



Prishtinë: June 24th, 2008
ERO Code: D_094_2008
Reference no. ERO/CPD_D_69_01_08

Board of the Energy Regulatory Office

Taking into account:

1. Competences granted to Energy Regulatory Office under sec. 17.1 of the Law on Energy Regulator;
2. Provisions of Chapter 3 of the Rule on Dispute Settlements in the Energy Sector;
3. Evidences and processes submitted by the parties;
4. ERO CPD's decision: ZRRE/DMK_V_69_01_08 dated Jan 15th, 2008;
5. Submission of the appeal to CPD's decision addressed by the customer to ERO Board dated Feb. 25th, 2008;
6. Sec. 18 of the Rule on Dispute Settlements in the Energy Sector.

In its session held in June 24th, 2008 issued this:

DECISION

The appeal of the customer Mr. Aqif Mehdiu (KEK customer code: DPR – 202468) from Komoran against CPD's decision is **REFUSED** due to the reasons presented in the justification of this decision.

Justification

1. In July 12th, 2007 the customer has addressed ERO CPD with the record no.93/07 2007 by appealing the KEK JSC's reply dated June 20th, 2007 with reference no. DPR – CO1 – 04 relative to his complaint for unmetered billing-random before the month 05/2006.
2. In June 2nd, 2006 by way of process no.5 on removal and replacement of the calibration meter KEK JSC has conducted the registration of the mentioned customer's meter. In this case old meter no. 3278740 has been removed and the new meter no. 12380165 with status T1= 000009/000009 kWh and T2= 000003/000083 kWh has been installed. In process no.5 is also stated that the billing has been made randomly since the house has been damaged during the war.
3. KEK JSC has charged the mentioned customer with a debt by way of unmetered billing-random since, in that code, electricity has earlier been spent.



4. In May 18th 2007 the customer has addressed KEK JSC-Supply Division-Customer's department with a complaint regarding unmetered billing-random before 05/2006 since according to customer's statement he has not lived in his house. Furthermore according to the customer's statement, another person has lived in his house and he has been the one doing this spending.

5. In June 20th, 2007 KEK JSC- Supply Division- Customer's Department has replied to the customer by refusing him under the justification that code no. 202468 with meter no. 12380165 has a debt. KEK JSC. has an evidence for energy spending in that meter, while concerning the unmetered billing-random is it emphasized that it has been done since there has been no registered electricity meter.

6. After this the customer has addressed the ERO CPD complaining about the KEK JSC-Supply Division-Customer's Division dated June 20th, 2007 with reference no. DPR – CO1 – 04 regarding unmetered billing before month 05/2006.

7. In Jan 15th, 2008 ERO CPD has analyzed all the submitted evidences from KEK JSC and the customer and has further decided to refuse the customer.

8. In February 25th, 2008 the customer has submitted his refusal against the ERO CPD's decision before ERO Board.

Accordingly due to the reasons presented above, ERO Board has decided to refuse the customer as in the justification presented in the decision of ERO CPD.

Legal remedy: Against this decision the party may initiate a court hearing before the competent court in Prishtina within (14) days since the day of receiving this decision or the publishing of this decision in the official web-page, whichever happens first.

ERO Board:

Ali Hamiti, Chairman

Theranda Beqiri, member

Nysret Avdiu, member



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