EU member countries with a Common past (similar historical background) on the gradual liberalisation and

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- ¹ Representatives from the NRAs of the following countries: Austria, Estonia, France, Great Britain, Greece and France
- ² Licencing and Policy TEGs

restructuring of electricity and gas sectors and introduction of an independent energy regulator to the PCs in the region. Key learning areas were:

- the new roles of the restructured and privatised companies in the liberalised market,
- introduction of new market structure, new market players, including the energy exchange and Regulator's role in this process,
- the challenges in regulation of private electricity and gas companies,
- licensing of the regulated companies and supervision of their activities,
- the role of the Regulator in monitoring and supervising of the liberalised energy market;
- To facilitate technical and managerial relations between NRAs in the PCs and relevant institutions in the EU member states having similar historical background, i.e. countries which overcame the same process of transferring their economies from the centralised control system to a free market one.

Consequently the event aimed at the following results:

- the participants understood the role of an independent energy regulatory authority and its role among other Governmental agencies;
- the participants gained a reasonable knowledge of the regulatory tools (licensing, disputes resolution, etc) in use in the EU;
- the TEG members were informed on developing a strategy and plan for regulatory reform as part of a wider national reform process;
- the participants were directed to ask for additional assistance by preparing AHEF cases and submitting applications.

3. The Event

3.1 Combined Event/Study Tour Overview

1. The Consumer seminar took place on October 9, 2013 at the Energy Community Secretariat headquarters, Am Hoff 4, Wien, Austria
2. The INOGATE Seminar took place on October 10, 2013 at the E-Control premises, Rudolfplatz 13a, Wien, Austria
3. The Study Tour took place at the Slovakian regulatory authority URSO premises, Bajkalska 27, Bratislava, Slovakia.

The agenda of the event is presented in Appendix 6.1.
During the event the following topics were discussed:

Consumer Seminar - 9 October 2013

The seminar consisted of three sessions:

1. Retail markets
2. Price comparison tools
3. Consumer engagement and involvement

The presentations of these three sessions can be found on the Energy Community Secretariat website: www.energy-community.org

INO GATE seminar, 10 October 2013

The seminar consisted of the introductory session comprising a presentation on the new role and functions of independent energy regulatory authority in EU under the Third Energy Package and an overview of the NRAs independence and competences in the SEE region. This first introductory session was complemented by and two other main sessions. The first session was devoted to organisational features and competences of the EU energy regulatory authorities and the second one to the respective issues pertinent to the regulatory authorities from the Inogate PCs. The topics discussed in both sessions were the same and included the following issues:

- Licensing and supervision of regulated activities
- Enforcement
- Market monitoring
- Monitoring of compliance with license conditions
- Quality regulation
- Assuring the independence
- Staffing

Both sessions were followed by round table discussions.

All presentations can be found in Appendix 6.2

Visit to URSO, Slovakia, 11 October 2013

Topics presented by the Chairman and staff of the Slovakian regulatory authority (URSO) and discussed during the visit there included:

- competences of URSO, its independence
- supervisory activities of URSO, the activities of the relevant department related to the customers protection
- licensing activities and other activities of the relevant department related to the consumers protection
- market monitoring activities.

3.2 The participants

In total 13 participants attended the event and were from the following countries: Armenia (2), Georgia (4), Moldova (3), Ukraine (2), and Kazakhstan (2). The list of participants of the event is included in Appendix 6.3.

4. Evaluation of the Event

The evaluation of the event and its impact has been performed using the questionnaires which are presented in Appendix 6.4. These were filled-in by the participants before and after the event. The evaluation aimed at:

1. The assessment of the overall organisation of the event (presentations, logistics, hotel, etc.) as well as the usefulness & quality of each session.
2. A self-assessment on the knowledge gained and an evaluation on the degree of covering priority needs of the participants by the contributions delivered in the event.

