

SELECTION NOTICE FOR
HEAD OF DEPARTMENT – GAS, HYDROGEN AND RETAIL
REFERENCE NUMBER: ACER/2023/07

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| Position (job title): | Head of Department – Gas, Hydrogen and Retail |
| Department / Team: | Gas, Hydrogen and Retail |
| Function Group / Grade: | Temporary Staff, AD11 |
| Grade bracket for Internal and Inter-Agency mobility | AD9 – AD11 |
| Contract duration | 5 years (with possibility of renewal) |
| Place of employment: | Ljubljana, Slovenia |
| Starting date: | June 2024 |
| Closing date for applications: | 8 January 2024, 14:00 Ljubljana time |

1. ABOUT THE AGENCY

The European Union Agency for the Cooperation of Energy Regulators (hereinafter referred to as “ACER”) is a European Union (“EU”) body, legally established by Regulation (EU) No 2019/942¹ and operational since 2011. ACER is central to the integration and well-functioning of the EU's electricity and natural gas markets.

1.1 Our purpose

Our overall purpose is achieving a transition of the European energy system in line with the political objectives set, reaping benefits of increased energy market integration across Europe, and securing low-carbon supply at least possible cost for European businesses and citizens.

The Agency promotes:

- A more competitive, integrated market, offering consumers more choice,
- An efficient energy infrastructure and network, enabling energy to move freely across borders, the integration of renewable sources, and therefore ensuring a higher degree of security of supply,
- A monitored and transparent energy market guaranteeing consumers fair prices and limitation of market abusive behaviours.

In this respect, ACER:

- Complements and coordinates the work of NRAs,
- Participates in the development of European network rules,
- Takes, under certain conditions, binding individual decisions on terms and conditions for access and operational security for cross-border infrastructure, on cross-border cost allocation for Projects of Common Interest and on terms and conditions or methodologies for the implementation of network codes,
- Gives advice on electricity and natural gas related issues to the European institutions,
- Monitors the internal markets in electricity and natural gas and reports on its findings,

¹ Regulation (EU) No 2019/942 of the European Parliament and of the Council of 05 June 2019 (recast).

- Monitors trading in wholesale energy products to detect and deter market abuse and ensure the integrity and transparency of EU wholesale energy markets in accordance with REMIT i.e., Regulation (EU) No 1227/2011.

1.2 ACER's evolving role

ACER is on a significant growth trajectory, marked by an expanding number and array of tasks in the recent years. Our role as a collaborative agency within the framework of the EU's national energy regulatory authorities remains at the heart of our mission, complimented by a range of tasks that span various aspects of the EU energy system, encompassing monitoring of energy flows, wider system needs, and so much more.

ACER is currently at a critical point, playing a key role in advancing EU energy market integration and bolstering market integrity and transparency; efforts that strike us as more crucial than ever. Our goal is to contribute with our capacities, insights, and creativity as an EU energy regulatory agency to a transition of the energy system that is affordable, secure, and decarbonized – a transition that takes place at the pace set by leaders across the EU.

ACER has been entrusted with additional responsibilities under the "Clean Energy for all Europeans" legislative package, and is expecting new legislative packages to be adopted, focusing on key areas such as Gas Decarbonisation, REMIT reform, and Electricity Market Design, aiming to bring transformative changes and further evolving the European energy landscape.

1.3 Who we are

ACER currently employs around 170 staff (statutory and non-statutory) and has an approved annual budget of € 30,770,880 in 2023. With the new responsibilities being assigned to its mandate, the Agency anticipates a significant growth in the forthcoming years, expecting more than 200 staff by 2025.

Our organizational structure is undergoing a transformation to enhance our efficiency and effectiveness. We are in the process of finalizing a reorganization that will result in the following new structure, comprising seven Departments in 2024: Coordination and Operations, Electricity, Energy System Needs, Gas Hydrogen and Retail, Market Information and Transparency, Market Surveillance and Conduct, REMIT Investigatory.

1.4 Our ongoing journey of progress

ACER offers a dynamic and motivating workplace, where diversity is celebrated and where people's commitment and achievements contribute to build an organisation that is better than the sum of its parts. We strive towards becoming an innovative and engaging workplace, by committing continuously to invest in learning and development opportunities and by focusing on staff well-being and work-life balance.

We invest heavily in the professional development of staff, support a 'low on hierarchy, high on impact' organisational culture, prioritise personal relations and support an active constructive feedback culture, emphasising the positives whilst not shying away from addressing the negatives.

