



**STRENGTHENING OF THE ORGANIZATIONAL AND ADMINISTRATIVE CAPACITY
OF THE NATIONAL REGULATORY AUTHORITY FOR ELECTRICITY AND GAS
(CREG)**

Project Results
Algiers, 23 May 2017





Project Overview

**Strengthening of the organizational and administrative capacity
of the National Regulatory Authority for Gas and Electricity
(CREG)**

August 2015-August 2017 | Budget: 1.2 Million EUR

Objective:

- **Improvement of the quality of public service**
- **Efficiency of the energy regulatory framework**





Daily Project Life

- Working Sessions with EU experts in the beneficiary country
- Study Visits to EU countries
- Involvement of relevant stakeholders
- Completion of mandatory deliverables





**95%
achieved**

Project Components

**Consumer Protection
and Quality of Service**

**Oversight of
Concession Holders
and Pricing Policy**

**Renewable Energy
and Cogeneration**

Data Management

**Cross-border tariffs
and compensations**

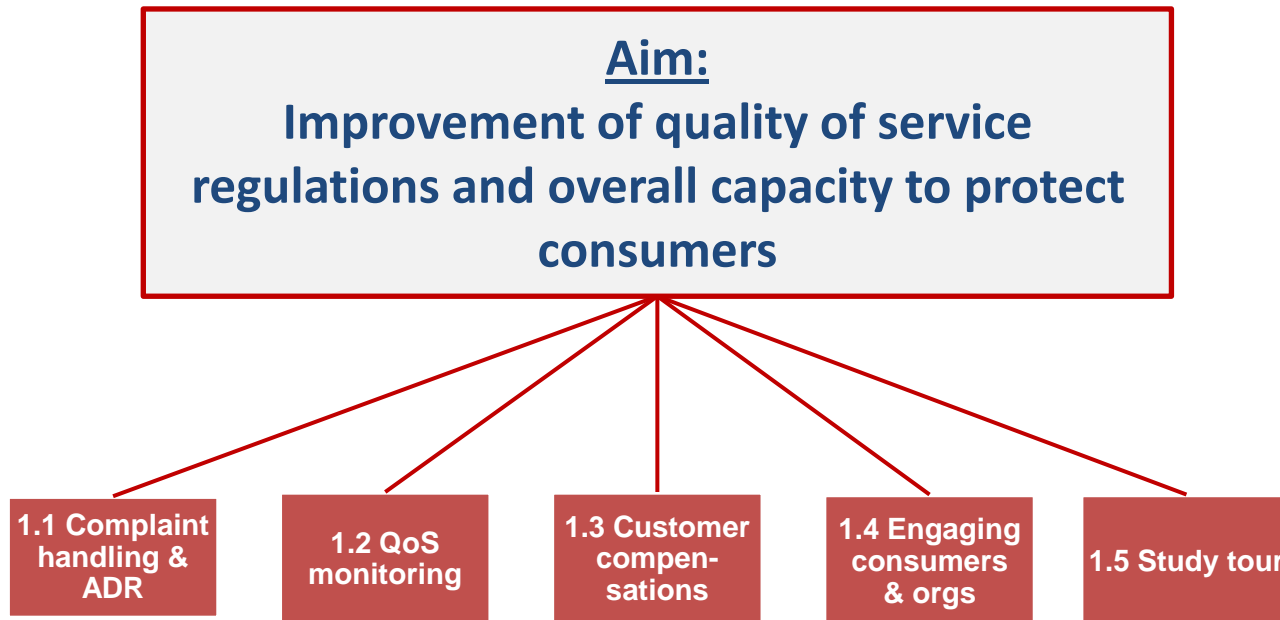
**High Performing
Organization**



Component 1: Consumer protection and quality of public service



