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WATER AND WASTE REGULATORY OFFICE



WATER AND WASTE REGULATORY OFFICE (“WWRO”) (R-03/U&K)

RULE OF MINIMUM STANDARDS OF WATER AND WASTE SERVICE PROVIDERS IN KOSOVO

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Contents

PART 1 : GENERAL PROVISIONS	4
Section 1: Authority for this rule	4
Section 2 : Scope	4
Section 3: Purpose	4
Article 4: Definitons	4
Section 5: Rules of Interpretation	6
PART II: GENERAL PRINCIPLES	6
Section 6: Applicability	6
Section 7: General Principles for Service Standards	6
PART III: PROCEDURES	7
Section 8: Compliance with servile standards set by Regulator.	7
Section 9: Exemption from servile standards	7
Section 10:Regulator Review and Service Standards	8
PART IV: SERVICE STANDARDS AGREEMENT	8
Section 11: Service Standards Agreement	8
Section 12: Negotiation of Service Standards Agreement.	9
Section 13: Entering into Service Standards Agreement.	9
Section 14: : Legal Nature and enforceability of Service Standards Agreement.	10
Section 15: Compliance with Service Standards	10
PART V: SERVICE STANDARDS	10
Section 16: Service Standards for Service Application and Installation of Service Connection	10
Section 17: Installing the Service Connection	11
Section18: Dispplacement of Connection Service .	11
Section 19: Measurement of Consumed	11
Section 20: Instalation, Replacement and displacement of water meter.	12
Section 21: Water meter Location and Protection	12
Section 22: Damage of water meter and meter seal	12
Section 24: Verification and calibration of the water meter accuracy.	13
Section 25: Lumpsum Billing	13
Section 26: Water Quality	14
Section 27: Separation of Water and WasteWater Pipes.	14
Section 28: Water pressure in Water Network	14
Section 29: Interruption of Water Service	15
Section 30: Restricted Regime of Water Services	16
Section 31: Review of Customer Complaints and Claims related to Water Service Quality.	16
Chapter 2: TECHNICAL STANDARDS FOR WASTEWATER SERVICES	16
Section 33: Manhole Reapirs and Inspection	16
Section 34: Sewer Cleaning	17

Chapter 3: COMMERCIAL STANDARDS FOR WATER AND WASTEWATER SERVICES	17
Section 35: Customer Invoice	17
Section 36: Disconnection of unlawful Service Connection	17
Section 37: Service Standards for Customer Response	17
Section 38: Reaction to Customer Complaints and Claims	18
PART VI: ENFORCEMENT	18
Chapter 4: Enforcement of Service Standards	18
Section 39: Enforcement of Service Standards	18
Chapter 5: REPORTING AND MAINTAINING OF RECORDS ON SERVICE STANDARDS	19
Section 40: Reporting and maintaining of records	19
Chapter 6: OFFENCES AND PENALTIES	19
Neni 41: Offences and Penalties	19
Chapter 7: APPEALS	19
Section 42: Appeals	19
Chapter 8: MISCELLANEOUS	20

PART 1 : GENERAL PROVISIONS

Section 1: Authority for this rule

Water and Waste Regulatory Office approves this rule under authority granted by UNMIK Regulation no. 2004/49 on the activities of Water, Sewage and Waste Service Providers in Kosovo, of the date November 26, 2004, and the Law on Amending the Regulation 2004/49 (Law Nr. 03/L-086) dated on June 15, 2008.

Section 2 : Scope

The scope of this Rule is to determine the minimal Service Standards, that Kosovo Water Service Providers must achieve in providing of drinking water and maintaining their wastewater collection system, in order to ensure the minimum standards of quality, safety, and reliability of Water and Wastewater Services.

Section 3: Purpose

The purpose of this Rule is to improve the Water and Wastewater Services by providing the basic minimum Service Standards.

Article 4: Definitions

The terms and expressions used in this Rule shall bear the following meanings:

Bussines day means any day except Saturday and Sunday, or any other public holiday day in Kosovo;

Invoice means a written notice to pay for Water or Wastewater Services, which specifies the amount of owing that is payable, and the period for which the service was provided, issued by the Water and Wastewater Service Provider to a Customer in Albanian and Serbian languages;

Water Services Contract means an agreement between the Water Services Provider and its Customers referred in this rule, if there is no such agreement should be applied the supply conditions of Water and Wastewater Services issued by the Water Service Providers under this Rule.

Customer means a Person who has entered into a Services Contract with a Water Service Provider or receives services offered by Water Service Providers.

