REPUBLIKA E SHQIPËRISË

ENERGY REGULATORY AUTHORITY
BOARD

DECISION

No. 260, dated 09.09.2026

ON THE APPROVAL OF THE "GUIDE TO THE SERVICES PROVIDED BY THE ENERGY REGULATORY AUTHORITY"

Pursuant to Articles 16 and 20 of Law No. 59/2026 *"On the Electricity Sector"*; Article 22 of Law No. 24/2023 *"On the Promotion of the Use of Energy from Renewable Sources"*; Article 16 of Law No. 102/2015 *"On the Natural Gas Sector"*, as amended; Law No. 44/2015 *"Code of Administrative Procedures of the Republic of Albania"*; and Article 15 of the Regulation on ERE Organisation, Operation and Procedures, approved by ERE Board Decision No. 199, dated 27 November 2020, the ERE Board, at its meeting of 9 September 2026, having reviewed the report registered under Protocol No. 2674, dated 2 September 2026, prepared by the Working Group on Public Communications, entitled *"On the Approval of the Guide to the Services Provided by the Energy Regulatory Authority"*,

found that:

- In view of changes to the legal and regulatory framework governing the energy sector, and the need to inform and guide regulated entities, customers, investors and other stakeholders, an updated version of the "Guide to the Services Provided by the Energy Regulatory Authority" has been prepared.
- Law No. 59/2026 "On the Electricity Sector" establishes a new framework for the organisation and operation of the electricity sector and market, ERE's powers, electricity-related activities and the rights and obligations of market participants. Among other matters, the new legal framework covers electricity storage, aggregation, demand response, flexibility, active customers and recharging points.
- The updated Guide also takes account of Law No. 24/2023 "On the Promotion of the Use of Energy from Renewable Sources" and the acts adopted for its implementation, including Council of Ministers Decision No. 368, dated 20 May 2026, as well as the legislation in force governing the natural gas sector and administrative procedures.
- The Guide is intended as an informative and practical reference document. It summarises ERE's principal functions and powers, the procedures conducted by the institution and the services relating to regulated activities, without replacing the applicable legislation, secondary legislation or regulatory acts.
- The Guide has been revised to reflect, among other matters, ERE's powers in relation to licensing and registration, tariffs, network connection and access, monitoring, renewable energy sources, active customers, self-generators, electricity storage, aggregation, recharging points, customer protection and dispute resolution.

- Given the informative and guiding nature of the Guide, and the continuing development of the regulatory framework implementing Law No. 59/2026, the document should be updated to reflect amendments to the applicable legislation and regulatory acts.

DECIDED:

1. To approve the "Guide to the Services Provided by the Energy Regulatory Authority", as set out in the document attached to this Decision.
2. The Guide referred to in point 1 of this Decision is intended for information and guidance purposes and serves to inform regulated entities, customers, investors and other stakeholders about the powers, services and procedures administered by ERE.
3. The Guide does not create rights or obligations beyond those established by the legislation and regulatory acts in force, nor does it replace the procedures, conditions, criteria or documentation prescribed by the relevant ERE acts.
4. In the event of any inconsistency between the Guide and the provisions of the legislation, secondary legislation or regulatory acts in force, the latter shall prevail.
5. The Working Group on Public Communications shall take the necessary steps to publish the Guide on ERE's official website and through its other official communication channels.
6. The Working Group on Public Communications shall propose updates to the Guide whenever changes to the legal or regulatory framework affect the information contained therein.
7. The Working Group on Public Communications shall notify the relevant ERE departments and units of this Decision.

This Decision shall enter into force immediately.

CHAIRMAN OF ERE

Petrit AHMETI

ENERGY REGULATORY AUTHORITY

Approved by ERE Board Decision No. 260, dated 9 September 2026

GUIDE TO THE SERVICES PROVIDED BY THE ENERGY REGULATORY AUTHORITY

Updated edition – 2026

About this Guide

This Guide has been prepared to provide regulated entities, investors, customers and other stakeholders with information and guidance on the role and activities of the Energy Regulatory Authority (ERE), the services it provides, the regulatory procedures it administers, the rights of the parties and the ways in which they may engage with the institution.

