



National
Association of
Regulatory
Utility
Commissioners



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National Association of Regulatory Utility Commissioners' Energy Regulatory Partnership Program

**The Croatian Energy Regulatory Agency
and
The New York State Public Service Commission**
www.narucpartnerships.org

***Seventh (Closeout) Partnership Activity:
“Working together to improve Croatia’s regulatory capacities”***

***FINAL AGENDA
(Version: May 29, 2008)***

Sponsored by:
U.S. Agency for International Development (USAID) and
National Association of Regulatory Utility Commissioners (NARUC)

New York State Public Service Commission (NYS PSC)

And

Croatian Energy Regulatory Authority (HERA)

June 2-5, 2008
Zagreb and Plitvice, Croatia

List of Participants

Croatia

Croatian Energy Regulatory Authority
<http://www.hera.hr> (Croatian and English)

<http://www.erranet.org/AboutUs/Members/Profiles/Croatia>

Honorable Tomo Galić, President of HERA
Managing Council

Electricity Division:

Mr. Željko Rajić
Dr. Srđan Žutobradić
Mr. Lahorko Wagmann
Ms. Ivona Štritof
Ms. Gordana Stanković
Mr. Zlatko Zmijarević

Thermal Energy Division:

Dr. Mićo Klepo
Ms. Marija Delić
Ms. Sandra Bašić
Ms. Zrinka Roubin

Legal Affairs and Consumer Protection:

Ms. Loredana Smoljanić
Ms. Zrinka Špiček
Ms. Sanja Hudobec
Mr. Ivan Kezele

Natural Gas Division:

Ms. Dunja Trakoštanec-Jokić
Mr. Nikola Vištica
Mr. Goran Babić
Mr. Hrvoje Brlečić
Mr. Tomislav Strahovnik
Ms. Sandra Gazivoda

Support Services Division:

Ms. Sanja Prkačin

United States

New York State Public Service Commission
<http://www.dps.state.ny.us>

Honorable Patricia Acampora, Commissioner
Mr. Thomas G. Dvorsky, Director of
Electric, Gas and Water
Ms. Sandra Sloane, Director of the Office of
Consumer Services
Mr. Rajendra Addepalli, Deputy Director,
Electric, Office of Electric, Gas and
Water
Mr. Michael J. Scott, Deputy Director of
Gas, Water and Safety

National Association of Regulatory Utility Commissioners (NARUC)

<http://www.naruc.org>
<http://www.narucpartnerships.org>

Ms. Martina Schwartz, Manager of International
Programs (Mobile: 1-571-275-0323)

Objective

This is the final exchange in a series of partnership activities between the Croatian Energy Regulatory Agency and the New York State Public Service Commission, designed as a vehicle for the exchange of experience and information between both partners with the goal of improving regulatory practices, capacity-building measures, and fostering mutually sustainable relationships. The purpose of these regulatory synergies is to create a framework through which a specific U.S. public utility commission works with an individual energy regulatory authority in developing its institutional and technical capacities in market-based regulation. This partnership activity will focus on natural gas regulations, tariff methodologies and market structure, thermal energy, electric distribution and transmission tariffs, protection of consumers and public awareness, and other relevant issues. Partners will also evaluate the regulatory synergies between both agencies, transfer of experience and benefits of the NARUC partnership program.

HERA and NYS PSC Partnership

June 2 - 5, 2008

Zagreb and Plitvice, Croatia

Program Agenda

Saturday, May 31

- 08:30 NARUC Representative arrives in Zagreb
Flight information: Lufthansa #3490 from Munich
- 11:40 Three NYS PSC Representatives arrive in Zagreb
Flight information: Delta Airlines #8488 from Paris
- Transfer to hotel:
Hotel Laguna
Kranjčevićeva 29
10000 Zagreb, Croatia
Tel: +385 1 30 47 000
Fax: +385 1 30 47 077; +385 1 38 20 035
info@hotel-laguna.hr
<http://www.hotel-laguna.hr>

Individual activities and acclimation

Free evening

Sunday, June 1

19:20 Two NYS PSC Representatives arrive in Zagreb
Flight information: Croatia Airlines #471 from Paris
Transfer to Hotel Laguna

Individual activities and acclimation

Free evening

Monday, June 2

Breakfast at hotel

Sessions on natural gas regulations and market development; thermal energy; electric transmission and distribution; consumer protections, public awareness and information dissemination

08:30 Participants depart hotel lobby, transfer to HERA
(Ulica grada Vukovara 14, 10000 Zagreb, Tel: ++385 1 6323 777; 6323 710
Fax: ++385 1 6115 344)