Customers' Charter means a written document prepared by the Water Service Provider regarding the rights and obligations of the Water Service Providers and their Customers;

Customer's Service Pipe means the pipe from the main distribution of Service Provider to the Customer's water meter, or to the Customer's facility (when water-meter is within Customer facility) consisted of two parts:

- **"Connection Pipe"** means a section of pipe connection that extends from the distribution pipes to the Customer property line, where as its maintenance remains as responsibility of Service Provider;
- **"Supply Pipe"** means a section of pipe connection from the Customer Property to the water meter or to the Customer facility (if there is no water meter or water meter

within Customer facility), then its maintenance remains as Customer responsibility;

Unlawful Connection means a link between the Customer property and a distribution network of Water Services supplied by a Water Service Provider in compliance with the applicable law, and if is "illegally connected" shall have a similar meaning.

Service License means the legal instrument, that Regulator issues to the Water Service Provider, which determines the terms and conditions upon which Water and Wastewater Services may be provided in Kosovo;

Service Agreement means the agreement signed by the Municipality and Water Service Provider under the Regulator control and supervision for providing of Water and Wastewater Services within the area of each particular Municipality, and in which are determined the rights and duties of both parties with respect to the provision of the Water and Wastewater Services;

Interruption means a scheduled or unscheduled pause in Water Service whereby at least ten (10) Customers which have no Water Service for four or more hours;

Facility means the location where is performed or provided water supply and / or Wastewater Services;

Water Services Provider means a person licensed by the Regulator that provides Water and Wastewater services;

Stakeholder means a Person who has an interest in the supply of water services ;

Person means a legal or public entity including a corporation, a partnership, a trust, an unincorporated organization, a government or any agency or subdivision thereof ;

Regulator means the authority that is responsible for the economic regulation of Water and Waste Services. Also is referred as "Water and Waste Regulatory Office (WWRO), established under UNMIK Regulation Nr. 2004/49 on the activities of Water and Waste Service Providers in Kosovo or its successor organization;

Waste Network means a pipe's system and following elements of these pipes (such as pits, etc...) Used for and about giving and receiving of Water Services operated by Water Service Providers;

Water Network means all assets used for and/or in connection with the provision and/or receipt of Water Services either belonging to the public domain or to the Water and Wastewater Service Providers

Water Supply Network means a pipe's system and following elements of these pipes (such as various valves and pits, etc..) , used for and about giving and receiving of Water Services operated by Water Service Providers;

The main Water Network means the water network, except Service pipe which is operated and maintained by the Water Service Provider and used for water transmission or distribution;

Wastewater Services means collection, treatment and disposal of wastewater by Wastewater Public system operated by Water Service Providers;

Water supply services means extraction, processing, and distribution of water of human consumption and network's operation and facilities for such purpose as well;

Water Services means the Water and Wastewater Services provided by the Water Service Providers;

Service standard means the numerical value of the operating parameters and maintenance set in the certain level that ensures quality, safety and credibility in: (a) water supply with pipe systems

for customers and maintenance of water supply network ,or (b) collection of Wastewater by Customers and maintenance Waterwaste service system;

Water meter means any device or instrument used by a Water and Waste Services Provider to measure for billing purposes the amount of water delivered. The meter shall clearly indicate units and volume of water passing through;

Section 5: Rules of Interpretation

In this rule :

- (a) Any terms and expressions used in these Rules, not specifically defined herein and that might be in question, shall bear the meanings as defined in the legal acts referred to in the Preamble of these Rules and/or in any other law applicable in Kosovo; and
- (b) References to a Rule shall be construed as meaning any Rule issued, modified, amended, supplemented, and/or replaced by the Regulator from time to time as per the powers that have been granted to the Regulator; and
- (c) The singular includes the plural and vice versa; and
- (d) Words of any gender used shall include any other gender; and
- (e) References to Parts, Chapters, and Sections are, unless otherwise expressly stated, references to Parts, Chapters and Sections of these Rules.

PART II: GENERAL PRINCIPLES

Section 6: Applicability

All Water and Wastewater Service Providers in Kosovo are obliged to comply with this Rule in the manner that shall be prescribed by the Regulator from time to time.

Section 7: General Principles for Service Standards

- 7.1 The Water and Wastewater Service Provider shall at all times perform its obligations in a professional, deadline, efficient, and safe manner. All inhabitants within the Service Area served by the Water and Wastewater Service Provider are entitled to receive regular services when technically and financially feasible.
- 7.2 The Water and Wastewater Service Provider is responsible for providing training, supervision, and monitoring in order to ensure its employees are courteous and professional in their interactions with the customers and public.
- 7.3 Specific numerical standards of minimum service levels prescribed in this Rule are deemed as a requirement and shall be included as an obligation in the Service License issued to the Water and Wastewater Service Providers.
- 7.4 Minimum Service Standards as determined in this Rule shall not be construed as to:
 - (a) Reduce current Service Standards if the service is currently being provided at

- standards more demanding than the minimum Service Standards imposed under this Rule;
- (b) Preclude any Water and Wastewater Service Provider to agree to higher Service Standards in any Service Agreements entered with any Municipalities.