Looking ahead, as a growing agency we recognize the importance of focusing on cross-organizational issues, encompassing both work practices and our broader work culture. We find this essential to maintain a cohesive, collegial work culture ("one ACER"), which is reinforced as we welcome a significant number of new colleagues joining our agency in the coming years.

At ACER we believe in fostering a high-impact, high-performance type of environment, built on strong mutual trust, empowerment, personal responsibility, psychological safety, and teamwork at all levels.

Our Heads of Departments play a crucial role in advancing these efforts agency-wide, while also driving and developing their department's operational responsibilities. This aligns with our leadership pipeline approach, which emphasizes distinct contributions at each level of management. We are committed to supporting training, professional, and personal development, including via professional coaching offers to our managers, ensuring our leaders, as well as our staff, are well-equipped to tackle current and future challenges.

2. WHAT WE LOOK FOR

2.1 The profile

We are seeking a **dynamic leader for the position of Head of Department**, prioritizing managerial acumen and strong leadership qualities for this role. While we don't expect perfection, we value individuals who demonstrate a passion, interest, curiosity, investment in leadership efforts and strong devotion to continuously develop oneself in these areas. Key attributes include a focus on nurturing and developing team members, making high-quality decisions with broad stakeholder support, collaborating across the organization, and proactively addressing inefficiencies, by tackling subpar output or approaches in a manner that brings results. Our ideal candidate possesses substantial knowledge and a keen interest in their department's area of responsibility, enabling effective leadership and interaction with various teams. While the ideal candidate need not be an expert, he/she should have, or quickly acquire, the depth of knowledge required to guide and direct their department effectively.

We are committed to continually enhancing our operational processes, which may involve modifying or reallocating specific responsibilities. It is imperative that our Heads of Department exhibit flexibility, openness to change, and the ability to adapt to evolving roles. Consequently, our leaders should also be willing to consider department rotations in the future. If not, this opening is likely not for you.

2.2 Competencies

All staff working at ACER share the following **core competencies**:

- **Cooperating:** working with others towards achieving work goals;
- **Delivering quality results:** focusing on achieving results while applying relevant processes and procedures to meet quality standards;
- **Communicating:** sharing relevant information clearly and concisely, sharing useful information with others as appropriate;
- **Problem solving:** having the ability to identify and raise issues or concerns and seeking to anticipate problems a positive and helpful manner;
- **Being service oriented:** complying with ACER's rules and procedures, providing support and delivering services with a view to provide added value;
- **Self-development and knowledge sharing:** ability to share knowledge to support team effectiveness, while seeking feedback to enhance own performance;
- **Valuing diversity:** welcoming and working respectfully, inclusively and effectively with people from diverse backgrounds, while demonstrating respect and understanding of different points of view.

The Head of Department will be required to have the following **specific / functional competencies**:

- **Leading and managing:**
 - Serving as a role model to staff, demonstrating leadership and inspiring others,
 - prioritizing the needs and objectives of the team and the organization in an effective manner,
 - Motivating and empowering staff, fostering personal and team development,
 - recognizing individual and team contributions, while also addressing inefficiencies in ways that bring tangible results,
 - Seamlessly collaborating across departments and teams at a strategic and day to day management level, contributing to improving the work of the Agency and advancing its goals,

- Providing clear direction to achieve ACER's priorities and translating ACER's vision and mission into operational strategies, taking into account the wider impact of decisions on stakeholders.

Overall, we look for a proactive, forward-thinking and collaborative approach to management, fostering a culture of continuous improvement and unwavering commitment to the goals of the Agency.

- **Being knowledgeable in energy markets:**

- Having a strong understanding of the subject matter and a keen interest in the overall industry, enabling them to provide informed leadership,
- Being committed to continuous learning and improvement, staying up to date with developments in their area of responsibility,
- Using their knowledge to innovate and generate ideas, develop strategic vision in their area of work and guide their teams toward achieving departmental objectives.

Overall, we look for capacity to continuously develop and apply substantial knowledge and understanding of the areas under the person's responsibility, enabling them to provide effective leadership within their departments, and having the ability to quickly acquire or leverage past experiences and results to gain the necessary insights required for their leadership.

