



Pursuant to the authority given under Article 15 and 58.7 of the Law on Energy Regulator, the Board of the Energy Regulatory Office on a session held on 27 May 2009 has adopted the:

RULE ON DISCONNECTION AND RECONNECTION OF CUSTOMERS IN ENERGY SECTOR IN KOSOVO

Chapter 1: GENERAL PROVISIONS

Article 1

Scope

This Rule sets the criteria by which energy enterprises may disconnect and reconnect customers in energy sector in Kosovo and establishes the applicable standards, principles and procedures.

Article 2

Purpose

The purpose of this Rule is to establish the terms, conditions and procedures relating to disconnection and reconnection to the networks in order to:

- a). ensure the transparent and non-discriminatory performance of disconnection and reconnection by energy enterprises;
- b). protect customers through promoting transparent and open access to information regarding disconnection and reconnection to the networks; and
- c). ensure the equal and non-discriminatory treatment of all customers in Kosovo with respect to their rights and obligations regarding disconnection and reconnection.

Article 3

Definitions

3.1. The terms used in this Rule shall have the following meaning:

“Household Customer” means any natural person using energy for personal household consumption, excluding commercial or professional activities.

“Non-household Customer” means any natural or legal person purchasing energy not only for personal household use, but also for production and commercial purposes, and wholesale customers;

“Qualifying Group” means a group of customers in a specific geographical area of energy supply who share a common connection to or delivery points with the energy enterprise, of which at least ninety percent (90%) has not been paid, for a minimum of at least three (3) previous months.

“Warning notice” means the notification, containing provisions in accordance with Article 15 of this Rule that an energy enterprise (Supplier) gives to the customer, prior to the issuance of a disconnection notice, granting him a reasonable time to correct or dispute the reasons for the disconnection

“Disconnection Notice” means the written notification containing provisions in accordance to Article 16 of this Rule that an energy enterprise (Supplier) gives to the customer after expiration of the warning period but prior to disconnection.

“Disconnection” means the discontinuation of a physical link between the premises of a customer and a transmission or distribution network that is executed by Transmission or Distribution System Operator on request of Supplier.

“Group Disconnection” means the discontinuation of a certain group of customers.

“Unauthorized Connection” means a link between the premises of a customer and a distribution network for energy supply that has not been authorized or approved by the energy enterprise;

“Energy” means any form of produced or obtained energy (electricity, heat or natural gas) intended for supply or sale;

“Energy Enterprise” means any energy enterprise that performs the distribution, or supply of electricity, heat, or natural gas on the basis of a license issued by the Energy Regulatory Office.

“Energy Service” means service with produced or obtained energy intended for supply or sale.

“Network” means all assets used for and/or in connection with the provision and/or receipt of energy either belonging to the public domain or to the energy enterprises;

“Payment Agreement” means an arrangement between an energy customer and an energy enterprise (Supplier) for the payment of debt;

“Supplier” means any energy enterprise that performs supply, public supply or trade of electricity, heat or natural gas;

3.2. Other terms used in this Rule shall have the meaning stipulated in the Law on Electricity, Law on Energy, Law on Energy Regulator and Law on District heating.

Article 4

General principles of Disconnection and Reconnection

4.1 This Rule sets forth general principles that the energy enterprise shall apply while disconnecting customers and lists the reasons and cases when the disconnection is applied. Each energy enterprise is encouraged to develop specific policies for disconnection that treat customers with respect, in a transparent and non-discriminatory manner. Such policies shall be submitted to ERO for review, and ERO shall approve such policies prior to their application.

In this Rule Distribution System Operator performs disconnection and reconnection, investigation of connection and unauthorized connection, and removal of equipment.

All the other activities which are subject of this Rule shall be performed by Supplier.