The Guide presents a concise, structured overview of ERE's functions and powers in the electricity and natural gas sectors; the rules and procedures governing its regulatory activities; the determination of regulated tariffs and prices; the monitoring of markets and regulated activities; the drafting and approval of regulatory acts; customer protection and empowerment; and cooperation with institutions and stakeholders.

The 2026 update reflects, in particular, the entry into force of Law No. 59/2026 "On the Electricity Sector", which establishes a new framework for the organisation and operation of the electricity sector and market. This framework covers, among other matters, aggregation, demand response, electricity storage, recharging points, active customers, flexibility and the further integration of the Albanian market with regional and European markets.

The Guide also takes account of Law No. 24/2023 "On the Promotion of the Use of Energy from Renewable Sources"; Law No. 102/2015 "On the Natural Gas Sector", as amended; Law No. 44/2015 "Code of Administrative Procedures of the Republic of Albania"; the secondary legislation in force in the energy sector; and the regulatory acts, methodologies, codes and regulations approved by ERE. It also takes account of relevant provisions of the European Union acquis, as adapted and applicable under the Energy Community Treaty in accordance with the legislation in force.

The information contained in this Guide is provided for information and guidance purposes only. It neither replaces nor amends the provisions of the legislation, secondary legislation or regulatory acts in force, and does not, in itself, create rights, obligations, conditions or procedures different from those established by the applicable legal and regulatory framework.

Before submitting an application, request or complaint to ERE, readers are advised to consult the legislation and regulatory acts governing the relevant procedure, as procedural requirements, time limits and supporting documentation may vary depending on the activity, procedure and status of the applicant.

In the event of any inconsistency between the information in this Guide and the provisions of the legislation, secondary legislation or regulatory acts in force, the latter shall apply.

Principal legal and regulatory references

- Law No. 59/2026 “On the Electricity Sector”;
- Law No. 24/2023 “On the Promotion of the Use of Energy from Renewable Sources”;
- Law No. 102/2015 “On the Natural Gas Sector”, as amended;
- Law No. 44/2015 “Code of Administrative Procedures of the Republic of Albania”;
- Secondary legislation in force in the energy sector;
- Regulatory acts, methodologies, codes and regulations approved by ERE;
- Relevant provisions of the European Union acquis, as adapted and applicable under the Energy Community Treaty in accordance with the legislation in force.

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1. GENERAL INFORMATION ABOUT THE ENERGY REGULATORY AUTHORITY

1.1 Establishment and institutional status of ERE

Independent regulation of the energy sector in Albania began in 1995. The legal framework has evolved continuously to support market liberalisation, the unbundling of network activities from competitive activities, customer protection, alignment with the European Union acquis and compliance with obligations arising under the Energy Community Treaty.

Under Law No. 59/2026 “On the Electricity Sector” and Law No. 102/2015 “On the Natural Gas Sector”, as amended, ERE is the regulatory authority for the electricity and natural gas sectors in Albania and is governed by its Board. ERE is an independent public legal entity, separate from any other public or private institution. The Board and technical staff perform their duties impartially and transparently, act independently of market interests and take autonomous decisions free from political interference.

ERE exercises its institutional independence in accordance with the principles of legality, transparency and accountability in decision-making. In performing its functions, ERE cooperates with the ministry responsible for energy and other public institutions on matters falling within their respective areas of responsibility, while maintaining its regulatory independence and autonomy at all times.

1.2 ERE’s mission and objectives

ERE’s mission is no longer limited to administering licences and approving tariffs. Under the new legal framework, ERE plays a central role in establishing the conditions for a competitive, flexible, secure and sustainable market; ensuring transparent and non-discriminatory network access; protecting and empowering customers; and integrating the Albanian market with regional and European markets.

In carrying out its functions, ERE seeks to balance the interests of customers, operators and investors with the public interest, while upholding the principles of legality, proportionality,

transparency, non-discrimination and economic efficiency. This role is particularly important in the context of the energy transition, increased generation from renewable sources, the development of storage, digitalisation, aggregation and active customer participation.
Under Law No. 24/2023 "On the Promotion of the Use of Energy from Renewable Sources", ERE's regulatory mission also encompasses the integration of renewable energy into the market and network, the determination of regulatory arrangements relating to renewable energy obligations, the assurance of transparent and non-discriminatory network access and the administration of the guarantees of origin system. ERE is the national issuing body for guarantees of origin and approves the rules governing their issuance, transfer, redemption and revocation or cancellation.

