



Pursuant to Section 47 paragraph 3 of the Law no. 05/L -042 on Regulation of Water Services, Amending and Supplementing Regulation No. 02/2016 on the Minimum Standards for Water Services in Kosovo, the Water Service Regulatory Authority issues as follows:

## **Regulation No 08/2018 on Amending and Supplementing Regulation No 02/2016 on the Minimum Standards for Water Services in Kosovo**

### **Section 1**

#### **Purpose**

The purpose of this Regulation is to amend and supplement the Regulation No 02/2016 on the Minimum Standards for Water Services in Kosovo.

### **Section 2**

**In Section 24 of the Regulation the paragraph 2 shall be reworded with the following text:**

2. Installation of the service connection (water meter and pipe connection) is carried out by the service provider. If the connection is carried out by an independent contractor, this should be done under the supervision and technical acceptance of the service provider.

### **Section 3**

**In Section 30 of the Regulation the paragraph 1, shall be reworded with the following text:**

1. In order to monitor the amount of drinking water and wastewater treatment, the service provider must install appropriate water meter equipment in:
  - 1.1. exit of the drinking water treatment plant
  - 1.2. entrance to the wastewater treatment plant

### **Section 4**

**In Section 30 of the Regulation the paragraph 3, shall be reworded with the following text:**

3. The service provider should install the main (collective) water meter in the collective residential building, in order to monitor the dispersed amount of drinking water.

### **Section 5**

**In Section 32 of the Regulation the paragraph 1, to be deleted.**

## **Section 6**

**In Section 32 of the Regulation the paragraph 3, shall be reworded with the following text:**

3. Water meter reading should be done within the working hours and days of the service provider's service, while the customer should allow the water meter reader access to the water meter within this time.

## **Section 7**

**In Section 33 of the Regulation the paragraph 4, shall be reworded with the following text:**

4. The water meter is subjected to substitution if the water meter verification test shows that the error in measurement exceeds the standard as determined by the Metrology Agency of Kosovo.

## **Section 8**

**In Section 34 of the Regulation the paragraph 1, shall be reworded with the following text:**

1. Except where otherwise provided in this Regulation, the service provider shall bill the customer based on the consumption read on the water meter. The service provider must send each customer a bill for water and wastewater services for each month, not later than the twenty (20) of the current month, for the services provided in the previous month. This results in twelve (12) invoices per year.

## **Section 9**

**In Sections 34 of the Regulation the paragraph 1, 2, 3 and 4, are added, with the following text:**

2. All customers, who currently do not have water meters and are billed without water meters, are obliged to install it, in cooperation and according to the instructions of the service provider, the water meter, so that the billing is done in accordance with the Law on Consumer Protection and the contract services.
3. For billing according to the legislation in force, the service provider will cease providing services to customers who have not acted in accordance with the Law no. 05/L – 042 (section 28 paragraph 3) and the provisions of paragraph 3 of this Section, except in cases:
  - 3.1. when otherwise provided in this Regulation,
  - 3.2. envisaged by Section 27 paragraph 2 and 3 of Law no. 05/L – 042.
4. Customers who only receive wastewater services from the service provider (not connected to the service provider's water supply network) will be billed on the basis of:

- 4.1. reading the amount of water consumed measured in the individual water meter, in cases when the water meter already exists;
- 4.2. a measured representative sample of the customers of the same category.

### **Section 10**

**Section 35 of the Regulation, paragraph 2, shall be reworded with the following text:**

2. In cases when the water meter is dysfunctional for any reason and billing cannot be carried out on the basis of consumption read in the water meter, the billing for the period of that time until the water meter is dysfunctional will be carried out based on the assessment made by the service provider, which should be based on consumption realized in the corresponding preceding period of that customer. In this case the assessment based on billing should not exceed the period: (i) more than six (3) months for the domestic and institutional customers; and (ii) more than six (6) months for domestic customers. If after this period the customer refuses the water meter regulation or the installation of the new water meter then the service provider will act according to paragraph 3 of Section 34 of this Regulation.