4.1 Overall organisation evaluation

An evaluation of the overall organisation of the event included the following components:

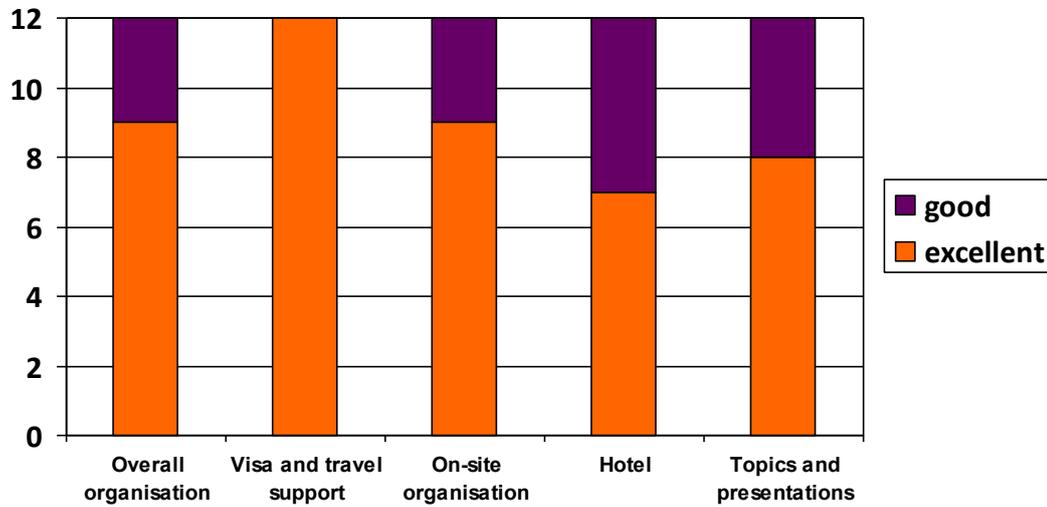
- 1) Organisational Aspects
 - Overall organisation
 - Travel and visa support
 - On-site organisation
 - Quality of the hotel
 - Selection of the topics and presentations
- 2) Quality of Sessions (selection of topics) for the CEER/ECRB/ERRA Consumer seminar, INOGATE seminar and study visit to URSO
- 3) Achievement of the INOGATE seminar's objectives

The participants valued the organisation of the event highly, by giving only excellent marks to the travel arrangements and visa support and only excellent and very good marks to the overall organisation, selection of the topics and presentation as also to the quality of the hotel.

The summary of the evaluation results for all above mentioned components is presented in Appendix 6.5.

The Figure 1 below presents the summary evaluation results concerning the Organisational part.

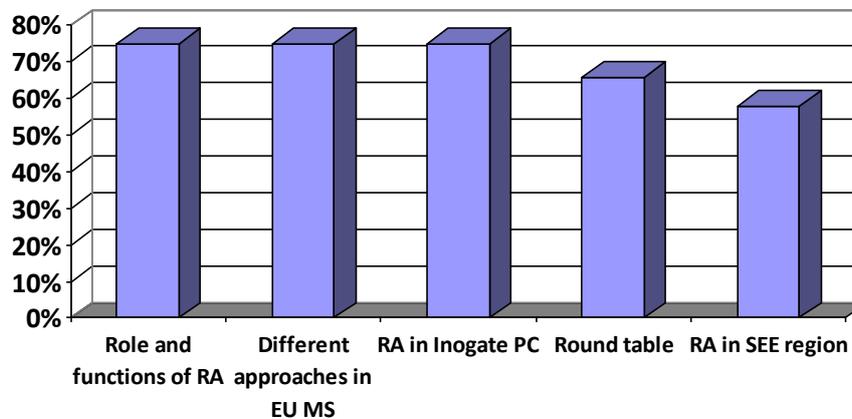
Fig. 1 Evaluation of the organisation of the event



4.2 Evaluation of quality of sessions

The summary tables of the evaluation results of the quality of sessions at the CEER/ECRB/ERRA seminar, INOGATE seminar and Study Tour to URSO are presented in Appendix 6.5. All the sessions were evaluated with excellent and good marks only. The first day's sessions collected about the same number of good and excellent marks, the second day's topics attracted even more interest and were marked by more excellent than good marks. The following figure shows percentages of excellent marks received for the INOGATE seminar's sessions.