- **Performance management:**

- Setting clear and measurable objectives for their teams, which are directly aligned with the overarching goals of Agency,
- Ability to establish a structured process of regular feedback and performance reviews, while also seeking ways to refine the performance management process, maintaining its effectiveness in light of changing circumstances, emerging best practices, as well as new responsibilities coming our way,
- Identifying areas for improvement, providing opportunities for career growth and skill enhancement, while also fostering an environment that enables its team members to excel and are comfortable sharing ideas or taking calculated risks.

Overall, we look for people who will sustain a structured and supportive environment in which team members can excel and contribute effectively to the work of the department, by setting clear objectives that align with departmental and Agency's goals and regularly reviewing and refining the performance management process to adapt to changing circumstances and best practices.

Furthermore, the Head of Department will be required to act with a service culture, handling data with high confidentiality and professional integrity. Having good interpersonal and communication skills, the jobholder should be able to operate in multicultural working environments and liaise with different stakeholders.

2.3 The position

The Head of Gas, Hydrogen and Retail Department will become part of a diverse, young, and motivated team of approximately 20 people coming from 10 different Member States.

The Head of Department will provide leadership to their team in creating a high-performance environment, fostering the principles of high-impact performance, empowerment, personal responsibility, and teamwork that extends across the Agency. In addition to driving and further developing operational excellence within the department, the Head of Department will also be responsible for nurturing leadership talent, promoting expertise and supporting training and development of its staff. Furthermore, they will have a pivotal role in nurturing a cohesive work culture in our growing agency, giving significant attention to cross-organizational processes and performance-enhancing practices.

The main purpose of the job is to provide strategic leadership and direction in coordinating and managing the work of the Gas, Hydrogen and Retail Department.

The Head of Department will lead and oversee the department's efforts in ensuring efficient functioning of the EU natural gas market, addressing current challenges, and preserving its core principles, while also ensuring that its work and activities are aligned with the objectives of the Agency and the European Union energy policies. In the same way, the Head of Department will lead and oversee the department's efforts in ensuring the establishment of an efficient nascent hydrogen market and an affordable and open retail market enabling energy sharing models, communitisation and business service innovation, while also aligning these activities with the objectives of the Agency and the European Union energy policies.

Main responsibilities

The duties of the Head of Gas, Hydrogen and Retail department will include the following:

- Securing a continued efficient functioning of the natural gas market across the EU, incorporating recent lessons learnt and new challenges discovered, whilst preserving fundamental virtues which have stood the test of time;
- More specifically, monitoring current network codes implementation, tackling issues of proper implementation and/or divergent views that are referred to these issues; whilst embarking upon future code revisions when and where warranted;
- Develop fit-for-purpose, efficient and cross-border-flow responsive regulatory frameworks for gas storage;
- Identify, tackle and promote efficient solutions for emerging challenges given the changed nature of gas flows to and across the EU e.g., as regards the high EU reliance on LNG volumes and associated volatility risk going forward;
- Contribute to the monitoring of the gas wholesale markets closely considering the ever changing levels of supply security and competition and raise awareness of the appropriate level of gas cross-border flows, or the lack of it, LNG developments and competition, thus also monitoring for possible supply shocks in advance of these materialising;
- Tackling proactively emerging regulatory issues around hydrogen production, transportation and consumption across the EU, making sure regulatory frameworks are front-footed, innovative whilst at the same time also cognisant of the level of 'consumer risk' future network investments should entail ahead of full demand visibility;
- Alongside national regulatory authorities, monitor, identify and develop future-proof retail energy market approaches, targeting new prosumer models, community sharing, rapid scale-up of demand-response and consumer participation more broadly in flexibility service provision, thereby also helping develop appropriate retail – wholesale interface solutions;
- Implement new tasks and mandates regularly coming to ACER, for example methane emission oversight concerning measurement, reporting and abatement costs.

As mentioned, the Head of Gas, Hydrogen and Retail department may be required to work in other areas of ACER, according to needs and priorities, as determined by the Director.

3. WHAT WE OFFER

3.1 What you can expect in the role

- Strongly committed and dedicated team by your side, eager for you to become a success, while also enthusiastic about their own delivery of results, which can be achieved through your guidance, support, and your ability to challenge and motivate them.
- To develop, and to be challenged, in your role as a manager and cross-organizational leader and having the opportunity to harness your strengths while also receiving support in addressing any weaknesses or areas of improvement you may have.

