Vision

To be a recognised world-class leader in energy regulation.

Mission

To regulate the energy industry in accordance with government laws and policies, standards and international best practices in support of sustainable development.

**Regulatory Principles**

In regulating the three industries, NERSA must adhere to sound principles and approaches to be able to deliver on its mandate and achieve its objectives. NERSA has given consideration both to international best practice and the key principles stated in the *African Forum for Utility Regulators (AFUR) framework for utility regulation in Africa*. Following the completion of the report *Benchmarking the National Energy Regulator of South Africa against international good practice*, NERSA reviewed the literature on good regulatory principles and identified those principles that emerge strongly and consistently as international good practice. Supported by its legal mandate, NERSA adopted the following internationally accepted regulatory principles to underpin its regulatory approach:

* ***Transparency****:* The Energy Regulator is required to explain its decisions and processes to regulated entities and other interested parties, implying that the data or information on which the decision is based is readily available and the reasoning behind it is readily explained. This covers public consultation and accessibility.
* ***Neutrality****:* The Energy Regulator should be neutral to all market players without favouring any one group (non-discriminatory).
* ***Consistency and Predictability****:* Decisions must be consistent and should have a reasonable degree of predictability based on previous rulings in similar cases.
* ***Independence****:* The independence of the Energy Regulator from the regulated companies is a prerequisite for any sound regulatory system. Independence from political influence is also desirable to ensure the long-term stability of regulatory practices. Avoidance of regulatory capture by some customer groups is also necessary for successful regulation.
* ***Accountability****:* The Energy Regulator should be accountable for its actions and decisions. Independence must not be confused with the lack of accountability.
* ***Integrity****:* The Energy Regulator should exercise professionalism, honesty and objectivity in the management of the Energy Regulator’s affairs and in all its dealings with stakeholders.
* ***Efficiency****:* The Energy Regulator should make the best use of resources to further the regulatory objectives by exercising objectivity and commitment to evidence-based strategies for improvement.
* ***Public Interest***: The Energy Regulator should endeavour to take decisions in the interest of the public as far as possible.