Fig. 2 Percentage of excellent marks given by the participants for certain Inogate seminar's sessions



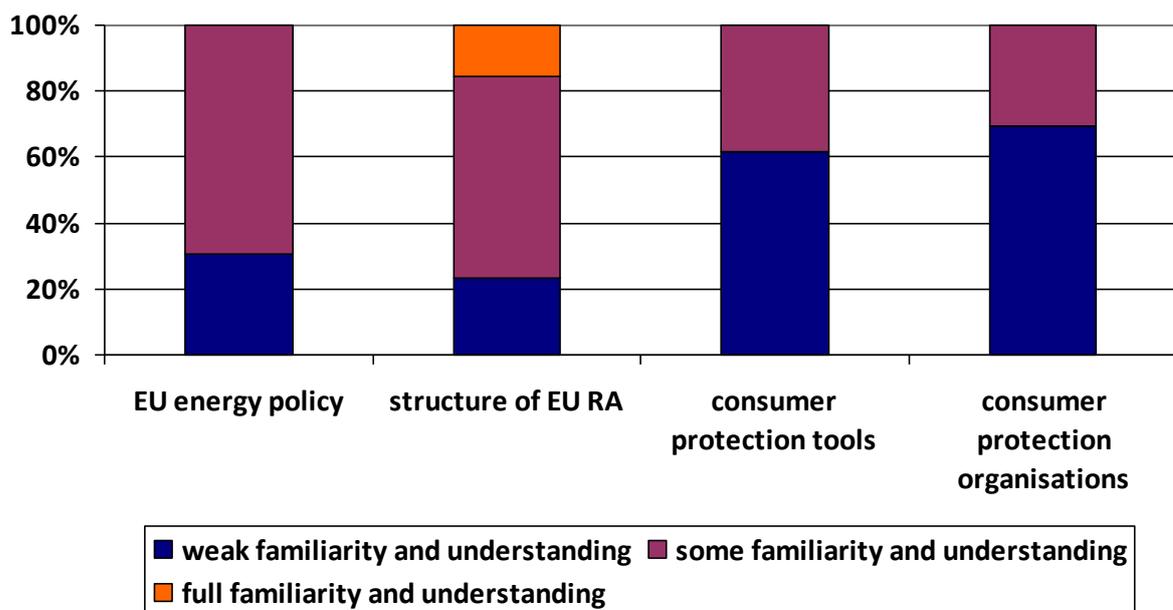
The last day's event was evaluated by good and excellent marks only, with the excellent marks being almost 60% of the total evaluations.

4.3 Gained general and specific knowledge and priority needs evaluation

The summary tables of the evaluation results for gained knowledge and priority needs are presented in Appendix 6.5. The evaluation was performed focusing on the general issues such as understanding of European policy and legislation on the energy sector, knowledge and understanding of the EU 3rd Package for the Energy Sector relating to the role of regulatory authorities, knowledge and understanding of the EU 3rd Package for the Energy Sector relating to consumer protection, knowledge and understanding of role and mandate of EU National Regulatory Authorities, in development of the EU Single Energy Market etc. The action was also evaluated against the specific issues, such as personal/organisation’s potential to contribute to the development/adoption of consumer protection secondary legislation, to the development/adoption primary and secondary legislation strengthening the role of the national regulatory authority, potential skills in networking with other experts in the same area. The evaluation shows that for **all** the components assessed, the participants gained important knowledge and improved their understanding.

The results of the questionnaire used before the event have shown that the participants had some knowledge and understanding about the EU energy policy and structures of the EU regulatory agencies but rather weak understanding about the consumer protection tools and organisations in the EU member states (Fig. 3).

