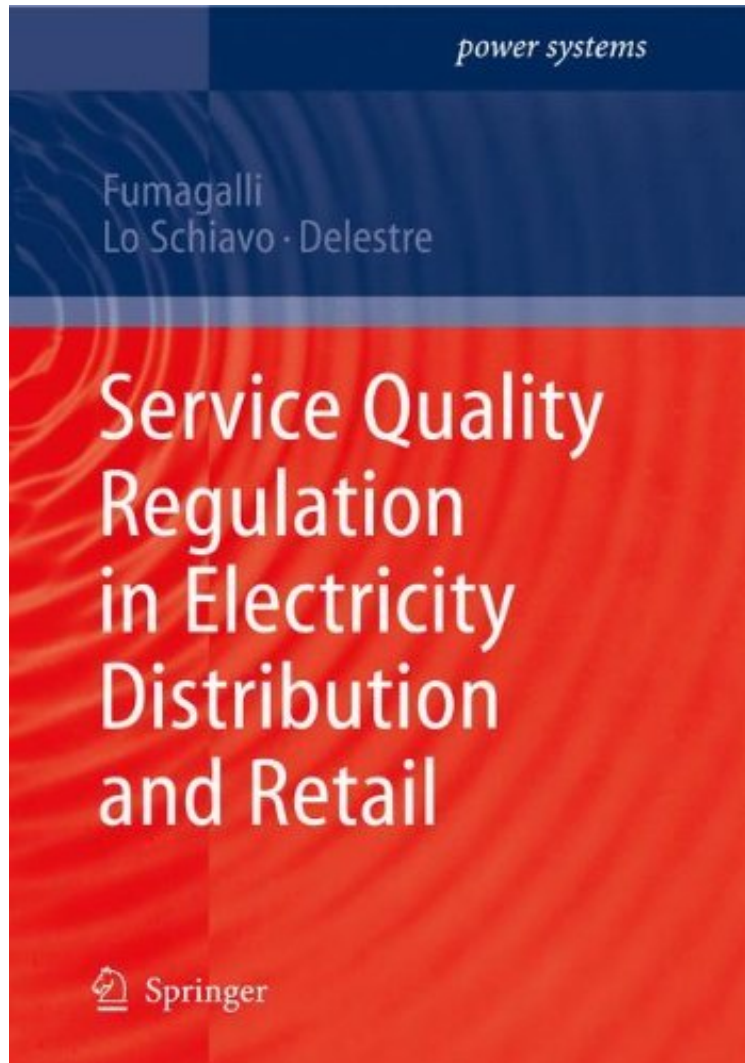


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## Service Quality Regulation in Electricity Distribution and Retail (Power Systems)

*Elena Fumagalli, Luca Schiavo, Florence Delestre*  
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This book is a comprehensive, clear, and well-organized description of applied quality regulation in the electricity sector as it is today. It creates an essential bridge linking the theoretical aspects of service quality regulation with country-specific applied mechanisms. As a special feature, the book offers a survey of the most innovative regulatory mechanisms under proposal, in test stages, or in effect in European countries.

From the Back CoverService Quality Regulation in Electricity Distribution and Retail provides a guide for regulatory authorities and postgraduate students alike, accompanying readers through the necessary steps for designing and implementing regulatory policy. It builds a bridge between the theoretical aspects of service quality regulation and country-specific applied mechanisms. The book offers examples as provided by regulatory authorities (including some not often available in the English language), and suggests best practices as elaborated by a number of international regulatory organizations. The book is a comprehensive, clear, well-organized description of applied quality regulation in the electricity sector as it is, today. Advanced readers will also appreciate its survey of the most innovative regulatory mechanisms currently being employed (and tested) in European countries, as well as those that have been proposed in the literature.