

Performance Standards for Electricity/Natural Gas Supply Activity

2021 standards from 2021.07.07

Status: Act uninforced

Version from: 7 July 2021 until 30 June 2022

Enter into force:

1 July 2022 Year

Performance Standards for Electricity/Natural Gas Supply Activity

Act Date: 30-Jun-2021

Issuer: National Energy Regulatory Authority

Chapter I: General provisions

Section 1: Purpose and scope

Article 1

The performance standard for the Electricity/Natural Gas Supply Activity, still reflects the *standard*, regulates the minimum quality requirements for the Electricity/Natural Gas Supply Activity, means the Continuing *Supply*Activity, and the way of tracking and evaluating the performance of the activity of electricity/natural gas suppliers, hereinafter referred to as *Suppliers*, establishing:

- a)Quality indicators for Providing Activity and Guaranteed Changes of these indicators;
- B) compensations that they have the obligation to pay in the case of their guaranteed rulers of quality indicators for the Supply Activity;
- C)Specific indicators of suppliers' activities;
- D)how to report information on the quality and performance of the activities carried out by the Providers;
- e)the way of evaluating the activities carried out by the Providers.

Article 2

(1) The provisions of this Standard shall apply in relations between suppliers and:

- a) Natural or legal persons of care ask the supplier for an offer of supply;
 - B) Natural or legal persons who solicit the supplier to conclude a supply contract;
 - C) End-customers with care are concluded supply contracts, for the entire period of their validity;
- final customers, in order to mediate the relations with the operators referred to in Article 3(1)(b);
- the operators referred to in Article 3(1)(b);
- F) National Energy Regulatory Authority.

(2)The provisions of this Standard shall also apply by license holders with a complementary right to supply electricity and license forms with the right to resale electricity, care of electricity to final customers connected directly to the electrical installations they are operating, as well as by economic operators who are not required to have access to the license, but perform the activity of Providing electricity to final customers.

Section 2:Abbreviations and definitions

Article 3

(1)Abbreviations used in this Standard have the following meanings:

a)*ANRE* - National Energy Regulatory Authority;
B)*OR* — Transmission system operator, distribution operator, including a closed distribution system, Amonte Supply Pipe Operator related to natural gas production, system/network/conductor is connected to the final customer's electricity/natural gas consumption site.

(2)Within this standard, the following terms have the following meanings:

a)*compensations* - amount of money that the provider is obliged to pay if the guaranteed level of a quality indicator is not respected;
B)*penalty claims* - amount of money that the supplier is obliged to pay in the event that he does not pay the compensation within the time limit set by this standard;
C)*quality indicator* - indicator measuring the quality of supply activities carried out by a supplier;
D)*specific performance indicator* - indicator expressing the degree of achievement of the objectives set with regard to the Assurance of active supply qualities carried out by a provider;
e)*guaranteed level of the quality indicator* - the minimum quality level to be respected by each supplier in order for the activity carried out to be considered of quality;
Applicant - any natural or legal person who submits a request to the supplier;
g)*request* - any request, complaint, complaint, petition, appeal, complaint or any other form of address transmitted to the supplier, relating to the Activity carried out by the supplier and/or by the OR, which is explicitly or implicitly expected to be answered or terminated;
Workingday - any calendar day other than Saturday, Sunday or days declared free at national level.

(3)The terms usable in this Standard shall be supplemented by those defined in the Electricity and Gas Act No123/2012, as amended, as well as in the applicable legislation in the field of electricity/natural gas.

II:Indicatorii Quality for Providing Activity

Section 1:Definition of Quality Indicators for the Supply Activity

Article 4

The quality of the supply activity shall be assessed on the basis of the following quality indicators:

a)IC1 — the response time to a request to send a supply offer;
B)IC2 — the response time to a request to conclude a supply contract;

- C)IC3 — the response time to a request for modification/completion of a supply contract;
- D)IC4 — the response time to a request relating to an invoice issued;
- e)IC5 — response time to a pyrotechnic/limitation to the place of consumption, where appropriate, unduly ordered by the supplier;
- F)IC6 — the transmission time to the UAA of a request to resume the complaint at the place of consumption, where it is/limited has been ordered by the supplier;
- g)IC7 — the time for sending an incoming request to the OR related to the field of activity of the UAA;
- H)IC8 — time to submit the reply received from the OR to the applicant;
- I)IC9 — response time to a request related to the switching process;
- J)IC10 — the response time to a request related to the Supply Activity, the object of which is not included among the quality indicators expressly provided in the THAT standard;
- K)IC11 — the time to pick up a phone call made through the Telephone Service.

