



EASTERN PARTNERSHIP PLATFORM 3 „Energy Security“

6th WORKSHOP OF EASTERN PARTNERSHIP ENERGY REGULATORY BODIES

16-17 May 2017

Quality of supply

- Continuity of Supply and Commercial Quality of Supply from a regulatory perspective -

Venue: Kyiv, Ukraine. The workshop will take place in the premises of the National Energy and Utilities Regulatory Commission (NEURC) of Ukraine.

Address: vul. Smolenska, 19, 03057 m. Kyiv, Ukraine

Background: In accordance with the Eastern Partnership work program 2012-2013 and 2014-2017, the Council of European Energy Regulators (CEER) and the European Commission jointly organized four specialized workshops with the energy regulatory bodies from the Eastern Partnership Countries. The 1st workshop took place in Vienna on 30-31 May 2012 to exchange experience on the role, powers and challenges of energy regulatory bodies. The 2nd workshop took place in Tbilisi on 18-19 June 2013 and focused on regulatory tools in support of infrastructure development, interconnection and diversification of supply. The 3rd workshop in London on 27-28 May 2014 dealt with regional electricity markets. The 4th workshop, which took place in Chisinau on 26-27 March 2015, placed its emphasis on the impact of regulatory incentives. The theme of last year's workshop, which took place on 12-13 April 2016 in Vilnius, was data management as a prerequisite for monitoring activities.

These workshops reflect CEER's contribution to the EaP-objective "approximation of regulatory frameworks".

Workshop objectives:

For energy regulatory bodies it is of great importance to design a regulatory framework which improves the functioning of energy market for the benefit of consumers. One main objective of regulatory bodies is to empower consumers and to monitor consumer rights. Through CEER, Europe's energy regulators aim to promote well-functioning and competitive EU energy markets so that consumers get fair prices, the widest choice of supplier, the highest quality of supply and are given simple, transparent information about their energy consumption.

Monitoring of quality provided to final customers in the supply of electricity and gas constitutes an essential tool in the overall supervision of energy markets, and is therefore of upmost importance for energy regulatory bodies. Quality of supply indices are traditionally important tools for making decisions on the management of distribution and transmission networks.

In the light of the above, the overall aim of the 6th workshop is to share experience and best practice of quality of supplies regulations. It is envisaged to gain insight into the concept of quality of supply and into the state of the art in quality of supply regulation in EU member states. Eastern Partnership countries are invited to present their experience with quality of supply activities. Furthermore, CEER will present the results of its latest benchmarking report on quality of supply, which was published in September 2016.

The results of the discussions shall be reported to the Eastern Partnership Platform on Energy Security.



Field Trip: On the second day of the WS a field trip to the Metrological Centre of National Joint-Stock Company «Naftogaz of Ukraine» in Boyarka will take place.

Organization: The workshop involves speakers from the regulatory bodies of the Eastern partner countries as well as regulators from the EU. The perspectives from other relevant regional associations as well as from EU institutions will also be presented. Overall, the workshop intends to give sufficient room for questions and discussions as well as informal networking.

Target audience: Representatives of the Eastern Partnership's regulatory community, i.e. regulatory bodies of Armenia, Azerbaijan, Belarus, Georgia, Moldova, Ukraine and the regulators from the 28 EU Member States as well as other relevant stakeholders. Interpretation: Simultaneous interpretation English/Russian will be available. Dinner: Participants are invited to dinner on XX at the invitation of CEER.



Agenda

16 May 2017

vul. Smolenska 19, 03057, Kyiv
(ID is needed to enter the building)

08:15 **Bus transfer from the hotel Radisson Blu Kyiv, Yaroslaviv Val St, 22, Kyiv**

09:00 **Registration**

09:30 **Welcome and Introduction**

Mr Dmytro Vovk, Chairman NEURC

*Mr Johannes Baur, Head of Operations Section Energy, Environment and Transport,
Delegation of the EU to Ukraine*