- To be a part of an increasingly cohesive and aligned senior management team, with close peer-to-peer relations internally, offering a blend of constructive challenges and support, ultimately contributing to your professional growth and the collective betterment of the organization.
- A truly central role in collaborating strongly within our 'NRA family', whether in the ACER Gas Working Group, the ACER Board of Regulators, regionally, bilaterally or elsewhere; thus living the saying that 'if you wish to go fast, go alone; if you wish to go far, go together' (ACER opts for the latter).
- Significant external collaboration with the European Commission, the European Parliament, the Council, other EU agencies like ESMA, the EEA and others etc.; with all relevant natural gas and hydrogen stakeholders as well as consumer organisations, now increasingly complemented by 'new players', whether from industry, energy communities, new entrants, etc.
- Ample opportunity to represent the Agency to the outside world, communicating credibly, succinctly and convincingly what we believe in and the change we seek from ourselves and others.

3.2 Work-life balance

At ACER, we are committed to providing a healthy work-life balance, by offering the possibility of hybrid working arrangements that allow you to balance your professional and personal life effectively. With flexible working hours, you can tailor your schedule to suit your preferences, making it easier to manage your commitments both in and outside of work. We believe that a harmonious work-life balance is essential for everyone's well-being and productivity.

3.3 Conditions of employment

Pursuant to Article 2(f) of the CEOS, the successful candidate will be appointed by the Director as a Temporary Staff in Grade AD 11 for a period of 5 years, which may be renewed.

Pay and welfare benefits: The pay of staff members consists of a basic salary, allowances and other benefits. Depending on the individual family situation and the place of origin, the successful jobholder may be entitled to expatriation allowance (16% of the basic salary), household allowance, dependent child allowance, education allowance, pre-school allowance, reimbursement of removal costs, daily subsistence allowance, installation allowance and other benefits. Salaries are exempted from national tax; a Union tax is paid at source.

Additional benefits:

- Annual leave entitlement of two days per calendar month plus additional days for age, grade, 2,5 days' home leave if applicable, and in addition up to 19 ACER holidays per year;
- EU Pension Scheme (after 10 years of service);
- EU Joint Sickness and Insurance Scheme (JSIS), accident and occupational disease coverage, unemployment and invalidity allowance and insurance.

An accredited [European School](#) operates in Ljubljana as of September 2018 to allow dependent children of all ACER statutory staff (including Slovene nationals) to attend a (tuition-free) European-type multilingual education. The school successfully established all of the Primary school levels (P1-P5), Secondary levels are currently available from S1 to S6, with the final S7 level being opened in September 2024/2025, when the first European Baccalaureate will be obtained.

In addition, in case the appropriate education level is not yet available for a child in the accredited European School, the Agency contributes to the tuition cost of each dependent child attending another international school in Ljubljana territory.

Estimation of monthly basic salary, with specific allowances where applicable:

| Grade/Step | Monthly basic salary (gross) | Estimation of monthly net salary, including specific allowances ² |
|---------------|------------------------------|--|
| AD 11, Step 1 | 11,439.71 € | 9,842.48 € |

4. REQUIREMENTS

4.1 Eligibility criteria

Candidates will be considered eligible for the selection phase on the basis of the following formal criteria to be fulfilled by the deadline for applications:

- 1) To have a level of education which corresponds to completed university studies of at least four (4) years, attested by a diploma, OR
 To have a level of education which corresponds to completed university studies of at least three (3) years attested by a diploma and professional experience of at least one (1) year;
(Only study titles that have been awarded in the EU Member States or Norway, Iceland and Liechtenstein or that are subject to the equivalence certificates issued by the authorities in the said Member States shall be taken into consideration.)
- 2) By the closing date for applications candidates must, after obtaining the qualifications mentioned in point 4.1.1, have acquired at least fifteen (15) years of appropriate professional experience³;
- 3) To have a thorough knowledge of one of the official languages of the European Union⁴ or Norway, Iceland and Liechtenstein and satisfactory knowledge of a second of these languages (level B2 of CEFR⁵) to the extent necessary to perform their duties;
- 4) To be a national of a Member State of the European Union, Norway, Iceland or Liechtenstein;
- 5) To be entitled to their full rights as a citizen;
- 6) To have fulfilled any obligations imposed by the applicable laws concerning military service;
- 7) To be physically fit to perform the duties linked to the post⁶.

² An estimation of net salary, including the deduction for tax, correction coefficient (currently at 87.4% for Slovenia) and social security, adding the allowances (this estimation has been calculated with expatriation allowance, household allowance and with one dependent child allowance). After the successful completion of the 9-month management probation period, the jobholder will also be entitled to a monthly management allowance.