Article 5

- (1)The supplier is obliged to publish on its website the telephone number, fax number, e-mail address, online form and correspondence address for the receipt of requests related to the Supply Activity.
- (2)On receipt, the supplier is obliged to register, with a unique number, each request.
- (3)Requests received by suppliers on non-working days or working days after the end of working hours with the public shall be recorded on the next working day.
- (4) The supplier is the obligation to communicate the registration number to the applicant in accordance with the regulations in force. Any return to that request shall refer to the allocated registration number.
- (5) Upon receipt of a request for care concerns his field of activity, the provider is obliged to analyse the issues raised and to respond to the outcome of the possibility of the research carried out and the measures ordered, as appropriate.
- (6)In the case of care, for the place of consumption, the contract with or is concluded by the provider, upon receipt of a request for care shall relate to the area of activity of the respective OR, the provider shall be required to submit it for analysis, i.e. to send the reply received from the OR to the applicant.
- (7)Requests which do not contain correct contact details or particulars enabling the applicants to be identified with regard to the transmission of the response may be classified without the supplier issuing a response, provided that the supplier can justify this solution.
- (8) The Provider is the obligation to transmit the reply to the applicant through the same means of communication by receiving the request or, if applicable, by the manner specified in the requests or agreed upon by mutual agreement.
- (9)The obligation of the supplier to respond to requests received shall be deemed to have been fulfilled on the date of delivery of the reply.

Section 2:Guaranteed levels of quality indicators for Supply Activity

SUBSECTION 1:2.1. IC1 — response time to a request to submit a Supply Offer

Article 6

(1)The Provider is the obligation to respond to a request for a Supply Offer, by sending, as the case may be,:

- a)the type of supply of electricity and/or natural gas;
- B)notices regarding the necessity of transmitting data/information regarding the formalities of an offer for the supply of electricity and/or personalised natural gas;
- C)the justified refusal in the situation in which it cannot comply with the request for the transmission of an offer for the supply of electricity and/or natural gas.

(2) The quality indicator shall be determined as the number of working days from the date of registration with the supplier of the call for tenders or of the data/information necessary for the preparation of the personalised tender submitted by the applicant until the date of submission to the applicant of the justified offer/refusal, as appropriate.

(3)The guaranteed level of this indicator is:

- a)for the Electricity Supply Activity, 15 working days;
- B)for the natural gas supply activity, 5 working days.

4.Where the level guaranteed in paragraph 3 is exceeded, the supplier shall pay the applicant appropriate compensation referred to in Annex 1.

SUBSECTION 2:2.2. IC2 — response time to a request to conclude a supply contract

Article 7

(1)The quality indicator shall be determined as the number of working days from the date of registration with the supplier of all documents necessary to activate the supply contract until the date of submission to the applicant of the contract signed by the supplier.

(2)The guaranteed level of the quality indicator shall be 5 working days.

3.Where the level guaranteed in paragraph 2 is exceeded, the supplier shall pay the applicant appropriate compensation referred to in Annex 1.

SUBSECTION 3:2.3. IC3 — response time to a request for modification/completion of a Supply contract

Article 8

(1)The quality indicator shall be determined as the number of working days from the date of registration with the supplier of the imposing modification/completion of the Supply Contract or of the data/information/documents necessary for its modification/completion until the date of submission to the applicant of the amendment signed by the supplier/refusal, as the case may be.

(2)The guaranteed level of the quality indicator shall be 5 working days.

3.Where the level guaranteed in paragraph 2 is exceeded, the supplier shall pay the applicant appropriate compensation referred to in Annex 1.

SUBSECTION 4:2.4. IC4 — time to reply to a request for an invoice issued

Article 9

1.The quality indicator shall be determined as the number of working days from the date of registration with the supplier of a request relating to an invoice issued up to the date of the submission of the reply to the request to the applicant.

(2)The guaranteed level of the quality indicator shall be 5 working days.

(3)In the situation under care, the solution of the requests involves the verification of consumption measurement data, sent to OR a request for verification of these data, as well as the communication to the applicant of the response received from the OR shall be carried out in compliance with the guaranteed rights of the quality indicators set out in Articles 12 and 13, for the compliance with which the supplier pays the final customer the compensation in accordance with Annex 1.

4.Where the level guaranteed in paragraph 2 is exceeded, the supplier shall pay the applicant appropriate compensation referred to in Annex 1.

SUBSECTION 5:2.5. IC5 — time to respond to a home referral/limitation found at the place of consumption, where applicable, unduly ordered by the supplier

Article 10

1.The quality indicator shall be determined as the number of working days from the date of registration with the supplier of a complaint concerning the house/limitation to the place of consumption, where applicable, unduly ordered by the supplier, until the date of the submission to the applicant of the reply to the complaint.

(2)The guaranteed level of the quality indicator shall be 5 working days.

3.Where the level guaranteed in paragraph 2 is exceeded, the supplier shall pay the applicant appropriate compensation referred to in Annex 1.

