



Pursuant to the authority given under Article 17.1 of the Law on Energy Regulator, the Board of the Energy Regulatory Office on a session held on 27th May 2009 adopted the

Rule on Dispute Settlement Procedure in the Energy Sector

Chapter 1 GENERAL PROVISIONS

Article 1 Purpose and Scope

- 1.1. This Rule establishes the terms, conditions, and procedures relating to dispute resolution in order to:
 - a). ensure the transparent and non-discriminatory performance of energy activities in Kosovo;
 - b). protect customers through promoting transparent and open access to information regarding resolution of complaints and disputes;
 - c). resolve disputes among customers and suppliers and between energy enterprises;
 - d). ensure the equal treatment of all customers in Kosovo with respect to their rights and obligations regarding energy services.

- 1.2. This Rule sets forth the basic principles in energy sector (electricity, natural gas and district heating) for:
 - a). procedures applicable to customer complaints and the obligations of a suppliers in relation to customer complaints;
 - b). resolution of customer complaints by the Energy Regulatory Office (ERO);
 - c). alternative dispute resolution;
 - d). monitoring the disputes settlement procedure in the energy sector.

Article 2 Categories of Complaints and Disputes

- 2.1. In accordance with Article 17 of the Law on Energy Regulator and Law on District Heating, ERO is entitled to establish procedures for resolving disputes in energy sector, including complaints:
 - a). by customers against licensees concerning the service provided;
 - b). by licensees against other licensees related to the performance of the licensed activity;
 - c). regarding third party access to the transmission or distribution electricity or natural gas networks and cross border transmission of electricity or natural gas, and regarding third party access to the heat distribution systems.

- 2.2. Chapter 2 addresses the procedures applicable to the resolution of customer complaints under Article 2.1(a). Chapter 2 covers the obligations by the suppliers to develop policies and to address customer complaints; and the rights, procedures and obligations related to referral of a complaint to ERO.
- 2.3. Chapter 3 addresses the procedures applicable to the resolution of customer appeals to ERO under Article 2.1 (a), and of disputes between energy enterprises and regarding third party access under Article 2.1 (b) and (c).
- 2.4. Chapter 4 sets forth the basic principles of Alternative Dispute Resolution (ADR): negotiation and mediation. Negotiation and mediation offer methods of voluntary settlement of disputes and are intended to decrease cases of judicial review of disputes. ADR is an informal and non-obligatory option, and does not eliminate the right to seek redress from ERO.
- 2.5. Chapter 5 sets forth the basic principles of arbitration where the parties to the disputes have voluntarily agreed to use such arbitration.
- 2.6. In order to create a simple and effective framework, this Rule provides for complaint and dispute resolution procedures for all categories of customers and energy enterprises.

Article 3 Information Access

- 3.1. While a complaint or dispute resolution process is pending, ERO or a party with a legal interest in the case (or its designee, such as a mediator) may:
 - a). request a party to submit additional documents;
 - b). request a party to provide additional explanation regarding the circumstances of the complaint or dispute;
 - c). request other public authorities to provide relevant information, documents or an opinion with respect to the case in question;
 - d). visit the site or premises;
 - e). perform other related activity designed to obtain information relevant to the dispute.
- 3.2. All parties to the dispute shall be treated equally and have a fair opportunity to present their case.
- 3.3. All resolutions of disputes shall be treated in an expeditious manner in accordance with the deadlines set forth in this Rule.

Article 4 Definitions

- 4.1. For the purpose of this Rule, the terms and expressions listed below shall have the following meaning:

“Alternative Dispute Resolution (ADR)” means a negotiation or mediation mechanism for the informal, non-obligatory and voluntary settlement of disputes;

“arbitration” means a process of dispute resolution in which a neutral arbitration panel proposes a settlement after both parties have had an opportunity to be heard;

“arbitration clause” means a clause inserted in an agreement contract providing for a resolution of disputes through compulsory arbitration;

“complaint” means any request for relief submitted by customers to the supplier or ERO including claims for compensation based on unlawful performance of energy activities, and any request for relief submitted to ERO by licensees against other licensees;

“Customers Protection Department (CPD)” means the department of ERO responsible for handling disputes foreseen in this Rule;

“Supplier” means the energy enterprises currently providing supply services, and any future energy enterprises carrying out services according to the conditions of the supply license.

