



*KORPORATA ENERGJETIKE E KOSOVËS Sh.a.
KOSOVO ENERGY CORPORATION J.S.C.
ENERGETSKA KORPORACIJA KOSOVA D.D.*

**PROCEDURE ON IDENTIFICATION AND PREVENTION OF UNAUTHORIZED
CONSUMPTION OF ELECTRICITY**

23 July 2009

Pursuant to the obligations set out in Article 29.3 of the Rule on General Conditions of Energy Supply, Kosovo Energy Corporation J.S.C (KEK) has prepared the Procedure on Identification and Prevention of Unauthorized Use of Electricity that has been approved by ERO through decision V_203_2009 dated 23 July 2009.

Article 1

Purpose

The purpose of this document is to enable KEK authorized employees to competently undertake actions for the identification, inspection, confirmation, prevention of unauthorized use of electricity and actions for effecting compensation from the customer for unauthorized use of electricity.

Article 2

Definitions

“Meter Tampering” means use of electricity as set out in Article 28.2 of the Rule on General Conditions of Energy Supply.

“Inspection” means checking the connection location, cable for electricity supply, metering point and the customer’s installed equipment.

“Household Customer” means any physical person using electricity for personal household consumption, excluding commercial activities.

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

“Connection” means a connection of customer’s premises to the power distribution network based on the contract that is signed between the customer and electricity supplier.

“Unauthorized Connection” means a connection between the premises of a customer and a power distribution network that has not been authorized or approved by the energy enterprise.

“Authorized Employee” means a person that has an employment contract with KEK J.S.C. and is authorized to conduct the inspection of electricity consumption in the facilities of all users of electricity.

“Non-contracted Consumption of Electricity” means use of energy as set out in Chapter 28.1 of the Rule on General Conditions of Energy Supply.

“Disconnection” means disconnection of a physical connection between the premises of the customer and a Transmission or Distribution network that is executed by the Transmission or Distribution System Operator on the Supplier’s request.

“Electricity Theft” means use of energy as set out in Article 28.3 of the Rule on General Conditions of Energy Supply.

Any other term used in this procedure shall have the meaning stipulated in the laws and rules in effect.

Article 3

Unauthorized Consumption of Electricity

Unauthorized consumption of electricity includes but is not limited to the following cases:

- a) Consumption of electricity by bypassing the meter;
- b) Consumption of electricity through a direct connection-without meter to the distribution network;
- c) Consumption of electricity using a meter that does not record because of the removal of voltage bridge-connections;
- d) Consumption of electricity using a three-rate meter that is not connected based on its one-pole diagram;
- e) Consumption of electricity using a single-rate meter that is not connected based on its one-pole diagram;
- f) Lack of the state seals and KEK distribution seals in the meters and when these seals are broken, accompanied by evidences;
- g) Damaging, removal of seals from meters of current transformers or voltages at the metering groups accompanied by evidences;
- h) Damage or removal of cables from the connections of the metering groups;
- i) Physical damage of the case or the screen of the meter, opening a hole in the case, stopping the disc, damaging the dials etc;
- j) Voltage bridges insulated with any insulation materials;
- k) Consumption of electricity without contract (Article 28.1 of the Rule on General Conditions of Supply) e.g. providing electricity to another customer without the authorization of KEK.

Article 4

Notice for suspected unauthorized consumption

- 4.1 Notice for suspicion of unauthorized consumption of electricity can be done by KEK employees or via information obtained by the community.
- 4.2 When obtaining information for suspicion of unauthorized consumption as in Article 4.1, KEK will undertake immediate operative measures by sending the authorized employees to the location suspected for unauthorized consumption, in order to confirm and report the case.
- 4.3 KEK authorized employees are obligated to carry and display official identification cards when carrying out official duties.
- 4.4 Irregularities under Article 3 that can be easily noticed during the performance of their regular duties, and that are not reported by KEK authorized employees, are considered a violation of duties according to KEK normative acts.

