



Policy – Regulation – Service delivery

Workshop no 4 – Part i

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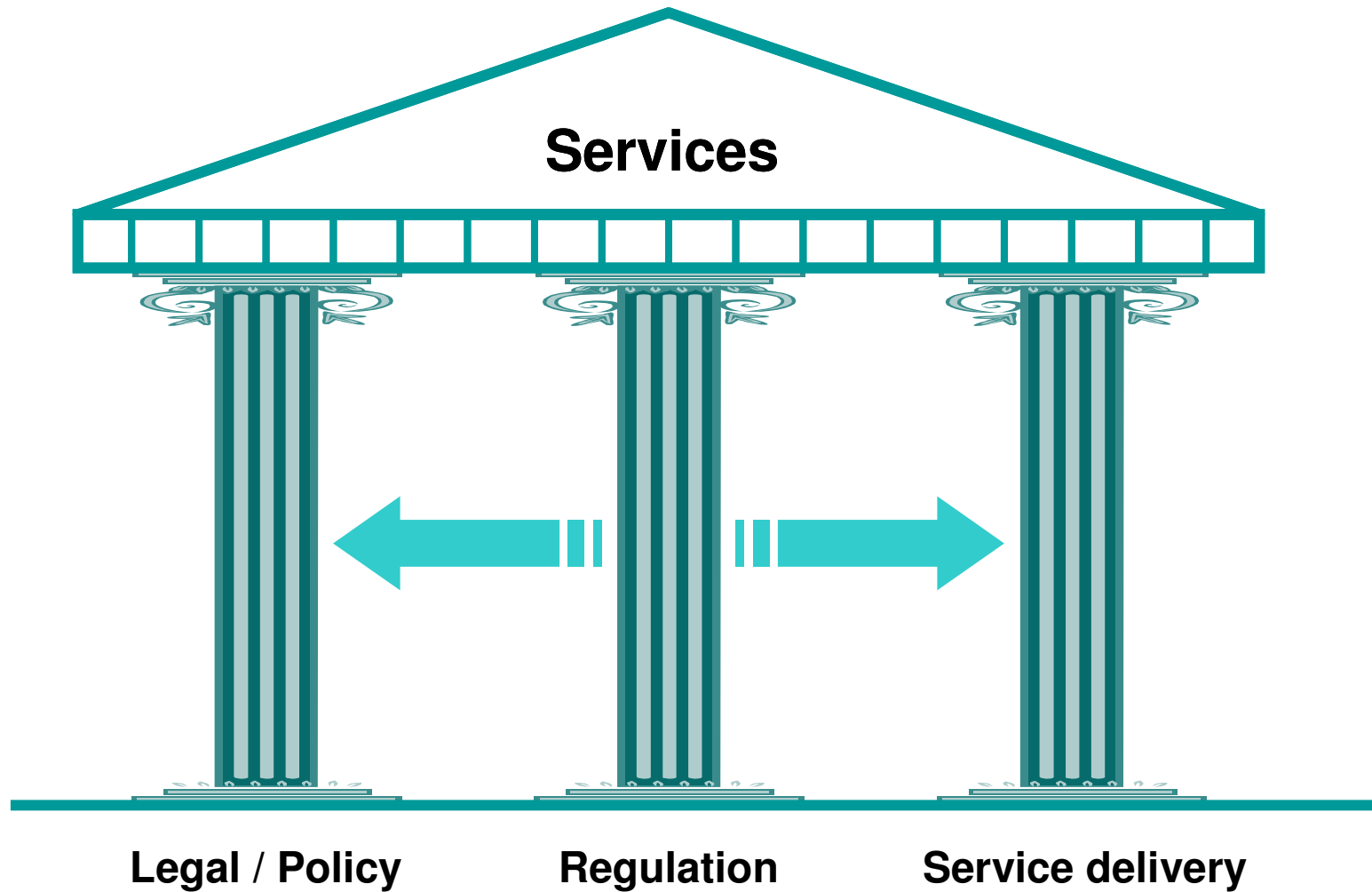
Leaders in the design, implementation and operation of markets for electricity, gas and water.



