



Friday, 28 October 2016

ANNOUNCEMENT

ERO with the Assistance of NARUC has compiled the Customer Electronic Database and developed a Proactive Approach on Information and Transparency

Representatives of National Agency of Regulatory Utilities Commissions (NARUC) of United States of America (USA) have stayed at the Energy Regulatory Office (ERO) to compile together with ERO staff the electronic customer database.

ERO and NARUC, with the financial aid of United States Agency for International Development (USAID), are in a strong regulatory partnership since 2008. This partnership has enabled ERO's professional staff to benefit from the best USA hundred years regulatory practices.

The aim of the last activity, carried out from 24 to 28 October 2016, was the improvement of customer care services. On this occasion, experts of NARUC and ERO worked on creating an electronic customer database.

The creation of this database is appraised as an important step towards strengthening of ERO's customer care services, through establishing of more favourable conditions for resolution of customer complaints in a shorter time, as well as to intensify the monitoring on energy sector operators to their customers care approach.

Also, NARUC experts worked with ERO staff in compiling a Communication Plan Framework which aims to involve all stakeholders in the regulatory processes. With this regard, NARUC experts also held meetings with energy sector operators, representatives of the Assembly of Kosovo and journalists. These meetings provided NARUC experts with a general overview of the sector and ideas for more appropriate ways of involving these parties in regulatory processes.

The Acting Chairman of ERO Board, MR. Krenar Bujupi, expressed his gratitude towards USAID and NARUC for the continuous support they have provided to ERO in developing its professional capacities, contributing this way to the overall improvement of the energy sector functioning, which is essential for the economic development of the country.