Article 5

Rights of Authorized Employees

- 5.1 Employees authorized to perform inspection of unauthorized consumption of electricity in the premises of the customer, have the right to:
 - a) Enter the residential facility in the presence and with the consent of the customer, to inspect the manner of electricity supply from the metering point to the end use electric appliances, in compliance with Article 19.1 of the Rule on General Conditions of Supply.
 - b) Any time enter enterprises, institutions, shops or other places where legal persons conduct their activities, in order to inspect the consumption of electricity, i.e. the installation and metering system.
 - c) Disconnect customer's facility from electricity supply because of unauthorized consumption of electricity; disconnection may be effected any time by at least two KEK authorized employees.
- 5.2 In the event the customer refuses to grant access to KEK J.S.C. authorized employees to his/her facility or property to inspect the manner of electricity supply from the metering point to the electrical appliances, then the assistance of security authorities can be requested to carry out the planned action in conformity with Article 22.3 of the Rule on Disconnection and Reconnection of Customers in the Energy Sector in Kosovo.

Article 6

Operation Order

- 6.1 When events set forth in Article 4.2 of this Procedure occur, the Head of the Sector for Revenue Protection in the districts issues a written operation order to authorized inspection employees.
- 6.2 Upon a verbal operation order, it can be acted only in the following cases:
 - a) When the Director of DSO or the Director of the Department for Revenue Protection demands that authorized inspection employees act according to his/her verbal order.
 - b) When authorized employees during the working hours identify any unauthorized consumption of electricity and are not able to obtain a written order.
 - c) When the noticed activity presents a hazard for the power network and seeks immediate intervention.
- 6.3 After the completion of operation based on the circumstances as stated in 6.2 under a), b) and c) the supervisor of authorized inspection employees fill in the operation order which is then submitted to the person responsible for approving and signing it.
- 6.4 While conducting inspection KEK authorized employees shall comply with the Code of Ethics, job description, operation procedures and directives in the order issued by his/her manager, by presenting and clarifying the purpose of the visit to the customer.

Article 7

Inspection of the consumption of electricity

- 7.1 The inspection of unauthorized consumption of electricity includes but is not limited to:
 - a) Complete inspection of electric installation at the premises of the customer, in order to confirm any bypassing of the meter.
 - b) Inspection of the manner of connection of the meter to the network.

Article 8

Inaccuracy in metering and verification of electric meters

- 8.1 In cases when the authorized inspection employees are suspecting that the meter is not recording the consumption of electricity or the reasons for not recording the consumption of electricity can not be determined, the electric meter is then sent to the calibration laboratory, for verification.
- 8.2 The method of testing and calibrating meters by KEK is set forth in the metering code and in the administrative directives issued by MTI.

- 8.3 The findings about the irregularities in the functions of the electric meter as set forth in Article 3 paragraph i) confirmed in the calibration laboratory can not be used as a single merit evidence for charging the customer with the energy losses reclaim bill.
- 8.4 The report filled in with the technical findings of the calibration laboratory set forth in the paragraph 8.3 is sent to the commission which shall consist of at least three members: one from DSO, and two from the Supplier. The commission shall undertake the following actions:
- a) Analyze the report of the inspection team that has removed the meter, and the report of the verification and calibration service;
 - b) Analyze the background of meter installment, purchase, inspection, list of reading etc;
 - c) Analyze the customer's profile, consumption, payments;
 - d) Prepare a report in relation to this meter and in cooperation with the legal office, if it finds that the customer has tampered with the meter in order to steal electricity, the complete file is submitted to the billing department to prepare the energy losses reclaim bill.

