

REGULATION ON THE PROCEDURES FOR SUBMITTING A REQUEST, ITS REVIEW AND THE NOTIFICATION DEADLINES WHEN THE CUSTOMER DOUBTS IN THE DATA ACCURACY OF ELECTRICITY METERING DEVICE

FIRST PART

GENERAL PROVISIONS

Article 1

Purpose

The purpose of this regulation is to define the terms and procedures for submitting, reviewing and settling the customer's requests regarding the data accuracy of the electricity metering device as well as the deadlines for handling and settling these requests.

Article 2

Legal Basis

This regulation is based on Law 43/2015 "On Power Sector", article 77, point 6, "Meters Verification".

Article 3

Object

The object of this regulation shall be the Customer's requests regarding electricity meter accuracy installed by the Grid Operator to the Customer.

Article 4

Scope

This regulation defines the procedure of submitting the request, its review and the deadlines of notifying the customer when he doubts in the electricity meter accuracy to:

1. Ensure equal and non-discriminatory treatment for all the customers, respecting their rights and obligations regarding electricity meter accuracy consumed from them;
2. To protect Customers by promoting transparent access to the requirements regarding electricity meter accuracy registered from the electric meter installed to the customer,
3. Ensure the fulfillment of electricity metering criteria in a transparent way.
4. Guarantee and perform a quick and transparent procedure for handling the Customer's requirements by DSO company.
5. Guarantee the handling of the requirements implementing the procedures and terms of request's settling within the provisions defined in this Regulation.
6. Any complaint regarding penal offence and electricity theft elements, defined in Law no. 43/2015 "On Power

Sector”, is not covered in this regulation and is under competent court jurisdiction.

Article 5

References

Legal references used in this regulation are:

- Law No.43/2015 "On Power Sector",
- Law No.9875, of date 14/02/2008 “On Metrology” as amended,
- Law No. 9902, of date 17.4.2008 “On Customer’s Protection”;
- Law No. 9887, of date 10.03.2008,“On the Protection of the Personal Data”, amended with Law No. 48/2012;
- Metering Code (approved by ERE) ;
- Type Service Contract of electricity meter verification and their sealing (approved by ERE)
- Methodology for calculating the economic damage (approved by ERE);

Article 6

Definitions

The terms used in this regulation refer to Law no. 43/2015 “On Power Sector”, and Law no. 9875 “On Metrology”, as amended, have their meanings as follows:

“**Energy Regulator Authority**” or “**ERE**” shall mean the regulator authority of the power sector, which operates in conformity with Law no. 43 of 30/04/2015 “On Power Sector”.

“**General Directory of Metrology**” or “**DPM**” shall mean a legal person, specialized for metrology, under the Ministry of Economic Development, Tourism, Trade and Entrepreneurship, and operates, supporting Law No. 9875, of 14.02.2008 “On Metrology”, as amended as well as secondary acts on its implementation.

“**Grid operator**” shall mean the transmission and/or distribution system operator.

“**Customer**” shall mean an electricity wholesale or end-use customer.

“**End-use customer**” shall mean a customer that purchases electricity only for his own use.

“**Household customer**” shall mean a customer that purchases electricity only for his household consumption, excluding commercial or professional activities.

“**Non-household customers**” shall mean the natural or legal persons that purchase electricity, which is not for household use, including the generators and wholesale customers.

“**Metering Code**” shall mean the set of technical rules and mandatory minimum norms for measuring and recording electricity.

“**Energy meter**”- shall mean the metering devices that measure electricity by integrating the power regarding the respective time.

“**Accuracy class**” – shall mean the class of electricity metering class that meets declared metrology requirements, which aim to keep the measurement errors or uncertainties within the limits set under specific working conditions.

“**Metering error**” – shall mean the meter reading minus the real value.

“**Relative error**” – shall mean the one resulting from the following formula:

Error in percentage = (registered electricity – real value) × 100 / real value.

“Permitted maximal error” – shall mean the largest value of the measurement error, in accordance with a known reference value, permitted by the specifications or standards for a metering instrument or measuring system.

“Verification”- shall mean the confirmation by examining and evidencing, if the specific, technical-metrological requirements are fulfilled.

“Authorization” – shall mean granting the right to perform legal metrology services of the metering instruments in obligatory area, public and private companies, domestic or foreign ones that exercise their activity in the Republic of Albania.

“Authorized company” shall mean a company authorized by General Directory of Metrology (DPM) to perform the verification and sealing service of the electricity meter.

PART TWO

CUSTOMERS COMPLAINT FOR ELECTRICITY METER ACCURACY

Article 7

Procedures for submitting a request for verification of electricity meter accuracy and its examination

1. If the customer suspects about the accuracy of the electricity meter that he is using, he submits a request to the Grid Operator and any other responsible institution, for verifying the electricity metering device.
2. If the customer submits a request for verifying the electricity meter device accuracy at other responsible institutions, they will register their request and transmit it to the Grid Operator implementing the deadlines for handling the requests.
3. In all cases, the responsible institution, to whom is addressed the customer request for verifying the accuracy of the electricity meter, shall inform the customer for transmitting his request to the Grid Operator.
4. On submitting the request, Grid Operator representative is obliged to register it and give to the customer a unique number for the submitted request.
5. The request submitted by the customer at the Network Operator offices and any other institution for verifying the electricity meter equipment, shall be subject of Law No. 9887, of date 10.03.2008, “On the Protection of Personal Data”, as amended.
6. The Grid Operator plans the realisation of the service for verifying the accuracy of the electricity meter to the customer not later than 5 working days after submitting the request.
7. The Grid Operator informs the customer in the written form, within 3 working days from the submission of the request, for the day and hour when it is foreseen to be performed the electricity meter accuracy verification to the customer
8. The Grid Operator plans to perform the service by notifying the company authorized by General Directory of Metrology (DPM) on verifying the electricity meters that covers the administrative area of the customer who has submitted the request. If the electricity meter has been previously verified by an authorized company that covers the administrative area of the customer who has submitted the request, the Grid Operator informs an authorized entity that performs the activity in another administrative area for performing this service.
9. The Grid Operator and the authorized company perform the verification service for the accuracy of the electricity meter for which the customer is complained. Accuracy verification shall be carried out in the presence of the Grid Operator.

