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Press release

ERO requires from KESCO to continue the provision of Universal Service- also to the customers who were estimated to exit to free electricity market

Yesterday, on 31 March 2021, the Energy Regulatory Office (ERO) has requested from the Electricity Supply Operator, KESCO, to continue to perform the PUBLIC SERVICE OBLIGATION for the supply of final customers, including within this service also the customers connected to the 35kV and 10kV, who are qualified to enter the free market at unregulated prices.

ERO has reached this attitude because currently the Regulator's Board is not able to make decisions due to the lack of the decision-making quorum, which is legally required to be composed of three members out of five provided by law to be in the Board in total. Under these circumstances, no decision can be taken until the completion of the Board by the Assembly of the Republic of Kosovo.

The exit to the free market of this group of customers has become even more difficult following the pandemic situation in the country. Major concerns have been raised on this issue also by all chambers of commerce regarding the increase in energy costs and limited access to offers by more than one supplier, due to the fact that the market is largely concentrated on only one supplier. The concerns of other parties were also taken into account, including the deputies of the Assembly of Kosovo who have expressed concerns on the consequences that may derive from this conditioned exit of customers to the market under these circumstances.

ERO, after consultations with current members of the Board, taking into account the above-mentioned circumstances and security of supply for customers who are entitled the right to universal service, yesterday requested from KESCO to continue to perform PUBLIC SERVICE OBLIGATION to supply final customers including within this service also the customers connected at the 35 kV and 10 kV level. This extension for the provision of this service will be valid until a new decision of the Regulator's Board on this issue.