1.3 Scope of regulation

Law No. 59/2026 "On the Electricity Sector" regulates electricity generation, transmission, distribution and supply. Unlike the previous framework, it also expressly covers aggregation, demand response, market operation, electricity storage and the operation of recharging points. ERE's regulatory services and supervisory functions must therefore be considered within this broader framework, which encompasses:

- electricity generation and the conditions governing that activity;
- transmission, distribution and network operation;
- electricity supply, trading and the operation of the organised market;
- electricity storage, subject to the licensing or registration regime established by law;
- aggregation and the participation of aggregators, including independent aggregators;
- demand response and flexibility mechanisms;
- network access and connection, including the non-discriminatory treatment of new system users;
- electric vehicle recharging points, to the extent and in the manner provided for by the legal framework;
- customer protection, active customers and their participation in the market;
- renewable energy sources, self-generation, renewable energy communities and guarantees of origin;
- tariffs, methodologies, codes, market rules and service quality standards;
- market monitoring, competition, operator performance and compliance with legal and regulatory obligations.

1.4 Main powers and services

Licensing, registration and regulatory authorisations

ERE administers licensing procedures for activities for which a licence is required by law, as well as procedures for the modification, transfer, renewal and revocation of licences. Under Law No. 59/2026, documentation and procedures must be interpreted in light of the new categories of electricity-related activities and the transitional provisions.

Electricity storage

Electricity storage is among the activities covered by Law No. 59/2026 "On the Electricity Sector". The legal framework lays down specific provisions for the development and operation of electricity storage facilities and provides, where applicable, for their licensing and registration.

In particular, Law No. 59/2026 contains transitional provisions concerning the registration with

ERE of electricity storage facilities that were under development or in operation when the Law entered into force. Registration is intended to identify and record information on storage facilities falling within the scope of these provisions and to establish their status under the requirements of the new legal framework.

ERE administers the registration process in accordance with the provisions and time limits established by law, on the basis of the information and documentation submitted by the entities concerned. Registration and licensing are distinct procedures, and the treatment of each case depends on the applicable legal provisions, the characteristics of the facility and the status of the activity concerned.

Storage associated with generation facilities

Law No. 59/2026 also contains specific provisions concerning electricity storage associated with generation activities. The regulatory treatment of such cases is assessed in light of the particular project configuration, the relationship between the storage and generation facilities, the status of the existing activity and the relevant technical and legal documentation.

In this context, ERE examines applications and notifications submitted by entities and assesses, as appropriate, the application of provisions concerning registration, licensing or other regulatory procedures under the legislation in force. This assessment is without prejudice to the powers of other institutions responsible for authorisations or approvals required by the applicable legislation.

Aggregation, demand response and flexibility

Aggregation is an important new element of the market framework. ERE is responsible for ensuring that the regulatory framework enables aggregators, including independent aggregators, to participate in electricity markets under transparent and non-discriminatory conditions. The relevant rules must define roles and responsibilities, data exchange arrangements, imbalance responsibility and dispute resolution mechanisms.

In cooperation with market participants and end consumers, ERE establishes the technical requirements for the participation of demand response in electricity markets, including through aggregated loads. Customers are therefore no longer regarded solely as passive recipients of electricity: they may also provide flexibility and participate in market mechanisms under the conditions laid down by law.

Electric vehicle recharging points

Law No. 59/2026 “On the Electricity Sector” expressly includes the operation of recharging points within its scope. Article 2 provides that activities relating to the operation of recharging points fall within the relationships regulated by the Law, while Article 3(5), in defining “electricity activity”, also includes the operation of recharging points.

In exercising its regulatory functions, ERE performs the duties assigned to it by law in relation to this activity. In particular, Article 24(k) provides for ERE to monitor the connection conditions and charges applicable to new electricity generators, energy storage facilities and recharging points.