- 4.2. This Rule sets forth only the principles that are directly related to the disconnection and reconnection. All other dispositions related to the Article 52 of the Law on Energy Regulator are included in the Rule on General Conditions of Energy Supply, issued and adopted by ERO.
- 4.3. Disconnection is an option allowed to an energy enterprise; it is not a requirement placed on the energy enterprise by ERO. The energy enterprise may choose to impose less restrictive measures upon customers than those set forth in this Rule.
- 4.4. The energy enterprise shall endeavour to undertake all necessary steps, including the imposition of fines where such fines or other action may eliminate the reasons for disconnection and prevent the disconnection. In the case of non-payment, disconnection is to be used as a last resort where other measures set forth in this Rule and in the Rule on General Conditions of Energy Supply have failed to produce the desired effect.
- 4.5. With respect to warning and disconnection notice provisions, this Rule sets forth the minimum requirements that an energy enterprise shall fulfill. The energy enterprise may, at its discretion, provide additional notice or extend the period of time for warning and disconnection.
- 4.5. This Rule also sets forth the general criteria by which an energy enterprise reconnects customers subject to disconnection. Such customers after the reason for disconnection is eliminated shall be entitled to prompt reconnection pursuant to reasonable terms and conditions.
- 4.7. The energy enterprise is entitled to charge fees for issuance of the disconnection and reconnection notices, and for the disconnection and reconnection of customers, in accordance with and not exceeding the amounts in the guidelines of Attachment 1: Schedule of Prices and Fines.
- 4.8. The energy enterprises shall nominate and certify their employees that may be vested with authority to connect and energize, disconnect or reconnect a customer in their network. No other person, including the other employees of energy enterprises, except those nominated and certified to do so, may do any connection and disconnection or reconnection to energy enterprise network. Nomination and certification of authorized employees shall be done by energy enterprises on a periodical basis and the names of authorized employees will be publicized in a manner that ensures full customer awareness of the names of those authorized employees. The employment of other persons, except those nominated and certified is considered as an offence and in that case fines will be applied in accordance to this Rule and other applicable Laws.

Chapter 2: COMMERCIAL DISCONNECTION

Article 5

Disconnection for Unauthorized Consumption of Energy

- 5.1. The energy enterprise may disconnect the customer for unauthorized energy consumption as defined in the Article 28 of the Rule on General Conditions of Energy Supply.
- 5.2. The energy enterprise may execute actions in response to unauthorized consumption in

accordance with the Chapter 4 of this Rule as well as the energy enterprises' policies and internal procedures approved by ERO.

- 5.2. Where a customer's energy supply has been disconnected due to unauthorized energy consumption and when the same customer has been arbitrarily reconnected without the authorization of the energy enterprise, then such customer shall have the energy supply equipment removed in accordance with the Article 26 of this Rule.

Article 6

Disconnection for Non-payment of Energy

- 6.1. The energy enterprise may disconnect a customer, who fails to meet payment deadlines set in the bill or supply contract, in accordance with the General Conditions of Energy Supply.
- 6.2. In the event the customer presents clear evidence for the payment of bills or installment to the energy enterprise in accordance with the payment agreement, and such non payment was the reason why the disconnection notice was issued, then the energy enterprise shall not disconnect such customer.

Article 7

Disconnection for Other Commercial Reasons

- 7.1. An energy enterprise may disconnect a customer if such customer:
 - a). falls under the category of non-household customer but is registered as a household customer; or
 - b). has failed to pay a guarantee deposit when required by the energy enterprise, pursuant to requirements set forth in the Rule on General Conditions of Energy Supply.
 - c). is mandated by court order or by some other duly authorized public authority.

Article 8

Allocation of the Payment for Debts

In the event that the Ministry of Labor and Social Welfare provides assistance to an indigent and disadvantaged customer for the purpose of covering in part or in full the debts of such customer against the energy enterprise, the customer is responsible to present proof to the energy enterprise of such assistance. The energy enterprise shall take such assistance into consideration in assessing appropriateness of the disconnection.

Chapter 3: NON-COMMERCIAL DISCONNECTION

Article 9

Disconnection for Health and Safety Reasons

- 9.1. An energy enterprise is entitled to immediately disconnect any customer if such

disconnection is necessary to remove an immediate risk to the health and safety of any physical person and / or safety of any property.

