



EUROPEAN UNION

Water and Waste Regulatory Office
Zyra Rregullatore për Ujë dhe Mbeturina
Regulatorni Ured za Vodu i Otpad

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WATER AND WASTE REGULATORY OFFICE (“WWRO”)

RULE

FOR MINIMUM SERVICE STANDARDS

FOR

WATER AND WASTEWATER SERVICES PROVIDERS IN KOSOVO

26 January 2005

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PART I: GENERAL PROVISIONS

Section 1: Authority for this Rule

The Regulator issues this Rule under authority of the UNMIK Regulation No. 2004/49 On the Activities of Water and Waste Services Providers.

Section 2: Scope

The scope of this WWRO Rule is to list minimum Service Standards that Kosovo Water and Wastewater Service Providers must achieve for providing drinking water and for maintaining their wastewater collection system capable of ensuring minimum standards of quality, safety, and reliability of Water and Wastewater Services.

Section 3: Purpose

The purpose of this Rule is to improve water and wastewater services by providing basic minimum Service Standards.

Section 4: Definitions

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

Business Day means any day other than Saturday, Sunday, or a day which is a public holiday in Kosovo;

Customer means a Person who has entered into a Services Contract with a Services Provider or has received Water and Wastewater Services supplied by a Water and Wastewater Service Provider;

Customers' Charter means the rules to be issued and enforced by the Regulator that establish the basic rights and duties of the Water and Waste Service Providers and those of their Customers;

Establishment means a location at which Water Service and/or Wastewater Service is sought or is being provided;

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

Invoice means a written notice to pay for Water or Wastewater Services, which specifies the amount due and owing, 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;

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;

Person means an individual, 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 responsible for the economic regulation of Water and Waste Services Providers;

Service Agreement means the agreement concluded by Municipalities and Water and Wastewater Service Providers under the control and supervision of the Regulator for the provision of Water and Wastewater Services within the area of each particular municipality and in which the rights and duties of both parties with respect to the provision of the Water and Wastewater Services are stipulated;

Customer's Service Pipe means the pipe from the Service Provider's distribution main to the Customer's water meter that consists of two parts:

- i. **"Connection Pipe"** means the pipe to make the connection from the distribution main to the property line of the Customer's Establishment and is the responsibility of the Service Provider;
- ii. **"Supply Pipe"** means the pipe from the property line of the Customer's Establishment to the Customer's water meter and is the responsibility of the Customer;

Service License means the legal instrument issued by the Regulator that establishes the terms and conditions upon which Water and Wastewater Services may be provided in Kosovo;

Service Standard means the numeric value of an operations or maintenance parameter set at a level to ensure quality, safety, and reliability of the (a) delivery of piped water to Customers and operation and maintenance of the Water Network; or (b) collection of wastewater from Customers and operation and maintenance of the Wastewater Collection System;

Stakeholder means a Person, Customer, Service Provider, or government agency with an interest in the services provided

Unlawful Connection means a link between the Establishment of a Person and a distribution network for Water Services supplied by a Water and Wastewater Service Provider that has not been established by that Water and Wastewater Service Provider or its predecessors as per the applicable law, and **Unlawfully Connected** shall have a similar meaning;

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

Wastewater Services means the public services consisting of the operation of public networks of wastewater and sewage collection and disposal;

Water and Waste Regulatory Office (also abbreviated to the "WWRO") means the Economic Regulator established under the UNMIK Regulation No. 2004/49 On the Activities of Water and Waste Services Providers.

Water and Wastewater Service Provider means a Person providing or intending to provide Water and Wastewater Services;

Water Main means a water pipe, other than a Customer's connection pipe, which is owned, operated, and maintained by a water company, and is used for the transmission or distribution of water.

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 Services Contract means the standard contract that shall be entered into and between the Water and Wastewater Service Providers and the Customers governing the

supply of Water and Wastewater Services and the rights and duties of the parties to such contract established in connection with the provision of the said services.

Water Services means the public services of abstraction, treatment, transport and distribution of water for human consumption and operating networks and facilities for such a purpose;

Section 5: Rules of Interpretation

In these Rules:

- (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 prompt, thorough workmanlike, 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 to ensure its employees are courteous and professional in their interactions with the 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 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 of Service Standards

- 10.1 The Regulator shall review on an annual basis the Service Standards provided in this Rule.
- 10.2 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 to inform them of the scope of the review and to request their comments on current and proposed Service Standards.