- authorized company for verifying the electricity meters and in presence of the customer who has submitted the request.
10. Meter verification service for the customer shall be performed without disconnecting the electricity meter from the electricity connections. Different loading regimes shall be realized by the customer or by implementing different loads on site from the authorized entity.
 11. If during the on-site verification the authorized entity is not able to judge on the accuracy of the electricity meter, then he requires that the metering device to be tested on laboratory conditions. This request is evidenced by setting Re-Testing security tags in the Laboratory.
 12. When the verification is completed shall be prepared the testing report which is signed by the Grid Operator representative and by the authorized entity representative. One copy of the testing report is delivered even to the customer that has submitted the request.
 13. If the meter device is found damaged it will undergo the repairing process, the Grid Operator notifies the Customer in advance, informing this last one mentioned about the deadlines within which the Customer may require to exercise the right for re-testing of the meter device at another entity authorized by General Directory of Metrology (DPM).
 14. If during the verification of electricity meter, by the Grid Operator are observed irregularities or unauthorized interventions in the metering system, which affect electricity consumption registration and this does not constitute a penal act, the Grid Operator shall take immediate measures to repair and substitute the equipments on which it is intervened, calculates the economic damage caused by illegal interventions according to the methodology for calculating the damage approved by ERE and implements the respective procedures according to the legislation in force.

Article 8

Interpreting the verification results of the electricity meter accuracy Request

1. If after the verification from the authorized entity in the presence of the Grid Operator representative and the customer that has submitted the request, it is observed that the registered measuring error after the testing is beyond the maximum permitted error (minus or plus) and there are no evidences of intentional damages made by the customer, then the Grid Operator makes the respective calculations for the more/less invoiced electricity amount depending on the result of meter inaccuracy and in this way will be the refund according to the regulations and procedures provided in the Metering Code.
2. The adjustments for measuring the inaccuracy shall be limited for a defined period, in conformity with the provisions made on the Metering Code.
3. If the testing for verification is performed in laboratory conditions, as referent point for evaluating the compensation will serve the difference between the metering error that results in the meter after the testing and the maximum permitted error according to the accuracy class of the electricity meter itself. Metering error of the device is calculated on the reference point of the load as follows:
 - a. 1(one) phase meters: Nominal symmetric load (basis), $I=100\%$, per $\cos\phi=1$
 - b. 3(three) phase meters: Nominal symmetric load (basis), $I=100\%$ (L1,L2,L3) per $\cos\phi=1$
4. If the testing for verification is performed on terrain conditions with referring, portable standard instruments, as reference point for evaluating the compensation shall serve the difference between the metering error that results in the meter after the testing with 1.5 x electricity meter class.

5. The meter that results correct after the verification shall be sealed in conformity with the provisions of the standard contract “On the verification of the electricity metering and their seal” approved by ERE. The meter that results incorrect shall be identified by a couple of security tags indicating that the meter is irregular. The Grid Operator shall carry out the replacement of this meter that result incorrect, by prior informing the customer, within three working days after the testing by the authorized entity, in conformity with the provisions of the Transmission Grid Code and the Distribution Grid Code.

Article 9
Deadline of realizing the services

1. Realizing inspection and verification service of the customer’s electricity meter that has made the request at the Grid Operator, is performed within 5 (five) working days from the day of submitting the request at the Grid Operator offices.
2. Within 3 (three) working days from the day of performing electricity meter verification service, the Grid Operator submits the evaluation for the request and delivers it to the customer.

Article 10
Complaining the request

1. If the customer is not satisfied with the handling of the request by the Grid Operator or when the customer does not agree with the evaluation made by the Grid Operator after the electricity meter verification, the customer submits a complaining request at the responsible institutions for handling the request regarding electricity meter accuracy.
2. The complaining of the submitted request shall be handled in conformity with the legislation in force, referring:
 - Law No.43/2015 “On Power Sector”;
 - Law No. 9875, of date “On Metrology”, as amended;
 - Law No. 9902, of date 17.04.2008 “On customer protection”, as amended;
 - Law No.9887, of date 10.03.2008, “On the Protection of the Personal Data”, as amended with Law No.48/2012;
 - Administrative Procedures Code.

PART THREE
Article 11
Financial obligations

1. When the metering verification is made on the request of the customer and during the verification of the meter no inaccuracy is found, then the verification expenses are paid by the customer that has submitted the request, in conformity with the tariff ceiling for the meters verification, approved with a common guideline from the Ministry of Finance and the responsible Ministry for Energy.

2. The tariff ceiling for the meter verification are approved with a common guideline from the Ministry of Finance and the Ministry responsible for Energy, as defined on Law No.43/2015 "On Power Sector".

FOURTH PART

Article 12 Giving the information

1. The Grid Operator shall submit 4-month information at ERE regarding the customer requests for verifying the accuracy of the electricity metering equipment.
2. The information form shall be according to the form submitted on the Annex attached to this regulation.

Article 13

Review and amendment of these rules

This regulation is object of review and amendment with ERE Board Decision, on the request of the Grid Operator or with ERE incentive.

Article 14 Entry into force

This regulation enters immediately into force and is published on the Official Gazette.