“Distribution system operator” means an electricity enterprise responsible for operating, ensure the maintenance of and, if necessary, developing the distribution system in a given area and, where applicable, its interconnections with other systems and for ensuring the long-term ability of the system to meet reasonable demands for the distribution of electricity;

4.2. Terms used in this Rule shall have the same meanings as the terms used in the Law on Energy, Law on Energy Regulator, Law on Electricity, district heating Law and other applicable laws and regulations in Kosovo.

CHAPTER 2 CUSTOMER COMPLAINTS AND APPLICABLE RESOLUTION PROCESS

Article 5 Customer Protection

- 5.1. Each supplier is responsible for the protection of its customers by addressing complaints alleging any act or omission by such supplier or distribution system operator making reasonable efforts to resolve such complaints.
- 5.2. All customers must bring their complaints regarding service provided by an supplier or distribution system operator to such supplier before seeking redress with ERO.
- 5.3. Each supplier is required to develop a policy that meets the provisions of this rule and other rules approved by ERO and offers procedures to address customer complaints pursuant to Article 5.1. Any such policy shall:
 - a). ensure prompt and fair resolution of disputes, and shall be transparent and non-discriminatory;
 - b). accord with ERO Instruction on minimum required content of the procedures for submission of the complaint and dispute resolution. Such Instruction shall include the method of accepting complaints, the requirements for authorizing and assigning employees to this task, and applicable training programs;
 - c). be submitted to ERO for review and approval prior its issuance.
- 5.4. Each supplier is responsible for making public its complaint policy in accordance with Article 5.3 by release on its website and via press releases, notifications, public reports or any other means deemed appropriate.

Article 6 Form of Customer Complaints

- 6.1. A complainant may notify the supplier by telephone or other methods of communication, without submission of a complaint form, only in the following instances
 - a) complaints seeking clarification or additional information, but not requesting further action by the supplier, and
 - b) small complaints as defined in Article 10.
- 6.2. In the event that the supplier deems that a complaint form is nonetheless useful in such cases,

it shall fill out the form for the customer based on information provided and deliver such form to the customer for approval.

- 6.3. Any complaint submitted by a customer shall be set forth in a form prepared by the supplier.
- 6.4. The suppliers shall submit all types of complaint forms to ERO for approval.
- 6.5. The suppliers shall make complaint forms available to the public and shall provide such forms to customers upon request.
- 6.6. The suppliers shall provide support and direction to customers regarding their rights and the process relating to submission of complaints.

Article 7 Content of a Customer Complaint

- 7.1. All complaints shall contain general information regarding the customer as well as a statement of the alleged act, omission or violation made by the supplier or distribution system operator providing services to such customer.
- 7.2. A complaint may concern any service noncompliant with the Rule on General Conditions of Energy Supply, and other relevant codes, rules, regulations or contractual terms.
- 7.3. A complaint may cover one or more violations. If the complaint covers more than one violation, each violation shall be addressed.

Article 8 Complaint Review Process

- 8.1. Each supplier shall review, investigate and respond to the complaint as soon as possible.
- 8.2. When there is cause to believe that the dispute may be resolved in an informal way and by mutual agreement, the complaint or the supplier in question may invite the other party to negotiation in accordance with Article 21.
- 8.3. The deadline for review and investigation of the complaint by the supplier shall not be longer than thirty (30) calendar days from the date of acceptance and registration of complaint. In complex cases, subject to approval of ERO, the deadline may be extended for an additional thirty (30) calendar days.

Article 9 Response to the Customer

- 9.1. Each supplier is required to respond to all customer complaints in an efficient manner.
- 9.2. In cases of complaints seeking only clarification or additional information but not requesting further action by the supplier or distribution system operator per Article 6.1 or small complaints per Article 10 the supplier may respond verbally without issuing a written response. In such cases, the supplier is required to document the exchange within its register to demonstrate that action was taken. Such documentation shall be made available upon request of the customer or ERO.
- 9.3. In all cases not covered by Article 9.2, the supplier shall respond in writing to a complainant. Such written response shall contain:
 - a). name and address of the customer,

- b). registration number of customer,
 - c). available alternative dispute resolution processes if deemed suitable for the circumstances of the complaint;
 - d). status of complaint, including any decision and justification if any decision is issued, or a request for additional information or other such action if required to move the resolution process forward;
 - e). instruction to the customer on his or her right to submit to ERO an appeal to any response made by such supplier.
- 9.4. In cases set forth in Article 9.2, the suppliers shall inform the customer by telephone and when possible submit its response to the customer through the post delivery, personal delivery or e-mail.