Mr Andrew Ebrill, CEER Secretary General

Moderation: *Mr Andrew Ebrill, Secretary General CEER*

09:50 **Quality of Supply in Europe**

Ognjen Radovic, E-Control, CEER Electricity Quality of Supply TF Co-Chair

Michael Westermann, BNetzA, CEER Electricity Quality of Supply TF Co-Chair

Introduction to Quality of Supply (QoS)

CEER Benchmarking Report (BR) on the quality of electricity supply

6th BR on the quality of electricity and gas supply

Commercial quality

Voltage quality

Gas

11:15 – 11:30 **Coffee break**

11:30 **Quality of Commercial Electricity Supply in the Energy Community**

*Ms. Katerina Karali, Electricity Expert, Eastern Partnership Assistance Unit,
EU4Energy*

12:00 **Continuity of Supply and Commercial Quality of Supply**

Experiences and status quo in Eastern Partnership countries (Part 1)

- *Activities of regulatory body in the field of QoS*
- *Legal responsibilities of regulatory bodies on QoS*
- *Developments (improvements to be observed within the last years)*
- *Data collection / monitoring of QoS*
- *Main challenges of regulatory bodies*
- *Experiences in regulation of QoS*



Short presentations (10 min. each) from the regulatory bodies of:

- **Armenia:** Mr Artur Hayrapetyan, General Specialist at Development and Monitoring Department, Public Services Regulatory Commission Of The Republic Of Armenia
- **Azerbaijan:** Mr Amil Mursaliyev, head of the Electric Power Industry's department of the Ministry of Energy of Azerbaijan Republic
- **Belarus:** Ms Olga Rybakovskaya, deputy head of the main production and technical department of the Ministry of Energy of the Republic of Belarus

12:45 Lunch

Moderation: *Mr Nugzar Beridze, Director of Electricity Department, GNERC (tbc)*

13:45 Continuity of Supply and Commercial Quality of Supply Experiences and status quo in Eastern Partnership countries (Part 2)

Short presentations (10 min. each) from the regulatory bodies of:

- **Georgia:** Mr Nikoloz Sumbadze, Chief Specialist of Electricity Department, GNERC
- **Moldova:** Mr Lilian Barcaru, Head of Quality Section, Department of Investments and Quality, National Agency for Energy Regulation

14:30 Regulating quality of electricity supply in the Ukraine
Mr Rodion Koval, Deputy Head of Monitoring and Regulation of Quality of Service Unit, Department of Strategic Development and Planning, NEURC

15:00 Quality of gas supply: Case study of Ukraine
Ms Olena Pavlenko, President, DixiGroup

15:20 – 15:40 Coffee break

15:40 Alternative Dispute Resolution at E-Control - The role of commercial Service Quality
Ms Gabriele Guggenberger, E-Control, Head of Arbitration

- *Problems NRAs are facing*
- *Responsibility of NRAs to protect rights of consumers / to empower consumers*
- *Arbitration and consumer complaint handling*
- *Legal procedures*

16:10 Regional cooperation and risk preparedness as supporting elements for security of supply
Ms Marion Schiller-Probst, European Commission, DG Energy



16:30 Wrap-Up and Conclusions

*Mr Dmytro Vovk, Chairman NEURC
Ms Marion Schiller-Probst, DG Energy, European Commission
Mr Andrew Ebrill, CEER Secretary General*

16:45 Transfer to the hotel (organised)

18:45 Meeting point at hotel lobby (walking distance to restaurant = 10 min)

19:00 Dinner sponsored by CEER
Restaurant Spotykach, Volodymyrska St, 16, Kyiv

17 May 2017

Field Trip to the Metrological Centre Boyarka

49 Volodymyr Maiakovski street, Boyarka

(ID is needed to enter the building)

09:00 Transfer to Boyarka (departure from the hotel)

10:00 Organised tour at the Metrological Centre (Visit of the Metrology Center Layout, calibration rig for gas flow meters, Analytical Laboratory, Pressure Standards Laboratory, Temperature Standards Laboratory, Basic Verification System)

13:00 Transfer to the hotel

14:30 End of the WS

In case of questions regarding the organisation of the event please contact Ms Vera Gusenbauer, vera.gusenbauer@e-control.at +43 664 887 149 26.