



Report name	Issued recommendations	Execution status
Systemic report "Natural monopolies vs. competitive business: how to improve relations"	<p>To ensure implementation of the Law "On the specifics of access to information in power and natural gas supply, centralized hot water, centralized drinking water and sewage services". National Energy and Utilities Regulatory Commission Regional State Administrations Municipal Executive Authorities</p> <p>To establish the requirement on service providers to present information about key indicators of their operations on their websites. National Energy and Utilities Regulatory Commission Regional State Administrations Municipal Executive Authorities</p>	<p>Implemented — comments: According to the NEURC it has implemented the following actions: all the data, specified in the Part 1 of Article 1 of the Law of Ukraine "On the specifics of access to information in power and natural gas supply, centralized hot water, centralized drinking water and sewage services" is published on the NEURC's official web-site, as required by Part 1 of Article 4 of the said Law; the NEURC's Resolution No.464 dated 30 March 2017 "On annual provision of consumers with key information on services in the energy and utilities sectors" was adopted : http://zakon3.rada.gov.ua/laws/show/v0464874-17;in April 2017 an additional service was introduced - the informational telephone line 044-204-70-72 for corresponding services consumers;a series of information leaflets for consumers were prepared: http://www.nerc.gov.ua/?id=26426.At the same time, government agencies and local authorities, whose responsibilities includes setting of prices/fees for goods, services of natural monopolies, generally failed to ensure implementation of the Law.</p> <p>In process — comments: The requirements for the service providers to disclose main indicators of their activity on web pages are determined by the Law of Ukraine "On the specifics of access to information in power and natural gas supply, centralized hot water, centralized drinking water and sewage services", which was adopted by the Parliament on 10 December 2015. However, service providers mostly did not ensure implementation of the Law.</p>