Article 10
Small complaints

- 10.1. Each supplier shall take into consideration each complaint of the customer regardless of the value of the complaint, even if the complaint concerns small violations, as defined in Article 10.3.
- 10.2. The suppliers are obliged to follow the procedure set forth in Articles 8 and 9 for all small complaints.
- 10.3. Small complaints shall include complaints alleging an incorrect bill where the difference between the billing value in the same season or months of the previous year is not higher than 50%;

Article 11
Assistance to the Customer

- 11.1. Each supplier must provide at least one employee during business hours to respond to questions and resolve disputes from customers. The employee must be authorized to enter into payment arrangements and settle disputes on behalf of the supplier.
- 11.2. Employees of each supplier who are responsible for receiving telephone calls and office visits from customers must be properly qualified and instructed on how to screen, handle promptly or refer questions, disputes and requests for service to the appropriate persons.
- 11.3. Each supplier shall provide a 24-hour service to answer the telephone calls of customers.

Article 12
Record-keeping

- 12.1. Upon submission and receipt of the complaint by a customer, the supplier shall record such complaint in its register and shall make the register of such complaints available to the public. The register of complaints shall document the type of complaints, the date of submission and any actions taken with respect to the complaint. It shall not include personal informal regarding the complainant.
- 12.2. Based on its investigation and review of the complaint, the supplier shall respond to the customer in accordance with Article 9 and shall clearly document the response. All responses to customer complaints and all documentation thereof shall contain a date, name of authorized person who has reviewed the decision, and the decision and explanation as to whether the complaint is justified and any recommendation of action to be taken.

- 12.3. If, based on the fact of each specific case, the supplier does not issue a decision to grant or reject the complaint, the supplier shall explain the reasons for its non-response in a report to the customer and shall keep a record of such response.
- 12.4. With the decision/response for the acceptance or refusal of the complaint, the supplier will submit to the customer a copy of all customer documents, processes, receipts, the flow of energy and other notes on which the supplier's decision was based.

CHAPTER 3 REFERRAL OF COMPLAINTS TO ERO

Article 13 Appeal to ERO

- 13.1. A customer may appeal to ERO only the decisions made by the supplier made after the adoption of this Rule. All such referrals of complaints should be submitted to CPD of ERO within fourteen (14) calendar days from the date of received decision by supplier, or from the date when the deadline of response by supplier has expired (Article 8.3).
- 13.2. Within three (3) calendar days of receipt of the referral of the complaint per Article 13.1, CPD shall register such complaint.

Article 14 Review of Complaint by CPD of ERO

- 14.1. Upon receipt of the referral of the complaint, except as provided in Article 14.2, CPD shall issue a decision or a recommendation, in accordance with Article 14.3 and 14.5, on the referrals of complaints in accordance with the following schedule:
- a). for small complaints from household customers: fifteen (15) calendar days
 - b). for all other complaints from household customers: thirty (30) calendar days
 - c). for all non-household customer complaints: sixty (60) calendar days
- 14.2. The schedule set forth in Article 14.1 may be extended only for the following:
- a). Limited cases of complexity or where additional information are required. In such cases, CPD shall notify all parties immediately and provide an explanation for the extension. In no event shall such extension exceed thirty (30) calendar days;
 - b). Cases in which the parties have agreed to pursue ADR, in accordance with Chapter 4. In such cases, the parties shall agree with CPD that the ADR process stops the running of the clock for the schedule period. In the event that ADR is unsuccessful and the matter is returned to CPD for a decision, the clock resumes running in accordance with the schedule set forth in Article 14.1.
- 14.3. The Head of CPD in ERO may refer the customer's case/complaint back for redress to the energy enterprise where CPD deems that the energy enterprise has not completed the customer's documentation and did not comply with applicable laws, rules and procedures.
- 14.4. The Head of CPD shall bring a decision for complaints brought by household customers and non-household customers of the tariff group 4 (0.4 kV Category II).
- 14.5. A customer may appeal a decision of CPD to the Board of ERO within fourteen (14) calendar days from the date of notification to the customer or publication of the decision on

ERO's web site whichever occurs first.

- 14.6 | For all disputes under Article 2.1 (b) and (c), the Head of CPD shall submit a recommendation to the Board of ERO.

