



Republika e Kosovës
Republika Kosova - Republic of Kosovo

ZYRA E RREGULLATORIT PËR ENERGJI
REGULATORNI URED ZA ENERGIJU
ENERGY REGULATORY OFFICE



RECENT DEVELOPMENTS IN ENERGY SECTOR

45th ECRB Meeting, 9th June 2020



MAXIMUM ALLOWED REVENUES

- ✓ From the last ECRB meeting, ERO has finished and put in public consultation the Final Report on Maximum Allowed Revenues for Universal Service Supplier, Distribution System Operator and Transmission System Operator.

- ✓ On 6th of April 2020 Board of ERO has approved Maximum Allowed Revenues for:
 - Universal Service Supplier,
 - Distribution System Operator and
 - Transmission System Operator.



TARIFFS

- ✓ After the approved Maximum Allowed Revenues for USS, DSO and TSO, Board of the Energy Regulatory Office (ERO), on the 17th April 2020 held his third meeting and approved the tariffs for licenses USS, DSO and TSO.
- ✓ Based on the proposal for the final tariffs for final customers, which are supplied by the Universal Service Provider, the ERO Board has decided that the tariffs remain the same as in the previous tariff structure.
- ✓ Tariffs for use of the Transmission Network and the Distribution Network differ from those of previous years, and this in accordance with the Maximum Allowed Revenues (MAR), but these changes have no impact on the final tariffs of customers regulated for the regulatory period 1 April 2020 - March 31, 2021.
- ✓ The Board meeting took place without the presence of the public and using conventional means of communication technology due to the situation created by the COVID-19 pandemic.



OTHER DEVELOPMENTS

- ✓ ERO has finished the Annual Report for 2019 and send it to Parliament for approval, and the Parliament in end of May has approved the ERO Annual Report.
- ✓ The Board of ERO has approved the Compliance Program of the Distribution System Operator (DSO)., where the main purpose of the Compliance Program is to ensure that employees and DSO management respect the principles of objectivity, transparency and non-discrimination when providing the services of the Electricity Distribution System Operator, providing equal and transparent access to it. all participants in the electricity market.
- ✓ Rule on REMIT has been completed from ERO, and put on public consultation, the latest comments that ERO received was from ECS, and are being incorporated on the Rule.



OTHER DEVELOPMENTS

- ✓ The ERO Board has approved the Working Plan of the Energy Regulatory Office (ERO) for the period 2020-2023.
- ✓ Annual Electricity and Thermal Energy Balances for 2020 has been approved by ERO, where the annual energy balances represent the annual energy expenditure plan in relation to the available energy.
- ✓ On 20th of April, voting of the new Connection Agreement between the Transmission System and Market Operator (KOSTT) and the European Network of Transmission System Operators for Electricity (ENTSO-E) was successfully concluded by the Regional Group of Continental Europe (RGCE).
- ✓ KOSTT has applied to integrate into the regional energy market, respectively participate in the Albanian Energy Exchange (APEX) and put into operation the 400 kV Kosovo - Albania interconnection line.



MEASURES TAKEN DURING COVID - 19

Energy Regulatory Office

- ✓ Minimal staff in the office with concrete schedule who should be in the office.
- ✓ Work from home by most staff;
- ✓ Organizing internal meetings with the participation of the minimum number of employees.
- ✓ No organization of meetings with different purposes (public discussions, debate, preparatory session, etc.).
- ✓ The public and other stakeholders are informed by the website and e-mails.
- ✓ The Board for various topics in the decision-making process is using the means of virtual electronic communication.
- ✓ Correspondence with natural and legal persons is being done by e-mail.
- ✓ The answers to the written requests are being given in time.
- ✓ Written correspondence must be sent by mail or in the box outside the entrance of the institution



MEASURES taken during Covid - 19

Supplier and DSO

- ✓ Supplier and DSO have taken all necessary measures to ensure that employees comply with the recommendations of health institutions
- ✓ Supplier will not require DSO to disconnect their customers due to unpaid electricity bill;
- ✓ Customer billing by Supplier has continued, where it is not possible to read the meters, reading / billing will be done in accordance with the procedure of reading the measuring points;
- ✓ The call center works 24 hours a day, 7 days a week;
- ✓ Supplier offices where payments are made were open;
- ✓ Customers have at their disposal all the possibilities of paying bills through, supplier offices e-banking, mobile application, post, western union etc ;
- ✓ Emergency network maintenance services are in operation;



MEASURES TAKEN DURING COVID - 19

Generation

- ✓ KEK Generation has taken all necessary measures for the safety of employees according to the recommendations of health institutions;
- ✓ Has postponed the planned maintenance of generating units;
- ✓ Regarding the replacement of workers, as a preventive measure, the Human Resources Division should look at the history of staff with chronic diseases, using the modalities of implementation and use of free days, e.g. in case of accumulated hours, annual holidays, etc



MEASURES TAKEN DURING COVID - 19

TSO

- ✓ The plan for the reorganization of works and staff has included all organizational units in the Transmission and Market System Operator (OST-KOSTT)
- ✓ Staff reorganization has been carried out while maintaining the essential functions for the operation of OST for electric furnaces.
- ✓ KOSTT has ensured that changes in the organization do not affect the quality of services and the operation of the Transmission and Market System Operator (KOSTT)
- ✓ A part of the staff is assigned to work from home, being available for communication and calls for presentation at the place of work in case of need,
- ✓ Office and field work is organized by rotation, with 24-hour shifts to reduce staff movement,
- ✓ Organizing field teams from home, accessible for response at any time.



MEASURES TAKEN FOR CUSTOMER PROTECTION

- ✓ Customers will not be disconnected from the network due to unpaid electricity bill through the period of Covid – 19.
- ✓ Billing of the customers by supplier has continued, but where it is not possible to read the meters due to different circumstances, reading / billing was done in accordance with the procedure of reading the measuring points.
- ✓ Customers have at their disposal all the possibilities of paying bills through, supplier offices, e-banking, mobile application, post, western union etc.
- ✓ Planned Interruptions from the system operators has been postponed, and only emergency network maintenance services were and are in operation.



Thank you!

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