



Ways to resolve pre-contractual disagreements

The National Energy Regulatory Authority (ANRE) resolves disagreements related to the conclusion of contracts in the energy sector, respectively the natural gas sector.

In this regard, ANRE has developed a procedure that aims to create a way of settling the misunderstandings that arose at the conclusion of contracts in the energy sector.

The resolution of disagreements is achieved by going through the following stages:

- a) Settlement at the level of the license holder who submits the contract offer
- b) Resolution at the level of the competent Authority.

Find out more about the resolution of pre-contractual disagreements in Ord.128/2020.

Ways of resolving disputes arising during the course of the contract

The National Energy Regulatory Authority (ANRE) resolves disputes related to the performance of contracts in the field of energy, both on the wholesale market (suppliers, distributors) and retail (household customers).

For these situations, a regulation has been developed that aims to create a way of resolving disputes that may arise during the performance of a contract.

The resolution of disputes is done by going through the following stages:

- a) Conciliation at the level of the parties
- b) Resolution at the level of ANRE

Find out more about the resolution of disputes arising during the course of the contract in Ord 61/2013.