

REGULATION OF ELECTRICITY SUPPLY QUALITY

Seminar organised by Autorità per l'energia elettrica e il gas
Milan, June 8, 2001

INTRODUCTION

Electricity market regulation should entail a clear definition of the service supplied to the customer. Tariff and price regulation without quality regulation may result into unintended and misleading signals to quality levels. Quality regulation is designed to ensure that cost cuts are not introduced by electric utilities at the expense of quality. Performance-based regulation includes quality factors, with the twofold aim of preventing any quality decrease and introducing mechanisms that may lead to quality improvement.

Following its establishment in March 2000, the Council of European Energy Regulators (CEER) launched a Working Group on Quality of Supply, aimed at comparing levels, standards and regulation strategies for electricity supply quality through European countries.

The Working Group has produced a comparative report that will be presented and discussed during the CEER Seminar *Regulation of Electricity Supply Quality*.

Aim of the Seminar is:

- to analyse and compare regulatory approaches and policies regarding commercial quality (i.e. the quality of relationships between suppliers and customers), continuity of supply (the number and duration of outages), and voltage quality in European as well as non-European countries;
- to discuss the inter-relationship between tariffs or revenues and quality in performance-based regulation;
- to highlight the value of quality for customers also with a view at the liberalisation of the retail market.

Regulation of electricity supply quality: Why and how

Roberto Malaman / *CEER Working Group on Quality of Supply – Chairman*

REGULATION OF ELECTRICITY SUPPLY QUALITY IN EUROPEAN COUNTRIES

- **Portugal**
Eduardo Teixeira / *ERSE*
- **United Kingdom**
John Scott / *OFGEM*
- **Italy**
Sergio Garribba / *AEEG*
- **Spain**
Sergio Garcia Lastra / *CNE*
- **Norway**
Tore Langset / *NVE*

- **Netherlands**
Viren Ajodhia / *DTE*
- **Finland**
Kenneth Hanninen / *EMV*

NEW DIMENSIONS OF QUALITY REGULATION

- **Customer worth of supply and application to future regulation of distribution systems**
Goran Strbac / *UMIST - UK*
- **Quality of service in performance-based regulation: US experiences**
Bruce Biewald / *Synapse Energy Economics – United States*
- **Quality of service regulation in Argentina**
Victor Aguero / *ENRE - Argentina*
- **Completing the internal energy market. Public service objectives in electricity**
Bonifacio Garcia-Porras / *European Commission, Directorate General of Transport and Energy*