



AUTORITATEA NAȚIONALĂ DE REGLEMENTARE  
ÎN DOMENIUL ENERGIEI



# Real Stories of Digital Public Services



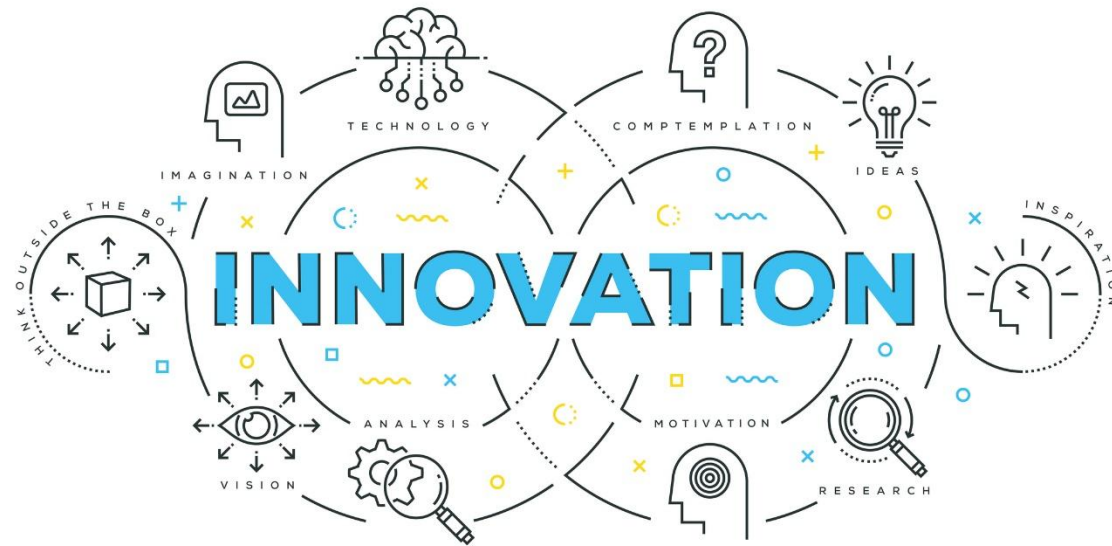
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- There are 5.11 billion unique mobile users in the world today, up 100 million (2 percent) in the past year.
- There are 4.39 billion internet users in 2019, an increase of 366 million (9 percent) versus January 2018.
- There are 3.48 billion social media users in 2019, with the worldwide total growing by 288 million (9 percent) since this time last year.
- 3.26 billion people use social media on mobile devices in January 2019, with a growth of 297 million new users representing a year-on-year increase of more than 10 percent.



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## 58% of EU citizens who need public services choose to go online

Digital can also make public services cheaper, deliver better social and policy outcomes, and increase engagement between citizens and their states.

## It is not easy to be a regulator today

Regulators are on the front lines of nearly every controversy resulting from a new technology – digital disruption is a fact.



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## interoperability services

Service-oriented society requires information systems to function as an integrated whole to support citizens and organizations. There must be interoperability between different organizations and information systems.





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1. **Energy Comparison: Switch Your Electricity & Gas Supplier (on website & mobile application) – 100k unique visitors per year**
2. **Exchange of information through web services with an operator**
3. **Exchange of information (REMIT) with ACER**





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