Consumer Protection & Quality of Public Service





Component 1: Results achieved



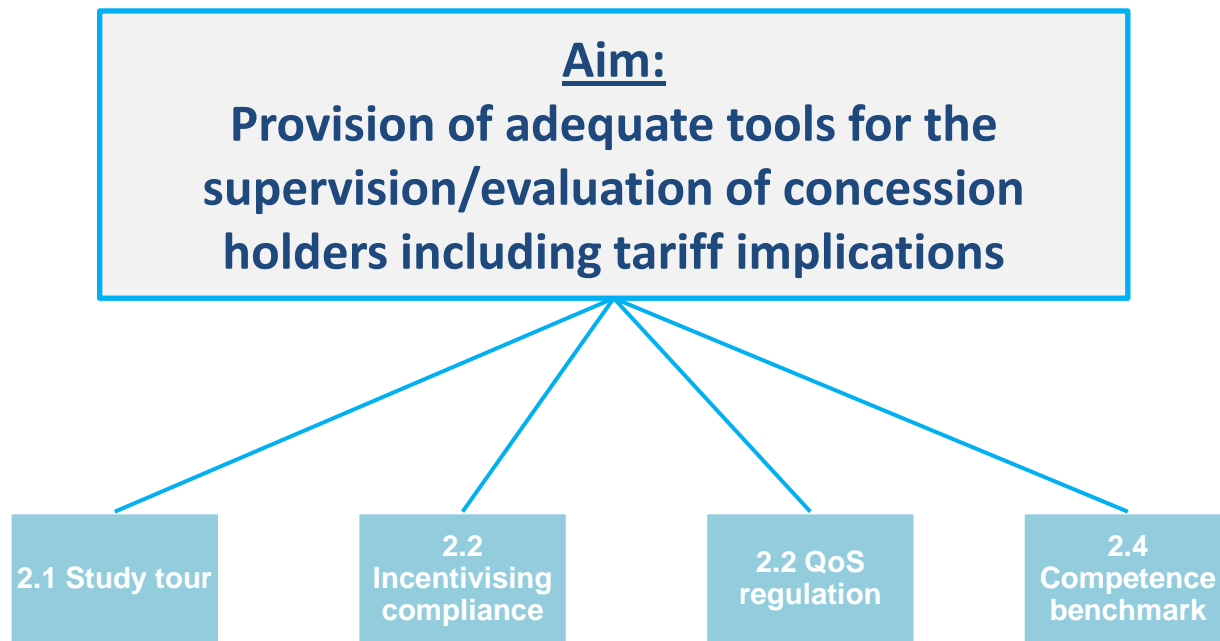
- **Establishment of a conciliation unit at CREG**
- **Provision of tools to set up a single point of contact for consumers**
- **Transfer of best practices regarding alternative dispute resolution**
- **Provision of models for consumer compensation in case of failures in quality of service**
- **Transfer of good practices for cooperation with consumer organizations**
- **Advice on the organization of consumer awareness campaigns**



Component 2: Oversight of concession holders and pricing policy



Oversight of concession holders and pricing policy





Component 2: Results achieved



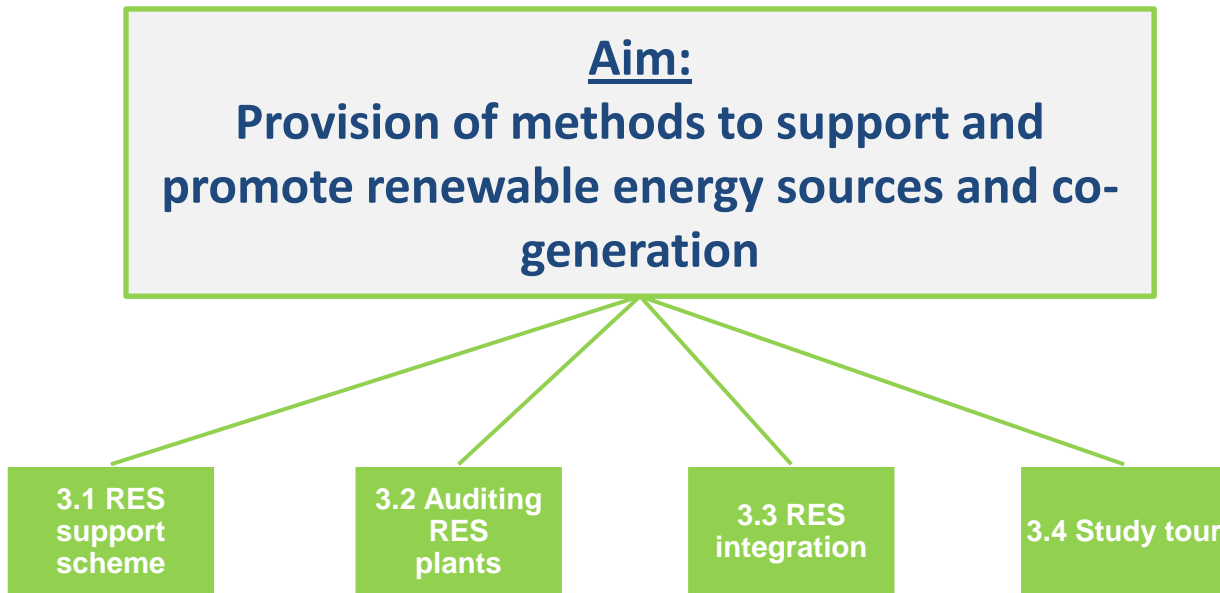
- **Incentive systems and possible monetary sanctions**
- **Quality regulation in electricity and gas and possible implementation in the Algerian system**
- **Benchmark on legal tasks of Regulators in their relations with concession holders and recommendations**