(4)If it is found that the market/limitation at the place of consumption, as the case may be, has been unduly ordered by the supplier, they are obliged to pay a compensation of 50 lei/day from the date of interruption/limitation to the place of consumption until the date of resumption to the respective place of consumption.

SUBSECTION 6:2.6. IC6 — transmission time to OR of a request for resumption of the complaint at the place of consumption, where it is/limitation has been ordered by the supplier

Article 11

(1)The quality indicator shall be determined as the number of hours from the moment of registration with the supplier of the mandatory retrieval of the return, accompanied by supporting documents and proof of payment of the fee/tariff related to the resumption of the supply at the place of consumption, as well as by the proof of the establishment of the financial guarantee, now the case, until the supplier communicates the request for resumption of supply at the place of consumption.

(2)The guaranteed level of the quality indicator is 4 ore during working hours.

3.Where the level guaranteed in paragraph 2 is exceeded, the supplier shall pay the applicant appropriate compensation referred to in Annex 1.

SUBSECTION 7:2.7. IC7 — time to send an incoming request to the OR related to the scope of the UAA

Article 12

1.The quality indicator shall be determined as the number of days from the date of registration with the supplier of an application related to the scope of the OR until the date of its submission to the UAA.

(2)The guaranteed level of the quality indicator is 3 working days.

3.Where the guaranteed level of the quality indicator referred to in paragraph 2 is exceeded, the supplier shall pay the applicant appropriate compensation referred to in Annex 1.

SUBSECTION 8:2.8. IC8 — time to submit the reply received from the RB to the applicant

Article 13

1.The quality indicator shall be determined as the number of days from the date of registration with the supplier received from the RB until the date of its transmission to the applicant.

(2)The guaranteed level of the quality indicator is 3 working days.

3.Where the guaranteed level of the quality indicator referred to in paragraph 2 is exceeded, the supplier shall pay the applicant appropriate compensation referred to in Annex 1.

SUBSECTION 9:2.9. IC9 — response time to a request related to the switching process

Article 14

1.The quality indicator shall be determined as the number of working days from the date of registration with the supplier of a request relating to the switching process concerning its scope of activity until the date of the submission of the reply to the request to the applicant.

(2)The guaranteed level of the quality indicator shall be 5 working days.

3.Where the level guaranteed in paragraph 2 is exceeded, the supplier shall pay the applicant appropriate compensation referred to in Annex 1.

(4) The quality indicator refers to the demand for care for late change, change of mistake or unjustified refusal to change provider.

SUBSECTION 10:2.10. IC10 — time to reply to a request relating to the Supply Activity, the subject of which is not one of the quality indicators expressly provided for in this Standard TEPENT

Article 15

1.The quality indicator shall be determined as the number of working days from the date of registration of the request with the supplier until the date of submission of the reply to the applicant.

(2)The guaranteed level of the quality indicator shall be 20 working days, except for the situation in which the response deadline is set in the regulations in force in the field, in which case the guaranteed level of the quality indicator shall be equal to the respective term.

3.Where the guaranteed level of the quality indicator referred to in paragraph 2 is exceeded, the supplier shall pay the applicant appropriate compensation referred to in Annex 1.

SUBSECTION 11:2.11. IC11 — time to pick up a telephone call via the Telephone Service (call centre)

Article 16

1.The quality indicator shall refer to the request for a human operator to take charge of the telephone call made during the working hours of the telephone service (call centre) made available by the provider for customer relations.

(2) The quality indicator shall be determined as the time between the selection of the call pick-up option to a human operator and the time of its takeover by the Human Operator.

(3) The guaranteed level of the quality indicator is 8 minutes.

4. Where the guaranteed level of the quality indicator referred to in paragraph 3 is exceeded, the supplier shall pay the applicant appropriate compensation referred to in Annex 1.

Section 3: Payment of compensators for non-compliance with guaranteed currencies of quality indicators for Supply Activity

Article 17

(1) In order to exceed the guaranteed currencies of quality indicators for the Supply Activity, Suppliers shall be obliged to pay from their own initiative to the applicant the compensation due provided in Annex no. 1.

(2) Compensation care can be achieved:

a) by means of invoices, by offsetting, successively, through invoices, successively, through invoices, by offsetting, successively, through external invoices, etc. (3) and until the settlement of the payment bonds;

B) by direct payment to the applicant, in accordance with the contractual provisions of the Supply regarding the method of return of the amounts to the final customer or according to the payment methods Notified by the applicant, within a maximum of 5 working days from the date of receipt of the information necessary to make the payment.

(3) With the transmission responds to the applicant, the supplier is obliged to inform him about the compensations they are entitled to receive, namely the manner of making its payment in accordance with the provisions of paragraph (2) letter a), as well as the right to opt for direct payment by the suppliers, provided that the data and information necessary for the payment is transmitted within 10 working days. The supplier shall provide the applicant with at least one means of direct payment of the compensation at no additional cost; if in care the applicant chooses a method of payment involving additional costs from the supplier, they shall be borne by the applicant, except where payment is made by bank transfer.