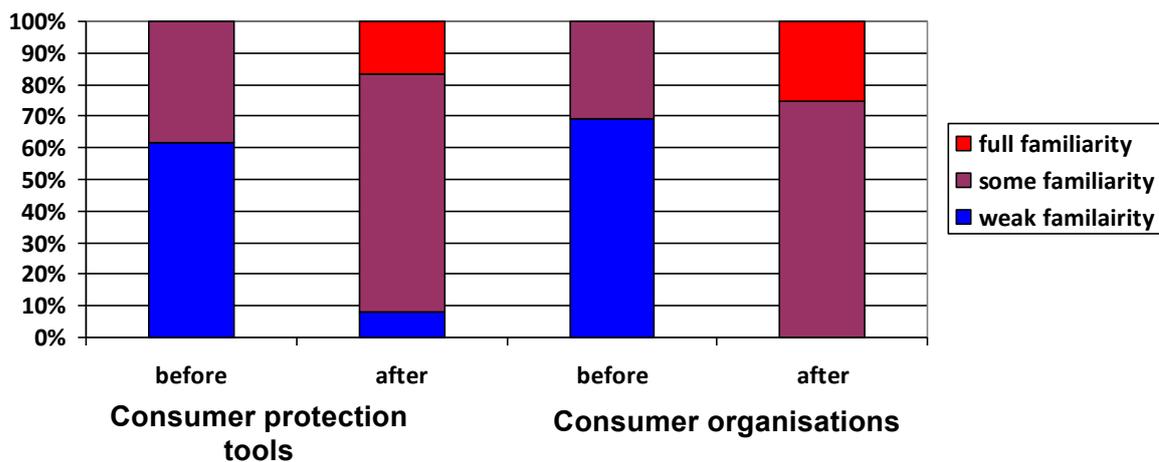
Fig. 3 Pre-event evaluation of the participants understanding and knowledge about certain issues related with the EU energy policy and consumer protection



Comparison of the pre-event questionnaire results with those after-event ones has shown, that the participants gained a significant knowledge and awareness about all the topics discussed.

Especially significant gains may be noticed where the participants had a weak and limited knowledge. The following figure (Fig. 4) shows the gain in awareness about the consumer protection tools and consumer organisations.

Fig. 4 Comparison of the participants' knowledge about the consumer protection tools and consumer organisations before the event and after the event



4.4 General & specific comments

The summary of the feedback provided after the event relates to the following points:

1. Specific statements on how the participants will apply acquired knowledge and skills in their daily work.

All participants declared their readiness to apply the acquired knowledge in their daily work, specifically there were the following answers:

- *The best positive experience will be used in my daily work*
- *I will report the main results of the seminars to my colleagues at the Ministry and use them in my daily work*
- *We are planning to introduce a system of compensations for breaching the required quality of supply to consumers and the Slovakian experience will be very useful*
- *I will provide my suggestions to my management and discuss a possibility to amend some regulatory normative documents*
- *A new department at the PSRC is developing plans for adopting some secondary legislation on the customer protection issues, therefore in 2014 we will apply the accrued knowledge for development of the necessary normative documents*

2. Participants' opinion on how the regional seminars and study tour has clarified the role of energy regulatory authority in consumer issues and if participants will apply this knowledge in their daily work.

The responses to this question as also the results of the evaluation of the experience gained has shown that the participants improved their knowledge on the role of a regulatory authority in consumer issues. Specifically they responded the following:

- *Our regulatory authority is going to develop a secondary legislation on the commercial quality of service and information from the Study Tour will be useful for this task*
- *Approaches in our country are not different from those used in the EU Member States, nevertheless we are going to revise the secondary legislation on the consumer protection issues*
- *We expect an appearance of independent suppliers and in relation with this ANRE will be analysing and using an information received during the seminar, especially on the supplier price calculation and information of consumers*
- *I have learned from the seminars and study tour some principles of the consumer protection applied in the EU and will apply this knowledge in my daily work*

3. How the best practice examples of the EU regulatory authorities' organisation and work presented during the event will influence the participant's work in his/her own country.

