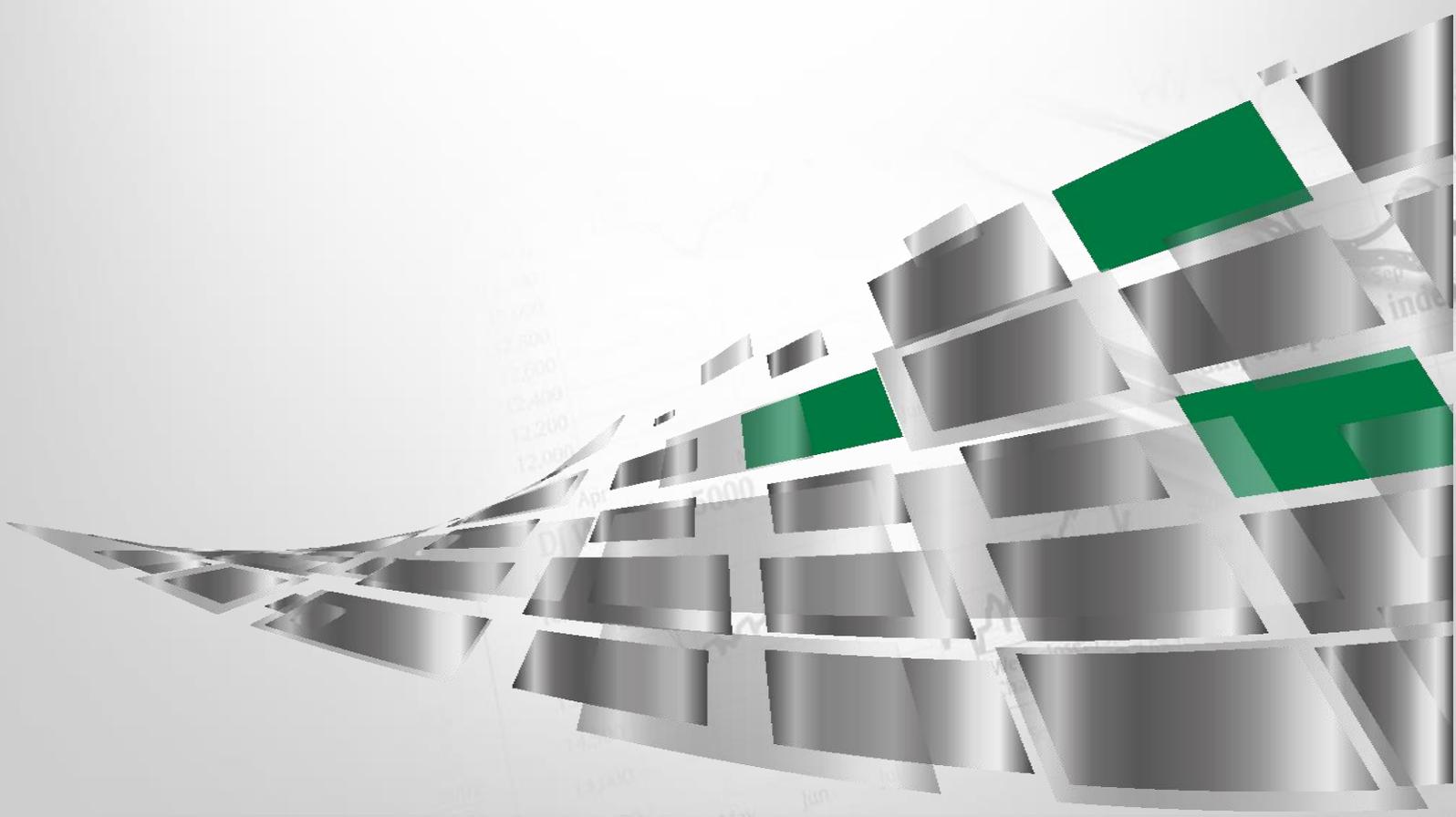




WATER REGULATORY AUTHORITY

HEARING SESSION

FOR SEWERAGE AND WATER SUPPLY
COMPANIES





Hearing Session

FOR SEWERAGE AND WATER SUPPLY COMPANIES



REPUBLIKA E SHQIPËRISË

**REGULATORY AUTHORITY OF THE WATER SUPPLY AND WASTEWATER
TREATMENT AND DISPOSAL SECTOR**

**GUIDELINES ON THE ORGANIZATION OF THE PUBLIC HEARING SESSION IN
THE TARIFFS ADJUSTMENT PROCESS**

Tiranë, datë 08.07.2015

Article 1

Object

These guidelines are approved by the National Regulatory Commission and serve to define the procedures to be followed by the big companies when organizing the public hearing sessions, as part of the process of documentation for the tariffs adjustment application of the sewerage and water supply services.