PART III: PROCEDURES

Section 8: Compliance with service standards set by Regulator.

All Water and Wastewater Service Providers must comply with Service Standards set by the Regulator unless they enter into a written agreement with the Regulator amending, altering, modifying, supplementing, or replacing any of the Service Standards determined by this Rule.

Section 9: Exemption from service standards

- 9.1 A Water and Wastewater Service Provider unable to comply with any or several Service Standards shall apply in writing to the Regulator to be exempt from compliance with one or more particular Service Standards as established in this Rule.
- 9.2 The request from the Water and Wastewater Service Provider must be in writing and must include the Service Standard, the current level of compliance, reasons for inability to comply, the estimated timescale to comply, and, if applicable, suggest a Service Standard level at which compliance could be sustained.
- 9.3 The Regulator will review Water and Wastewater Service Provider's written request, and determine if a time limited exemption from compliance with any given Service Standard should be provided to the Water and Wastewater Service Provider or if the Service Standards in question is to be modified. Results of Regulator's review shall be communicated in writing to Water and Wastewater Service Provider within one (1) month of receiving the request for exemption from compliance with any Service Standard filed as per Sub-sections 9.1 and 9.2 above.
- 9.4 Any exemption from compliance with any Service Standard approved by the Regulator at request of a Water and Wastewater Service Provider shall be reviewed on the anniversary date such exemption was granted or at any such other time as the Regulator may decide to call the matter to review.
- 9.5 Any renewal or extension of an exemption from compliance and/or any changes to the exempted Service Standard will be communicated to the Water and Wastewater Service Provider in writing within one (1) month from the date when the matter has been called for review by the Regulator.

Section 10: Regulator Review and Service Standards

- 10.1 The Regulator shall review on an annual basis the Service Standards provided in this Rule.
- 10.1 Two (2) months before the anniversary of the effective date of this Rule and of any anniversary thereafter, Regulator will contact Water and Wastewater Service Providers , in rorder to inform them regarding the scope of the review and to request their comments on current and proposed Service Standards.
- 10.2 Regulator’s review will include comments and compliance reports from Water and Wastewater Service Providers; communications, complaints and recommendations from Stakeholders; and results of Regulator’s on-site inspections, studies and surveys.
- 10.3 Notwithstanding the annual review of Service Standards made as per Sub-sections 10.1 to 10.3 above, the Regulator may, at its own discretion, at any times adjust the minimum Service Standards for reasons based on geographic factors, technical and economic conditions, and complaints from Stakeholders.
- 10.4 When adjustments to Service Standards are made either within the annual review of such Service Standards made pursuant to Sub-section 10.1 or in the case foreseen under Sub-section 10.4, the Regulator will inform the Water and Wastewater Service Provider in writing and allow one (1) month to comply or to request exemption from compliance with such revised or adjusted Service Standards.

PART IV: SERVICE STANDARDS AGREEMENT

Section 11: Service Standards Agreement

- 11.1 11.1 The Regulator may enter into a written agreement with any Water and Wastewater Service Provider for the purposes of amending, altering and/or supplementing any Service Standard established under this Rule.
- 11.2 Service Standards Agreements may be entered given any conditions precedent as determined by the Regulator and proposed to the Water and Wastewater Service Provider, including, without limitation, the entering into of other binding agreements with the Water and Wastewater Service Provider on:
 - (a) Issue, renewal, extension, amendment, alteration and supplement to a Service License ;
 - (b) Establishment, review and/or modification of Service Tariffs;
 - (c) The expansion of the territorial space of the Service Area;
 - (d) Major expansion of water supply or sewage network;
 - (e) Assignment, amendment, expansion, modification and / or fulfillment of any provision in relation to consumers as set in Rule for Customer’s Charter issued recitified, modified and / or completed from time to time by the Regulator .
- 11.3 Service Standards to be subject to a Service Standards Agreement shall not, in any event, be less strict or demanding than the Service Standards imposed under this Rule as amended and/or supplemented by the Regulator from time to time.

- 11.4 For the avoidance of doubt, Water and Wastewater Service Providers have the right but not the obligation to propose to the Regulator to enter into a Service Standards Agreement as per the provisions of Section 12.

Section 12: Negotiation of Service Standards Agreement.

