



Board of the Energy Regulatory Office

Taking into account,

1. Responsibilities granted to the Energy Regulatory Office under Sec. 7 of the Law in Energy Regulator;
2. Provisions of Chapter 3, Sec. 16 of the Rule on Dispute Settlement Procedure in the Energy Sector
3. Evidence and procedures submitted by the parties;
4. ERO CPD's Decision;
5. ERO CPD's Recommendation: ERO/CPD_V_87_05_08 dated May 21st, 2008;
6. Submission of the appeal to CPD's decision addressed by the customer to ERO Board dated June 23rd, 2008
7. Sec. 18 of the Rule on Dispute Settlement Procedure in the Energy Sector.

In the session held on September 18th, 2008 issued this:

DECISION

The appeal of the customer Mr. Aziz Cenaj (customer code: DPR – 1952) from Prishtina against CPD's decision is **REFUSED** due to the reasons presented in the justification of this decision.

JUSTIFICATION

1. The customer on September 18th, 2007 in his complaint to CPD at ERO appealed the reply of KEK J.S.C. – Customer's Department dated September 17th 2007 with reference number DPR – CO1-01, requesting to be relieved from the electrical energy debt.
2. The customer on August 16th, 2007 submitted a complaint to KEK J.S.C. - Customer's Department for an opportunity to pay the electrical energy debt in installments.
Evidence: Attestation of the Customer's complaint to KEK.
3. KEK J.S.C. - Customer's Department on September 17th, 2007 refused the customer's appeal on the justification that he was relieved of his debt up to the month of July 2002 through the social assistance card in the amount of €1,070.90.
Evidence: KEK J.S.C. reply dated September 17th, 2007.
4. On May 25th 2006 the customer was issued a document by the Social Affairs Center in Prishtina confirming that the said customer was a social assistance beneficiary from October 30th, 2000 to December 6th, 2004.
Evidence: Document of the Social Affairs Center.
5. On May 23rd, 2006 the Customer was also issued a document by the Labor Invalids Association confirming that the said customer is a member of labor invalids.
Evidence: Document of the Labor Invalids Association.
6. On September 18th, 2007 the Customer appealed KEK J.S.C. reply in ERO – CPD.
Evidence: Customer's complaint in ERO – CPD.



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7. On May 21st 2008 ERO – CPD analyzed all evidence submitted in KEK J.S.C. and decided to refuse customer’s request.

Evidence: ERO – CPD’s decision dated May 21st, 2008.

8. On June 23rd, 2008 the customer submitted his appeal against the ERO – CPD’s decision in the ERO Board.

The ERO Board analyzed Decision issued by CPD: **ERO/CPD_V_87_05_08** and determined that the decision is in conformity with ERO Rules and legal framework in force.

The appellant provided no further evidence against this Decision, so ERO Board decided **to refuse** the customer due to the reasons presented in ERO CPD’s decision.

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