



GUIDELINES FOR THE TRANSITION OF CUSTOMERS TO THE LIBERALIZED ELECTRICITY MARKET

Starting from June 2025, all **economic enterprises** in Kosovo will be obliged to choose **their own electricity supplier** in the free market. This guideline helps you understand the process, your rights and the steps for a successful transition to the free market.

Steps	Actions
<i>Legal criteria for mandatory transition</i>	<p>The obligation to transition to the free market applies to all economic enterprises that meet at least one of the following criteria:</p> <ul style="list-style-type: none">• Annual turnover over 10 million euros, or• More than 50 employees.
<i>Collection of consumption data</i>	<ul style="list-style-type: none">• Collect energy consumption data for the last 12 months from the Distribution System Operator (KEDS).• The data must be clear, understandable, and protected according to laws on privacy.
<i>Consumption analysis and market research</i>	<ul style="list-style-type: none">• Analyse your consumption profile and research the energy market based on your demand.• Use such data to request and compare offers from suppliers.
<i>Identification of energy suppliers</i>	<ul style="list-style-type: none">• Choose only suppliers licensed by ERO ➡ List of licensed suppliers – ERO• Contact suppliers to obtain detailed offers.
<i>Comparison of offers</i>	<p>What to compare before choosing an offer:</p> <ul style="list-style-type: none">• Prices: fixed or variable• Contract terms• Quality of customer service
<i>General steps for the customer's transition to the free market</i>	<ol style="list-style-type: none">1. Request to switch - <i>Submit the documentation to the new supplier.</i>2. Signing the new contract - <i>Read carefully, understand your obligations, and sign the contract.</i>3. Notifying the current supplier - <i>Inform them about the termination according to contract terms.</i>4. Verification of invoices - <i>Settle all outstanding payments with the current supplier.</i>5. Start of new supply - <i>The start date is agreed with the new supplier in coordination with the system operator.</i>6. Uninterrupted supply - <i>The transition is done technically without any interruption of electricity.</i>7. New billing - <i>You will receive new invoices according to the new contract.</i>
<i>The Supplier of Last Resort (SoLR)</i>	<p>Customers who do not choose a supplier will be automatically transferred to the Supplier of Last Resort (SoLR) for a 60-day period.</p> <p>During this time, prices will be higher than market prices.</p>
<i>Additional tips</i>	<ul style="list-style-type: none">• Transitioning to the free market requires care and planning.• Make sure not to delay choosing your supplier until the last moment.