



MEDREG

Commercial Quality in Energy Service Provisions Algerian case

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Introduction



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Introduction

- ❑ Consumer protection is a fundamental concern of public authorities.
- ❑ The public service of electricity and gas, as defined in Law n°. 02-01 of February 5, 2002, on the electricity and gas distribution by pipes, aims to guarantee the supply of electric and gas energy to all customers in the better conditions of equity, continuity, security, quality and equal treatment.
- ❑ The reforms initiated with the promulgation of Law n°02-01, assigned CREG with three main missions :
 - Realization and control of public service,
 - Advising the authorities on organization and functioning of the electricity and Algerian gas market,
 - Supervision and control of the respect of laws and regulations related to the electricity and the national gas market.





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1) Regulatory framework governing quality of service



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Law 02-01 of 5 February 2002

Law 02-01 of 5 February 2002 (https://www.creg.dz/Lois/Loi02_01fr.pdf), on the electricity and gas distribution by pipes, reinforces the general scheme of consumer protection, notably through :

- ❑ **More transparency** (The regulatory texts define the responsibilities and the commitments of each operator to be followed and respected),
- ❑ **Non-discrimination** (Connection, network access, equal treatment, ...),
- ❑ **Dissemination of information** (Breakdowns, interruptions and scheduled maintenance,),
- ❑ **Better support of consumer's interests** (Procedures on handling complaint, ...),
- ❑ **Commitments on the quality of service** (Concession regime, performance indicators,...).

Main implementing texts

- ❑ **Executive Decree No. 05-182 - of May 1, 2005** on the regulation of tariffs and the remuneration of the activities of transport, distribution and **supply** of electricity and gas.
<https://www.creg.dz/D%C3%A9crets%20ex%C3%A9cutifs/Decret%20ex%C3%A9cutif%20N%C2%B0%2005-182.pdf>
- ❑ **Executive Decree No. 08-114 of April 9, 2008**, fixing the terms and conditions for the award and withdrawal of electricity and gas distribution concessions.
<https://www.creg.dz/D%C3%A9crets%20ex%C3%A9cutifs/D%C3%A9cret%20ex%C3%A9cutif%20n%C2%B0%2008-114.pdf>
- ❑ **Executive Decree No. 10-95 of March 17, 2010** setting the economic rules for the rights of connection to networks and other actions necessary to meet customer demand for electricity and gaz.
<https://www.creg.dz/D%C3%A9crets%20ex%C3%A9cutifs/D%C3%A9cret%20ex%C3%A9cutif%20n%C2%B010-95.pdf>



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2) Commercial quality as seen by the distributor –Concession-



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Assessment of the public service obligation

- ❑ The public service is currently under concession regime throughout the whole country. Now Algeria counts 1 subsidiary company of the historical operator "Sonelgaz Holding" named "SADEG" in charge of distribution of electricity and gas.
- ❑ Specific standards concerning the quality of the supply and customer service as well as control, have been defined and concerned the following aspects :
 - Commercial (The customer credit period for each type of customer).
 - Financial (technical and non technical losses on Low and Medium Voltage and Pressure).
 - Technical (time and average frequency of outages related to distribution incidents).

Commercial quality of service parameters

In addition to the performance indicators set as part of the monitoring and control of the concession system, the distributor follows the following commercial parameters :

- Troubleshooting time (electricity and Gas).
- Customer connection time (simple connection (varies from 3 to 15 days) and extension of electricity and gas networks (varies from 18 to 106 days).
- Complaints processing time (varies from 1 day to 15 days).
- Customer information (Procedures, Pricing, Breakdowns, Planned outages,).
- Advice and assistance (Subscription, Billing, Energy saving, Safety of indoor installations, ..).

Services provided to the customer

- ❑ Digitalization of network and customer (Remote control of medium voltage networks, Remote reading of MV meters,).
- ❑ Development of Close Relationship (creation of new districts and commercial agencies, consultancy offices, Organization of information and awareness campaigns,.....).
- ❑ Introduction of new digital services:
 - Online invoice. <https://consulter-factures.elit.dz/>
 - Online payment of LV / LP invoices. <https://baridinet.poste.dz/sonelgaz>
<https://epayment.elit.dz/payementFacture.xhtml?sd=SDA>
 - Online submission and treatment for connection demands of Small and Medium-sized Enterprise / Small and Medium-sized Industries.
 - SMS information “A3limni”.
 - National Contact Center (Call Center 33 03).