Component 3: RES and cogeneration



RES and cogeneration





Component 3: Results achieved



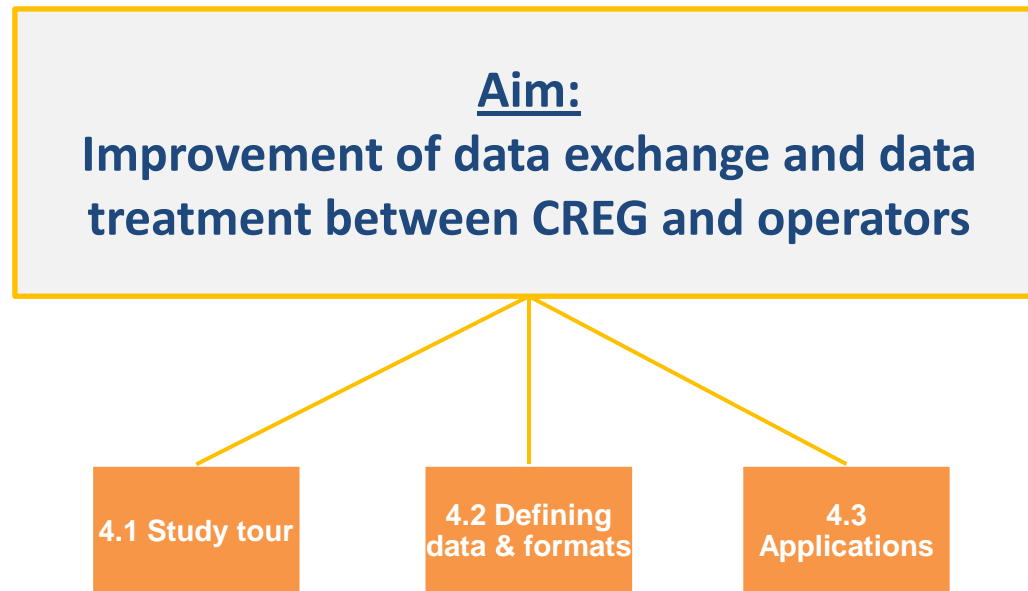
- **Adaptation of the renewable support scheme for solar PV and wind energy**
- **Recommendations on how to promote electricity from urban solid waste, biomass and cogeneration**
- **Knowledge transfer on concession procedures and auditing of renewable plants**
- **Recommendations on grid integration of renewables in Algeria and EU best practices**