(4) If the information received from the applicant is incorrect or is not transmitted within the time limit provided for in paragraph (3), the supplier shall make the payment of the compensation in accordance with paragraph (2)(a).

(5) If the supplier fails to pay compensations in accordance with the standard of THIS, the amounts owed by the supplier shall be increased by default interest equal to the level of interest due for the failure to pay the obligations to the state budget in due time, in accordance with the provisions of Law No 227/2015 on the Code of Fiscal Procedure, as amended, in accordance with the day immediately following the exceedance of the guaranteed level of the quality indicator and up to the date of making the compensatory payment due including.

(6) The penalty interest referred to in paragraph (5) shall not be paid if there is a misunderstanding between the suppliers and the applicant regarding the obligation of the provider to make the payment, and the misunderstanding is the subject of a complaint submitted to ANRE or of a solution solution in front of a court, for the period between the dates of its onset and the dates of the settlement.

Article 18

(1)The documents by which compensation is paid by the provider shall include quality indicators for which the payment is made.

(2)Where the payment of compensation for non-compliance by the OR with the performance indicators set out in the Performance Standards for the services provided is made through the provider, they shall be specified separately on the payment documents.

(3)Payment by providers of compensation/penalty interest shall not exempt him from paying Altor Dame established by the Supply Contract, from other applicable regulations and/or by the court.

Article 19

(1)The applicant shall be entitled to address complaints to ANRE regarding the way providers regulate care obligations according to the standard of care.

(2) The supplier owed to the applicant for payment of the compensation and to see the related penalty, as the case may be, including in the event that the provider is sanctioned by ANRE for violating the provisions of this standard.

III:Modalitatea tracking and evaluation of the quality and performance of the supplier's activities

SECTION 1: Provider's specific performance indicators

Article 20

(1)The assessment of the compliance of suppliers with the guaranteed level related to the quality indicator shall be made by determining a specific performance indicator (PSI), determined as follows:

$$ISP(i) = \text{SGN}(i)/\text{NST}(i) \times 100 (\%)$$

where:

$$I = 1 \Rightarrow 11;$$

NSG(i) = the number of requests related to the IC(i) quality indicator to which the conditions characteristic of the corresponding IC(i) quality indicator have been answered;

NST(i) = total number of supplier's applications for the IC(i) quality indicator.

2.Applications classified in accordance with the provisions of Article 5(7) shall not be taken into account when calculating the specific performance indicator.

Section 2: Providers' reporting and publication of information related to Quality and Performance of Supply Activities

Article 21

(1)In order to monitor and evaluate the Quality and Supply activity, the supplier that carried out the activity of Supply on the Retail Market shall be obliged to submit to ANRE, separately for each activity carried out, the following information:

a)reports related to the quality indicators for the Supply Activity, using the Macheta set out in Annex 2;

B)the report on specific performance indicators of the supplier's activity, drawn up in accordance with Annex no. 3.

(2)The information referred to in paragraph (1) shall be sent to ANRE with information about the submission assumed by the legal representatives or by the person(s) empowered to legally represent the supplier.

(3)The information referred to in paragraph (1) shall be reported by the supplier, separately, for each supply activity, as appropriate, in the electronic format provided by ANRE, quarterly, until the end of the month following the quarter for which the reporting is carried out.

(4) The supplier who did not carry out the activity of Providing on the Retail Market during the reporting period shall submit to ANRE an information in this regard.

Article 22

(1) The supplier shall be obliged to publish on its website the reports referred to in Article 21(1) on the date of their transmission to ANRE.

(2) The supplier shall be obliged to maintain the reports referred to in Article 21(1) on its website for a period of at least 3 years from the date of their publication.

(3)Supplier is the obligation to keep for a minimum period of 5 calendar years data that was the basis for the calculation of the specific performance indicators in this Standard.

Section 3:Assessment of supplier's activities on the Retail Electricity Market/Natural Gas

Article 23

The quarterly assessment of the activity carried out by the supplier on the Retail Market for Electricity/Natural Gas shall be carried out on the basis of the score obtained by ANRE of a score for each specific performance indicator referred to in Article 20(1), depending on the degree of compliance with the guaranteed currencies of the quality indicators, as follows:

- a)for a degree of compliance between 95 % and 100 %, 5 points shall be awarded;
- B)for a degree of compliance between 85 % and 94.99 % shall be awarded 4 points;
- C)for a degree of compliance between 75 % and 84.99 %, 3 points shall be awarded;
- D)for a degree of compliance between 50 % and 74.99 %, 2 points shall be awarded;
- e)for a degree of compliance between 0 % and 49.99 %, 1 point shall be awarded.