The Law also contains provisions linking the operation of recharging points to the regulatory regime administered by ERE. In this regard, Article 45(7), concerning licence revocation, also refers to a licence for the operation of a recharging point, while Article 46(2) includes the operation of recharging points among the activities for which the transfer of assets used to carry out the activity is regulated.

The regulatory treatment of recharging point operation and the determination of requirements for carrying out this activity shall comply with Law No. 59/2026 and the regulatory acts adopted for its implementation, taking account of the nature and characteristics of the activity, network connection conditions and the principles of transparency, competition and non-discrimination.

Renewable energy sources and energy communities

In promoting the use of energy from renewable sources, ERE exercises the functions and powers conferred upon it by Law No. 24/2023 "On the Promotion of the Use of Energy from Renewable Sources" and the secondary legislation adopted for its implementation, together with its powers under Law No. 59/2026 "On the Electricity Sector". ERE's regulatory activities in this area aim to support the integration of renewable energy into the electricity system and market, ensure transparent and non-discriminatory network access, create conditions for the participation of self-generators in the market and protect customers' rights and interests.

Under the legal framework governing renewable energy sources and Council of Ministers Decision No. 368, dated 20 May 2026, ERE also exercises specific powers concerning renewable energy self-generators and the net billing compensation scheme. In this context, ERE approves and supervises the regulatory framework for connection to the distribution system, examines complaints concerning rejected connection applications and approves the necessary amendments to the Regulation on New Connections, the Distribution Code and the Metering Code, in accordance with the procedures established by the legislation in force.

ERE also exercises powers relating to the operation of the net billing scheme by approving the model standard agreement between the Universal Service Supplier/Supplier of Last Resort and self-generators benefiting from the scheme, as well as the general terms and conditions of the standard agreement for self-generators and licensed suppliers in the free market. In accordance with the methodology and criteria established by the applicable framework, ERE also approves the purchase price of electricity injected into the network by self-generators supplied by the Universal Service Supplier/Supplier of Last Resort.

Through these functions and the other powers assigned to it under renewable energy legislation, including those relating to guarantees of origin, ERE contributes to a transparent and non-discriminatory regulatory framework for the development of renewable energy, self-generation and self-consumption, their integration into the electricity market and the advancement of the energy transition.

Active customers

Law No. 59/2026 "On the Electricity Sector" gives end consumers a more active role in the electricity market. Where the statutory conditions are met, they may not only consume electricity but also generate, store or sell self-generated electricity and participate in aggregation, demand response and flexibility schemes. Under Article 96(1), end consumers are entitled to act as active customers without being subject to disproportionate or discriminatory technical or administrative requirements, procedures or charges.

In relation to active customers, ERE exercises its regulatory and supervisory functions concerning the electricity market, network use, tariffs, aggregation, balancing and customers' relationships with licensed entities. By approving rules and methodologies within its competence and monitoring operators and market participants, ERE seeks to ensure that active customers can participate under transparent and non-discriminatory conditions, without unjustified obstacles to

the exercise of their statutory rights. Network access and use are particularly important in this regard. An active customer may consume electricity from the network and, depending on the configuration of its facilities, inject electricity into it. In exercising its powers to approve tariffs and supervise system operators, ERE ensures that network tariffs and related conditions are applied transparently and without discrimination. In particular, Article 96(3)(dh) provides that active customers shall be subject to cost-reflective, transparent and non-discriminatory network tariffs, calculated separately for electricity injected into the network and electricity consumed from it.

ERE also plays a regulatory role in enabling active customers to participate in the market through aggregation and demand response. Under Article 96(3), active customers may act directly or through aggregation, sell self-generated electricity and provide demand response and flexibility services. ERE exercises its statutory powers to regulate and monitor the market, aggregation and relationships between market participants, with a view to ensuring that active customer participation is not impeded by discriminatory or unjustified conditions.

1.5 ERE's organisation, Board and financing

ERE is governed by a Board consisting of the Chairman and four members. The Chairman and Board members are elected by the Assembly for a five-year term, which may be renewed only once, in accordance with the criteria and procedures laid down in Law No. 59/2026.