- 12.1 Service Providers wishing to enter into a Service Standards Agreement shall submit a written request to the Regulator requesting the opening of negotiations to enter into such an agreement justifying the reasons why they deem that both public interest and their legitimate rights and legal expectations would be best served if the Regulator would accept to enter into a Service Standard Agreement.

The Regulator shall respond in writing within fifteen (15) Business Days from the date of receipt pursuant to paragraph 12.1 , either agreeing to enter into negotiations for a Services Standards Agreement or refusing to do so.

- 12.3 If the Regulator decides to refuse to start negotiations to enter into a Service Standards Agreement, it shall provide its reasons for such a refusal.
- 12.4 If the Regulator agrees to start negotiations to enter into a Service Standards Agreement, it shall also grant to the Water and Wastewater Service Provider a reasonable period of time, in any event of no less than 30 (thirty) Business Days, to allow the Water and Wastewater Services Provider to submit to the Regulator a draft Services Standard Agreement.
- 12.5 Within ten (10) Business Days of receiving the draft Services Standard Agreement, the Regulator shall notify in writing the Water and Wastewater Service Provider of the scheduling of a first meeting to start negotiate such an agreement.
- 12.6 The Regulator may also determine a maximum period of time for the conclusion of the negotiations to enter into a Service Standards Agreement that cannot be less than twenty (20) Business Days from the date of the first negotiation meeting scheduled as per sub-section 12.5.
- 12.7 For the avoidance of doubt, the Regulator has the right but not the obligation to enter into a Service Standards Agreement and, therefore, either his refusal to enter into negotiations to enter into such an agreement or any failure to successfully complete the said negotiations are deemed as contractual decisions and not as administrative acts or decisions subject to any administrative and/or judicial review.

Section 13: Entering into Service Standards Agreement.

- 13.1 In case of successful conclusion of the negotiations conducted as per Section 12 above, the Regulator and the Water and Wastewater Services Provider shall enter into the Service Standards Agreement in writing.
- 13.2 Service Standards Agreement shall be signed in three versions in each of the following official languages in use in Kosovo:
- (a) Albanian ; and
 - (b) Serbian Language.
- 13.3 In case of any discrepancies between any of the versions in which the Service Standards Agreement is signed the English version shall prevail.

- 13.4 Except insofar as any fact, information and/or document could be deemed to contain any privileged or confidential information as the Regulator may justify in a written decision, the Service Standards Agreement, its Appendices and all information used for the negotiation and entering of such agreement shall be published or made public by the means. The Regulator may determine from time to time and may be available at all times for public consultation.
- 13.5 Any amendments, alterations, modifications or supplementary provisions pertaining to Service Standards Agreements shall require the consent of both the Regulator and the signatory Water and Wastewater Service Provider and must be entered into in writing, published and made public as per the provisions of the sub-sections above of this Section.

Section 14: : Legal Nature and enforceability of Service Standards Agreement.

- 14.1 Service Standard Agreement is deemed as an administrative contract for all intended legal purposes being the Regulator obliged to negotiate, enter and execute such an agreement with strict observance of the general legal principles, rules and procedures governing the exercise of the prerogatives and duties of a public authority.
- 14.2 Service Standard Agreement, as a bilateral legal act, is legally binding, enforceable and executable as per its terms for both parties and can only be amended, extended, modified, supplemented, reviewed, or terminated in light of its own provisions and the law applicable in Kosovo.

Section 15: Compliance with Service Standards

The Water and Wastewater Service Providers are obliged to respect and to comply with the Service Standards established in general terms in this Rule:

- (a) While the negotiations for entering into a Service Standards Agreement are pending until the date of the entering into force of such agreement;
- (b) Immediately upon the termination, cancellation, revocation and/or expiration of the Service Standards Agreement insofar as any rights and obligations contained in the Service Standards Agreement are not agreed upon to survive when it ceases to be in full force and effect for whatever legal cause;

In all respects where the Service Standards Agreement does not otherwise stipulated and/or in all respects not specifically contemplated in such an agreement

PART V: SERVICE STANDARDS

Chapter 1: Technical standards of Water Services

Section 16: Service Standards for Service Application and Installation of Service Connection

- 16.1 The Water and Wastewater Service Provider will process a Service Application within ten (10) Business Days. The result of the application system will be in writing and will be either

approval or refusal. If refusal, the Water and Wastewater Service Provider will state the reasons for refusal and conditions for reapplication.

- 16.2 The Water and Wastewater Service Provider must inform the potential Customers filing Service Application, and the Customers waiting for Installation of Service Connections of their right to complain to the Customer Consultative Committee when any Service Application has not been replied within the period foreseen under sub-section 16.1, or whenever an Installation of a Service Connection has not been completed within the deadline foreseen under sub-section 16.2, unless otherwise have been agreed upon with the Customer.

