



Board of the Energy Regulatory Office,

Based on:

- Article 8, paragraph 1 subparagraph 1.6 of the Law on Energy Regulator No. 03/L-185;
- Article 23, paragraph 6 of the Rule on general conditions of energy supply;
- Decision of the Board of ERO: V_581_2013 dated 08.11.2013 and V_605_2013 dated 27.12.2013;
- Procedure on customer reading and billing;
- Request, dated 02.05.2014, for approval of the bill and request of KEDS, dated 02.04.2014, supplementing/amending the electricity bill by Hand Held Units in the District of Ferizaj (Pilot Project).

in its meeting held on 16 May 2014, issued the following:

DECISION

- I. **APPROVING** the request of KEDS for approval of the bill generated by the Hand Held Unit, to be implemented throughout the territory of the Republic of Kosovo, along with the supplementation/amendments requested by KEDS.
- II. **APPROVING** the amending of Article 16 paragraph 1 of the Rule on Disconnection and Reconnection of Customers in Energy Sector, to be implemented throughout the territory of the Republic of Kosovo.

Reasoning

- o ERO, on 02.05.2014 received from KEDS the request for approval of electricity bill generated by hand held unit, which will be implemented throughout the territory of the Republic of Kosovo. KEDS' request was made since meter reading and billing will be done through hand held units, in accordance with the current tariff customers reading and billing procedure. ERO reviewed the request KEDS to implement the reading and billing through hand held units, in accordance with the current reading and billing procedure and considers that this reading and billing method is in favour of customer since, among other things, it will minimize reading errors and the electricity bill will be delivered to the customer at the time of reading the electric meter.
- o ERO on 02.04.2014 received from KEDS the request for supplementation/amending of the electricity bill generated by hand held unit, which will contain some additional elements, such as: the possibility of payment of bills through the banks of Kosovo; the section for disconnection



notice in the bill, including only those customers having debts due to unpaid electricity; and the section of the notice for non-access to the meter (when applicable).

- KEDS' request to include in the electricity bill generated by hand held units the possibility of payment through the banks of Kosovo came as a result of the request made to KEDS by the Central Bank of Kosovo. Central Bank of Kosovo requested that the electricity bill contains the possibility of payment through banks of Kosovo. ERO, after evaluating this request decided for the latter to be approved taking into account also the interests of customers, which would make it easier for the customers to make payments also through banks, as the same payment option is allowed by the existing bills to the other districts as well.
- Regarding the request of KEDS for the electricity bill generated by hand held unit to contain also the notice for customer disconnection, ERO, after evaluating this item, decided to amend Article 16, paragraph 1 of the Rule on Disconnection and Reconnection of Customers of Energy Sector, a provision to be applied throughout the territory of the Republic of Kosovo and shall have the following formulation: *"An energy enterprise must provide, after the final deadline set forth in the warning notice set in Article 15, paragraph 2 and taking into account the period for resolution of disputes stipulated in Article 19 setting forth the period, a disconnection notice **with the bill** to the customer prior to disconnection on the grounds of:"*

Taking into account that the disconnection notice will be delivered to the customer at the time of meter reading and billing, ERO considers that approving this request will be in favour of customers, as the customer disconnection notice delivery can be confirmed exactly. This will also have an impact on decreasing the costs of the enterprise, reflecting thus on the electricity tariffs for the customers.

- The third request of KEDS is for the electricity bill generated by hand held equipment to contain also a notice for non-access to the meter, arguing that KEDS' employees are experiencing difficulties with some customers due to non-access to the meter. ERO, after reviewing it, decided to approve the request of KEDS, since under Article 20 of the Rule on General Conditions of Energy Supply, customers are obliged to allow authorized employees of the energy enterprise access to the meter for the purpose of reading, on the contrary they can be disconnected from the electricity network. ERO considers that the content of this notice in the bill will have a positive impact on costumers, as the latter will be informed of the consequences of not granting access to the meter, as well as granting access to the meter according to the data on the bill. As noted above, ERO requires from KEDS that in case of not having access to meters, the customers shall not be disconnected before three reading periods. So, the text to be inserted on the bill shall have the following content: *"KEDS authorized employees did not have access to read and inspect your meter, therefore, you are kindly asked to grant access during the next reading on xx.xx.xxxx , on the contrary you can be disconnected from the electricity network."*

- III. The Decision shall be issued in Albanian language and will be translated into Serbian and English. In the event of any discrepancy between the versions, the Albanian version shall prevail.



IV. This Decision shall enter into force on the date of approval by the ERO Board and shall be published in the official website of ERO.

Legal Advice: The party dissatisfied with this Decision may initiate an administrative dispute at the Competent Court, within thirty (30) days from the date of receipt of the Decision or the date of its publication in the ERO website, whichever occurs last

Board of ERO

Enver Halimi, Chairperson

Merita Kostari, Member

Krenar Bujupi, Member