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Separation of responsibilities



Roles and Responsibilities



- Government
 - Policy
 - Laws and regulations

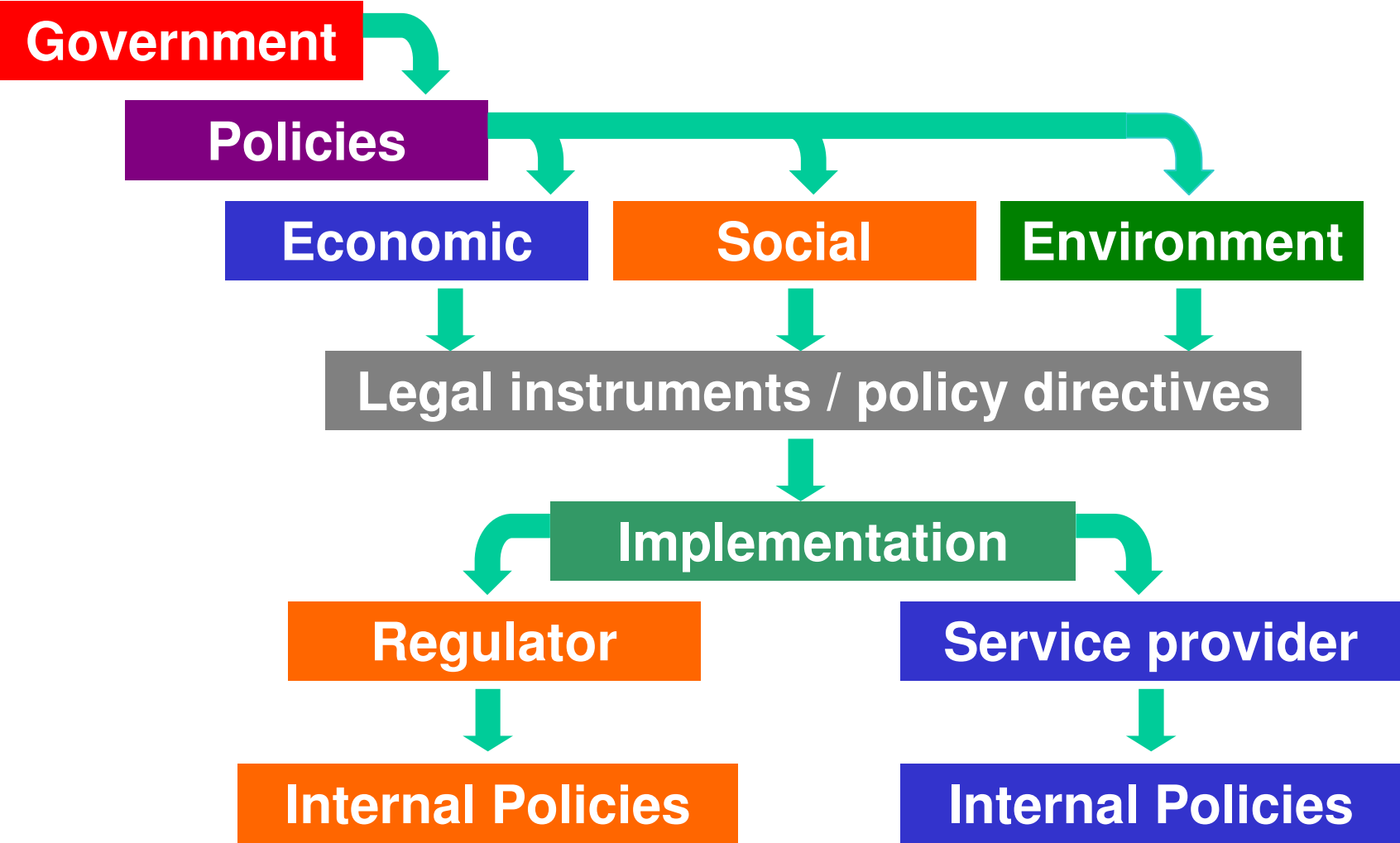


- Regulator
 - Interpretation / implementation of policies, laws and regulations
 - Application of assigned regulatory powers (e.g. pricing, compliance with statutory obligations etc., licensing etc.)



- Service providers
 - Delivery of services in accordance with licence / statutory obligations

Policy framework – external / internal



Regulator – internal policies

- Tariffs / pricing
- Levels of service (compliance /exemptions)
- Audit / monitoring
- Rural supply
- Enforcement
- Communications
- Social
- Environment
- Staffing (salaries, training etc.)



Purpose of tariff policy

- Interpretation of tariff setting obligations
- Amendment of legal instruments where appropriate
- Transparency and accountability
- Consistency in approach and fairness (including non-discriminatory practices)
- Confidence in the sector
- Conforming with regulatory good practice
- Guidance for tariff setting methodologies