Article 2

Scope of application

These guidelines were approved by the Commission by decision no.26, dated 08.07.2015, based on law no. 8102, as amended, article 14, letter "e", and they are mandatory to be applied by all Water Supply and Sewerage companies.

Article 3

Definitions

“Water Regulatory Authority (WRA)” is the independent institution regulating the water supply and wastewater treatment and disposal sector in accordance to law no. 8102 (as amended);

“Commission” is the National Regulatory Commission that leads the Water Regulatory Authority, operating based on law no. 8102 (as amended);

“Consumers” are all the categories of beneficiaries like households, public and private (current and future ones), who are using the water supply and/or sewerage services;

“WSS Services” is the entirety of services provided by the companies to consumers through water supply systems and the systems of collection, disposal and/or treatment of wastewater;

“Company” is the subject licensed by the WRA, exercising the activities of water supply and wastewater collection, disposal and treatment services and providing one or more of these services according to the categories defined by the license.

Article 4

Organization of the hearing session

Before submission of the tariffs adjustment proposal to the WRA, WSS companies shall organize a public hearing session.

Article 5

Purpose of the hearing session

1. The company holds the public hearing session to inform and discuss with consumers about the adjustment of tariffs, reasons for these adjustments, plans for the future and to receive the comments from the stakeholders regarding this proposal.
2. The session shall be held at least 30 calendar days before the submission of the tariffs adjustment application to the WRA.

Article 6

Commencement of the hearing session

1. A hearing session commences based on the order of the company administrator.
2. Based on item 1 of this article, the order determines:
 - a. The authority and jurisdiction under which the hearing session is held;
 - b. The moderator, as a rule, is the responsible person for economic issues;
 - c. Other persons charged with the hearing session progress;
 - d. The date, time and place of the hearing session;
 - e. Any other suitable issue.
3. The moderator prepares the information to be presented during the hearing session.

Article 7

Notifications

1. The company notifies the public for the organization of the hearing session through:
 - Notices published at the customer care points and in all other collection points;
 - In the external premises of the local unit where the company provides its services;
 - In the local television and in a daily newspaper with national circulation, at least one week before the hearing session,
 - The official notification to each of the parties, which have expressed their interest for the process, the local units/unit, representatives of consumer protection associations and the WRA, no later than one week from the date planned to hold the session.
2. The notification contains information on the date, time, place and purpose of the hearing session.

Article 8

Procedures of holding the hearing sessions

1. The company administrator, the representatives of local government units where the company in question provides its services, the WRA representatives, and other persons invited by the company shall be present during the hearing session.

2. At the beginning of the hearing session, the session moderator shall explain the procedure and other rules of the hearing session to the parties. He can present the issue to be treated in the session.
3. The hearing session is registered by a tape recorder or other audio-visual electronic devices, which is declared to the parties at the beginning of the session;

Article 9

Rules of holding the hearing session

1. During the hearing session, the moderator shall give the floor to each of the parties present in the session requesting it;
2. Every person participating has the right to hear, keep notes, make questions according to the order set by the session moderator;
3. Interruption of the speaker's speech and use of mobiles during discussions is not allowed;
4. If any of the participating persons is considered to have disturbed the hearing session and the progress of it, by order of the moderator, he/she can be sent out of the session;
5. In the beginning, the moderator presents the application, the company objectives and the need for adjusting the tariffs, and afterwards the parties are invited to give their different comments and questions about the application;
6. The parties, during the hearing session, can also submit their written comments, which are administered by the operator. These comments are discussed during the hearing session;
7. At the end of hearing all the parties and giving the answers, the moderator declares the end of the session;
8. If the session requires a longer time from what was planned, the moderator, taking the opinion of the parties present as well, can decide to continue the session in another day.

Article 10

Transcriptions

1. Every statement made during the hearing session is transcribed (is written) in a clear report, without removing anything, except for when the moderator issues a written order to remove the offensive statements from the registrations;
2. After ending a registration, the modifications of the transcription are not allowed, except for the cases provided for by item 3 of this article;
3. Any correction in the transcription of a hearing session can be made, only if the moderator decides that the correction does not coincide with the audio-visual registration in the hearing session;

Article 11
Documentation

1. All the hearing session documents, like the order for organizing the session, the information presented during the session, the audio visual registration, the minutes, the written comments, etc. are administered in the hearing session file;
2. The file is kept according to the archive regulations and it is open for public inspection.

Article 12
Reporting

1. Within 5 working days from the hearing session conclusion, the moderator prepares a written report about the comments received during the session, the conclusions and the potential recommendations, etc. and presents them to the company administrator.
2. One copy of this report is sent to the WRA, together with the entire application documentation for adjustment of tariffs.

Enti Rregulator i Ujit
Tiranë, Shqipëri
Tel/Fax: +355 2 258 046
<http://www.ERRU.al>