Article 15 Procedure in CPD

For the purposes of issuing a fair decision and depending on the circumstances, ERO may:

- a). invite the parties and/or witnesses for a hearing before it;
- b). request from the parties the submission of additional documents or any other evidence deemed appropriate;
- c). ask other public authorities for information, documents or opinions with respect to the specific case;
- d). visit the premises for inspection;
- e). perform other related activity designed to obtain information relevant to the dispute

Article 16 Interim Measures

- 16.1. Under limited circumstances and only as necessary to prevent any non retrievable harm or damage to the interests of the parties, upon request of the complainant, while CPD or ERO itself is reviewing the complaint, ERO, upon recommendation of CPD, may grant any interim measures deemed appropriate. Such interim measures are temporary decisions required to ensure the protection of the complainant.
- 16.2. Before making a recommendation to the Board of ERO on interim measures, CPD may give prior notification to the parties in dispute to provide additional information, if deemed necessary and appropriate.
- 16.3. Decisions on interim measures shall be enforceable from the date of notification to the parties or publication of the decision on ERO's website, whichever occurs first.
- 16.4. The Board of ERO shall revoke the interim measures once the reasons justifying their imposition are no longer valid.
- 16.5. Decisions on interim measures shall be valid until the settlement of the complaint by ADR, decision by CPD or by the Board, as applicable, withdrawal of the complaint, or by the decision of competent court.

Article 17 Review of Complaints by the Board of ERO

- 17.1. The Board of ERO is responsible to decide upon complaints in accordance with Article 14.5 and upon appeals in accordance with Article 14.4.
- 17.2. The Board of ERO shall convene in an open session in accordance with the procedure set forth in the Manual of Operations.

Article 18 Decision of the Board of ERO

- 18.1. The Board of ERO shall issue a decision on any complaint within sixty (60) calendar days from the date set forth in Article 14.1 c) when the complaint or appeal is submitted in accordance with Articles 14.4 or 14.5.

- 18.2 In cases where Board of ERO requires additional information, the deadline set in Article 18.1 may be extended for additional thirty (30) calendar days. ERO shall notify the parties promptly of any extension and the reasons for such extension.
- 18.3. Decisions issued by the Board of ERO shall contain:
- a). the name and address of the issuing authority and the issuance date,
 - b). the name and address of complainant and the opposing party;
 - c). the registration number of the complaint;
 - d). the justification and the legal basis of the decision;
 - e). any remedy, including sanctions and imposition of administrative fines, in accordance with the provisions of the Law on the Energy Regulator;
 - f). an explanation of the complainant's right to challenge the decision of ERO before the Courts of the competent jurisdiction.
- 18.4. Decisions of the Board of ERO shall be enforceable from the date of notice to the parties or publication of the decision on ERO's website, whichever occurs first.
- 18.5. If, within the period of time set forth in Article 18.1 or Article 18.2 where applicable, ERO does not bring a decision, ERO shall provide the parties with a written explanation regarding the reason for the delay and an estimated date of decision.
- 18.6. The Board of ERO may apply the same procedural rules as set forth in Articles 15 and Article 16.

Article 19
Responsibility of Parties while Complaint is Pending

- 19.1. While dispute is still pending the parties have responsibilities in accordance of their commercial relationship and contract signed between them for supply of energy.
- 19.2. Customer has responsibility to pay his undisputed invoices in timely manner in accordance to the Article 19.5 of the Rule on Disconnection of Customers.
- 19.3. Supplier has obligations to supply customer with energy.

CHAPTER 4
ALTERNATIVE DISPUTE RESOLUTION

Article 20
Scope and purpose of ADR Procedure

- 20.1. ADR is an informal procedure which is voluntary and may be used in different forms, such as: negotiation, mediation or other similar alternative resolution. All forms of ADR are available for disputes that fall under Article 2.1 (b) and (c). In all cases that fall under Article 2.1 (a), in order to ensure the protection of household customers, the only form of ADR available is negotiation.
- 20.2. The purpose of ADR is to avoid the formal complaint procedure and decrease the number of complaints that will require formal decisions such as decisions of ERO or a relevant court.
- 20.3. ADR may be used at any time after submission of the complaint or even during the entire complaint procedure..

