

**Prishtina 01/12/2005**

**ERO Code: D\_08\_2005**

*The Board of Energy Regulatory Office*

Taking into account:

1. The provisions of Law no. 2004/9 “On Energy Regulator”;
2. The provisions of Law no. 2004/10 “ On Electricity”;
3. Proposal submitted by Korporata Energjetike e Kosoves (“KEK”) to the Energy Regulatory Office (“ERO”), comments submitted to KEK and response of KEK of 21 November 2005 and 25 November 2005 respectively;
4. Comments to the proposal provided by ERO on 18 November 2005;

**On the Session held on 29 November 2005 has decided to:**

- a) **Approve the request of KEK regarding the ABC policy based on the request and attachments enclosed to the signed version of this Decision**

### **Chapter 1: ABC Policy**

1. The Board of ERO reviewed the ABC policy submitted by KEK and decided to approve it with certain conditions:
  - a) KEK shall provide to ERO clear information about the number of good (class A) and low or non-paying Customers (classes B & C) in each feeder.
  - b) KEK shall submit to each Municipality affected by C schedule, the list of non-paying customers or low-paying customers and by each feeder. Municipality in cooperation with KEK shall accordingly inform such customers about the policy and consequences of non-payment or unlawful use of energy.
  - c) KEK shall take all possible measures to provide dedicated feeders requested by the good-paying customer who found themselves in category C in tariff group 6 and above, should those

customers require them. KEK will submit to ERO proposal about the re-connection charges with possibility to share participation in such charges between KEK and Customer.

- d) As soon as possible, but not later than by the end of January 2006, KEK shall submit to ERO for approval its proposal for compensation of the good paying Customers within the areas classified as B or C;
  - e) During the implementation of the ABC policy KEK will treat all customers in Kosovo in equal, non-discriminatory and consistent way;
  - f) During the implementation of this policy, KEK shall undertake all necessary measures including the disciplinary measures to the staff responsible for switching operations in order to implement ABC policy, so to avoid risk of failure and achieve proper results;
  - g) KEK will continue to apply individual disconnection to the non-paying and / or illegally connected Customers (ERO Decision D\_02\_2005) and closely monitor the performance of disconnection teamS and implement strict disciplinary rules in the case of non-implementation or implementation against the ABC policy, Decision on Disconnection and other applicable legislation;
  - h) Immediately upon the approval of this policy KEK shall establish customer information service to deal with customers complaints and to inform customers about their rights and responsibilities;
  - i) KEK will inform ERO on two-monthly basis on achievement of the ABC policy including information about the number of Customers complaints by categories of the Customers and number of resolved / unresolved complaints;
  - j) KEK shall continue public relations campaign on different levels including organizing public awareness at local and community levels.
2. This Decision and Attachments to this Decision are submitted to KEK in original version on the date of its publishment on web site.
  3. KEK shall start to implement this Decision within five (5) working days upon the deadline set forth in paragraph 5. KEK has already proceeded with public campaign and furthermore a timetable of implementation prior to been granted Regulatory Approval of its policy. KEK is obliged to seek Regulatory approval prior to any public announcement, otherwise is exposed to reputation risks in case a publicly announced policy is not implemented
  4. This Decision shall be published by KEK on its web site and in at least one local daily newspaper of wide circulation in Kosovo, five (5) working days upon the date when it takes effect.
  5. Against this Decision KEK has the right to submit an appeal to ERO by submitting a fully substantiated report, within fourteen (14) working days after the announcement and publication of this decision on ERO web site.

6. This Decision is issued in Albanian, Serbian and English version. In case of dispute between three versions, the English version shall prevail.

## **Chapter 2: Request of KEK and Attachments on ABC Policy**

On behalf of Board of ERO

**Dr. Nick F Frydas**  
Chairman of the Board of ERO

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