Section 17: Installing the Service Connection

- 17.1 Once approved the application of service and payments to be made by the applicant of service under the applicable procedures, the Water Service Provider will carry out installation of the water service connection within twenty- (20) working days. If this does not happen, then the Water Service Provider should inform the applicant in writing for the deferral reasons of installing the Service Connection.
- 17.2 Installing of Service Connection (the connection pipe) is provided by the Water Service provider's or by the independent contractor which engages the customer in compliance with the Water Services Provider. If the connection is performed by producing an independent contractor, a such thing should be performed under the supervision of the Water Service Provider who has given consent to this.
- 17.3 All costs for the execution of the pipe connection (ground work, material, etc. installation of water meter.) should be paid by the applicant for services under the applicable tariff which is approved by the Regulator.
- 17.4 Determination of the point of connection to the Water and Waste Network and determination of the pipe and water meter connection diameter is performed by the Water Service Providers.

Section18: Displacement of Connection Service .

Service connection may be displaced only with the permission of the Water Services Provider. In the case of allowing their displacmenet, displacement expenses pay the customer or person who asked for displacement.

Section 19: Measurement of Consumed

- 19.1 Except in cases when the water from the supply system is used for fire plug, springs and public fountains, and unless determined differently by this rule, the water consumed by customers should be meassuerd by water meter.
- 19.2 Water Service Provider shall determine the water meter diameter and type and which is installed in each case.

Section 20: Installation, Replacement and displacement of water meter.

1. Water meter should be installed, replaced, or displaced only by authorized employees of the Water Service Providers. No other person has the right to install, change or displace water meter without written permission from the Water Service Provider.

Section 21: Water meter Location and Protection

- 21.1 Water meter provider shall determine the location for water meter placement. If the customer does not provide an adequate location for the water meter installation in accordance with the requirements of the Water Service Provider, then the second one may refuse or suspend services to that the Customer .
- 21.2 It is the responsibility of the customer to undertake measures for water meter protection by physical damages or temperature effects .

Section 22: Damage of water meter and meter seal

- 22.1 Each customer shall be responsible for damages of water meter and meter seal that may result from negligence, hot water flow, freeze or any other cause that is not caused by Water Services Provider or its employees. The cost of repair or replacement of water meter or meter seal will be paid by the customer under the tariff of Water Service Providers.
- 22.2 No unauthorized person can not manipulate or damage the water meter or meter seal.
- 22.3 If the water meter or meter seal is damaged or manipulated by them, the Water Service Provider will disconnect the customer from Water Services. Also, the Water Service Provider is eligible to undertake measures against the customer who damaged or manipulated the water meter or meter seal : The measures undertaken against the customer are the following:
 - (a) Initiate the lawsuit in Minor Offence Court ;
 - (b) Charge the Customer with the repair costs of water meter or meter seal ;
 - (c) Charge the Customer with estimated consumption of water which is considered to be consumed by the customer, but is not registered in water meter. Assessment of consumed water will be based on previous consumption in the corresponding period ;

Section 23: Reading and Billing of water meter.

- 23.1 Except in cases when is determined by this Rule, Water Service Provider must bill customers based on consumption read in water meter.
- 23.2 In collective residential buildings where live two (2) or more customers, billing of consumed water is performed as follows :
 - (a) Based on reading of water meter, in cases where is installed the water meter under the rules of the Water Service Provider;

- (b) Based on the main and (common) reading that records water consumption for the entire facility or part of a collective housing facility. In this case the consumption read in the main water meter will be charged equally to all housing units (customers) who are supplied through water meter.;
- 23.3 The reading of water meter is performed by the water meter reader or inspector of the Water Service Provider that must have the appropriate form of identification (uniforms and identity cards) issued from Water Services Providers.
- 23.4 The reading of water meter may be performed by the customer, if the Water Service Provider and Customer agree in writing for such form. In these cases, Water Services Provider will verify the status of water meter in certain intervals of time, as it considers reasonable, but at least one (1) times per year.
- 23.5 In cases where consumers who live in collective housing facilities, and their billing is performed based on the main (joint) water meter want to install the individual water meters, the Water Service Providers should create to them this conditional opportunity, in order such thing to be feasible. All costs associated with the installation of individual water meter must be paid by the customer.
- 23.6 If for any reason the water meter is dysfunctional and billing could not be done based on reading of consumption in water meter, and for the period until water meter is dysfunctional the billing will be done based on evaluation made by the Water Provider Service executed in the previous corresponding period of the customer.

Section 24: Verification and calibration of the water meter accuracy.