- 9.2. Such disconnection may be used in the event of any force majeure or any material accident of installations for the generation, transmission or distribution of energy or other possible risks.
- 9.3. Upon identifying a health or safety risk, the energy enterprise shall endeavor to notify all affected customers before making the disconnection. In the event that the risk or danger is such that notice is not practicable, the energy enterprise shall inform affected customers as soon as possible upon disconnection and explain the reason and expected duration of the disconnection.
- 9.4. The energy enterprise shall, immediately upon addressing or removing the health or safety risks warranting disconnection, reconnect the customer at no cost to the customer, except in the event that such customer is responsible, in part or in full, for creating the dangerous conditions that resulted in the disconnection.

Article 10

Disconnection for Distress or Damage to the Network or Equipment for the Supply of Energy

- 10.1 The energy enterprise may disconnect the premises of any customer for causing distress or damage to the energy plants, energy network or meter in accordance with the Grid Code or the Distribution Code, issued by the energy enterprise and approved by ERO.
- 10.2. The energy enterprise shall endeavour to inform all affected customers and shall provide the reasons for disconnection under Article 10.1. Where feasible, such information shall be provided in writing prior to the disconnection. Where not feasible, such information shall be provided in writing immediately after the disconnection.
- 10.3 Such written information shall contain the period of expected disconnection. Such period shall be reasonable and based on the circumstances of the case. If the cause of disconnection is not removed within the period stated in such information, the period may be extended until the completion of the repair. In the event that the period of disconnection must be extended for technical reasons, the customer shall be informed in writing as soon as possible.

Article 11

Disconnection due to Abandonment

In the event that the energy enterprise identifies a connection no longer in use due to lack of human habitation or significant structural damage that precludes safe habitation, it shall post the disconnection notice at the physical location of the concerned connection.

Article 12

Disconnection upon Request

- 12.1. A customer is entitled to request the energy enterprise to disconnect his or her connection to the energy network.
- 12.2. In the event that a customer requesting disconnection has failed to settle debts to the energy enterprise in full, the dispositions regarding the disconnection and

reconnection charges and fines, as stipulated in Attachment 1, shall apply unless a separate payment agreement between the customer and the energy enterprise provides more lenient terms to the customer.

Article 13
Disconnection for other Non-Commercial Reasons

- 13.1. An energy enterprise may disconnect a customer when such customer has refused to grant a representative of the energy enterprise access to property or premises for the purpose of:
- a) inspecting meters or metering point,
 - b) controlling a connection or the operation of energy equipment belonging to the energy enterprise or equipment belonging to the customer,
 - c) controlling unauthorized consumption of energy or where the safety of the customer or other persons is at risk
- 13.2. For the smallest possible group of customers and the shortest possible period of time, the energy enterprise may curtail or suspend transmission or distribution in the event of:
- a) malfunctions at electrical/natural gas and/or heat installations;
 - b) extraordinary conditions in the network, power station/district heating station and fuel supply;
 - c) high demand and lack of energy, but only after the energy enterprise has rationed the available energy to the best technical ability subject to approval by ERO; or
 - d) other cases as foreseen in the Grid Code, Distribution Code or other relevant and applicable Codes as the case maybe, approved by ERO
- 13.3. For any instance of discontinuation/restriction of energy supply presented in Article 13.2, the energy enterprise shall notify ERO on:
- a) the number of affected customers,
 - b) period of discontinuation/restriction of supply, and
 - c) actions executed to return of normal supply.

Article 14
Restrictive Measures of the Government

The Government may introduce restrictive measures for the supply of energy to customers or may impose special obligations on energy enterprises including disconnection, pursuant to Article 25 of the Law of Energy and relevant secondary legislation issued by the Ministry of Energy and Mining.

Chapter 4: DISCONNECTION PROCEDURE

Article 15 Warning Notice

- 15.1. Prior to disconnection, in cases listed in Articles 6, 7, 11 and 13.1, a warning notice shall be issued with a bill for outstanding debt and explanation as to the method of remedying non-payment, or a separate warning notice where the reason for disconnection is not non-payment.
- 15.2. The warning notice shall include a notification on measures that will be undertaken against the customer including disconnection if the customer does not perform actions specified in such warning notice within a defined period of time. That period of time shall not be less than fifteen (15) calendar days from the date that the warning notice is sent to the customer.
- 15.3. The warning notice shall also include the right of a customer to dispute the intended disconnection and the deadline for such dispute. The deadline for bringing disputes is set forth in Article 19 and shall be counted from the day when the customer is deemed to have received the notice.
- 15.3. The way warning notice shall be delivered as set forth in Article 18

