

Prishtina, 12/03/2007
ERO Code: D_36_2007

Board of the Energy Regulatory Office

Taking into account:

1. Provisions of the Sec. 15.2 (h) and 17 of Law No.2004/9 on “Energy Regulator”.
2. Provisions of the “Rule on General Terms of Energy Supply”; and
3. KEK Sh.A. /Supply Division’s Proposal

In March 7th 2007 The ERO Board has decided to adopt this:

DECISION over”General Procedures on Customer Claims”

1. Board of the Energy Regulatory Office (ERO) has perused the KEK Sh.A./Supply Division’s proposal regarding the General Procedures on Customer Claims and has further decided to **APPROVE** the mentioned procedures.
2. Against this decision complaint may be filed in the court of respective jurisdiction within 14 days since the day of approval or day of publishing of this decision in the official ERO web-page.
3. This decision is compiled in three languages: Albanian, Serbian and English. In case of discrepancies between languages, the Albanian version should prevail.
4. This decision enters into power in the day of approval or the day of publication in the official ERO web page.
5. KEK SH.A. will publish the General Procedures on Customer Claims and will start the implementation of this decision right after the publication of this decision in the ERO official web-page.



General Procedures on Customer Claims- attached to this decision

ERO Board:

Ali Hamiti
Chairman

Merita Kostari
Member

Theranda Beqiri
Member

Naim Bejtullahu
Member

Nysret Avdiu
Member