The Board takes decisions in accordance with the Law and the Regulation on ERE Organisation, Operation and Procedures. ERE's decisions must state the reasons on which they are based, in accordance with the legislation in force, and are made public to ensure transparency in regulatory activities and decision-making. They are published on ERE's official website, while those for which publication in the Official Gazette is expressly required by law are also published there.

Parties may request a review of a decision within 7 (seven) calendar days, subject to the conditions laid down by law. Board decisions may be appealed before the Administrative Court of Tirana within 45 (forty-five) calendar days of their publication in the Official Gazette. An appeal does not suspend the validity of a decision unless the court rules otherwise.

ERE's budget is approved by the Board, and ERE has autonomy over its use. Its financial resources comprise regulatory fees, licence fees and other fees provided for by sector-specific legislation. ERE's financial activities are audited by an auditor selected by ERE from the public register of certified auditors, in accordance with the legislation in force.

2. RULES AND PROCEDURES FOLLOWED BY ERE

2.1 Procedural framework

Administrative procedures before ERE are conducted in accordance with Law No. 59/2026, Law No. 102/2015 "On the Natural Gas Sector", Law No. 24/2023 "On the Promotion of the Use of Energy from Renewable Sources", the Code of Administrative Procedures, legislation governing collegial bodies, the right to information and personal data protection, and ERE's regulatory acts.

In each procedure, ERE examines the submitted documentation, verifies its competence and the standing of the parties, requests additional information where necessary, safeguards the right to be heard and adopts a reasoned decision based on the facts, evidence and applicable legal framework.

2.2 How is a procedure initiated before ERE?

A procedure may be initiated upon an entity's request, following a customer complaint or a request for dispute resolution, on the basis of an application for a licence or licence modification,

or in response to a request concerning tariffs, development plans, certification, guarantees of origin or other matters within ERE's competence. In the cases provided for by law, ERE may also initiate a procedure on its own initiative.
For activities newly recognised by Law No. 59/2026, including storage, aggregation and demand response, the applicable procedure is determined by the relevant legal provisions and ERE's regulatory acts.

2.3 Hearings and stakeholder participation

ERE may organise technical and public hearings to clarify facts, discuss technical and economic matters, receive comments from the parties and enhance transparency in decision-making. Hearings are organised in accordance with the law and ERE's procedural rules.

2.4 Board meetings and decision-making

The Board considers matters that require collegial decision-making under the law and applicable regulatory acts. These include licences and licence amendments, tariffs and methodologies, certifications, codes and rules, regulatory instruments of general application, guarantees of origin where a Board decision is required, administrative measures and other matters provided for by law.

2.5 Licensing procedures

Applicants submit their applications and supporting documentation in accordance with the law and the Licensing Regulation. ERE examines the formal completeness of each application and its technical, legal and financial substance. The initiation of a procedure does not prejudge the final decision or relieve the applicant of the obligation to meet the substantive licensing requirements.
Where a decision depends on a preliminary matter falling within the competence of another authority, ERE acts in accordance with the Code of Administrative Procedures. A request for clarification or an act from another authority must concern a matter that has a genuine bearing on the lawfulness of the decision-making process and must not be used to transfer regulatory responsibility.

2.6 Registration of electricity storage facilities

Where registration is required under Law No. 59/2026, ERE records identifying, technical and legal information concerning the facility and its operator. Registration is intended to establish an accurate record of storage capacity and clarify the status of entities under the transitional provisions. Registration does not, in itself, confer the rights associated by law with holding a licence. During the transitional period established by Law No. 59/2026, however, registration is a prerequisite for recording and pursuing the relevant procedures by entities operating or developing electricity storage activities that fall within the statutory transitional regime. Compliance with the registration requirement does not replace the obligation to obtain a licence where one is required by law.

2.7 Access to information

ERE conducts its activities in accordance with the principle of transparency. Information on decisions, consultations, tariffs, market data and regulatory acts is published on its official website, subject to statutory restrictions concerning trade secrets, confidentiality and personal data protection.