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3) Commercial quality as seen by CREG



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CREG duties

The law 02-01 provides CREG an important role in safeguarding the consumers energy interests. In this context, CREG is responsible for :

- Controlling and assessing the public service obligations.
- Handling complaints and appeals of operators, network users and customers.
- Determination of tariffs.
- Publishing useful information for the defense of consumer's interests.

Setting up within CREG of two departments one dedicated to consumer protection and another one in charge of quality and public service

CREG achievement

- ❑ Approval by CREG of two procedures submitted by the distributors, one for handling complaints and another for connecting to the network (2013).
- ❑ Setting up within CREG an appeal procedure for unsatisfied customers of processing their complaint, by their distributor (2013).
- ❑ Conduct periodic audits to check compliance with connection procedures and handling of customer complaints.

CREG achievement

- Handling appeals .
- Organization of information days and meetings with operators, consumers and consumer associations (information on the reform of the sector, provisions dealing with their rights and obligations and relations with operators).
- Approval by the Minister of Energy of a list of the different services and price lists (customer connection, maintenance fees and penalties for interruption and restoration service .. etc..).
- Setting tariffs.

CREG achievement

- ❑ Prevention and awareness campaigns as regard the risks of bad use of energy (specially on electric shock and gas leak).
- ❑ Setting up its website where a special section is dedicated for consumers
 - Online appeal.
 - Listen Box Consumers (FAQ).
 - The electricity and gas bill calculator.
 - How to read invoice,...
- ❑ Publishing useful information for the defense of consumer's interests.



The screenshot displays the website of the Commission de Régulation de l'Electricité et du Gaz (CREG) in Algeria. The header includes the national emblem and text in Arabic and French: 'الجمهورية الجزائرية الديمقراطية الشعبية' and 'République Algérienne Démocratique et Populaire', followed by 'وزارة الطاقة' and 'Ministère de l'Énergie'. The main title is 'لجنة ضبط الكهرباء و الغاز' and 'Commission de Régulation de l'Electricité et du Gaz'. A navigation menu at the top has three items: 'Législation', 'Opérateurs', and 'Consommateurs', with the latter highlighted in green. Below the menu, the 'Obligations' section is visible, featuring a heading 'DROITS ET OBLIGATION' in green. A dropdown menu is open under 'Consommateurs', listing various services: 'Droits et Obligations', 'Tarification', 'Soutien de l'état', 'Procédure de raccordement', 'Comment lire votre facture', 'Comment lire votre compteur', 'Estimer votre facture', 'Demander une information', 'Faire un recours', 'Conseils et sécurité', and 'Associations consommateurs'. The page also features a blue map of Algeria on the right side.

Conclusion

- ❑ The rules and principles of consumer protection are described and defined in various regulatory texts.
- ❑ Consumers have the right to have easy and clear access to information relating to the services provided by their distributor, in particular on their rights and obligations. They must exercise this right by educating themselves.
- ❑ Distributor must respond as best as possible to the concerns and expectations of consumers, in compliance with regulations.
- ❑ CREG have to ensure, through the exercise of its legal powers, set out in Law No. 02-01, compliance with the regulations governing the customer-distributor relationship, so as to remind each of the two parties of their rights and obligations. This is why CREG must be endowed itself with more means and tools and enforcement power.

Conclusion

- ❑ The challenge of any National Regulatory Agency is to bring together the interests and expectations of consumers with the interests of the operators, in order to guarantee a quality public service that satisfy the consumer.
- ❑ The establishment of an effective system for handling and processing consumer complaints is very important to control the way in which the consumers and their requests are treated by the distributor.