- 24.1 The Water Service Provider should monitor and test the accuracy of water meter at regular intervals and perform their calibration under the applicable norms and standards.
- 24.2 The Water Service Providers should verify the accuracy of measuring of water meter, if the customer asks for such thing through an application in writing to the Water Service Provider. The water meter measurement accuracy is verified by the record.
- 24.3 In the cases when is required the verification cost and calibration of water meter should be paid by the:
 - (a) The Water Service Provider, if is concluded that water meter measurement is performed in incorrect manner to the detriment of customer.
 - (b) If it is concluded the customer measurement of water consumption accurately or performed measurement to the detriment of customer..

Section 25: Lumpsum Billing

- 25.1 All customers who currently do not have water meter and billed in lumpsum form are required in cooperation with and under Water Service Provider's instructions to install water meters the latest within six (6) months, since this Rule enters in force. The domestic customers who live in collective housing facilities are excluded from this obligation.
- 25.2 After the expiration of the deadline under the above mentioned paragraph 25.1 of this

article, the Water Service Provider shall intercept providing of customer services who have not acted in accordance with the provisions of paragraph 25.1 of this article.

Section 26: Water Quality

- 26.1 The Water Service Provider must be in compliance with drinking water standards which are applicable in Kosovo established by the National Institute of Public Health of Kosovo (IPH).
- 26.2 If for any reason drinking water standards fall below the applicable standards, the Water Service Provider must immediately inform the IPH, and will follow instructions and rules issued by IPH for informing Customers and undertaking of necessity measures in order to eliminate the problem

Section 27: Separation of Water and Wastewater Pipes.

- 27.1 When water and wastewater conveyance systems are in proximity, a Water and Wastewater Service Provider shall place wastewater pipes below the elevation of water mains or Water connection pipes.
- 27.2 The horizontal distance between the water and wastewater pipes and pipelines should be one hundred (100) centimeters, measured from the nearest points of exterior walls between the two pipes.
- 27.3 The vertical separation between water and wastewater pipes should be fifty (50) centimeters measured from the nearest points of exterior walls between these two pipes.

Section 28: Water pressure in Water Network

- 28.1 Under ordinary conditions of water use, the pressure at the Customer's ground level Service Connection shall be not less than seven (7) metres nor more than seventy (70) metres pressure measured at the Service Connection.
- 28.2 The average operating pressure shall be determined by computing the arithmetical average of at least twenty-four (24) consecutive hourly pressure readings made at selected locations in the entire system over a six-month period.
- 28.3 It is not the responsibility of the Water and Wastewater Service Provider to provide adequate pressure to deliver water to high-rise buildings. This is the responsibility of the building owners, and can be achieved by a pressure pumping set, the installation of which shall be approved by the Water and Wastewater Service Provider. All costs related to installation and maintenance of equipment for increase of the pressure belongs to the Customer.
- 28.4 Variations in pressure under normal operating conditions shall not exceed by one-third, either above or below, the average operating pressure.
- 28.5 Pressure variations outside the limits specified in sub-section 28.4 will not be considered a violation of this Rule when they:
 - (a) Arise from unusual or extraordinary conditions;
 - (b) Are infrequent fluctuations not exceeding five (5) minutes duration; or

(c) Arise from the operation of the Customer's equipment.

- 28.6 The Water and Wastewater Service Provider shall maintain pressure test and pressure log records that show date, time, and location that shall be kept for at least two (2) years for purposes of inspection by the Regulator.

Section 29: Interruption of Water Service

- 29.1 The Water Services Provider must inform for planned interruption of Water Service. Customers who are affected by interruption at least 48 (forty eight) hours before disruption of service.
- 29.2 Customer Notification of unplanned interruption of Water Services should be made as soon as possible.
- 29.3 Water Service provider must for planned interruption of Water Services for more than 10 (ten) customers because of the work that plans to take, respectively to publish a notice in written or electronic media that cover the area of service, and WWRO should be notified at least 48 (forty eight) hours before starting of work.
- 29.4 If the interruption of Water Services takes more than 6 (six) hours, the Water Service Provider must provide the minimum amount of water through water tankers for the needs of customers affected by the interruption of services.
- 29.5 When the interruption of water services is made due to the reasons of carrying out the planned works in the water and system or sewage system, such works should be carried out during the time when is not caused any trouble to the customer.
- 29.6. Each Water and Wastewater Service Provider shall keep a record of all interruptions to Water Service of over six (6) hours duration affecting any portion of the distribution system where ten (10) or more Customers are impacted. Record of Water Service interruptions should include;
- (a) Date, time, and method of notification or discovery of interruption;
 - (b) Approximate number of Customers affected;
 - (c) The date and time of Water Service restoration;
 - (d) The cause of such interruption when known; and
 - (e) Steps taken to prevent its recurrence.
- 29.7. A report of such interruptions shall be filed each month with the Regulator by the 20th day of the month following the period for which the report is required to be filed.