- 10.3 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.
- 10.4 Notwithstanding the periodic 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.
- 10.5 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 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) Extension of the territorial scope of the Service Area;
 - (d) Expansion, major rehabilitation or overhaul of Water Networks;
 - (e) Establishment, alteration, extension, modification and/or supplement to any Customer-related provisions as outlined in the Rule on Customers' Charter as issued, amended, modified and/or supplemented by the Regulator from time to time.
- 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 a 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.
- 12.2 The Regulator shall respond in writing within fifteen (15) Business Days from the date of receipt of the communication referred to above, 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 a 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;
 - (b) Serbian;
 - (c) English.
- 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 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 Agreement

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;
- (c) 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: Service Application and Installation of Service Connection

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

- 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 After Service Application is approved and fees paid, and unless other arrangements are agreed, the Water and Wastewater Service Provider will complete installation of a Water Service and wastewater collection service within twenty (20) Business Days. If this does not happen, then the Water and Wastewater Service Provider must inform the Applicant in writing as to the reason for the delay in the Installation of Service Connections.
- 16.3 The Water and Wastewater Service Provider must inform the potential Customers filing Service Applications 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.

Chapter 2: Technical Standards for Water Services

Section 17: Water Quality

Water and Wastewater Service Providers must achieve the drinking water standards issued by the Institute of Public Health (IPH) of Kosovo.

- 17.1 If for any reason drinking water standards fall below the minimum, the Water and Wastewater Service Provider must immediately inform the IPH and will follow rules issued by IPH for informing Customers.
- 17.2 In the absence of water quality standards from IPH, Water and Wastewater Services Providers shall comply with the latest World Health Organization (WHO) Guidelines.

Section 18: Separation of Water and Wastewater Pipes

- 18.1 Where 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.
- 18.2 The horizontal separation between water and wastewater pipes shall be one (1) metre.
- 18.3 The vertical separation between water and wastewater pipes shall be one-half (0.5) metre.

Section 19: Water Pressure

- 19.1 Under ordinary conditions of use of water, 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.

- 19.2 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.
- 19.3 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, who shall require installation of devices to safeguard against back-siphonage.
- 19.4 Variations in pressure under normal operating conditions shall not exceed by one-third, either above or below, the average operating pressure, but in no case shall exceed thirty (30) metres head above the average operating pressure, unless the Water and Wastewater Service Provider obtains a waiver.?
- 19.5 Pressure variations outside the limits specified in sub-section 19.4 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.
- 19.6 A Water and Wastewater Service Provider having more than five hundred (500) service connections must have the ability to measure pressure at critical pressure points within the distribution system and in response to Customer complaints, to indicate service furnished and assure compliance with operating standards.
- 19.7 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 20: Interruptions of Water Service

- 20.1. Notice of any planned shut off shall be given to Customers affected at least two (2) days in advance of the interruption of service.
- 20.2. Planned shuts affecting more than 50 (fifty) people shall be published in a newspaper serving the area and notified to WWRO at least two (2) days in advance of works.
- 20.3. Warnings of unplanned shut offs shall be given when practicable.
- 20.4. When Water Service is interrupted to perform scheduled work on Water Mains or Water Networks, such work shall be done at a time causing minimum inconvenience to Customers, consistent with the circumstances.
- 20.5. 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.
- 20.6. A report of such interruptions shall be filed each month with the Regulator by the 15th day of the month following the period for which the report is required to be filed.

Section 21: Service Standards for Shortage of Water Supply

- 21.1. If a Water and Wastewater 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.
- 21.2. Such notifications shall specify:
- (a) The reason for the restriction;
 - (b) The nature and extent of the restriction, such as restrictions on outdoor use of water or use by certain classes of Customers;
 - (c) The date such restriction is to go into effect; and
 - (d) The probable date of termination of such restriction.

Chapter 3: Technical Standards for Wastewater Services

Section 22: Flooding and Leakage and Sewer Blockages

- 22.1. The Water and Wastewater Service Provider will respond to complaints of flooding and leakage within six (6) hours of being notified.
- 22.2. If repairs cannot be completed within four (4) hours of responding, the Water and Wastewater Service Provider will post a sign stating the problem and expected day and time of completing repairs.

Section 23: Manhole Repairs

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

Section 24: Sewer Cleaning

- 24.1. Water and Wastewater Service Provider will develop and implement a program to

clean the sewer pipes of their Wastewater Collection System.

- 24.2. The entire Wastewater Collection System shall be cleaned once every two years.

Chapter 4: Commercial Standards for Water and Wastewater Services

Section 25: 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) or six (6) bills per year.

Section 26: 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.