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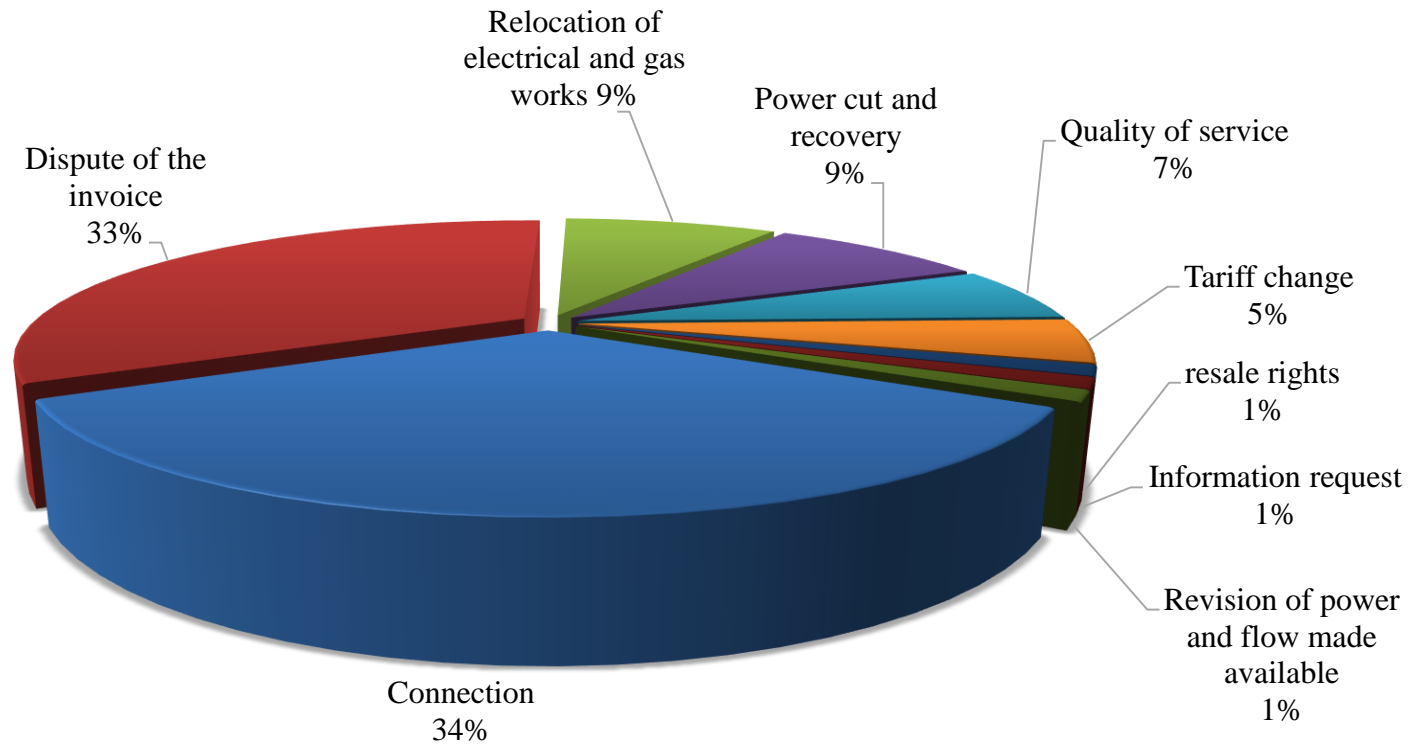
Via Fieno, 3
20123 Milan | Italy

www.medreg-regulators.org



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Processing of appeals by CREG in 2020



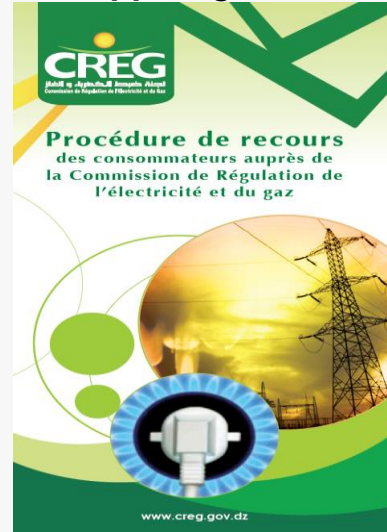
Quartly « Equilibres »



