



Pristina, 27 August 2020

PRESS RELEASE

6th SESSION FOR THIS YEAR OF THE BOARD OF ENERGY REGULATORY OFFICE

On 27 August 2020, the Board of Energy Regulatory Office held its sixth (6th) session for this year.

In this session, the Board approved the Procedure for reviewing customer complaints and requests, drafted by the Public Enterprise (PE) "Termokos" JSC. in Prishtina. This procedure has been prepared in accordance with the obligation set out in Article 6.3 of the Rule on Resolution of Complaints and Disputes in Energy Sector and sets out the actions that shall be undertaken by PE "Termokos" regarding the resolution of customer complaints, submitted for their thermal energy (district heating) supply service.

Also, in this session, the Board of ERO reviewed the monitoring report of PE Termokos JSC. where is presented the summarized information and data from the monitoring of this enterprise for the realizations in the season 2019/2020. The monitoring report will be available to the public on ERO's website.

During this session, part of the review by the Board were the requests of six (6) customers for the construction of new generation capacities for self-consumption of electricity from solar panels. The allowed capacities, based on the requests of these customers are in a total of 255.85 kW and will be built in the municipalities of Gjakova, Peja, Prishtina, Ferizaj, Malisheva and Rahovec.

The Board also reviewed six (6) customer complaints as well as several other issues related to the functioning of the Regulatory Office and the energy sector in general.

All decisions of ERO Board are published on the official website www.ero-ks.org.