National Agency for Energy Regulation

Quality of services.

Electricity distribution.

Chişinău, martie 2014
General information about electricity distribution system operators in Moldova

Distribution system operators

- RED Union Fenosa – in 2012 served **839583 customers**, (64% from total number of customers in Moldova) and distributed **2520,5 mln. kWh** of electricity (74% from total);

- RED Nord – **293509 customers**, (22%), and **581,3 mln. kWh** of electricity (17%);

- RED Nord-Vest – **179 260 customers**, (14%), and **302,1 mln. kWh** of electricity (9%);
Quality of services

Quality of electricity distribution services:

- Continuity of supply;
- Voltage quality;
- Commercial quality. Relation between DSO and final customers or network users.
I. Continuity of supply

In 2011 ANRE approved a Regulation related to quality of services in electricity distribution. Continuity indexes, established in the regulation, can be divided in, general indexes and guarantied indexes.

- **General indexes** are calculated based on the information about outages in the distribution system during the year. The value of continuity index is capped, and ANRE, according to the law, has the right to penalize DSO in case of non-compliance with the established level of index.

- **Guarantied indexes** are related to every final customer or network user. If the established level of this indexes is violated, customer can request compensations.
1.1 General indexes of continuity

During the year, the information about all unplanned interruptions in the distribution network is concentrated in 3 indexes:

- **SAIDI** – System average interruption duration index (minute);
- **SAIFI** – System average interruption frequency duration index;
- **CAIDI** – Customer average interruption (minute);

The level of **SAIDI** is monitored for each DSO, and must meet the level, established for the period **2011-2014** as following:

- 2011 – 600 minutes;
- 2012 – 550 minutes;
- 2013 – 500 minutes;
- 2014 – 450 minutes;

If SAIDI is higher than the established value, ANRE can apply penalties by deducting the tariff for distribution service.
1.1 General indexes of continuity

Evolution of SAIDI, min (2007-2013) (excluding force majeure)
1.1 General indexes of continuity

SAIDI level (minute) in districts, 2013
1.2 Guarantied indexes (standards) of continuity

Distribution system operators are obliged to respect the guarantied standard of continuity for final customers:

- **Duration of a planned interruption**
  - 4, 12 or 24 hours, depending on the voltage level and complexity of planned works;
  - During the winter time (December, January, February) for DSO is not allowed to plan and execute interruptions longer than 4 hours/day.

- **Duration of a unplanned interruption**
  - 6, 8, 16 or 24 hours, depending on the gravity of damages, daytume and areas (urban or rural), affected by the interruption;

- **Number of planned interruptions per year**
  - a) 5 - for customers in urban area;
  - b) 8 - for customers in rural area;

- **Number of unplanned interruptions per year**
  - a) for urban area – 6 (medium voltage), 9 (low voltage level);
  - b) for rural area – 9 (medium voltage) 12 (low voltage level).

- **Annual duration of all unplanned interruptions**
  - a) for urban area – 36 ore;
  - b) for rural area – 48 ore.
1.2 Guarantied indexes (standards) of continuity

In case of non-compliance with the established guarantied standards, distribution system operator has to pay, on customers request, compensations. The amount of one compensation is calculated

\[
C = (I_{\text{real}} - I_{\text{st}}) \times C_{\text{min}},
\]

where:

- \( C \) – calculated compensation, lei;
- \( I_{\text{st}} \) – the established value of the index;
- \( I_{\text{real}} \) – the real, registered value of the continuity index;
- \( C_{\text{min}} \) – minimal value of compensation;

The minimal value of compensation, \( C_{\text{min}} \), is

- 20 lei for households;
- 200 lei for commercial customers with installed capacity less than 100 kW;
- 500 lei for commercial customers with installed capacity less than 100 kW;
II. Voltage quality.

The most common question, claimed by final customers, is the problem of voltage level at the connection points to the distribution grid.

According to our Voltage quality standard (GOST), DSO must maintain the voltage level at connection points (one phase) between $220V \pm 10\%$ ($198 - 242V$).

If the final customer addressed a complain, related to voltage quality, the Regulation establishes terms of **15, 30 or 60** days for solving the problem.

If the term is not respected, customer can request a compensation. The amount of compensation is equal to **25\%** of the bill for electricity, and is calculated from the date when the complain was registered to the date when problem is solved finally.
III. Commercial quality. Relation between customers and DSO.

The quality of relations between final customers and operator is measured using the following items:

- Announcement of planned interruption (3 days before interruption for households and 7 days for commercial and industrial customers);
- Issuance of connection notification to a potential customer (15 days);
- Connection of applicants’ installations to the distribution network (4 days);
- Re-connection of the consumer’s installation to the distribution network (2 days);
Thank you!

Lilian Barcaru
Head of Section,
Department of regulations, investments and quality
lbarcaru@anre.md