09:00 **Welcome Remarks**
Honorable Tomo Galic, President of HERA Managing Council
Honorable Commissioner Patricia Acampora, NYS PSC

Introductions of HERA and NSY PSC Commissioners and staff

	<u>GROUP A:</u> <u>Natural gas regulatory framework and market development</u>	<u>GROUP B:</u> <u>Electricity regulatory framework and market development</u>	<u>GROUP C:</u> <u>Consumer protections; public awareness; information dissemination</u>
09:15	Process of restructuring in Croatia's natural gas sector <i>HERA Feature Presentation on main issues and regulatory status</i> - Status of relevant secondary legislation to be adopted - Natural gas market models under consideration - Role of HERA in managing the regulatory aspects - The organization, access and	Process of restructuring in Croatia's electricity sector <i>HERA Feature Presentation on main issues and regulatory status</i> - Setting fees for connection to the transmission and distribution network - Process of transmission and distribution facilities siting - Structure of plans for	Consumer protections in regulated and unregulated markets <i>HERA Feature Presentation on main issues and regulatory status</i> - Dealing with customer complaints - Customer protections in broader sense through education and information

	<p>services associated with the natural gas storage system</p> <ul style="list-style-type: none"> - Optimal tariff system for natural gas storage and transport - The organization of the natural gas market (the gas market model) - Fees for connection to the energy facilities for natural gas transport and distribution - The methodology for calculation of natural gas price for gas system balancing 	<p>development and construction of the transmission and distribution networks submitted by energy operators/utilities for approval by HERA</p> <ul style="list-style-type: none"> - Longevity of development plans 	<p>dissemination</p> <ul style="list-style-type: none"> - Public awareness - Information flow from energy utilities and regulator to customers
10:45 – Coffee break			
11:00	<p>Case studies and issues in natural gas market development and regulations: Perspectives from New York</p> <p><i>NYS PSC Feature Presentation on main issues in natural gas in New York</i></p> <p><i>Responses to HERA Presentation</i></p> <p><i>Mr. Thomas Dvorsky</i> <i>Mr. Michael Scott</i></p> <ul style="list-style-type: none"> - Process of restructuring in natural gas sector in New York incorporating regulatory framework - Tariff structures and methodologies - Market model(s) - Performance and evaluation of natural gas retail choice programs in New York 	<p>Case studies and issues in electricity market development and regulations: Perspectives from New York</p> <p><i>NYS PSC Feature Presentation on main issues in electricity in New York</i></p> <p><i>Responses to HERA Presentation</i></p> <p><i>Mr. Rajendra Addepalli</i></p> <ul style="list-style-type: none"> - Process of siting transmission and distribution facilities - Business development plans, analysis, approval process and role of NYS PSC - Fees for connection to energy facilities for thermal energy, hot water and steam distribution - Performance and evaluation of electric retail choice programs in New York 	<p>Case studies and issues in consumer protections and public education: Perspectives from New York</p> <p><i>NYS PSC Feature Presentation on main issues in customer relations and protections in New York</i></p> <p><i>Responses to HERA Presentation</i></p> <p><i>Ms. Sandra Sloane</i></p> <ul style="list-style-type: none"> - Dealing with customer complaints - Customer protections in broader sense through education and information dissemination - Public awareness - Information flow from energy utilities and regulator to customers
12:30 – Group lunch			

14:00	Issues in natural gas market development and regulations: Q & A and Discussion	Issues in electric market development and regulations: Q & A and Discussion	Issues in consumer protections in regulated and unregulated markets: Q & A and Discussion
16:30 – Adjourn			

Free evening

Tuesday, June 3:

Breakfast at hotel

Sessions on natural gas regulations and market development; thermal energy; electric transmission and distribution; consumer protections, public awareness and information dissemination