Article 21
Procedures Applicable Pursuant to ADR

- 21.1. ADR may be suggested by any party, CPD or the Board of ERO.
- 21.2. Each supplier must inform all complainants on their right to use ADR.
- 21.3. Once the complaint or dispute comes before CPD, or the Board of ERO the complainants or parties must be informed on their rights to use ADR.
- 21.4. Participation in ADR is entirely voluntary. All parties to the dispute must agree to participate in ADR. If all parties do not agree to ADR, the matter shall not proceed to ADR.
- 21.5. In the case of agreement to participate in ADR by a customer at the stage of review of the complaint by the supplier, the supplier shall promptly obtain a written agreement to this effect from the customer and shall notify the ERO of such acceptance, with a copy of such notice to the customer. Such notification shall include a date when negotiations shall commence and all relevant documents. The supplier is responsible to notify ERO promptly, with a copy to the customer, as to any agreement reached, or failure to reach an agreement.
- 21.6. In the case of disputes that fall under Article 2.1 (b) and (c), if the parties, at any stage of review of the dispute, agree to participate in ADR, they are required to submit a joint written document to the ERO, notifying ERO of their intent to pursue ADR. The complainant is responsible to notify ERO immediately upon failure to reach an agreement pursuant to ADR.
- 21.7. Any agreement reached by the parties as a result of ADR must be submitted to ERO in writing for approval. ERO has thirty (30) days from the date of submission of such agreement to approve or reject the agreement. ERO shall consider whether such agreement impacts other parties. Approval shall be granted as long as the agreement is in conformity with applicable law and does not violate the rights of either party or non-parties affected by the agreement.
- 21.8. Any party that has agreed to ADR pursuant to Article 21.4 may also terminate ADR at any time. Such termination shall be by written notice to the other party and by written notice to the ERO.

Article 22
Negotiation

- 22.1. Negotiation may be used if there is a possibility to negotiate elements of complaint in prompt and effective manner.
- 22.2. ERO's involvement in negotiation is limited to assisting parties to reach an agreement by ensuring procedural transparency and the exchange of information, without intervening or expressing any opinion in relation to the dispute.
- 22.3. Parties that have agreed to pursue negotiations may request each other to provide additional documentation. In instances where CPD or the Board of ERO suggests negotiation and the parties agree to pursue negotiation, CPD or Board of ERO may assist by requesting additional documentation.
- 22.4. Where the parties have agreed to pursue negotiations, the parties shall provide ERO promptly with all documents relevant to negotiations and shall give ERO an opportunity to attend all negotiation sessions.

- 22.5. The parties are required to inform ERO immediately of any agreement or failure to reach agreement pursuant to negotiations.
- 22.6. In the event that agreement is reached in negotiations, such agreement is submitted to the ERO for approval pursuant to Article 21.6.
- 22.7. Subject to Article 21.4, the Board of ERO approves or rejects the agreement, after review and recommendation by CPD.
- 22.8. In the event that no agreement is reached in negotiations, CPD may issue a recommendation to:
 - a) the parties to use mediation;
 - b) the parties to use arbitration, if conditions of Article 24 are fulfilled;
 - c) the Board of ERO to issue a decision.

Article 23 Mediation

- 23.1. Mediation is a form of ADR that is used when an opinion of a third party mediator may influence and assist in solving disputes between the parties. It is an available option to parties in disputes that fall under Article 2.1 (b) and (c).
- 23.2. A mediator is an independent, impartial advisor intended to assist the parties in settling their disputes through mutual agreement. A mediator may prove useful in assisting the parties to better understand each other's position in the dispute.
- 23.3. The parties may ask ERO to act as a mediator or the parties may select their own mediator.
- 23.4. Where the parties are requesting ERO to act as a mediator, ERO shall provide the services of a staff member if this resource is available. ERO shall determine the availability of such resource on a fair and non-discriminatory basis. If such resources are available, ERO may assign a staff person to assist the process. If such resources are not available, ERO must so indicate to the parties in a prompt manner.
- 23.5. Where parties use a mediator other than ERO, ERO's involvement is limited to assisting the parties in disputes to reach an agreement by ensuring procedural transparency, the exchange of information, and providing a list of possible mediators where available, without intervening or expressing any opinion in relation to the dispute.
- 23.6. Parties that have agreed to pursue mediation may request the other party to provide additional documentation. In instances where CPD or Board of ERO suggests mediation and the parties agree to pursue mediation, CPD or Board of ERO may assist by requesting additional documentation.
- 23.7. Where the parties have agreed to pursue mediation, the parties shall provide ERO promptly with all documents relevant to mediation and shall give ERO an opportunity to attend all mediation sessions.
- 23.8. The parties are required to inform ERO immediately of any agreement or failure to reach agreement pursuant to mediation.
- 23.9. In the event that agreement is reached in mediation, such agreement is submitted to ERO for approval. Approval shall be granted as long as the agreement is in conformity with applicable law and does not violate the rights of either party or non-parties affected by the agreement.