The amounts refer to the salary scales applicable in 2023, however approximately 4% salary increase is envisaged for 2024.

Please note that allowances depend in any case on the personal situation of the candidate.

³ Professional experience is considered only from the time the candidate obtained the diploma required for being eligible. At a later stage, the candidate will be asked to provide supporting documents confirming the length and the level of his/her professional experience.

⁴ The languages of the EU are Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Irish, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish, and Swedish.

⁵ Language levels of the Common European Framework of Reference: <http://europass.cedefop.europa.eu/resources/european-language-levels-cefr>

⁶ Before the appointment, a successful candidate shall be medically examined by one of the institutions' medical officers in order for the Agency to be satisfied that he/she fulfils the requirement of article 28(e) of the Staff Regulations of the Officials of the European Union.

4.2 Selection criteria

The following criteria will be assessed when selecting the candidates for the interviews:

Essential

1. Management experience
 - a. Professional experience in a management position (leading or coordinating teams or department) for at least 5 years
 - b. Professional experience in organizational, financial, and human resource management,
2. Technical knowledge
 - a. Out of fifteen years of experience (required under 4.1.2 above), at least 5 years in the area of gas, hydrogen and energy,
 - b. Relevant experience with energy retail and retail regulatory policies, energy transition and gas wholesale market design at EU and national level,
3. Communication skills
 - a. Professional experience in cooperation and engaging with relevant national public bodies (e.g., regulators, competition authorities) and EU institutions and stakeholders at multiple levels, including European, regional, national and/or local,
 - b. Excellent written and oral English⁷.

Advantageous

- a) Relevant experience from European or other multinational institutions,
- b) Proven ability to carry out functions in different environments, gained notably through inter-agency mobility.

Candidates are invited to explain in their motivation letter in which positions they acquired their knowledge and professional experience in the specified areas.

5. SELECTION AND APPOINTMENT

A Selection Committee will evaluate the applications and select the candidates meeting the eligibility criteria and best matching the selection criteria.

Applicants scoring 70% or more (hereinafter referred to as “Candidates”) shall be invited for a written examination, focusing on technical knowledge relevant to the post. The number of invited Candidates shall be, as a minimum, six.

Candidates scoring 50% or more of the total points of the written examination, shall be invited to the first oral interview with the Selection Committee and the Director, focusing on technical and managerial competencies linked to the post.

All interviewed candidates who score 70% or more, will be invited to the final phase of the selection process, consisting of:

- the Assessment Centre activities, carried out by an external provider,⁸
- second oral interview with the Selection Committee and the Director, focusing on leadership skills and cultural fit.

⁷ Communication, level of English and other skills (competencies) will be assessed during the interviews.

⁸ The assessment center shall evaluate the applicants' potential and shall provide an in-depth analysis of managerial skills, adaptability and other core competencies. It shall comprise individual and/or group exercises as well as in-depth interviews focused on engagement skills. The result of the assessment center shall be taken into consideration by the appointing authority

Overall, the interview and test will also focus on the following aspects:

- a) Specific competencies and knowledge of languages with reference to the selection criteria of the present selection notice;
- b) General aptitudes to the extent necessary for the performance of the duties in accordance with article 12.2.e of the Conditions of Employment of Other Servants (CEOS).

All Candidates achieving the qualifying mark 70% on the second oral interview will be placed on the reserve list. The reserve list will be valid until 31/12/2024. Its validity may be extended by decision of the Director.

All candidates will be informed about the outcome of the procedure. Recruitment will be subject to budgetary availability and assignment of posts by the Budgetary Authority.

As part of our selection process, candidates will be asked to provide references from their former or current employments; for senior management positions, this would entail reference from a former or current superior, peer colleague, working at the same hierarchical level, and from a subordinate colleague.

6. EQUAL OPPORTUNITIES

The Agency applies an equal opportunities policy and accepts and treats applications without distinction on grounds of sex, race, colour, ethnic or social origin, genetic features, language, religion, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

ACER celebrates diversity! We are convinced that diversity is a strength in the workplace and that its harnessing will improve our productive environment, where everyone feels valued, where their talents are being fully empowered, and in which organisational goals are met.