Section 27: Service Standards for Customer Response

- 27.1. 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) Water supply failure or leakage;
 - (c) Reductions on usual water pressure; and
 - (d) Any other incidents affecting the provision of Water and Wastewater Services.
- 27.2. Water and Wastewater Service Provider shall organize staff and equipment in order to respond on site to a situation described in Section 22.1 and 23.2.
- 27.3. 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.
- 27.4. 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.
- 27.5. Telephone calls received after business hours shall be returned before the end of the next Business Day.
- 27.6. 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 28: Handling of Customer Complaints and Inquiries

- 28.1. 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 (20) Business Days.
- 28.2. Technical complaints related to Water and Wastewater Services shall be responded to within six (6) hours.
- 28.3. When a Customer requests a visit or an appointment with Service Provider the appointment must be made in ten (10) Business Days, for no more than fifteen (15) calendar days in advance. A date and time must be given to the Customer.

PART VI: ENFORCEMENT, PENALTIES, AND APPEALS

Chapter 5: Enforcement of Service Standards

Section 29: Enforcement of Service Standards

- 29.1. 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.
- 29.2. The Regulator may take enforcement action or Service Tariff decisions based on performance of a Water and Wastewater Service Provider.

Chapter 6: Reports and Records on Service Standards

Section 30: Records and Reports

- 30.1. 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.

- 30.2. 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.
- 30.2.1. Quarterly Compliance Reports shall be submitted by 15th day of the month following the end of months March, June, September, and December using the format specified in an Appendix to this Rule.
- 30.2.2. Annual Compliance Report summarizing results for the period January through December will be submitted by 15th February following end of the reporting year using the format specified in an Appendix to this Rule.
- 30.3. 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.
- 30.4. 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.
- 30.5. 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.
- 30.6. Summary of Records and Reports and Retention Period

Type of Records	Length of Time to Be Retained
Quarterly Compliance with Service Standards	2 years
Annual Compliance with Service Standards	3 years
Interruption of Service Records	2 years from date of interruption
Pressure Records	2 years from date of record

Chapter 7: Offenses and Penalties

Section 31: Offences and Penalties

- 31.1. 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 to a fine levied as per the UNMIK Regulation No. 2004/49 On the Activities of Water and Waste Services Providers.
- 31.2. 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 8: Appeals

Section 32: Appeals

- 32.1. Water and Wastewater Service Providers may appeal to the Review Committee established pursuant to the 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.
- 32.2. 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 established in this Rule as per the Administrative Direction referred to in Section 32.1 above.

PART VII: MISCELLANEOUS

Section 33: Languages

- 33.1. This Rule is issued and published in three versions written in the official languages in use in Kosovo:
- (a) English;
 - (b) Albanian; and
 - (c) Serbian.
- 33.2. In case of any discrepancy between any versions in which this Rule has been issued, the English version shall prevail.

Section 34: Entry into Force

- 34.1. This Rule shall enter into force thirty (30) days from the date of its issuance.
- 34.2. 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.

Paulino Brilhante Santos
Director

Afrim Lajci
Deputy Director

Water and Waste Regulatory Office

APPENDICES

APPENDIX 1
FORMAT FOR COMPLIANCE REPORT

From: _____ **For the Period beginning** _____ **and ending** _____
(Water and Wastewater Service Provider) [day/month/year] [day/month/year]

Service Provider Point of Contact: _____
(name and telephone)

SERVICE STANDARD	RANGE	FREQUENCY OF MEASURE	NUMBER OF OCCURRENCES THIS PERIOD	NUMBER OF OCCURRENCES IN RANGE	PERCENT COMPLIANCE
Service Application	10 Business Days	Each Application			
Installation of Service Connection	20 Business Days	Each Approved Application			
Water Quality	Kosovo Drinking Water Standards	Daily			
Separation of Water & Wastewater Pipes	Water pipes above Wastewater pipes; Distance: 1m-Horizontal & 0.5 m-Vertical	Each new or replaced pipeline			
Pressure	Min-7m; Max-60m; with 1/3 variation				
Interruptions	Notification & reporting	Each occurrence			
Shortage of Water Supply	Advance Notification	Each occurrence			
Sewer Flooding, Leaking, Blockage	Respond within 6 hours notification & repair within 4 hours				
Manhole Repairs	Inspect at least once per year	Monthly			
Sewer Cleaning	Once every two years	Monthly			
Customer Invoice	Once every 1 or 2 months	Monthly			
Unlawful Connection	Disconnected within 5 days of discovery unless resolved	Each occurrence			
Customer Response	24hours/7days a week telephone; Within 6 hours on-site after notification	Daily			
Customer Complaints & Inquiries	Technical 6 hours; C Commercial 10 Business Days	Daily			