Article 16 Disconnection Notice

- 16.1. An energy enterprise must provide, after the deadline for a warning notice set in Article 15.2 and taking into account the period for resolution of disputes stipulated in Article 19 setting forth the period, a disconnection notice to the customer prior to disconnection on the grounds of:
 - a). non-payment of an energy bill or installment, as set forth in Article 6;
 - b). failure to pay a guarantee deposit required by energy enterprise in accordance with the Rule on General Conditions of Energy Supply;
- 16.2. A disconnection notice is not required in the following circumstances:
 - a) health and safety risks to persons as stipulated in Article 9 of this Rule; or
 - b) per request of the customer.
 - c) unauthorized consumption of energy;
 - d) distress or damage to the network or equipment or for operational or maintenance purposes, where feasible;
 - e) abandonment or where the connection is no longer in use; or
 - f) refusal to grant to a representative of energy enterprise access to the property for a purpose of meter reading or inspection.

- 16.3. In reference to the Article 16.2 a) and d), the energy enterprise must provide a written explanation on the reasons for the termination of service and publish it in media or public places, whichever is more appropriate. With respect to b), c), e) and f) of the Article 16.2, the justification in writing must be placed in the customer files.
- 16.4. A disconnection notice must be delivered in writing to the customer at least three (3) calendar days prior to the disconnection date stated in the disconnection notice.

Article 17 **Content of the Disconnection Notice**

A disconnection notice to an energy customer shall include the following:

- a) the name of the customer and the number of the metering point;
- b) the reason and legal basis for disconnection;
- c) the address and contact information of the office where the customer may obtain more information and/or demonstrate that the required measures, if any, have been taken;
- d) an explanation of actions that the customer must undertake to prevent the disconnection;
- f) the conditions and procedures that the customer shall fulfill to request the reconnection;
- g) information on the right of the customer to file a complaint against the energy enterprise to avoid or contest termination, in accordance with the Dispute Settlement Procedures in the Energy Sector; and
- h) in the case of planned maintenance, the beginning and the end of the period of the intended disconnection.

Article 18 **Method of Delivery and Receipt of Notices**

- 18.1. The energy enterprise shall deliver warning and disconnection notice in the following manner:
- a) mailed to the customer at the address shown on the records of the energy enterprise; or by
 - b) personal delivery to the customer asking that the customer sign the records of delivery receipts, whenever possible.
- 18.2. In reference to the Article 18.1 the energy enterprise shall execute actions to ensure that the warning or disconnection notice is received by customer not less than two (2) working days before the scheduled day for disconnection. Such actions would include but are not limited to:
- a) phoning the customer when the energy enterprise has the customer's contact number; or by
 - b) emailing the customer if the energy enterprise has contact email address, or

- c) revisiting customer premises if the energy enterprise does not have the customer's email address and phone number.

Article 19

Dispute and Investigation Prior to the Disconnection

- 19.1. An energy enterprise shall not disconnect a customer who disputes in written form the reasons for disconnection, pending investigation of the dispute by the energy enterprise or other responsible authorities.
- 19.2. In the event of such disputes, the energy enterprise or/ ERO shall investigate the dispute and communicate its decision to the customer within the deadline set forth in Article 8.3 Rule on Dispute Settlement Procedure in Energy Sector as adopted by ERO.
- 19.3. Depending upon the circumstances the customer may be asked to explain the reasons for the alleged act or omission and provide any relevant documents.
- 19.4. If a bill is the subject of a dispute, an energy enterprise may not disconnect the customer on the basis of non-payment of a full amount of a bill unless and until the energy enterprise has reviewed and made a determination with respect to the accuracy of such bill.
- 19.5. Until such review and determination is made, the customer shall be required to pay:
 - a) the part of bill that is uncontested;
 - b) the part of uncontested bill based on the average of uncontested bill paid by the customer during the previous six (6) months, where the bill is issued under a payment agreement that has been in effect twelve (12) months or longer; or
 - c) the average of all uncontested bills paid by the customer during the three (3) months, where a bill is issued under a payment agreement that has been in effect less than twelve (12) months.

Article 20

Temporary relief due to Medical Condition of the Customer

- 20.1. The energy enterprise shall postpone the disconnection of service for up to ten (10) calendar days, if, prior to the disconnection date specified on the disconnection notice, the customer provides to the energy enterprise a medical statement from a licensed physician or public health official certifying that disconnection would be a serious and immediate threat to the health or safety of a designated person or to members of his/her family in the household of the customer.

Article 21

Disconnection during Extreme Weather

- 21.1. If a disconnection of energy supply puts at risk the life or health of any customer due to low temperatures the energy enterprise of district heating shall not execute disconnection actions, during extreme cold weather in winter when:

- a) the previous day's highest temperature did not exceed -3 degrees Celsius, and/or
- b) meteorological reports predict that the weather will remain at or below -3 ° Celsius degrees for the next 24 hours,

Article 22

Execution of Commercial Disconnection for Individual Customer

- 22.1. The commercial disconnection for non-payment of bills of energy consumption for individual customers shall be executed by at least two (2) employees of the energy enterprise any day and any time if the customer is provided the possibility to pay any time and at any day. Disconnections for unauthorized consumption of energy may be executed any time by at least two (2) employees of the energy enterprise.
- 22.2. Immediately upon effecting a disconnection, the employee of the energy enterprise shall submit to the customer a Table on Fees and Penalties through which the customer shall be informed on the penalties that follow an unauthorized reconnection.
- 22.3. In the event that the energy enterprise is physically precluded from gaining access to premises where a disconnection is to take place, the energy enterprise may request the help of law enforcement authorities to execute the disconnection. With regard to this the energy enterprise may file a report of the incident to the competent court.

Article 23

Disconnection from Transmission System Operator

If a customer is connected to the transmission network and such customer must be disconnected due to non-payment or unauthorized consumption of energy, then the supplier shall issue an order for disconnection for the Transmission System Operator, which is required to disconnect the customer in accordance with the procedures set forth in this Rule.

Article 24

Language of Notices and other Written Communication with Customers

Unless otherwise set forth by specific written agreement, such as pursuant to a customer contract, all disconnection and warning notices and other written communications with customers concerning service by the energy enterprise shall be written in the native language of the customer (Albanian, Serbian and English language) in a clear, concise, and easily understandable manner.

Chapter 5:

RECONNECTION OF ENERGY SUPPLY

Article 25

Time limits and conditions for reconnection of energy supply

- 25.1. An energy enterprise shall reconnect the premises of a customer not later than two (2) working days after the reason for disconnection has been resolved, including where the customer has paid the full amount of his bill, signed a payment agreement with energy enterprise, or performed the required action that was a cause of the disconnection.
- 25.2. If the customer has submitted a complaint in writing to the energy enterprise disputing the reasons for disconnection, then the energy enterprise shall reconnect the customer within the

shortest term possible and no later than 48 hours since the disconnection was effected.

- 25.3. Any unregistered customer who has been disconnected from the network because of being connected to the network without the consent of the energy shall be reconnected in the network only after fulfilling the following conditions:
- a). applies for connection in accordance with Article 7 of the Rule on General Conditions of Energy Supply,
 - b). signs the agreement for connection in accordance with Article 10 of the Rule on General Conditions of Energy Supply, including fees for connection;
 - c). pays for the amount of energy consumed in unauthorized manner, in accordance with Article 28 of the Rule on General Conditions of Energy Supply. The energy enterprise may sign a customer agreement for payment of energy in instalments.
 - d). signs a supply contract with the supplier.
- 25.4. Any unregistered customer will not be able to submit an appeal to the energy enterprise nor the ERO, without fulfilling the conditions of Article 25.3, even if he has filed a complaint to another authority.

Article 26

Removal of Equipment for Supply of Energy

- 26.1. Removal of the equipment for supply of energy that belongs to the energy enterprise may be done in the circumstances set forth in Article 5.3; 23.3 of this Rule.
- 26.2. Before physically removing all service equipment, the energy enterprise shall make an inventory of all assets that have been removed, and shall make a record of the condition and any damage caused by non-prudent use to such assets by the customer. The record shall be kept for at least one (1) year or until reconnection of energy services, whichever occurs first.
- 26.3. If the energy enterprise is physically prevented from removing service equipment, then it shall request the support of law enforcement bodies to execute such action.

Article 27

Reconnection by the Energy Enterprise

- 27.1. In the event of repeated action resulting in the disconnection or repeated non-payment of bill, an energy enterprise may refuse to reconnect such customer. In such a case, the energy enterprise is entitled to remove the equipment for supply of energy to the customer pursuant to Article 26.
- 27.2. A refusal of supply must be justified in writing with information about the legal and administrative measures available to the customer to dispute such a decision..

Article 28

Compensation to the Customer in Good Standing

- 28.1. In the event that an energy enterprise fails to follow the disconnection procedure established in the present Rule, a negatively affected customer who is regular in payment of his bills is entitled to compensation from the energy enterprise for direct and

provable damages sustained as a result thereof.

- 28.2. The energy enterprise shall compensate the affected customer by providing a credit on future bills.
- 28.3. The energy enterprise within a deadline of 120 days since the approval of this rule shall submit to ERO for approval the procedure for compensation to the customers who are regularly paying and have been disconnected by the energy enterprise in contradiction to the disconnection procedure set forth in this rule.
- 28.4. Calculation of the compensation set forth in 28.2 shall be done in accordance with the Rule on General Conditions of Energy Supply and the contract signed with the customer shall contain related provisions.

Chapter 6: MONITORING AND PENALTIES

Article 29 Reporting, Monitoring and Enforcement

- 29.1. ERO shall monitor compliance of the energy enterprise with disconnection procedures established in this Rule and, in case of non-compliance, may take enforcement action against an energy enterprise.
- 29.2. An energy enterprise shall maintain records of all disconnections and reconnections and shall preserve such records for at least three (three) years.

Article 30 Penalties

- 30.1. Failure of an energy enterprise to comply with the procedures set forth in this Rule shall constitute an offence and may be subject to fines in accordance to the Article 57 of the Law on Energy Regulator.
- 30.2. When imposing a fine, ERO shall notify the energy enterprise of the infringement and provide an opportunity to respond, in writing, within fourteen (14) calendar days of the notification.
- 30.3. If a fine imposed by ERO is not paid, ERO shall initiate court proceedings for the collection of the fine as a civil debt.

Article 31 Criminal Offences

- 31.1. The energy enterprise may bring a complaint in the competent court of jurisdiction against any person who has committed any offence as listed under Provisional Criminal Code of the Republic of Kosovo.
- 31.2. Pursuant to Article 32.1, the energy enterprise may bring such complaint against any person who has destroyed, damaged, or removed without authorization the installations or equipment for electrical wires, gas pipes, district-heating equipment, underwater cables, or other similar equipment.

Article 32
Judicial Review

- 32.1. Rule on Dispute Settlement Procedures, issued by ERO, sets forth the procedures by which a customer or an energy enterprise may bring a dispute concerning disconnection or reconnection before ERO.
- 32.2. Decisions of ERO may be subject to appeal in the competent court of jurisdiction in Kosovo.

Chapter 7: TRANSITIONAL PROVISIONS

Article 33
Applicability of the Collective Disconnection

- 33.1. The energy enterprise may apply collective disconnection only in the cases stipulated in this Rule.
- 33.2. Collective disconnection is the transitional measure that may be used by an energy enterprise only within the period of eighteen (18) months from the date of adoption of this Rule in accordance to the procedure set forth in this Rule.

Article 34
Collective Disconnection

- 34.1. Collective disconnection shall be used as a means of last resort and the energy enterprise shall endeavour to limit it in duration and extent to the maximum extent possible.
- 34.2. Collective disconnections may be carried only where an energy enterprise can demonstrate to the satisfaction of ERO that:
 - a). a group of non-paying customers subject to the proposed disconnection is a qualifying group; or
 - b). the energy enterprise has been physically precluded from meter readings or conducting maintenance activities within a defined area; or
- 34.3. Where the circumstances as set forth in paragraph 34.2 have ceased to exist, customers in good standing shall be reconnected at no cost to such customers.
- 34.4. When applying for approval for collective disconnection, an energy enterprise shall submit to ERO the following information and /or documents:
 - a) the physical point in the energy distribution where the collective disconnection will take place;
 - b) the number and percentage of customers within the qualifying group that are not in good standing;
 - c) copies of all undisputed bills, warning notices and disconnection notices or relevant extracts of records for each customer within the qualifying group; and

- d) evidence that the energy enterprise has published the public announcement in accordance with Article 38.

Article 35
Publication of Public Announcement

- 35.1. Prior to effecting a collective disconnection, an energy enterprise shall issue a public announcement of its intention to effect a collective disconnection in a newspaper of wide circulation in the concerned area at least five (5) working days prior to intended date of a collective disconnection.
- 35.2. Such public announcement shall contain the reasons for collective disconnection, announce the right of any affected customer in good standing to claim compensation from the energy enterprise pursuant to the terms of the present Rule, and be prepared in Albanian, Serbian and English language.
- 35.3. The energy enterprise shall post copies of such announcement in highly visible locations in the concerned area.

Article 36
Execution of Collective Disconnection

- 36.1. A collective disconnection shall be effected in accordance with the following procedure:
 - a). the first disconnection period shall be forty-eight (48) hours;
 - b). upon the conclusion of the first disconnection period, the energy enterprise shall reconnect services for a consecutive period of not less than forty-eight (48) hours;
 - c). if, upon the conclusion of the first reconnection period, the grounds for the collective disconnection remain, the energy enterprise shall apply in writing to ERO for approval to extend the period of disconnection for a specified amount of time, pursuant to identified conditions including additional disconnection notice.
- 36.2. Applications for the approval of an extended collective disconnection period shall follow the procedures set forth in this Rule and must also include the amount of compensation that the energy enterprise proposes to pay to good-standing customers as well as any other measures to alleviate the adverse impact of such a collective disconnection on a good standing customer.
- 36.3. If, at any time during the collective disconnection, the grounds for the collective disconnection change such that the criteria for collective disconnection are no longer satisfied, the enterprise energy enterprise shall immediately cease the collective disconnection, restore energy supply, and immediately inform ERO.

Article 37
Derogation during the Transitional Period

- 37.1. ERO shall review all energy enterprise policies and procedures in effect regarding the disconnection and reconnection of customers. The energy enterprise must submit new policies and procedures to ERO for approval within thirty (30) calendar days of the adoption of this Rule. Policies and procedures must be in accordance with the changes/additions that were made to this rule and other rules approved by ERO. ERO shall review and make a decision whether to approve such policies or send them back to be redrafted, within thirty (30) calendar days of their submission to ERO.
- 37.2. Pursuant to Article 38.1, derogation of the dispositions of this Rule may be approved by ERO only if:
- a). such policies do not discriminate against any customer on national, racial, ethnic, religious or other such similar grounds;
 - b). such policies are in effect only for the transitional period of a maximum of six (6) months from the date of adoption of this Rule.
- 37.3. If, upon review of the energy enterprise policies, ERO requires additional information from the energy enterprise to justify or explain terms of its policies, the energy enterprise shall provide such information to ERO promptly upon request from ERO.

Chapter 8
MISCELLANEOUS PROVISIONS
Article 38 Modification

- 38.1. The amendment or modification of the rule may be made from time to time to further the objectives of ERO and shall be made by decision of the Board.
- 38.2. Any proposal for amendment or modification of this Rule shall be sent to ERO in writing or initiated by ERO itself.
- 38.3. The decision shall be published on ERO's website and if necessary also in daily newspapers, television and radio, in accordance with the decision of the ERO Board.

Article 39
Official Language of the Rule

This Rule is issued in Albanian, Serbian and English language. In case of any conflict regarding the meaning of the terms in this Rule based on language, the Albanian version shall prevail.

Article 40
Publication

- 40.1. This Rule shall be adopted on the public session, upon the public consultation and shall be published in official gazette, ERO Bulletin and on ERO web site.
- 40.2. The energy enterprise shall inform customers about the dispositions of this Rule in the most practicable combinations of mail and/or newspaper advertisement and other media.

Article 41
Entry into Force

- 41.1. This Rule shall enter into force on the date of adoption by the Board of ERO and publication on the web site of ERO.
- 41.2. The dispositions of this Rule shall apply to all energy enterprises carrying out public services and their customers in Kosovo.
- 41.3. This Rule shall substitute any direction, decision and instructions issued regarding the disconnection and / or reconnection by the side of ERO or any Government Administrative Instruction, prior to the issuance of this Rule and inconsistent with its dispositions.

Attachment 1: Schedule of Charges and Fines

1. Preparation and delivery of the disconnection and /or reconnection notice	€ 5.00																																													
2. Disconnection for Household Customers	€ 15.00																																													
3. Reconnection for Household Customers	€ 15.00																																													
4. Disconnection for Non-household customers (commercial customers)	€ 30.00																																													
5. Reconnection for Non- household customers (commercial customers)	€ 30.00																																													
6. Fines for Connection and Reconnection for Unauthorized use, Tampering meter and Theft	€ 1000																																													
7. Fines for unauthorized reconnection by registered customers of the premises after disconnection by energy enterprise (for House holds and Non-households of registered customers)	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Tariff Group</th> <th style="text-align: left;">Description</th> <th style="text-align: right;">Amount</th> </tr> </thead> <tbody> <tr> <td>1/1</td> <td>110 KV-2</td> <td style="text-align: right;">€ 2.000</td> </tr> <tr> <td>1/2</td> <td>35 KV -2</td> <td style="text-align: right;">€ 2.000</td> </tr> <tr> <td>1/3</td> <td>10 KV -3</td> <td style="text-align: right;">€ 2.000</td> </tr> <tr> <td>4/01</td> <td>0.4 KV HH Single TM-4</td> <td style="text-align: right;">€ 100</td> </tr> <tr> <td>4/02</td> <td>0.4 KV HH Double TM-4</td> <td style="text-align: right;">€ 100</td> </tr> <tr> <td>5/41</td> <td>Prepaid HH</td> <td style="text-align: right;">€ 100</td> </tr> <tr> <td>5/71</td> <td>Prepaid Commercial</td> <td style="text-align: right;">€ 300</td> </tr> <tr> <td>6/6</td> <td>0.4 KV Cat. 1-6</td> <td style="text-align: right;">€ 300</td> </tr> <tr> <td>7/01</td> <td>0.4 KV Cat.2 Single TM-7</td> <td style="text-align: right;">€ 300</td> </tr> <tr> <td>7/02</td> <td>0.4 KV Cat.2 Double TM-7</td> <td style="text-align: right;">€ 300</td> </tr> <tr> <td>8/01</td> <td>Public Lighting-8</td> <td style="text-align: right;">€ 300</td> </tr> <tr> <td>9/01</td> <td>Fixed Rate < 400 kWh</td> <td style="text-align: right;">€ 100</td> </tr> <tr> <td>9/02</td> <td>Fixed Rate 400-800 kWh</td> <td style="text-align: right;">€ 100</td> </tr> <tr> <td>9/03</td> <td>Fixed Rate > 800 kWh</td> <td style="text-align: right;">€ 100</td> </tr> </tbody> </table>	Tariff Group	Description	Amount	1/1	110 KV-2	€ 2.000	1/2	35 KV -2	€ 2.000	1/3	10 KV -3	€ 2.000	4/01	0.4 KV HH Single TM-4	€ 100	4/02	0.4 KV HH Double TM-4	€ 100	5/41	Prepaid HH	€ 100	5/71	Prepaid Commercial	€ 300	6/6	0.4 KV Cat. 1-6	€ 300	7/01	0.4 KV Cat.2 Single TM-7	€ 300	7/02	0.4 KV Cat.2 Double TM-7	€ 300	8/01	Public Lighting-8	€ 300	9/01	Fixed Rate < 400 kWh	€ 100	9/02	Fixed Rate 400-800 kWh	€ 100	9/03	Fixed Rate > 800 kWh	€ 100
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