08:30 Participants depart hotel lobby, transfer to HERA

	<u>GROUP A:</u> <u>Natural gas regulatory framework and market development</u>	<u>GROUP B:</u> <u>Electricity regulatory framework and market development</u>	<u>GROUP C:</u> <u>Consumer protections; public awareness; information dissemination</u>
09:15	<p>Process of restructuring in Croatia’s natural gas sector</p> <p><i>HERA Feature Presentation on main issues and regulatory status</i></p> <ul style="list-style-type: none"> - Status of relevant secondary legislation to be adopted - Natural gas market models under consideration - Role of HERA in managing the regulatory aspects - The organization, access and services associated with the natural gas storage system - Optimal tariff system for natural gas storage and transport - The organization of the natural gas market (the gas market model) - Fees for connection to the energy facilities for natural gas 	<p>Process of restructuring in Croatia’s electricity sector</p> <p><i>HERA Feature Presentation on main issues and regulatory status</i></p> <ul style="list-style-type: none"> - Setting fees for connection to the transmission and distribution network - Process of transmission and distribution facilities siting - Structure of plans for development and construction of the transmission and distribution networks submitted by energy operators/utilities for approval by HERA - Longevity of development plans 	<p>Consumer protections in regulated and unregulated markets</p> <p><i>HERA Feature Presentation on main issues and regulatory status</i></p> <ul style="list-style-type: none"> - Dealing with customer complaints - Customer protections in broader sense through education and information dissemination - Public awareness - Information flow from energy utilities and regulator to customers

	transport and distribution - The methodology for calculation of natural gas price for gas system balancing		
10:45 – Coffee break			
11:00	<p>Case studies and issues in natural gas market development and regulations: Perspectives from New York</p> <p><i>NYS PSC Feature Presentation on main issues in natural gas in New York</i></p> <p><i>Responses to HERA Presentation</i></p> <p><i>Mr. Thomas Dvorsky</i> <i>Mr. Michael Scott</i></p> <ul style="list-style-type: none"> - Process of restructuring in natural gas sector in New York incorporating regulatory framework - Tariff structures and methodologies - Market model(s) - Performance and evaluation of natural gas retail choice programs in New York 	<p>Case studies and issues in electricity market development and regulations: Perspectives from New York</p> <p><i>NYS PSC Feature Presentation on main issues in electricity in New York</i></p> <p><i>Responses to HERA Presentation</i></p> <p><i>Mr. Rajendra Addepalli</i></p> <ul style="list-style-type: none"> - Process of siting transmission and distribution facilities - Business development plans, analysis, approval process and role of NYS PSC - Fees for connection to energy facilities for thermal energy, hot water and steam distribution - Performance and evaluation of electric retail choice programs in New York 	<p>Case studies and issues in consumer protections and public education: Perspectives from New York</p> <p><i>NYS PSC Feature Presentation on main issues in customer relations and protections in New York</i></p> <p><i>Responses to HERA Presentation</i></p> <p><i>Ms. Sandra Sloane</i></p> <ul style="list-style-type: none"> - Dealing with customer complaints - Customer protections in broader sense through education and information dissemination - Public awareness - Information flow from energy utilities and regulator to customers
12:30 – Group lunch			
14:00	<p>Issues in natural gas market development and regulations: Q & A and Discussion</p>	<p>Issues in electric market development and regulations: Q & A and Discussion</p>	<p>Issues in consumer protections in regulated and unregulated markets: Q & A and Discussion</p>
16:30 – Adjourn			

Free evening

Wednesday, June 4:

Breakfast at hotel

Check out of Hotel Laguna (luggage may be stored in luggage room for return on June 5)

Sessions on natural gas regulations and market development; thermal energy; electric transmission and distribution; consumer protections, public awareness and information dissemination

08:30 Participants depart hotel lobby, transfer to HERA

09:00 **Roundtable discussion on priority issues in HERA and NYS PSC's regulatory work**

13:00 Ceremony commemorating the partnership between HERA and NYS PSC
*Remarks: Honorable Tomo Galić, President of HERA Managing Council
Honorable Patricia Acampora, Commissioner, NYS PSC
Ms. Martina Schwartz, Manager of International Programs, NARUC*

Presentation of Partnership Awards by NARUC

13:45 Group lunch (at HERA)

15:00 **Roundtable discussion on priority issues in HERA and NYS PSC's regulatory work**

**Evaluation and Achievements of HERA-NYS PSC Regulatory Partnership Program
Lessons learned and Transfer of Regulatory Experience**

16:00 Adjourn

17:00 Departure to the Croatian National Park Plitvice Lakes

Check in to hotel
(Hotel Jezero, Plitvice)

Group dinner

Thursday, June 5:

Breakfast at hotel

Check out of hotel

Visit to the Hydro Power Plant Gojak

Work in small groups based on topics and issues of interest
Group lunch

Visit to the Memorial Center Nikola Tesla
Afternoon departure to Zagreb (evening arrival in Zagreb)

Check in at Hotel Laguna

Group dinner

Friday, June 6:

Breakfast at hotel

Check-out from hotel

NY delegation and NARUC staff travel to the US