- 23.10 Subject to Article 23.9, the Board of ERO approves or rejects the agreement, after review and recommendation by CPD.
- 23.11 In the event that no agreement is reached in mediation, CPD may issue a recommendation that:
- a) the parties seek other forms of Dispute Resolution;
 - b) the Board of ERO issue a decision.

Chapter 5 ARBITRATION

Article 24 Dispute Resolution by use of Arbitration

- 24.1. The parties may use arbitration where such arbitration is provided for in an arbitration clause of an agreement signed between the parties.
- 24.2. Pursuant to 24.1, the parties shall notify ERO in writing of the intention to use arbitration and shall attach to such notice a copy of the agreement containing an arbitration clause. The parties shall keep ERO informed of the status of the arbitration and shall submit to ERO any decision made in arbitration to ERO for approval. Approval shall be granted as long as the agreement is in conformity with applicable law and does not violate the rights of either party or non-parties affected by the agreement.

Chapter 6 MONITORING

Article 25 Monitoring of Complaints to Supplier from Customers

- 25.1. Every six (6) months each supplier shall submit to ERO a report on its complaint resolution procedure. Such reports shall include:
- a). the number of complaints by customers brought to the supplier within that 6 month reporting period;
 - b). the nature of such complaints;
 - c). all actions, replies or decisions taken with respect to such complaints;
 - d). a statement as to whether ADR was attempted and any response;
 - e). the number of disputes terminated without an agreement or a decision reached;
 - f). a general evaluation of the complaints settlement procedure.
- 25.2. In reference to Article 24 of the Rule on Licensing, ERO is entitled to request that the energy enterprise submit on periodical basis data related to the resolution of customer complaints.

Chapter 7
FINAL AND TRANSITIONAL PROVISIONS

Article 26
Administrative Sanctions

ERO may impose administrative sanctions for violation of provisions of this Rule in accordance to Articles 56 and 57 of the Law on the Energy Regulator.

Article 27
Referral to the Court

- 27.1 No customer may initiate judicial proceedings while such customer has submitted a complaint to the energy enterprise and such energy enterprise is reviewing the complaint in accordance with procedures approved by ERO.
- 27.2 No party to a dispute before ERO may initiate judicial proceedings while the dispute before ERO is pending, including the event where the parties to the dispute engage in ADR in accordance with Article 20.
- 27.3 A party to a dispute may appeal a decision, including an interim measure, by ERO to the court in accordance with Article 26.3 of the Law on Energy Regulator.

Article 28
Regular meetings of ERO and Energy Enterprises

- 28.1 The staff members of CPD shall meet on a regular basis with representatives of the Energy Enterprises and the public to discuss complaints matters. These meetings present the opportunity for individuals to express grievances or concerns about energy supply service or charges. The representative of customers association will be invited to attend such meetings.
- 28.2 Such meetings may be used to discuss particular customer complaint and negotiation.
- 28.3 Public participation in these meetings is encouraged to inform customers about issues of concern.

Article 29
Implementation and Amendment

- 29.1 Subject to the disposition of this Rule, ERO may, from time to time, issue guidance regarding the implementation of this Rule.
- 29.2 Amendments or modifications of the dispositions of this Rule are issued by ERO and may be initiated by the Board of ERO, on the request of the customers, or any energy enterprises or by the request of the Board itself.

Article 30
Official Language of the Rule

This Rule is issued in Albanian, Serbian and English language. In the case of any dispute, the Albanian version shall prevail.

Article 31
Entry into force

This Rule shall enter into force on the date of adoption by the Board of ERO and the date of publication on the web site of ERO.

Article 32
Transitional provisions

- 32.1. Any supplier that operates at the time of issuance of this Rule shall direct its customers to initiate the procedure in the competent court against all decisions made by such supplier of any dispute prior to 2004 regardless the subject of the disputes.
- 32.2. Same condition set forth in Article 32.1, applies to the disputes between the energy enterprises or regarding third party access to the transmission or distribution system.
- 32.3. Within sixty (60) calendar days from the date when this Rule is adopted and published on the official website of ERO, the suppliers shall issue their own dispute resolution policies in accordance with this Rule and submit it to ERO for approval. Such policies shall include plan for resolution of disputes existing on the time of the issue of this Rule.
- 32.4. ERO may seek, at its discretion, advice and information from other official institutions, different groups of stakeholders, customer associations or other persons or groups.

Chairman of the Board of ERO:

Members of the Board: