



Republika e Kosovës
Republika Kosova - Republic of Kosovo

ZYRA E RREGULATORIT PËR ENERGJI
REGULATORNI URED ZA ENERGIJU
ENERGY REGULATORY OFFICE



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PRESS RELEASE

CLARIFICATIONS ON ELECTRICITY PRICES

Electricity prices tariff structure stipulated by ERO aims to be in conform with power system in the country, by encouraging electricity saving and by protecting low-income customers.

Due to many reactions regarding electricity prices, ERO wants to clarify to all citizens that electricity prices for household customers have remained the same since 2014. Whereas, tariff structure has not changed since 2007.

The current tariff structure was set by ERO Board as a solution to adjust the prices with characteristics of power system in the country, in order to provide services with prices that cover reasonable costs of this system.

ERO has made continuous efforts to clarify to customers that starting from October high season tariffs are put in place.

The reason for division of seasonal tariffs is to make adjustment with electricity consumption demand which starts to increase with the commencement of high season whereas at the same time the prices are higher. Thereby, electricity import with higher prices is imposed.

During low season customers pay tariffs below average service cost whereas the opposite happens during the high season.

In the course of determining the tariffs structure, in order to encourage customers to save electricity as well as protect low-income customers, ERO has established tariff groups. First tariff block is applied to customers with monthly consumption up to 200 kWh; second tariff block is applied to customers with monthly consumption from 201 kWh/month to 600 kWh and third tariff block is applied to customers with monthly consumption higher than 600 kWh.

In this case, ERO appeals to all customers to save electricity during this season. Increase of consumption, especially by using electricity for heating may place them in a higher consumption group and therefore taking into account the difference from low season prices, their bills may double.

Attached you will find Electricity Retail Tariffs Structure for regulated customers, approved by ERO Board, which is applied from 1 April 2016 to 31 March 2017.



For any ambiguity regarding tariffs or electricity bills, ERO appeals to customers to contact their supplier and if they are not satisfied with provided services then submit their complaints at Customer Protection Department of Energy Regulatory Office.