Section 30: Restricted Regime of Water Services

- 24.1 If a Water Service Provider finds it necessary to restrict use of water, it shall give the Regulator and its Customers written notice, except in emergency conditions, no less than five (5) Business Days in advance, before such restriction becomes effective. Written notice may be published in newspaper, poster, handbill, or broadcast on television or radio or both.
- 30.2 Such notifications shall specify:
- (a) The reason for the restriction;
 - (b) The nature of restriction;
 - (c) The zone involved with restriction;
 - (d) Schedule of restriction ;
 - (e) The date such restriction is to go into; and
 - (f) The probable date of termination of such restriction.

Section 31: Review of Customer Complaints and Claims related to Water Service Quality.

- 31.1 The Water Service Provider must respond to customer reports and complaints regarding the potential problems of Water Services as: inadequate water quality, inadequate quantity of water, inadequate water pressure, water flow in the road within six (6) hours from the moment of notification.
- 31.2 If avoidance of problems or repairs can not be carried out within four (4) hours from the moment when is inspected and identified the problem, the Water Services Provider shall post a sign stating the problem and expected day and time of completing repairs.

Chapter 2: TECHNICAL STANDARDS FOR WASTEWATER SERVICES

Section 32: Sewer blockages and Flooding from Sewage.

- 32.1 The Water and Wastewater Service Provider shall respond to complaints of flooding and leakage within six (6) hours from the time of notification.
- 32.2 If repairs cannot be completed within four (4) hours of responding, the Water and Wastewater Service Provider shall post a sign stating the problem and expected day and time of completing repairs.

Section 33: Manhole Reapirs and Inspection

- 33.1 The Water and Wastewater Service Provider shall inspect each wastewater collection system manhole at least once per year and repair as needed.
- 33.2 Upon notification of a problem or deficiency, the Water and Wastewater Service Provider shall respond within six (6) hours to inspect and provide protection to pedestrians and motor vehicles. Repairs will be completed within three (3) days.

Section 34: Sewer Cleaning

- 34.1 Water and Wastewater Service Provider shall develop and implement a program to clean the sewer pipes of their Wastewater Collection System.
- 34.2. The entire Wastewater Collection System shall be cleaned once every two years.

Chapter 3: COMMERCIAL STANDARDS FOR WATER AND WASTEWATER SERVICES

Section 35: Customer Invoice

The Water and Wastewater Service Provider shall deliver to each Customer an Invoice for a period of a minimum of one (1) calendar month and a maximum of two (2) calendar months. This results in twelve (12) bills per year.

Section 36: Disconnection of unlawful Service Connection

Any Unlawful Service Connection shall be disconnected within five (5) Business Days of discovery unless the Person with the Unlawful Connection signs a Water Services Contract with the Water and Wastewater Services Provider and pay all charges billed by the Water Service Provider under the legal provisions of the Law Amending the Rules Nr.03/L-086 for 2004/49 and with this Rule.

Section 37: Service Standards for Customer Response

- 37.1 Water and Wastewater Service Providers will arrange to receive telephone notification 24 hours a day, 7 days a week and to dispatch inspectors to investigate notifications of:
- (a) Wastewater flooding and leakage;
 - (b) Lack of water supply or demolition (leaks) in Water Network;
 - (c) Water pressure drop in the Water Network;
 - (d) Problems related to drinking water quality in Water Network; and
 - (e) Any incident that affects in the provision of Water and Wastewater Services.
- 37.2 Water and Wastewater Service Provider shall organize staff and equipment in order to respond on site to a situation described in Section 37.1
- 37.3 Telephone number or number that must be available for the service of the Customer shall be:
- (a) widely disseminated in at least two daily newspapers of the widest circulation in the Service Area; on correspondence from Water and Wastewater Service Provider; and on call sheets for Police, Fire, and other public agencies that respond to emergencies;
 - (b) visibly displayed on each Water and Wastewater Service Provider Vehicle; and
 - (c) printed on each Invoice issued by the Water and Wastewater Service Provider.

- 37.4 A Water and Wastewater Service Provider shall keep a log of telephone calls, messages, and communications and details of responses including:
- (a) Who contacted the Customer Response Centre?
 - (b) When (day and time) did they make this contact;
 - (c) What action did the Customer Response Centre take;
 - (d) What were the findings or results of the action?
 - (e) When (day and time) was the matter responded to;
 - (f) What and when was any necessary follow-up actions taken.
- 37.5 Telephone calls received after business hours shall be returned before the end of the next Business Day
- 37.6 The Regulator shall on a periodic basis audit Customer response activities and appraise the effectiveness of its response to issues, problems, and complaints conveyed by the Customer and the average time taken to respond to Customers.