- *Possible revision of the structure of our organisation in order to improve its efficiency*
- *We want to choose the best system of regulation based on the best EU practices*
- *The best examples will be analysed and used in discussion for the development of the regulatory structure*
- *We need to evaluate different regulatory principles and having in mind the specific peculiarities of my home country to choose the best one*

4. Will the knowledge and skills acquired during regional seminar help the participants to improve the legislative/regulatory framework developed and used in the participant's own country

The participants answered that they are ready (or will be ready soon) to improve the legislative/regulatory framework at their home countries, specifically they reported:

- *It will be used in development of the gas sector regulation*
- *Yes, our regulatory authority, the PSRC, has the right to develop, approve and amend regulations concerning relations between consumers and suppliers and we will develop new regulations and discuss them with all interested sides*
- *Experience from other countries will help to avoid mistakes in developing the regulatory framework*
- *Not today but it will help to prepare for the future changes*
- *Not certainly but hopefully we will have amendments in legislation*
- *Today Georgia is already working on modification and improvement of the legislative framework in electricity and gas sectors*
- *Yes, when developing regulations of the Regulatory Authority we will use the knowledge gained during the seminar*

5. Benefits brought by the seminar to the participants as the members of Technical Expert Groups (TEGs)

- *I hope to keep working relations with the experts from TEG, it will help in discussing the daily issues*
- *The seminar helped to improve my knowledge and participate in a TEG*

5. Main issues addressed

5.1 CEER/ECRB/ERRA Consumer seminar

- Typical consumer related issues:
 - end-user prices
 - meter reading, billing and payment
 - complaint handling
 - switching process
- Even after the full liberalisation of the electricity market and after the total elimination of the regulated tariffs the regulatory authorities will play an essential and very important role
- The regulations must be restricted to a minimum level but taking into account the complexity and the size of the electricity market processes, the monitoring and the competent intervention of the regulator will be always challenging for optimal market operation
- Energy market regulators should:
 - put smaller customers first
 - engage with and understand the diverse needs of customers
 - deliver services that meet those needs
 - anticipate future needs
 - take steps to protect the interests of future customers
 - offer all customers a fair/comparable choice.
- Typical regulatory challenge to be familiar with the consumer protection aspects:
 - the consumers' organisations are not always adequately represented
 - the low budget not allow these organisations to prepare and represent robust and adequate opinion on new draft regulations
 - the information asymmetry is on the side of the energy companies in debates between industry and consumers
- Measuring customer expectations and satisfaction is time consuming and costly
- Special attention should be paid to safeguard the socially and physically vulnerable who are a group of customers that have less bargaining power and need assistance in the new market conditions
- The removal of regulated prices will be accompanied by some additional measures such as:
 - better consumer choice by having web comparison tools in place (allowing reliable, comprehensive, and easy ways to compare suppliers),
 - adopting standardised factsheets for each retail offer,

- promoting systems/platforms fostering collective switching,
- protection of vulnerable customers through direct subsidies,
- alternative contractual dispute resolution mechanisms,
- smart metering.
- Price comparison tools, helping customers to counter complexity and gain insight, is also a form of protection, but information should be impartial, neutral and presented consistently. Price comparison tools can be very powerful in helping to empower customers to become active on the energy market
- Consumer organisations can play a very positive role, defending customers' rights and detecting flaws in market functioning.

5.2 INOGATE seminar

The Inogate seminar consisted of two parts: the first part was devoted to the presentations of representatives from the EU and Energy Community regulatory authorities, in the second part participants from the INOGATE PC presented their experience in licencing, market monitoring and consumer protection approaches.