Article 9

Actions after the confirmation of unauthorized consumption

- 9.1 Actions that are undertaken in the event of unauthorized consumption of electricity without a contract under Article 3 point (k) of this procedure are the following:
- a) Disconnection of the premises of the customer from the distribution network after the preliminary notification of the customer
 - b) Completion of the report and submitting a copy to the customer, the report containing also the instructions for the possibility of appeal within 14 days as well as instructions about entering a contract for consumption of electricity with KEK J.S.C.
 - c) Disconnection of the customer that has been arbitrarily connected with the possibility of removing equipment for electricity supply in compliance with Article 26 of the Rule on Disconnection and Reconnection of Customers in the Energy Sector in Kosovo;
- 9.2 If the teams inspecting consumption of electricity when carrying out their duties find users that use electricity as set forth in points (a, b, c, d, and e) of the Article 3 of this procedure, they are then obligated to take the following actions:
- a) Compile the report describing the unauthorized consumption of electricity.
 - b) Take pictures of the location showing the manner of unauthorized consumption of electricity based on the facts that are written in the report.
 - c) Register all installed electric appliances available to the customer, all technical data of the metering point, supply cables, main breakers, number and the situation of the dials of the meter installed.

- d) Produce the report in four (4) copies, one copy is kept by KEK's authorized employee, one copy is submitted/left to the unauthorized user of electricity whilst other copies are sent to the billing Department and to the customers' Department, one copy each. The report will be compiled in Albanian language. If requested by the customer, KEK will ensure the report in one of the official languages requested by the customer.
- 9.3 When the inspection team finds electric users that have tampered with the electric meter as set forth in point (f, g, h, i and j) of the Article 3 of this procedure, it is obligated to undertake the following actions;
- a) Disconnect the electricity supply, remove the electric meter in which tracks of tampering are found and send it to the calibration lab.
 - b) Register all installed appliances available to the customer, register all technical data of the metering point, supply cables, main fuses, register the number and the situation of the meters digits, submitting a copy of this report to the customer.
 - c) Install another meter in the facility where the electricity supply was disconnected, and that no later than 24 hours from the time of meter removal as set forth in point (a).

Article 10

Report form

- 10.1 When inspecting, KEK authorized employees shall complete the standard form of the report. The copy of the report form is presented in Appendix 1 of this procedure.
- 10.2 The report should be completed at the location of unauthorized consumption of electricity and in the presence of unauthorized user of electricity or any adult member of the family, except when impediments exist (e.g. threat).

The report should include the following data:

- a) The date of and ordinal number of the report.
- b) For household customers name, father's name, last name, customer's number, residential address, personal number, date of birth, place of birth, municipality;

For non-household customers name of business, name and last name of the authorized representative of non-household customer, his personal number, address of the location, type of business, business registration number, tariff group and customer's number;

- c) Clear accurate and complete description of unauthorized consumption of electricity;
- d) Description of actions undertaken after the confirmation of unauthorized consumption of electricity, accurate registration of all appliances that the customer possesses at the moment of compiling the report, disconnection from the network and reactivation of metering point;

- e) Signature of unauthorized user of electricity;

Any eventual refusal to sign shall be written in the report;

- f) a detailed description in case of threat, impediment or eventual violence against authorized employees, along with any personal data that can be obtained from the person (persons) that pose, threat impediment or violence.

Article 11

Taking Pictures (evidences)

Authorized Employees must take pictures of the location of unauthorized use of electricity whenever this is possible and any other evidence related to this and attach it to the report. Pictures should:

- a) Present information identifying the location (for example, building, the number of the building and name of the street).
- b) Present the working hours of commercial customers, if available;
- c) Be clear and readable
- d) Present the manner of unauthorized consumption of electricity.
- e) Present the number of the meter, the exact situation of dials and the label that shows the sealing date, etc.

Article 12

Verification of the report by the Legal Office

- 12.1 The report that is prepared as stipulated in Article 10 of this procedure, together with other information obtained at the site shall be submitted with a cover letter to KEK's Legal Office, to determine if there are legal grounds for a lawsuit in relation to unauthorized use of electricity. After elaborating each case, the Legal Office shall forward the report to the Billing Department for further action.
- 12.2 If the Legal Office finds that the report is not complete, lacks clarity, or is incorrect it should be returned to the Manager of authorized employees for revision and adequate completion. In order for the report to be complete an additional examination should be performed, and the procedures to be implemented should be the same with those of the first inspection. After this, the procedure as set forth in 12.1 shall be followed.