Consumer guide



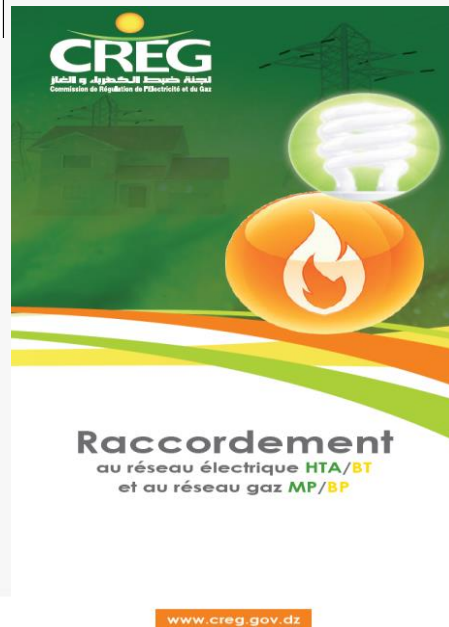
Appeal guide



Safety booklet



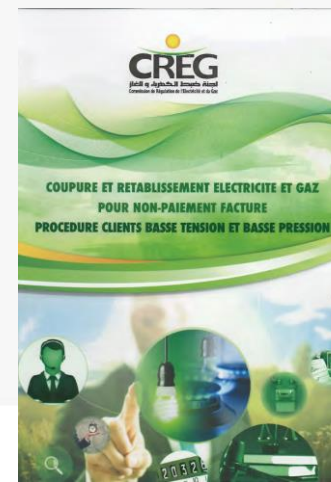
New connexion guide



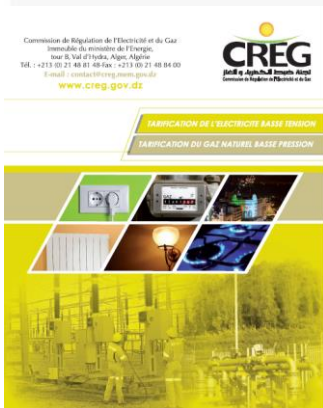
Complaint guide



Cut off and recovery guide



Tarif brochure



Publishing useful information



Online appeal



Formulaire de recours

Coordonnées du plaignant

Nom / Raison sociale :(*)

NÂ° de portable :(*)

NÂ° de téléphone :

Adresse :(*)

Email :(*)

Déposez-vous un recours pour le compte d'un client, groupe de clients ou entreprise ?(*)
 Oui Non

Votre qualité :(*)

Nom de/des plaignants :(*)

Précisions concernant votre recours :

Wilaya :(*)

Commune :

Adresse du litige :(*)

Type d'énergie :(*) Electricité Gaz Electricité & Gaz

Type d'usage :(*) Domestique Commercial Industriel

Autres

Référence client / numéro du contrat :

Motif de votre recours :(*)
-- CHOISISSEZ LE MOTIF DE VOTRE RECOURS --

Réponses du distributeur:

Joindre une copie de tous vos courriers /courriels /fax de réclamation :(*)
 Aucun fichier sélectionné. (RAR, ZIP,PDF,WORD)

Avez-vous reçu une /des réponse (s) écrite (s) de votre distributeur ?(*)
 Oui Non

Si oui, Joindre une copie de toutes les réponses :(*)
 Aucun fichier sélectionné. (RAR, ZIP,PDF,WORD)

Avez-vous contacté un autre organisme ? Précisez :

Joindre une copie de toutes les correspondances avec cette instance:
 Aucun fichier sélectionné. (RAR, ZIP,PDF,WORD)

Description brève de l'objet du recours :

Solutions souhaitées:

Taper le texte de l'image :(*)

CAPTCHA Image [\[Changer l'image \]](#)

Listen Box Consumers



Consommateur : Vous avez une question ?

● La réponse se trouve peut-être dans notre foire aux questions

- 🔍 Où puis-je trouver des renseignements ?
- 🔍 Comment se raccorder aux réseaux ?
- 🔍 Qui réalise le raccordement ?
- 🔍 Quels sont les délais de raccordement ?
- 🔍 De quelle puissance ou débit je peux bénéficier ?
- 🔍 Comment choisir le tarif ?
- 🔍 Que comprend ma facture ?
- 🔍 Comment estimer ma facture d'énergie ?
- 🔍 De quel délai je dispose pour payer ma facture ?
- 🔍 Comment régler ma facture ?
- 🔍 Comment réduire ma facture d'énergie ?
- 🔍 En cas de problème, à qui dois-je m'adresser ?
- 🔍 Quand et Comment saisir la CREG ?

