

**DISTRIBUTION COMMITTEE COMMENTS ON  
ERGEG'S CONSULTATION ON COMPLAINT HANDLING PROCEDURES**

**1)** The proposal of comment to the ERGGEG's document on Complaint Handling Procedure refers to Recommendations 1 and 2 (clause 3.1).

In liberalized markets, some services are provided by the DSO; i.e:

- Commissioning of new gas installations;
- Periodic check up of gas installations;
- Meter reading;
- Decommissioning of installations and shut-off of gas supply;

In some member states, the DSO may not have direct informative contact with the customer and the above mentioned services are often invoiced by the supplier on behalf of DSO. The role of DSOs is in this situation limited to *Market Facilitator*, leaving the contact with the customer only to the supplier. In this situation a quick standard procedure should be set up to make the complaint available to the DSO in order to speed up the complaint handling procedure. In order not to provide the customer with different contacts for different services, the supplier should collect and progress to the DSO, preferably by standard IT methods, the complaints related with the above mentioned services. These communications between supplier and DSO should be standardized.

**2)** The transformation of the 3rd package in national law should consider the specifics of the existing national law in each member state. In some member states relevant structures and institutions regarding the complaint handling are already established. This would help to find economic and cost-efficient solutions and would help to avoid the set-up of new bureaucracy.