Article 13

Calculation and billing of electricity consumed in unauthorized manner

- 13.1 If the beginning of unauthorized consumption of energy as set forth in Article 9.2 and 9.3 of this procedure can not be determined, then for household customers it will be considered to have started six (6) months, whilst for other customers twelve (12) months prior to the date when the customer was detected consuming energy in an unauthorized manner, or since the date of the last inspection when the installation was correct.
- 13.2 From the amount of energy used in an unauthorized manner, determined by the Billing Department must be deducted the amount of electricity that has been billed /recorded in by the meter/metering point during that period.
- 13.3 To calculate the bills for unauthorized use of electricity the tariffs in effect on the date when unauthorized use of electricity was identified shall be applied. For household customers the single-rate group divided based on seasons (summer-winter) shall be applied, whilst for commercial customers the highest tariffs for each specific tariff group based on seasons.

Article 14

Calculation and billing of unauthorized consumption of electricity for Household Customers

- 14.1 Calculation of unauthorized consumption of electricity for household customers is based on the appliances available to the customer at the moment of inspection.
- 14.2 The calculation of unauthorized consumption of electricity for household customers is done based on the capacity of the appliances that are found with the customer during the inspection by multiplying it with the period of monthly use (hours/month).
- 14.3 Working hours for house appliances per day:

Cooking appliances; burners, ovens etc	1.5 h
Cooling appliances; refrigerator etc	8 h
Washing appliances; washing machine, dishwasher	1 h
Water heating appliances, boilers etc	3 h
Coffee tea makers	1 h
Lighting; bulbs, signs	5 h
Pressing devices/Iron	1 h
Electronics; TV, Stereo, Computer etc	6 h

Heating/cooling appliances	8 h
Hardware tools	1 h

- 14.4 For the users of electricity that don't have the status of KEK J.S.C customer and that are connected to the distribution network without a metering equipment, the calculation will be done based on provisions of this procedure.
- 14.5 In cases when authorized teams are not allowed access to the residential buildings (houses, flats) to obtain the data on the installed appliances, KEK will apply the monthly flat rate of 1100 kWh/month for calculation of unauthorized use in the houses and 750 kWh/month for customers in flats.

Article 15

Calculation and billing of unauthorized consumption of electricity for Non-Household Customers

15.1 Calculation of unauthorized consumption of electricity for non-household customers is based on the equipment that is available to the customer in the moment of inspection.

15.2 Calculation of maximal load capacity will be determined as follows:

The amount of capacity of the largest registered consumer (P_1) plus $\frac{2}{3}$ of capacity of second largest consumer (P_2), plus $\frac{1}{3}$ of the total capacity of remaining consumers (P_n) presented below

$$P_{\max} = P_1 + \frac{2}{3} \times P_2 + \frac{1}{3} \sum_3^n P_n$$

15.3 Calculation of unauthorized consumption of electricity for one month is done by determining the value of used capacity as set forth in Article 15.2 multiplied by the number of hours:

- 176 working hours for one shift (8 –h)
- 264 working hours for two non-full shift or one extended shift (12-h)
- 352 working hours for two shifts (2x8-h)
- 528 working hours for three shifts (3x8- h)

Working hours will be determined based on the operation permit that is issued by the Municipality. Working hours must be displayed by the customer or in accordance with the business being operated.

15.4 In cases when KEK authorized teams have no access to the commercial facilities to obtain

information about the electric equipment installed, KEK will then determine the used capacity based on the electro-energy accord.

- 15.5 In addition to the calculation of unauthorized use of electricity the customer will be charged for other services such as: disconnection, reconnection, fines, meter regulation, and involvement of third party

Article 16

Delivery of the Bill

The supplier is obligated to send the energy losses reclaim bill to the customer in the shortest time possible but no later than eight (8) calendar days after the report is produced.