Section 38: Reaction to Customer Complaints and Claims

- 38.1 Invoice complaints, queries, changes of address and other commercial inquiries and complaints must be responded to in writing within ten (10) Business Days, and the Customer either given an answer, or if investigation is required, a substantive holding reply. All queries must be resolved in twenty (10) Business Days. In this case the customer must either be given the answer immediately, or if research is required, the customer must be notified of this. However, all issues raised by customers should be resolved within twenty (20) working days from the moment of filing the complaint or suspicion by the customer .
- 38.3 When the customer requires admission or a meeting with Water Service Provider must assign it him within ten (10) working days, not later than fifteen (15) coming calendar. The Customer should be notified regarding the date and time of the meeting.

PART VI: ENFORCEMENT

Chapter 4: Enforcement of Service Standards

Section 39: Enforcement of Service Standards

- 39.1 Monitoring of compliance with Service Standards shall be made on the basis of the records and reports prepared and kept by the Water and Wastewater Service Providers as per the rules that the Regulator shall determine from time to time, or by on-site inspections.
- 39.2 The Regulator may take enforcement action or Service Tariff decisions based on performance of a Water and Wastewater Service Provider demonstrated by the Water Service Providers on the level of enforcement of Service Standards.

Chapter 5: REPORTING AND MAINTAINING OF RECORDS ON SERVICE STANDARDS

Section 40: Reporting and maintaining of records

- 40.1 **Reports to the Regulator.** Each Water and Wastewater Service Provider shall prepare and file reports to the Regulator in prescribed form and within the intervals specified by the Regulator from time to time.
- 40.2. **Report on Compliance With Service Standards.** Each Water and Wastewater Service Provider shall prepare and file reports to the Regulator giving required information respecting its compliance with these Service Standards.
- 40.3 **Annual Compliance Report** summarizing results for the period January through December will be submitted by 31 March following end of the reporting year using the format specified in an Appendix to this Rule.
- 40.4 **Interruption of Service Reports.** Each Water and Wastewater Service Provider shall file a report within ten (10) days with the Regulator describing any accident or interruption of service in connection with the Water and Wastewater Service Provider's operation that affects ten (10) or more people for six (6) hours or longer.
- 40.5 **Telephone Call Logs.** Each Water and Wastewater Service Provider shall compile its daily telephone call log related to Customer inquiries, reports, and complaints by year and make available to the Regulator for inspection for at least one full year after.
- 40.6 **Location and Preservation of Records.** All records shall be kept at the primary office of the Water and Wastewater Service Provider and shall be available during regular business hours for examination by the Regulator.

Chapter 6: OFFENCES AND PENALTIES

Neni 41: Offences and Penalties

- 41.1 Failure to comply with any of the Service Standards determined under this Rule shall constitute an offence and may subject the defaulting Water and Wastewater Service Provider, which failed to comply with the provisions of this Rule, under Regulation No. 2004/49 and Law. 03/L-086.
- 41.2 Fines for the breach of any Service Standards shall also be levied as per the procedures established under the Rules on levying of fines and with any other procedural Rules as determined by the Regulator from time to time.

Chapter 7: APPEALS

Section 42: Appeals

- 42.1 Water and Wastewater Service Providers may appeal to the Review Committee established pursuant to the Law nr.03/L-086 for Amendment of UNMIK Regulation no. 2004/49 on the Activities of Water and Waste Services Providers on any concrete decisions of the Regulator on the enforcement of the Service Standards established under this Rule.

- 42.2 The Water and Wastewater Service Providers may appeal to the courts of Kosovo from any decision of the Review Committee taken on any concrete decisions as to the enforcement of the Service Standards determined under the Law nr.03/L-086 for Amendment of UNMIK Regulation no. 2004/49 on the Activities of Water and Waste Services Providers referred to in Section 32.1 above.

Chapter 8: MISCELLANEOUS

Section 43: Languages

43.1. This Rule is issued and published in three versions written in the official languages in use in Kosovo :

- (a) Albanian ;
- (b) Serbian; and
- (c) English.

43.2. In case of any discrepancy between any versions in which this Rule has been issued, the English version shall prevail.

Section 44: Entry Into Force

44.1 This Rule shall enter into force thirty (30) days from the date of its issuance.

44.2 Water and Wastewater Service Providers shall have six (6) months to comply or to apply for an exemption from or modification of any Service Standard established pursuant to this Rule.

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Afrim Lajçi
Director
Water and Waste Regulatory Office