Article 24

In order to inform final customers about the quality and performance levels of the supply activities carried out by each supplier, ANRE publishes/updates quarterly, in interactive web applications called “Comparator-type offers of electricity supply” and “Comparator type offers-type of gas supply supply”, the following information:

- a) the degree of compliance with the guaranteed currencies of the quality indicators quantified by the specific performance indicators and the debtors obtained by each supplier, establish in accordance with the provisions of Article 23;
- B) the average response time to the requests received, for each quality indicator;
- C)the evolution of the degree of compliance with guaranteed currencies of quality indicators, determined as a ratio between the degree of compliance with the guaranteed level of quality indicators corresponding to two consecutive quarters for the care of informed detainees.

Article 25

On the basis of the information reported by the Providers according to this standard, ANRE prepares and publishes on its website an annual report assessing the quality of the Supply activity carried out by Suppliers on the Retail Electricity Market/Natural Gas.

Chapter IV: Dispoziții

Article 26

(1) Compensations/Payment interest due by suppliers according to the Standard THIS shall not be paid in cases of force majeure, declared in accordance with legal provisions, care directly prevents suppliers from complying with the guaranteed quotas of the quality indicators set out in this Standard.

(2) Where a major situation affects the values of the reports related to the quality indicator, the provider shall complete in the reporting it submits to ANRE a section of “Comments” in care shall specify the influence on the affected indicator.

Article 27

In Competitive Market Supply Contracts, for the quality indicators set out in this Standard, amounts of compensation for grants and default penalty due, care may not be lower than those set out in this Standard, as well as guaranteed levels of quality indicators dealing with not exceeding the guaranteed levels prescribed by this Standard.

Article 28

The compensation provided for in the framework contracts for the supply of electricity, regulations by providers of last resort customers receiving universal service in care in which the new offer for the universal service is notified within the deadline set out in the framework contract for the supply of electricity, is RON 100, to which RON 50 is added for each day of delay, starting on the second day of delay.

Article 29

Annexes 1-3 is an integral part of this Standard.

Annex 1: Compensations granted by suppliers for non-compliance with the guaranteed level of quality indicators for the Supply Activity

No. crt.	Quality indicator — CI	Guaranteed level	Compensation awarded in the event of failure to achieve the guaranteed level
0	1	2	3
1.	IC1 — response time to a request to submit a Supply Offer	15 working days for Electricity Supply Activity 5 working days for Gas Supply Activity	100 lei to care add 50 lei for each day of delay, starting with the second day of delay
2.	IC2 — response time to a request to conclude a supply contract	5 working days	100 lei to care add 50 lei for each day of delay, starting with the second day of delay
3.	IC3 — response time to a request	5 working days	100 lei to care add 50 lei for

	for modification/completion of a Supply contract		each day of delay, starting with the second day of delay
4.	IC4 — time to reply to a request for an invoice issued	5 working days	100 lei to care add 50 lei for each day of delay, starting with the second day of delay
5.	IC5 — time to respond to a home referral/limitation found at the place of consumption, where applicable, unduly ordered by the supplier	5 working days	100 lei to care add 50 lei for each day of delay, starting with the second day of delay
6.	IC6 — transmission time to OR of a request for resumption of the complaint at the place of consumption, where it is/limitation has been ordered by the supplier	4 hours during working hours	12 lei/hour of delay
7.	IC7 — time to send an incoming request to the OR related to the scope of the UAA	3 working days	100 lei to care add 50 lei for each day of delay, starting with the second day of delay
8.	IC8 — time to submit the reply received from the RB to the applicant	3 working days	100 lei to care add 50 lei for each day of delay, starting with the second day of delay
9.	IC9 — response time to a request related to the switching process	5 working days	100 lei to care add 50 lei for each day of delay, starting with the second day of delay
10.	IC10 — time to reply to a request relating to the Supply Activity, the object of which is not one of the quality indicators expressly provided for in the standard	20 working days	100 lei to care add 50 lei for each day of delay, starting with the second day of delay
11.	IC11 — time to pick up a telephone call via the Telephone Service (call centre)	8 minutes during working hours	0.20 lei/minute

**Annex 2: Reports on quality indicators for Providing Activity of.....
(Electricity/natural gas).....**

Supplier:

Telephone number:

Fax:

E-mail:

Website:

Reporting period:

Contact person for reported data:

No. crt.	Quality indicators	Final customer advice	CI VALUE	Comments
0	1	2	3	4
IC1 — response time to a request to submit a Supply Offer				
1	Number of requests received from suppliers	housewife		
		non-household		
		Total		
2	Number of requests received from care providers were ranked	housewife		
		non-household		
		Total		
3	The number of applications for care has been respected with the guaranteed level of the quality indicator	housewife		
		non-household		
		Total		
4	Number of requests for care breached the guaranteed level of quality indicator	housewife		
		non-household		
		Total		
5	Number of compensations paid for non-compliance with the guaranteed level of the quality indicator	housewife		
		non-household		
		Total		
6	Compensatory amounts paid for non-compliance with the guaranteed level of the quality indicator (RON)	housewife		
		non-household		
		Total		