Article 17

Customers' complaints


- 17.1 The customer has the right to appeal the energy losses reclaim bill within fifteen (14) calendar days since the day of the receipt of the bill from the Supply Division.
- 17.2 Customer complaints shall be reviewed by an internal panel that consists of three members; one of them will be from the legal office, one from the finance service and one from the customer care.
- 17.3 The panel shall review the customer complains in compliance with the Rule on Dispute Settlement in the Energy Sector and KEK J.S.C internal procedures.
- 17.4 The period for the Supplier's response to the customer's complaint shall not be longer than thirty (30) calendar days since the date of receiving and recording the customer's complaint.
- 17.5 The Supplier must possess evidence that the customer has received the response to the complaint.
- 17.6 The response of the Panel, among others, must contain the instructions for the customer on his/her right to appeal at the ERO against KEK response within 14 calendar days in compliance with the Article 9.3. (e) and Article 13.1 of the Rule on Procedures for Dispute Settlement in the Energy Sector in Kosovo.
- 17.7 KEK may not initiate the court proceeding until the civil dispute is pending with the ERO, including cases when the parties in dispute settlement have used Alternative Dispute Settlement (ADS) in accordance with Article 20 of the Rule on Procedures for Dispute Settlement in the Energy Sector in Kosovo

Article 18

Entry into Force

- 18.1 This Procedure will enter into force on the date of approval by the Energy Regulatory Office.
- 18.2 This procedure can be amended time after time upon the request of KEK J.S.C and approval by ERO.

Appendix 1, Form of the report used by authorized employees



INSTITUTI KOSHTARISHTAR I ENERGJISË
 KOSOVË (KEK) - INSTITUT ZA
 ENERGIJSKO PRAVILNOVANJE I
 REGULISANJE KOSOVO

Distrikti _____
 Shifra e konsumatorit _____
 Datë: _____

PROCESVERBAL Nr. 000001

I përpluar të Konsumatori (Emri, Emri Babës, Mbiemri): _____
 Adresa-vendbanimi _____ Nr. personal _____
 I lindur më _____ në _____ KK _____
 Emërtimi i veprimtarisë komerciale (Biznesit): _____
 Nr. i biznesit: _____ Adresa e biznesit: _____

Gjendja e njësorit:

Gjendja : Tarifa e I-të _____
 Tarifa e II-të _____

Tipi i njësorit: _____
 Numri i njësorit _____
 Numri i Plombës _____

Puntorët e autorizuar të KEK-ut, gjatë kryerjes së detyrës zyrtare, të konsumatori - shfrytëzues i energjisë elektrike, kanë konstatuar në vendin e ngjarjes këtë gjendje: _____

Nr. Rend	Lloji-Tipë-i aparatit shpenzues	Copë	Fuqia W	Nr. Rend	Lloji-Tipë-i aparatit shpenzues	Copë	Fuqia W
1				6			
2				7			
3				8			
4				9			
5				10			

Gjendja e njësorit pas konstatimit: (i kyçur _____ / i shkyçur _____) Nr. i Plombës _____

Njoftim- Vrejtje për konsumatorin:
 Në bazë të kësaj, ju si konsumatorë jeni të obliguar që menjëherë (në së voni brenda 8 ditë) të paraqiteni në KEK, sh. a. Distrikti _____ Departamenti për Konsumatorë në _____ zyra nr. _____ kati _____ që të merri veshëzimet përkatëse, ndihur me kalkulimin e obligimit financiar.
 Sipas gjendjes të konstatuar më lartë është evidente se kemi krye veprim të kundërligjshëm (të ceket rasit - vjedhje, demtim apo), me që rast janë plotësuar kushtet për fillimin e procedurës për ndjekje penale.

Konsumatori
 Emri, Mbiemri dhe Nënshkrimi,

Personi i autorizuar:
 Nënshkrimi dhe Numri Punës
 1. _____
 2. _____
 3. _____

Versioni i shtetit: Procesi-verbal-2002-çelës dhe i ar-veprimtarisë së Re Normat personale
Revizori: July 11, 2007