Component 4: Data management



Data management





Component 4: Results achieved



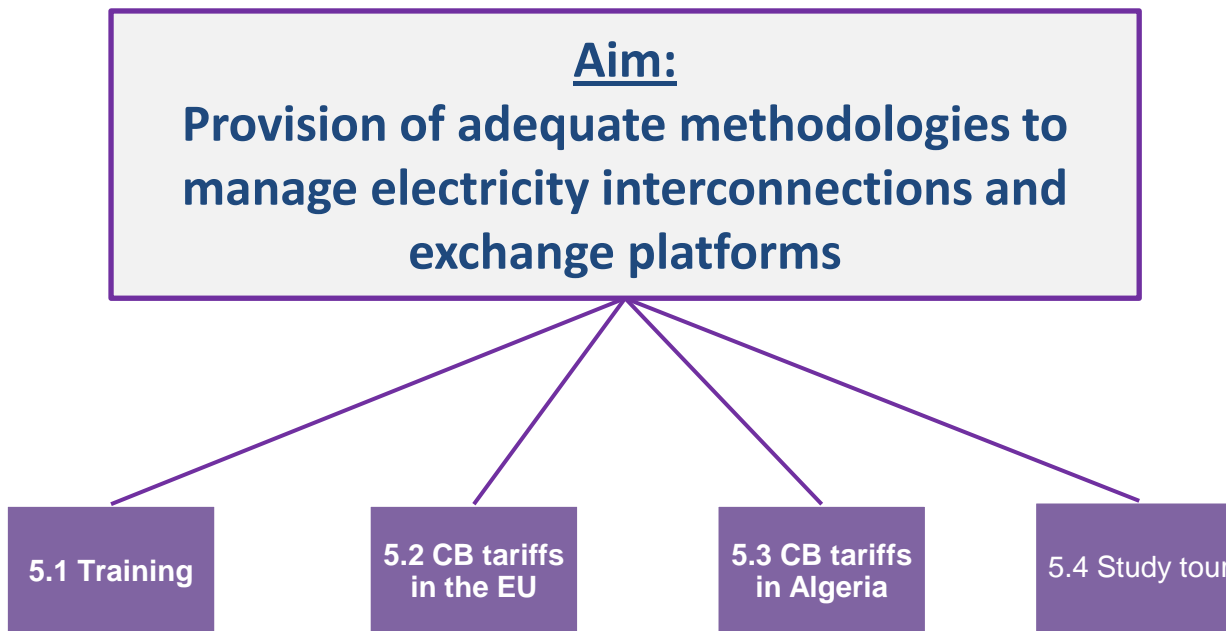
- **Transfer of knowledge on appropriate data and data formats to use for exchange with operators**
- **Provision of specific requirements for data management software solutions**



Component 5: ITC and cross-border tariffs



ITC and cross-border tariffs





Component 5: Results achieved



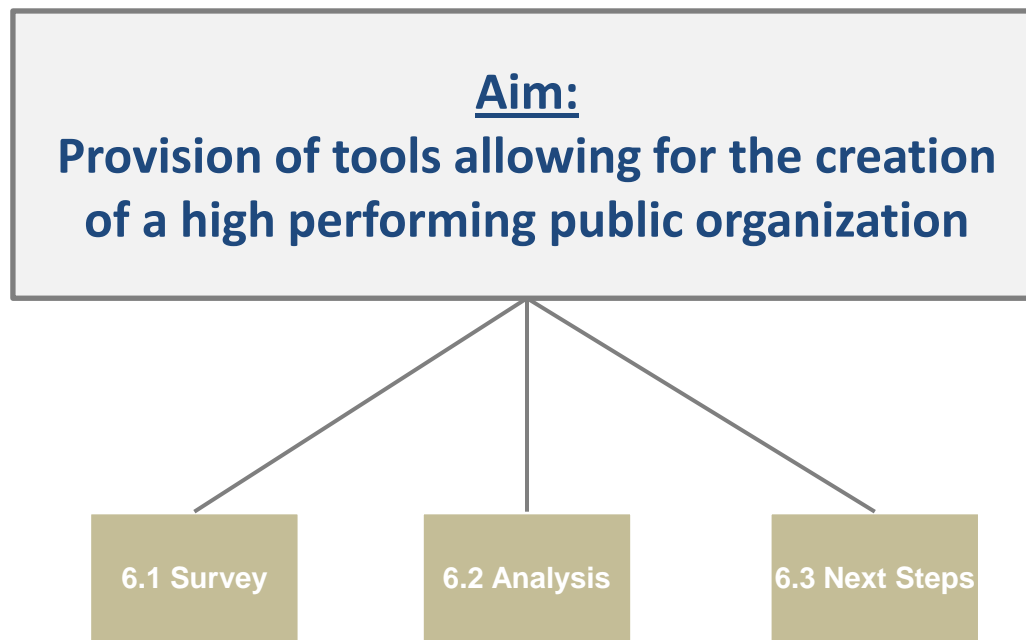
- **Specialized training on the functioning of electricity markets delivered by the Austrian energy exchange EXXA**
- **Transfer of EU practices on cross-border tariffs and the functioning of compensation mechanisms between transmission system operators across borders**
- **Concrete recommendations on how to organize cross-border exchanges between Algeria, Morocco and Tunisia**



Component 6: High Performing Organization



High Performing Organization





Component 6: Results achieved



- **Recommending Strategies and Activities for development towards a high performing organization**



Conclusions



Conclusions

- **Cooperation among energy regulatory authorities is a vital element in their development**
- **In this project Algeria, Austria and Spain shared their regulatory practices, lessons learned and best practices**
- **The recommendations, guidance and advice developed will strengthen CREG's capacity**
- **The project was characterized by excellent cooperation between the project partners**
- **It has been an overall success story**



Thank you for your attention