7	Values See penalty paid for the Provider’s Payment Obligations House as a result of tracking the guaranteed level of the quality indicator (lei)	housewife		
		non-household		
		Total		
8	Average response time to a request	housewife		
		non-household		
		Total		
IC2 — response time to a request to conclude a supply contract				
9	Number of requests received from suppliers	housewife		
		non-household		
		Total		
10	Number of requests received from care providers were ranked	housewife		
		non-household		
		Total		
11	The number of requests received by the care provider respected the guaranteed level of quality indicator	housewife		
		non-household		
		Total		
12	The number of requests received by the care provider breached the guaranteed level of quality indicator	housewife		
		non-household		
		Total		
13	Number of compensations paid for non-compliance with the guaranteed level of the quality indicator	housewife		
		non-household		
		Total		
14	Compensatory amounts paid for	housewife		

	non-compliance with the guaranteed level of the quality indicator (RON)	non-household		
		Total		
15	Values See penalty paid for the Provider's Payment Obligations House as a result of tracking the guaranteed level of the quality indicator (lei)	housewife		
		non-household		
		Total		
16	Average response time to a request	housewife		
		non-household		
		Total		
IC3 — response time to a request for modification/completion of a Supply contract				
17	Number of requests received from suppliers	housewife		
		non-household		
		Total		
18	Number of requests received from care providers were ranked	housewife		
		non-household		
		Total		
19	The number of requests received by the care provider respected the guaranteed level of quality indicator	housewife		
		non-household		
		Total		
20	The number of requests received by the care provider breached the guaranteed level of quality indicator	housewife		
		non-household		
		Total		
21	Number of compensations paid for non-compliance with the guaranteed level of the quality	housewife		
		non-household		

	indicator	Total		
22	Compensatory amounts paid for non-compliance with the guaranteed level of the quality indicator (RON)	housewife		
		non-household		
		Total		
23	Values See penalty paid for the Provider’s Payment Obligations House as a result of tracking the guaranteed level of the quality indicator (lei)	housewife		
		non-household		
		Total		
24	Average response time to a request	housewife		
		non-household		
		Total		
IC4 — time to reply to a request for an invoice issued				
25	Number of requests received by the supplier (This indicator includes only those requests that do not require verification of consumption measurement data by OR.)	housewife		
		non-household		
		Total		
26	Number of requests received by care providers were ranked (This indicator only includes requests that are not required Verification of consumption measurement data by RB.)	housewife		
		non-household		
		Total		
27	Number of care requests required verification of measurement data by OR	housewife		
		non-household		
		Total		
28	The number of requests for care has been respected with the guaranteed level of the quality indicator (This indicator only includes those requests that do	housewife		
		non-household		
		Total		

	not require verification of consumption measurement data by the OR.)			
29	The number of requests for care was breached the guaranteed level of the quality indicator (This indicator includes invoice proposals that did not require Verification of consumption measurement data by the RB.)	housewife		
		non-household		
		Total		
30	Number of compensations paid for non-compliance with the guaranteed level of the quality indicator (This indicator includes only those care requests did not require verification of measurement data by OR.)	housewife		
		non-household		
		Total		
31	Compensatory amounts paid for non-compliance with the guaranteed level of the quality indicator (This indicator includes only those requests that do not require verification of measurement data by the OR.) (lei)	housewife		
		non-household		
		Total		
32	Rate of penalty charges paid for the House of Payment Obligations of providers due to non-compliance with the guaranteed level of the quality indicator (This indicator includes only those care requests did not require the verification of measurement data by the OR.) (lei)	housewife		
		non-household		
		Total		
33	Average response time (This indicator includes only those requests that are not required to check the measurement data by OR.)	housewife		
		non-household		
		Total		
IC5 — time to respond to a home referral/limitation found at the place of				

consumption, where applicable, unduly ordered by the supplier				
34	Number of referrals received by the supplier	housewife		
		non-household		
		Total		
35	Number of referrals received by care providers were ranked	housewife		
		non-household		
		Total		
36	Number of referrals received by the care provider respected the guaranteed level of quality indicator	housewife		
		non-household		
		Total		
37	Number of referrals received by the care provider breached the guaranteed level of quality indicator	housewife		
		non-household		
		Total		
38	Number of compensations paid for non-compliance with the guaranteed level of the quality indicator	housewife		
		non-household		
		Total		
39	Compensatory amounts paid for non-compliance with the guaranteed level of the quality indicator (RON)	housewife		
		non-household		
		Total		
40	Values See penalty paid for the Provider's Payment Obligations House as a result of tracking the guaranteed level of the quality indicator (lei)	housewife		
		non-household		
		Total		
41	Average response time	housewife		