The Agency is fully committed to the provision of equality of opportunity for all its employees through its employment practices, policies and procedures. ACER undertakes to provide a working environment that is sensitive to differences in racial or ethnic origin, religion or belief, disability, age, sexual orientation and gender. The Agency's way of working is based on a model of best practice whereby all employees can reach their full potential.

To this purpose, ACER applies a policy of equal opportunities and takes great care to avoid any form of discrimination in its selection and recruitment procedure: the Agency ensures that no employees nor job applicants is treated inequitably due to gender, marital or parental status, age, sexual orientation, disability, ethnicity, colour, citizenship/nationality or religious belief.

The Agency's premises are set to accommodate needs of persons with disabilities: ACER constantly makes sure to arrange what candidates, visitors and staff consider necessary to enable them to take part in the activities of the Agency.

The Agency offers a complete set of family support measures, from parental and family leaves to kindergarten and school support, better to foster the performance of duties for colleagues with caring responsibilities.

Work opportunities at ACER are open to nationals of the 27 European Union Member States. Currently the Agency employs staff from 26 different nationalities.

7. DATA PROTECTION

The purpose of processing the data that candidates submit is to manage their application(s) in view of possible (pre)selection and recruitment at the Agency. Personal data is processed by and accessible to authorised Agency's personnel. In some cases, an external expert, equally bound by the same data protection principles, may assist the Agency in the selection of candidates.

The Agency adheres to and is regulated by Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the

processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC.

The Agency is supervised by EDPS (<http://www.edps.europa.eu>). For any further enquiries, candidates may contact the Data Protection Officer at DPO@acer.europa.eu. Candidates are invited to consult the privacy statement, which explains how the Agency processes personal data in relation to recruitment and selections, available on the [Agency website](#).

8. HOW TO APPLY?

For applications to be valid, candidates must submit the following documents **in PDF, Word, JPEG or similar format**:

- 1) **Complete and detailed curriculum vitae in English, in [Europass CV format](#) - other formats will not be considered;**
- 2) **Fully filled in [Application form](#)** (Application forms that are not fully filled in, will not be taken into consideration)

Applications must be sent by e-mail [08/01/2024, 14:00h Ljubljana time](#).

Applications should be sent by email to SELECTIONS-ACER-2023-07@acer.europa.eu with the following **subject line: ACER-2023-07 NAME SURNAME**

Applications that are not complete or that are received after the deadline are considered as non-valid.

Supporting documents (e.g. certified copies of degrees/diplomas, references, proof of experience etc.) should not be sent at this stage but must be submitted at a later stage of the procedure if requested.

In order to facilitate the selection process, all communications to candidates concerning this selection will be in English.

Under no circumstances should candidates approach the Selection Committee, directly or indirectly, concerning this recruitment. ACER reserves the right to disqualify any candidate who disregards this instruction.

If at any stage in the procedure it is established that any of the information a candidate provided is incorrect, the candidate in question will be disqualified.

For more information on the selection procedure, please consult [ACER's website](#).

9. APPEALS

Pursuant to Article 90(2) of the Staff Regulations of Officials and the Conditions of Employment of Other Servants, a candidate may submit a complaint against an act affecting him/her adversely. The complaint must be lodged within three months from the date of notification to the following address:

Human Resources Management
European Union Agency for the Cooperation of Energy Regulators (ACER)
Trg Republike 3
1000 Ljubljana – Slovenia

Should the complaint be rejected, pursuant to Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations of Officials and the Conditions of Employment of Other Servants, a candidate may request judicial review of the act. The appeal must be lodged within three months from the date of notification to the following address:

Registry
The General Court
Rue du Fort Niedergrünewald
L-2925 Luxembourg

Luxembourg

Any citizen of the European Union or any natural or legal person residing in a Member State may make a complaint about maladministration pursuant to Article 228(1) of the Treaty on the Functioning of the European Union. The complaint must be lodged within two years of becoming aware of the facts on which the complaint is based on, to the following address:

The European Ombudsman
1, Avenue du President Robert Schuman - BP 403
F-67001 Strasbourg Cedex
France

Please note that complaints to the European Ombudsman do not have the effect of suspending the period mentioned in Articles 90 and 91 of the Staff Regulations of Officials and Conditions of Employment of Other Servants for lodging complaints or submitting an appeal pursuant to Article 270 of the Treaty on the Functioning of the European Union. Please note also that under Article 2(4) of the [General conditions governing the performance of the Ombudsman's duties](#), any complaint lodged with the European Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.