

Public Authority	Regulator for Energy and Water Services REWS
Description of the department/directorate/entity's structure	Link to Orginasation Structure may be found at: <a href="https://www.rews.org.mt/#/en/a/54-freedom-of-information">https://www.rews.org.mt/#/en/a/54-freedom-of-information</a>
Description of the department/directorate/entity's functions and responsibilities	<p>(a) to regulate, monitor and keep under review all practices, operations and activities relating to energy and water services and resources;</p> <p>(b) to grant any licence, permit or other authorisation, for the carrying out of any operation or activity relating to energy and water services and resources;</p> <p>(c) to regulate and secure interconnectivity for the production, transmission and distribution of the services or products regulated by or under this Act;</p> <p>(d) to promote fair competition in all such practices, operations and activities and to monitor the occurrence of restrictive contractual practices, and where appropriate in collaboration with the authority responsible for competition;</p> <p>(e) to establish minimum quality and security standards for any of the said practices, operations and activities and to regulate such measures as may be necessary to ensure public and private safety;</p> <p>(f) to secure and regulate the development and maintenance of efficient systems in order to satisfy, as economically as possible, all reasonable demands for the provision of the services regulated by or under this Act;</p> <p>(g) to regulate the price structure for any activity regulated by this Act and where appropriate to establish the mechanisms whereby the price to be charged for the acquisition, production, manufacture, sale, storage and distribution thereof is determined;</p>

	<p>(h) to establish the minimum qualifications to be possessed by any person who is engaged or employed in any activity regulated by or under this Act;</p> <p>(i) to ensure that international obligations entered into by the Government relative to the matters regulated by or under this Act are complied with, in particular, the implementation of the regulatory functions envisaged in the Electricity and Gas market directive and the Energy Charter Treaty;</p> <p>(j) to submit its opinion to Government on the formulation of policy in relation to matters regulated by this Act, and in particular in relation to such international obligations;</p> <p>(k) to promote the interests of consumers and other users in Malta, particularly vulnerable consumers, especially in respect of the prices charged for, and the quality and variety of the services and, or products regulated by or under this Act;</p> <p>(l) to determine disputes in relation to matters regulated by or under this Act;</p> <p>(m) to undertake effective stakeholder and regulated entity involvement and consultation when preparing its positions and actions.</p> <p>(a) in relation to energy -</p> <p>(i) regulate the harnessing, generation, distribution, transmission, supply and use of all forms of energy; and</p> <p>(ii) impose levies on energy produced by nonrenewable sources and grant subsidies in connection with the production of energy from renewable sources and energy efficiency;</p> <p>(b) in relation to water -</p> <p>(i) secure and regulate the acquisition,</p>
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	<p>production, storage, distribution or other disposal of water for domestic, commercial, industrial or other purposes;</p> <p>(ii) secure and regulate the conservation, augmentation and operation of water resources and the sources of water supply;</p> <p>(iii) secure and regulate the treatment, storage, disposal, use or re-use, as appropriate, of sewage, waste water, sludge and storm water run-off;</p> <p>(iv) secure and regulate the provision of adequate systems of public sewers and to ascertain their cleanliness, safety and efficiency;</p> <p>(c) in relation to petroleum -</p> <p>(i) secure that adequate provision and reserve stocks of petroleum and gas is available at all times; Cap. 381.</p> <p>(ii) regulate the distribution, sale, exportation or disposal in any other manner of fuels supplied for bunkering; for the purposes of this sub-paragraph "bunkering" and "fuel" shall have the same meaning assigned to them by article 2 of the Bunkering (Fuels) Tax Act;</p> <p>(iii) manage national emergency stocks and specific stocks for which purpose the Regulator is hereby designated the Central Stock Holding Entity for security stock in accordance with Council Directive 2009/119/EC of 14 September 2009 imposing an obligation on Member States to maintain minimum stocks of crude oil and/or petroleum products:</p>
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<p>General description of the categories of documents the department/directorate/entity holds (including exempt documents)</p>	<ul style="list-style-type: none"> <li>• HR Files</li> <li>• Internal files and memos, include those related to regulatory, licensing and enforcement activities</li> <li>• Applications for authorisations/licences and related documentation</li> <li>• Applications for grants/feed in tariffs and related documentation</li> <li>• Licences and related documentation</li> <li>• Attendance sheets</li> <li>• General administration files</li> </ul>
<p>Description of all manuals and similar types of documents which contain policies, principles, rules or guidelines in accordance with which decisions or recommendations are made in respect of members of the public (including bodies corporate and employees of the public authority in their personal capacity)</p>	<ul style="list-style-type: none"> <li>• Guidelines for REWS Schemes</li> <li>• REWS LPG Codes of Practice</li> <li>• Data Protection Manuals</li> <li>• Internal Control Manuals</li> </ul>
<p>Statement of the information that needs to be available to members of the public who wish to obtain access to official documents from the public authority, which statement shall include</p>	<p>FOI Officer  Millennia  2<sup>nd</sup> Floor  Aldo Moro Road  Marsa MRS 9065  Malta  +356 21220619</p>