		non-household		
		Total		
42	Number of interruptions/limitations at the place of consumption, if any, unduly ordered by the supplier (this value is not added to “Total quality indicators”).	housewife		
		non-household		
		Total		
43	Compensatory amounts paid for interruptions/limits at the place of consumption, where applicable, unduly ordered by the supplier(s) (this value is not summed up under ‘Total quality indicators’)	housewife		
		non-household		
		Total		
IC6 — transmission time to OR of a request for resumption of the complaint at the place of consumption, where it is/limitation has been ordered by the supplier				
44	The number of places for use in care was ordered by the paediatric provider/limitation of supply	housewife		
		non-household		
		Total		
45	Number of requests received by suppliers to find at the place of consumption	housewife		
		non-household		
		Total		
46	Number of consumption places in care resumed	housewife		
		non-household		
		Total		
47	Number of applications submitted by the provider to the OR	housewife		
		non-household		
		Total		

48	The number of requests submitted by the provider or for care has been respected with the guaranteed level of the quality indicator	housewife		
		non-household		
		Total		
49	The number of requests submitted by the provider or for care was breached the guaranteed level of the quality indicator	housewife		
		non-household		
		Total		
50	Number of compensations paid for non-compliance with the guaranteed level of the quality indicator	housewife		
		non-household		
		Total		
51	Compensatory amounts paid for non-compliance with the guaranteed level of the quality indicator (RON)	housewife		
		non-household		
		Total		
52	Values See penalty paid for the Provider’s Payment Obligations House as a result of tracking the guaranteed level of the quality indicator (lei)	housewife		
		non-household		
		Total		
53	Average transmission time	housewife		
		non-household		
		Total		
IC7 — time to send an incoming request to the OR related to the scope of the UAA				
54	Number of requests received from suppliers	housewife		
		non-household		
		Total		
55	Number of requests received by	housewife		

	the supplier which have been closed	non-household		
		Total		
56	Number of requests received from suppliers and transmission to OR	housewife		
		non-household		
		Total		
57	The number of requests received by the provider and transmission to OR for care has been respected with the guaranteed quality indicator level	housewife		
		non-household		
		Total		
58	The number of requests received by the provider and the transmission to the RB for care breached the guaranteed level of quality indicator	housewife		
		non-household		
		Total		
59	Number of compensations paid for non-compliance with the guaranteed level of the quality indicator	housewife		
		non-household		
		Total		
60	Compensatory amounts paid for non-compliance with the guaranteed level of the quality indicator (RON)	housewife		
		non-household		
		Total		
61	Values See penalty paid for the Provider's Payment Obligations House as a result of tracking the guaranteed level of the quality indicator (lei)	housewife		
		non-household		
		Total		
62	Average transmission time	housewife		
		non-household		

		Total		
IC8 — time to submit the reply received from the RB to the applicant				
63	Number of responses received by the provider from the OR	housewife		
		non-household		
		Total		
64	Number of replies received by the provider from the UAA and forward to the applicant	housewife		
		non-household		
		Total		
65	The number of responses received by the provider from OR and sent to the applicant for care was respected with the guaranteed level of quality indicator	housewife		
		non-household		
		Total		
66	Number of responses for care breached the guaranteed level of quality indicator	housewife		
		non-household		
		Total		
67	Number of compensations paid for non-compliance with the guaranteed level of the quality indicator	housewife		
		non-household		
		Total		
68	Compensatory amounts paid for non-compliance with the guaranteed level of the quality indicator (RON)	housewife		
		non-household		
		Total		
69	Values See penalty paid for the Provider's Payment Obligations House as a result of tracking the guaranteed level of the quality indicator (lei)	housewife		
		non-household		
		Total		

70	Average time for transmission to the applicant of the response received from the UAA	housewife		
		non-household		
		Total		
IC9 — response time to a request related to the switching process				
71	Number of requests received from suppliers	housewife		
		non-household		
		Total		
72	Number of requests received by the supplier which have been closed	housewife		
		non-household		
		Total		
73	The number of applications for care has been respected with the guaranteed level of the quality indicator	housewife		
		non-household		
		Total		
74	Number of requests for care breached the guaranteed level of quality indicator	housewife		
		non-household		
		Total		
75	Number of compensations paid for non-compliance with the guaranteed level of the quality indicator	housewife		
		non-household		
		Total		
76	Compensatory amounts paid for non-compliance with the guaranteed level of the quality indicator (RON)	housewife		
		non-household		
		Total		
77	Values See penalty paid for the	housewife		