3. DETERMINATION OF REGULATED TARIFFS AND PRICES

ERE approves tariffs and methodologies for regulated activities in accordance with the principles

of transparency, non-discrimination, economic efficiency and recovery of reasonable costs. Network tariffs should provide appropriate signals for efficient system use, investment and the integration of renewable energy sources, storage and flexibility, without discriminating between categories of network users.

When reviewing tariff applications, ERE analyses required revenues, operating costs, investments, depreciation, losses, service quality and other factors specified in the relevant methodologies. Investment implementation and performance indicators may influence the regulatory assessment and any corresponding adjustments.

Under Law No. 24/2023, ERE approves the methodology for the renewable energy obligation and determines that obligation in accordance with statutory requirements. In relation to renewable energy communities and self-generators, ERE exercises its regulatory powers to determine and approve the relevant tariffs and methodologies and monitors their implementation, in accordance with the principles of transparency, proportionality and non-discrimination laid down in the legislation in force.

4. MONITORING OF THE MARKET AND REGULATED ACTIVITIES

Monitoring is one of ERE's core functions. The new legal framework broadens the focus beyond formal compliance with licence conditions to encompass market operation, competition, network performance, quality of supply, balancing, flexibility, customers' rights and the integration of new resources. ERE's monitoring covers, among other matters:

- the operation of, and competition in, wholesale and retail markets;
- prices, offers, market participant behaviour and market transparency;
- the performance of the Transmission System Operator and Distribution System Operator, service quality and network security;
- compliance with codes, market rules, balancing rules and network access conditions;
- implementation of investment and network development plans;
- participation by aggregators, demand response and the development of flexibility;
- integration and operation of electricity storage;
- compliance with customer rights, including those of active customers;
- compliance by suppliers and operators with their obligations;
- service quality and network security performance indicators.

ERE publishes periodic information on market operation in accordance with Law No. 59/2026. Its monitoring activities are based on reports, market data, information supplied by operators, checks and inspections, and analyses conducted by ERE's departments and units.

Where infringements are identified, ERE may require corrective action and, where the statutory conditions are met, impose the administrative measures provided for by law. Each measure must be reasoned and proportionate to the nature and seriousness of the infringement.

5. DRAFTING AND APPROVAL OF REGULATORY ACTS

ERE approves regulations, methodologies, codes, rules, standard contracts and other regulatory acts within the powers conferred upon it by law. The new legal framework requires the review of existing acts and the drafting of new ones to address storage, aggregation, demand response, flexibility, customer rights, market integration and the requirements of the acquis applicable under the Energy Community framework.

Draft acts subject to public consultation are published, and stakeholders are given an opportunity to submit comments. The responsible department or unit examines the comments and

recommendations received and provides reasons for accepting or rejecting them. Consultation periods and procedures are governed by the legislation in force and ERE's rules. Acts concerning individual matters or specific administrative procedures are examined and approved in accordance with the procedures and time limits established by sector-specific and administrative legislation.

In all cases, ERE's decisions are based on the principles of legality, transparency, impartiality and proportionality, together with the duty to give reasons for decisions.

6. CUSTOMER PROTECTION AND EMPOWERMENT

Customer protection is a fundamental objective of regulation. Law No. 59/2026 extends this concept beyond the continuity and quality of supply to include transparency in contracts and billing, the right to switch suppliers, access to consumption data, dynamic electricity price contracts, aggregation and active participation in the market.

6.1 Information and billing

ERE ensures that bills and billing information are accurate, clear, concise and understandable. End consumers are entitled to receive bills and billing information free of charge and, upon request, a clear explanation of how their bills have been calculated.

6.2 Offer comparison platform

One of the new services of direct relevance to customers is the online platform for comparing electricity supply offers. Law No. 59/2026 requires ERE to provide free access to an independent comparison tool operated by ERE, covering the market and enabling customers to compare suppliers' offers, including dynamic electricity price offers, on the basis of clear and objective criteria.

In accordance with these requirements, the comparison platform operates independently of market participants, ensures equal treatment of suppliers, presents information in clear and understandable language, provides accurate and up-to-date data and is accessible to persons with disabilities. Through this platform, ERE enables customers to compare the offers available on the market and make more informed choices about their electricity supplier and supply offer.