● Si vous ne trouvez pas la réponse à votre question sur notre site web, vous pouvez écrire à Ecoute-Conso@creg.gov.dz ou remplir le formulaire en ligne ci-dessous. N'oubliez pas d'y mentionner clairement vos nom, prénom et adresse e-mail. Nos services prendront en charge votre demande et vous transmettrons une réponse .

Ecoute-Consommateur

Je suis :(*)
 Un particulier Un professionnel Autres

Nom :(*)
Nom

Prénom :(*)
Prénom

Adresse:
adresse

Wilaya :(*)
Wilaya


Email :(*)
Email

N° de téléphone :(*)
N° de téléphone

Objet:
Objet

Votre message :(*)

Taper le texte de l'image :(*)

 [\[Changer l'image \]](#)

Envoyer



The electricity and gas bill calculator



Calculateur de facture d'électricité et de gaz

Clients ménages du tarif progressif d'électricité 54 M et du tarif progressif gaz 23M

Type d'énergie : Electricité & Gaz
 Electricité

Consommation d'électricité: (?) kWh

Consommation de gaz: (?) Thermies
 m3

Wilaya :

Commune :

PMD: (?) kW

Type de paiement : Agence Commerciale
 Poste

Calculer



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How to read your invoice

COMMENT LIRE VOTRE FACTURE

Espace information

Montant de votre consommation moyenne par jour : 29 39,52 DA/jour

Contribution au coût permanent du système : 30 5,05 DA

Evolution de votre consommation

Information importante: Vous pouvez régler votre facture au niveau de n'importe quelle agence commerciale, au niveau des bureaux d'Algérie poste, par virement, Par chèque bancaire ou postal, par paiement en ligne.

Pour plus de détails sur votre facture, veuillez consulter le site www.sdc.dz

Facture de consommation de l'Electricité et du Gaz

Société par action au capital social de: 64 000 000 000,00 DA

Direction de distribution: BELOUIZDAD

RC N°: 05/0970521 B 06

NIS: 000516019000263

NIF: 096916010012742

RIB N°: 00100623030030068482

RIP N°: 00799999000038062618

Agence commerciale: SAID HAMDINE

348 LOGEMENTS Bt 42

Assistance Dépannage Réclamation Pour Plus d'informations

Mesures de l'Agence commerciale

Facture n°: 518200902629

Etablie le: 28/09/2020

Référence /PDL: 16209 18 13230 1 27

Lieu de consommation: CT SIDI YAHIA B

Prochaine relève vers le: 25/12/2020

Client n°: 5197P003764

NIF: [redacted]

RC N°: [redacted]

Le trimestre 2020

Vos consommations		Montant en DA HT	
Consommation	Montant en DA HT	Consommation	Montant en DA HT
Electricité	655,00 kWh	2 693,56	
Gaz	201,60 Th	33,91	
Redevances fixes HT (Abonnement) (DA)	164,16		
Frais & Prestation HT (DA)	0,00		
Montant HT (DA)	2 891,63		
TVA à 9% (DA)	84,85		
TVA à 19% (DA)	370,28		
Total TVA (DA)	455,13		
Droit Fixe sur consommation (DA)	100,00		
Taxe d'habitation (DA)	150,00		
Contribution (DA)	0,00		
Montant REPE (DA)	0,00		
Montant RGPE (DA)	0,00		
Net à payer TTC (DA)	3 596,76		
Timbre (paiement en espèce) (DA)	36,00		
Total à payer (en espèces) (DA)	3 632,76		
Date limite du paiement	16/10/2020		

Nous vous informons qu'en application des dispositions de l'article 85 du Décret Exécutif 10-95 du 17.03.2010, vous êtes redevable d'un montant de DA, faute de quoi la fourniture d'énergie sera suspendue.

1 Informations sur la facture :

- Le numéro de la facture.
- La date de l'établissement de la facture.
- Référence du lieu de consommation : c'est un numéro unique qui est attribué par votre distributeur pour vous identifier
- Adresse du lieu de consommation.
- La date prévisionnelle de la prochaine relève de votre compteur.

2 Informations et coordonnées du distributeur :