- New tasks given to the national regulatory authority by the Third energy package (2009):
 - fixing tariffs
 - ensure the compliance of TSOs and DSOs with the new framework
 - ensure enforcement of effective consumer protection
 - strong cooperation on cross border issues
 - implement decisions of ACER and Commission
 - monitoring, especially concerning all unbundling provisions but also functioning of the market
 - justify and publish decisions
- Regulatory authorities have the following powers:
 - to issue binding decisions on electricity undertakings
 - to carry out investigations
 - to require any information from electricity undertakings relevant for the fulfilment of its tasks
 - to impose effective, proportionate and dissuasive penalties on electricity undertakings not complying with their obligations or to propose that a competent court impose such penalties. Penalties of up to 10 % of annual turnover on the transmission system operator or of up to 10 % of annual turnover on the vertically integrated undertaking
 - appropriate rights of investigations
- Decisions of the regulators may be appealed
 - decisions taken by regulatory authorities shall be fully reasoned and justified to allow for judicial review. The decisions shall be available to the public while preserving the confidentiality of commercially sensitive information
 - decisions taken by regulatory authorities shall be fully reasoned and justified to allow for judicial review. The decisions shall be available to the public while preserving the confidentiality of commercially sensitive information

- **Austrian regulator E-control** is responsible for drafting of the regulatory framework; general terms and conditions for DSOs and TSOs; general monitoring and supervision; dispute settlement; decisions on the costs of DSOs/TSOs; exemption procedures; collection of statistical data; monitoring compliance with competition rules; unbundling; crisis prevention and drawing up emergency plans; international cooperation; public relations. It is monitoring gas and electricity markets: unbundling, market concentration, etc.
- **The British electricity and gas market regulator OFGEM** not only regulates the network utilities, but also is active in energy market monitoring:
 - proactive market surveillance
 - medium to long term security of supply surveillance
 - capacity assessment (electricity) report
 - the amended Electricity Act requires Ofgem to produce a report with an assessment of different electricity capacity margins and the risk to security of supply associated with each alternative.
 - Ofgem's capacity assessment report is to be delivered to the Secretary of State every September
 - security of supply Report
 - Retail Market Analysis
 - typical domestic consumption values
 - supply market indicators
 - consolidated segmental statements
 - Consumer Insight research
- **French energy regulator CRE** takes actions in wholesale market monitoring and consumer protection
 - monitoring transactions carried out on organised markets and on the carbon market as well as cross border exchanges and their compliance with economic and technical constraints
 - detection and prevention of trading based on inside information and market manipulation
 - close cooperation with the French financial markets authority and with the competition authority, energy regulators from neighbouring countries and the Agency for the Cooperation of Energy regulators (ACER)
 - extended investigation and enforcement powers
- In order to enhance competition in the retail sector it is necessary to:
 - increase customers' awareness and their trust by:
 - making customers, especially households, feel confident as many customers are reluctant to change their supplier, it is probably due to the formalities linked to the conclusion of a new contract, to the lack of perception of benefits and to the fear of penalties for switching supplier
 - helping customers switch to the best deal
 - speed up information flows and procedures
 - overcome information asymmetries

- In order to monitor the functioning of the market, the **Italian energy regulator AEEG** collects information continuously through different tools: requests to suppliers, price comparison tools, complaints, investigations, surveys, etc. Market indicators are monitored by AEEG according to CEER's Guidelines of Good Practice and by taking into account the characteristics of the Italian retail markets. In addition, AEEG monitors the level of data availability (e.g.: data flows from DSOs to suppliers in case of switching) and of insolvency/arrearage
- Quality of service regulation is one of the new important tasks for the energy regulatory authorities. The **Greek regulatory authority RAE** published an integrated set of Regulatory Instructions related to the TSO's reporting obligations in reference to the Transmission System performance. Based on these instructions, the TSO reports annually on availability indices for overhead lines, underground cables and autotransformers, as well as on indices quantifying the impact of system unavailability to customers. Performance and quality-of-service standards and obligations, as well as the respective monitoring processes, have not been set for the Distribution System Operator yet; therefore, currently, the DSO does not report any Quality of Service (QoS) indicators. Relevant requirements are to be developed under the umbrella of the Distribution Network Code.

The second part of the seminar was devoted to the presentations of participants from the Inogate PCs.