6.3 Active customers, self-generation and flexibility

Active customers represent a new form of customer participation in the electricity market. Under Article 3 of Law No. 59/2026 "On the Electricity Sector", an active customer is a end consumer, or a group of end consumers acting jointly, who consumes or stores electricity generated on their premises, sells self-generated electricity or participates in flexibility or energy efficiency schemes, provided that these activities do not constitute their primary commercial or professional activity.

The rights and conditions governing active customers are specifically regulated by Article 96 of Law No. 59/2026. In this context, active customers may act directly or through aggregation, sell self-generated electricity, participate in flexibility and energy efficiency schemes and use energy storage systems, subject to the conditions laid down by law.

Under Article 96 and the other provisions of the Law governing network access, aggregation, demand response, flexibility, metering and market operation, ERE exercises its regulatory and supervisory functions to ensure that active customers can participate under transparent, proportionate and non-discriminatory conditions.

Within ERE's statutory powers, these functions include the approval and supervision of rules and methodologies relating to network access and use, network tariffs, metering and data management, relationships with suppliers and system operators, and the participation of active customers, directly or through aggregation, in flexibility and demand response mechanisms.

In exercising these powers, ERE monitors respect for active customers' rights and compliance with the corresponding obligations, with a view to ensuring that active customer status is not subject to unjustified or discriminatory procedures, tariffs or conditions, without prejudice to obligations relating to network use, metering, balancing and secure system operation.

6.4 Aggregation and customer protection

Under Article 3 of Law No. 59/2026 "On the Electricity Sector", aggregation is the function whereby a natural or legal person combines the loads of several consumers or the electricity generated for sale, purchase or auction in the electricity market. An aggregator is a market participant that carries out this activity.

Under Article 99 of Law No. 59/2026, customers have the right to purchase and sell electricity services, including aggregation services, independently of their electricity supply contract, and to obtain those services from an electricity undertaking of their choice. Before concluding a contract, the aggregator must inform the customer of the contractual terms and conditions of the services offered and, at the customer's request, make available, free of charge, the relevant demand response data or data concerning electricity supplied and sold.

In this context, Article 99 of Law No. 59/2026 requires ERE to prepare and publish detailed regulations on aggregation, the obtaining of licences for aggregation activities and the implementation of aggregation contracts.

ERE also exercises its regulatory and supervisory functions to ensure that customers participating in aggregation can exercise their rights without discrimination and are not subjected to discriminatory tariffs or technical or administrative requirements or procedures by the network operator or supplier as a result of entering into an aggregation contract.

ERE's role in this area is also linked to Article 96 of the Law, which entitles active customers to act directly or through aggregation, provide demand response services and participate in flexibility and energy efficiency schemes.

6.5 Complaints and disputes

ERE handles customer complaints and resolves disputes falling within its competence under the legislation in force, in accordance with the procedures established by law and ERE's regulatory acts. These functions include, among other matters, examining compliance with customer rights, the fulfilment of obligations by licensees, service quality, compliance with contractual and regulatory conditions and disputes between licensees concerning regulated activities. In handling complaints and resolving disputes, ERE ensures a transparent, impartial and non-discriminatory process while protecting customers' rights and interests. Market developments also give rise to new categories of disputes, including those relating to aggregation, imbalance responsibility, access to data and relationships between new market participants.

7. ENGAGEMENT WITH THIRD PARTIES AND NATIONAL AND INTERNATIONAL INSTITUTIONS

ERE cooperates with the Assembly of Albania, the ministry responsible for energy, public authorities, system operators, market participants, consumer organisations and other stakeholders, while respecting the division of powers and its regulatory independence.

At international level, ERE cooperates with regulatory authorities in other countries, the Energy Community Secretariat, the Energy Community Regulatory Board (ECRB), the European Union Agency for the Cooperation of Energy Regulators (ACER) and other regulatory organisations, in accordance with the applicable legal framework. Integration of the Albanian market requires coordination on cross-border capacity issues, network codes and guidelines, organised markets, balancing, security of supply and regional development.

In carrying out this cooperation, ERE retains its decision-making powers and fulfils the obligations arising under Albanian law and the commitments undertaken by the Republic of Albania within the framework of the Energy Community.