particulars of the officer or officers to whom requests for such access should be sent	<a href="mailto:foi.rews@rews.org.mt">foi.rews@rews.org.mt</a>
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## Details of Internal Complaints Procedure

### Applicant Aggrieved by Outcome

Applicant can lodge a complaint if:

1. He/She is not satisfied with:
  - part or full refusal of request for information
  - the information provided in desired format
  - the extension of the deadline of the notification indicating whether a request would be met or not.

OR

2. While request for information was met, there was a failure to meet deadlines or to send notifications within the timeframe specified at law.\*



### Registering a Complaint and Response to Lodged Complaint

If the applicant is not satisfied with the response provided vis-à-vis its request, the applicant is entitled to submit a complaint. The complaint is to be addressed to FOI Officer who shall bring the complaint to the attention of the higher ranking Officer responsible for handling such complaints. The officer responsible shall reply to the applicant within 10 working days from the receipt of the complaint. The applicant shall also be informed that he or she may appeal the decision or otherwise address a complaint to the Information and Data Protection Commissioner in accordance with the Freedom of Information Act (Cap. 496 of the Laws of Malta).



### Decision and Right of Appeal to Decision

If the applicant remains dissatisfied with the outcome of the appeal he/she may appeal to the Information and Data Protection Tribunal and, subsequently, to the Court of Appeal.

#### **Note:**

- *In cases where the request for information has been met but not within the timeframe specified at law, the officer responsible shall waive any applicable fees for the submission of information.*

Other Information	<p>Opening hours indicated below:</p> <p>Winter (<i>1 Oct. to 15 June</i>): 08:30 - 15:30 hrs  Summer (<i>16 June to 30 September</i>): 08:00 - 13:30 hrs</p> <p>An acknowledgment to a request for information will be issued and sent to the applicant by mail (or through email if request is so lodged) within a day from the receipt of submission. Requests submitted during non-working days will be considered to have been lodged on the first working day that follows submission.</p> <p>Where a request is entertained according to the provisions at law (Act 496) and payments are due to be made as per LN 158/2010, such payments are to be deposited at the same address and times indicated above.</p> <p>FOI requests and Complaints can be made by filling in the online form/via e-ID from website <a href="http://www.foi.gov.mt">www.foi.gov.mt</a>; or by sending an email.</p>
Public Authority Contact Details	<p>Regulator for Energy and Water Services</p> <p>Millennia  2<sup>nd</sup> Floor  Aldo Moro Road  Marsa MRS 9065  Malta</p> <p>Website: <a href="https://www.rews.org.mt/#/en/a/54-freedom-of-information">https://www.rews.org.mt/#/en/a/54-freedom-of-information</a></p> <p>MEW FOI Website:  <a href="https://energy.gov.mt/en/Pages/The%20Ministry/Freedom_of_Information.aspx">https://energy.gov.mt/en/Pages/The%20Ministry/Freedom_of_Information.aspx</a></p>

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