- The **Moldovan energy regulatory authority ANRE** is a central public regulatory authority, with a status of a legal entity, not subordinated to any private or public authority. It regulates electricity, natural gas, district heating and petroleum products' sectors.
- Instruments, used by ANRE for supervising the regulated activities:
 - periodic reports, submitted by licensees;
 - examination and approval of investment plans;
 - examination and approval of reports on the implementation of investment plans;
 - thematic controls;
 - consumers complaints;
- In case of non-compliance with license conditions, ANRE has the right to
 - withdraw or suspend the license action;
 - apply penalties in the form of tariff reductions or fines
- According to the law, ANRE is responsible for regulating the quality for gas and electricity transmission and distribution services. ANRE approved two Regulations, which establish Quality of Service indicators. In case of non-compliance, ANRE can reduce the tariff (for distribution and transmission). At the same time, each individual customer has the right to ask for compensation, in case of non-compliance with the established Quality of Service level.
- **The Kazakh regulatory authority – Agency for Regulation of Natural Monopolies (ARNM)** is a newly established agency (in 2009) responsible for regulation of all natural monopolies including the monopoly parts of the energy sector. Therefore, it sets

transmission and distribution tariffs (electricity and gas), controls dominant players in the market, issues licenses and supervises the licensees.

- **The Georgian National Energy and Water Regulatory Commission (GNERC)** regulates electricity, gas and water sectors, regulates legal aspects of granting, cancelling and amending licensees in the area of electricity and natural gas. It also imposes sanctions for breaking license requirements.
- Based on the Law GNERC approves the following:
 - Procedural rules for dispute reviews
 - Setting regulation fee and rule of its calculation
 - Licensing rules
 - Rules for electricity, gas and drinking water supply and consumption
 - Tariff setting methodologies
 - Tariffs
- **The National Energy Regulatory Commission** of Ukraine (NERC) among other duties issues licenses for all electricity and gas companies and controls the licensees. NERC has the right to
 - require the regulated companies to follow the legal obligations,
 - require to repair all wrongdoings during a given period of time,
 - request for submitting to NERC all the needed information in due time,
 - impose sanctions in case of the breach of some license conditions – penalties may reach 85 000 UAH in the electricity sector and 850 thousand UAH in the natural gas sector,
 - revoke the license – as an extreme measure.
- NERC monitors functioning of the wholesale market as also of the supply market.
- **Armenian Public Service Regulatory Commission (PSRC)** in the energy sector has the following duties:
 - Licensing of different activities, control of the licensees,
 - Setting of the regulated tariffs,
 - Setting the market rules and conditions,
 - Setting the quality fo service requirements,
 - Analysing and approval of the investment programmes,
 - Development of the templates of contracts between the licensees and between the licensees and their customers.
- PSRC has the right to set the quality of service standards; it sets the continuity of supply standards (number and duration of interruptions) and controls their implementation.

5.3 Study tour to URSO

- The Slovakian Regulatory Office for Network Industries (hereinafter "the Office") is a state administrative authority established by the Act on Regulation of Network Industries and on amendment and supplement of certain acts in the wording of latter provisions related to regulation of network industries. The Office is a state budgetary organisation based in the town of Bratislava. Under the Act on Regulation the chairman and the vice-chairman act as statutory bodies of the Office.

