**Performance standard for natural gas supply activity**

**approved by ANRE President Order no. 37/2007**

According to the provisions of this standard, the natural gas supplier has the following obligations:

- to respond to the request received from any applicant/consumer for the conclusion/modification of a regulated/negotiated natural gas supply contract, within 15 days from the date of receipt of the request;

- to respond to written complaints from consumers regarding invoices, explaining the content of the invoices and, if the consumer's request proves to be justified, to recalculate the invoices, within 15 days of receipt of the request;

- to reply to any consumer's complaints about the quality of the gas supplied, within 15 days of receipt of the request;

- to respond to any consumer's complaints regarding the operation, replacement, repair, change of meter location and the like, within 30 days of receipt of the request;

- to inform the consumer/applicant in writing of the penalties due and to pay them within 20 days of the date on which the supplier's obligations became due.

If the supplier does not fulfil these obligations within the specified period of time, the supplier shall pay the consumer the following penalties:

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| --- | --- | --- | --- |
| Crt. No. | Supplier’s obligation | Specified time period | Specified amount |
| 1. | Gas contracting | 15 days from the date of receipt of the request | 30 lei |
| For each additional day | 5 lei |
| 2. | Billing for the value of gas supplied | 15 days from the date of receipt of the request | 30 lei |
| For each additional day | 5 lei |
| 3. | Quality of gas supplied | 15 days from the date of receipt of the request | 50 lei |
| For each additional day | 10 lei |
| 4. | Metering of natural gas supplied | 30 days from the date of receipt of the request | 30 lei |
| For each additional day | 5 lei |
| 5. | Penalties due for non-fulfilment of the supplier's payment obligations | 20 days from the date of receipt of the request | 150 lei |

If the deadlines are due on a non-working day, they shall be postponed accordingly, starting on the first working day. In addition, requests/requests received by the supplier after 16.00 on a working day or at any time on a non-working day will be deemed to have been received in

next working day.

Applicants/consumers have the right to make complaints:

- to the supplier, in relation to the supplier's failure to fulfil its obligations under the performance standard; the complaint may be lodged within a maximum of 30 days from the due date of the obligation;

- ANRE, in relation to the supplier's failure to comply with its obligations under the provisions of the performance standard; the complaint may be filed within a maximum of 60 days from the date on which the obligation becomes due.