	Provider's Payment Obligations House as a result of tracking the guaranteed level of the quality indicator (lei)	non-household		
		Total		
78	Average response time	housewife		
		non-household		
		Total		
IC10 — time to respond to a request relating to the Supply Activity other than those expressly provided for in the standard				
79	Number of requests received from suppliers	housewife		
		non-household		
		Total		
80	Number of requests received from care providers were ranked	housewife		
		non-household		
		Total		
81	The number of requests received by the care provider respected the guaranteed level of quality indicator	housewife		
		non-household		
		Total		
82	The number of requests received by the care provider breached the guaranteed level of quality indicator	housewife		
		non-household		
		Total		
83	Number of compensations paid for non-compliance with the guaranteed level of the quality indicator	housewife		
		non-household		
		Total		
84	Compensatory amounts paid for non-compliance with the guaranteed level of the quality	housewife		
		non-		

	indicator (RON)	household		
		Total		
85	Values See penalty paid for the Provider's Payment Obligations House as a result of tracking the guaranteed level of the quality indicator (lei)	housewife		
		non-household		
		Total		
86	Average response time	housewife		
		non-household		
		Total		
IC11 — time to pick up a telephone call via the Telephone Service (call centre)				
87	Number of telephone calls made via the Telephone Service (call centre)	housewife		
		non-household		
		Total		
88	The number of phone calls for care has been selected the option of taking over by a human operator	housewife		
		non-household		
		Total		
89	The number of phone calls for care has been selected the option of taking over by a human operator and care has been taken over by a human operator	housewife		
		non-household		
		Total		
90	The number of telephone calls for care has been selected by a human operator and taken over by a human operator, for care the guaranteed level of quality indicator has been respected	housewife		
		non-household		
		Total		
91	The number of calls from final customers who selected the pick-up option and was taken	housewife		
		non-household		

	over by a human operator, for care, the guaranteed level of the quality indicator was breached	Total		
92	Number of compensations paid for non-compliance with the guaranteed level of time for a human operator to take a telephone call made via the Telephone Service (call centre)	housewife		
		non-household		
		Total		
93	Amount of compensation paid for failure to comply with the guaranteed level of time for a human operator to take a telephone call made via the Telephone Service (lei)	housewife		
		non-household		
		Total		
94	Values See penalty paid for the Provider’s Payment Obligations House as a result of tracking the guaranteed level of the quality indicator (lei)	housewife		
		non-household		
		Total		
95	Average time for a human operator to receive a telephone call made via the Telephone Service (call centre)	housewife		
		non-household		
		Total		
TOTAL QUALITY INDICATORS				
96	Total number of breaches of guaranteed currencies of quality indicators	housewife		
		non-household		
		Total		
97	Total number of compensations for non-compliance with guaranteed currencies of quality indicators	housewife		
		non-household		
		Total		
98	Total amount of compensation for non-compliance with guaranteed currencies of quality	housewife		
		non-household		

	indicators	Total		
99	First page for penalty payments due to payment obligations of the provider	housewife		
		non-household		
		Total		
No. crt.	Reporting related to Art. 28 of the Standard*	Final customer advice	VALUE	Comments
1	Number of compensations paid by providers of last instance to customers receiving universal service if they fail to notify the New Universal Service Tender within the deadline set out in the framework contract for the Supply of Electricity	housewife		
		non-household		
		Total		
2	Total amount of compensation paid by providers of last instance to customers receiving universal service if the care fails to notify the New offer for the Universal Service within the deadline set out in the framework contract for the supply of electricity	housewife		
		non-household		
		Total		

*This table is to be filled in only by suppliers of last resort electricity.

Annex No 3: Report on the specific performance indicators of the activities of the suppliers
of.....
.....
.....
.....
.....
..... (Electricity/natural gas).....

Supplier:

Telephone number:

Fax:

E-mail:

Website:

Reporting period:

Contact person for reported data:

No. crt.	Name of the quality indicator (I)	Number of incoming requests related to the CI	No. of requests for care has been respected guaranteed level of CI	Degree of fulfilment of the CI determined by the specific performance indicator (ISP) (%)
0	1	2	3	$4 = (3/2) * 100$
1.	IC1 — response time to a request to submit a Supply Offer			
2.	IC2 — response time to a request to conclude a supply contract			
3.	IC3 — response time to a request for modification/completion of a Supply contract			
4.	IC4 — time to reply to a request for an invoice issued			
5.	IC5 — time to respond to a home referral/limitation found at the place of consumption, where applicable, unduly ordered by the supplier			
6.	IC6 — transmission time to OR of a request for resumption of the complaint at the place of consumption, where it is/limitation has been ordered by the supplier			
7.	IC7 — time to send an incoming request to the OR related to the scope of the UAA			
8.	IC8 — time to submit the reply received from the RB to the applicant			
9.	IC9 — response time to a request related			

	to the switching process			
10.	IC10 — time to reply to a request relating to the Supply Activity, the object of which is not one of the quality indicators expressly provided for in the standard			
11.	IC11 — time to pick up a telephone call via the Telephone Service (call centre)			

Published in Official Gazette No 670 of 7 July 2021