- Chairman of the Office is the chairman of the Regulatory Council, having the following responsibilities:
 - managing the Office and bearing responsibility for performance of its activities,
 - acting as a statutory body on behalf of the Office in all the matters, however, being bound by decisions made by the Regulatory Council,
 - signing generally binding provisions issued by the Office,
 - approving the organisational order of the Office as soon as it has been negotiated by the Regulatory Council,
- The Regulatory Council outlines the regulatory policy and respective implementation tools. Its responsibilities include:
 - approving a budget proposal for the Office,
 - electing and withdrawal of the chairman of the Regulatory Council and the vice-chairman of the Regulatory Council into and from the Regulatory Council,
 - making decisions on the exemption of a regulated activity from regulation provided that the grounds for regulation ceased to exist, especially if market forces act sufficiently to maintain the purpose that gave reason for regulation.,
 - approving the meeting agenda for the Regulatory Council,
 - approving the Annual Report of the Office,
 - making decisions on appeals against decision issued by the Office in the first instance proceedings,
 - fulfilling other tasks arising out of the regulatory activities of the Office.
- The gradual electricity market opening has provided the Office with a lot of knowledge on what is needed to be preferentially improved in the area of an end- consumer protection. In order to speed up the processes and to reduce administration burdens, and thus to bring quality to the whole supplier switching process, the Office primarily is planning to:
 - introduce a data exchange format from the DSOs,
 - introduce a so-called exception in case of a supplier switching procedure from the side of the original electricity supplier if the contract on electricity supply has not been denounced by an electricity consumer,
 - set up a precise list of information a DSO may require within the supplier switching procedure,
 - solve the issues of the local DSOs (supplier switching, balancing, last resort supply),
 - bind the reconnection of a consumer not only onto debt reimbursement, but also onto the control of all commitments against a supplier in case of reconnection,
 - improve the supplier switching procedure, since there are still shortcomings caused by insufficient technical and professional equipment, and the experience of the electricity suppliers in the area of electronic data exchange.
- The Office, via the Decree No. 315/2008 has set the quality standards defined by a number of parameters determining quality of the supplied electricity and services related to electricity supply activities. An electricity supplier and a distribution system operator, are obliged to:
 - maintain the quality of the electricity supplied complying with the technical conditions (voltage level, voltage frequency, etc.),

- verify an adequacy of the account rendered up to 30 days from the date of the delivery of an application to verify an adequacy of the audited payment for the delivered energy,
- ensure meter testing not later than 30 days after the date of delivery of a verification application,
- restore electricity supply in case of a breakdown up to 18 h from the time a distribution system operator gets information about the failure,
- follow the planned time schedule of electricity supply shutdown,
- restore electricity supply up to 3 business days from the date of a debt payment, if the supply was interrupted due to payment delay.
- In order to improve quality standards, the Office is going to:
 - perform surveillance of the regulated entities who did not submit the quality standard assessment,
 - verify the submitted announcements on the monitoring and registration of the quality standards observance,
 - improve the methodical guidance of the regulated entities who failed in the process of filling in the records on the achieved quality standard level,
 - cooperate in the process of the development of the project on an electronic data collection to assess the quality standards submitted by the regulated entities.
- As for the implementation of the respective provisions of the 3rd Energy Package of the European Community, related to the new competencies of the regulatory authority in the field of dispute settlement, it is necessary to point out that these have not been fully implemented in Slovakia due to 3rd Package transposition delay. Despite this fact, the Office, upon the up-to-date primary valid legislation, performs supervisory activities over the markets through the Department of Control and Surveillance.

6. Annexes

6.1 Agenda

The Agenda of the event can be seen in the following link of the INOGATE web portal http://www.inogate.org/media/documents/Agenda_Inogate_Combo_event.pdf

6.2 List of participants

The List of Participants of the event can be seen in the following link of the INOGATE web portal <http://www.inogate.org/media/documents/part%20list%20vienna%20EU%20format.pdf>

6.3 Presentations

The main presentations of the INOGATE seminar can be seen in the following link of the INOGATE web portal http://www.inogate.org/index.php?option=com_inogate&view=activity&cid=281&pid=72&Itemid=75&lang=en

The material from the CEER-ECRB-ERRA consumer workshop can be seen in the following link: http://www.energy-community.org/portal/page/portal/ENC_HOME/CALENDAR/Other_Meetings/2013/9_Oct

6.4 Questionnaires

See attached files

6.5 Evaluation results tables

See attached files

6.6 Photos material

The photos of the event can be seen in the following link of the INOGATE web portal

http://www.inogate.org/index.php?option=com_inogate&view=activity&layout=images&pid=72&cid=305&Itemid=75&lang=en

6.7 Appreciation letters

The appreciation letters can be seen in the following link:

http://www.inogate.org/index.php?option=com_inogate&view=activitydocuments&aid=281&pid=72&Itemid=75&lang=en