### **Section 11**

**In Section 35 of the Regulation, paragraph 4, to be deleted.**

### **Section 12**

**Section 35 of the Regulation, paragraph 2, shall be reworded with the following text:**

“Billing in the collective building in cases without water meter”

### **Section 13**

**In Section 36 of the Regulation, paragraph 1 and 2, shall be reworded with the following text:**

1. In collective residential buildings where two (2) or more customers are without water meters and there is no (collective), water meter, until the fulfilment of its obligation to install water meter, the billing of this customer will be carried out as in following:
  - 1.1. based on the reading of the individual meter, in those cases where there is individual water meter;
  - 1.2. for domestic customers (in collective residential buildings) without water meter:
    - 1.2.1. Service Providers should analyse the average monthly measured consumption of the same category (apartments) based on a representative sample or complete billing data.
    - 1.2.2. The analysis results should be submitted and will be subject to approval by the Authority. Service providers should allow the Authority access to all analyses, calculations, etc. Undertaken during the determination of the average measured consumption.

- 1.2.3. The estimated volume of monthly consumption for the purpose of charging should be 1.5 X (times) average charge measured for that category.
  - 1.3. For commercial and institutional customers (in collective residential buildings) without water meter:
    - 1.3.1. Service providers are free in determining appropriate water consumption estimates for each sub-category of commercial and institutional customers.
    - 1.3.2. The estimated volume of monthly consumption for the purpose of charging should be 3 X (times) average charge measured for that category.
2. In cases where the customer is passive, without water meter, the billing will be made as in paragraph 1.2 and 1.3 of this Section.

#### **Section 14**

**In Section 36 of the Regulation the paragraph 3, amended and replaced with text as follows:**

3. The service provider shall, within a period of six (6) months from the date of entry into force of this Regulation, is obliged to install the main water meter (collective) for collective residential buildings, whose customers do not have individual water meters.

#### **Section 15**

**In Section 36 of the Regulation paragraph 4 and 5, to be deleted.**

#### **Section 16**

**In Section 37 of the Regulation, the paragraph 1 shall be reworded with the following text:**

1. In collective residential buildings inhabited by two (2) or more customers, where billing for water costs is based on water consumption read in the main water meter (collective), the billing form for the consumed water will be the following:
  - 1.1. Based on the amount of water read in the individual water meter, in those cases where there is individual water meter;
  - 1.2. Until the installation of individual water meters, when consumption is measured through a collective, or technically it is not possible to realize the separation of the connection between the properties of the same building in order in order to apply paragraph 4 of Section 34 of this Regulation, then the common consumption quantity of water measured by (quantity of water measured by m<sup>3</sup>) is allocated to each property (customer) based on the number of members of the household. The basis for determining the number of family:
    - 1.2.1 The list with the number of members of the extended family proceeded by the representative of the collective building, in accordance with the Law on the use, administration and maintenance of the extended family proceeded by the representative of the

collective building, in accordance with the Law on the use, Administration and maintenance of the condominium building. The list is considered valid when signed by the customers of the collective residential building. The list can be updated depending on the innovation based on customer demand and service provider.

- 1.2.2 Calculation of family members based on the area of the property, according to the norms of dimensioning the residential area. In this case, the planned residential space according to the norms starts from 40 12 m<sup>2</sup> of property per 1 (one) resident and is added 1 (one) resident for every 12 m<sup>2</sup> additional property area.
- 1.3. The billing form for this category of customers (based on the number of extended family members) is done as follows:
  - 1.3.1. Consumption per 1 inhabitant (m<sup>3</sup>) is calculated (the amount of measured water (m<sup>3</sup>) in the collective water meter is divided by the total number of inhabitants);
  - 1.3.2. Calculation of billing is based on: number of inhabitants for property X (times) calculated consumption per habitant (m<sup>3</sup>) X (times) tariffs for the respective category respectively household customers are charged with household tariffs, and those commercial and institutional with a non-household tariff.
- 1.4. In addition to the service contract, the customer Service provider who is billed under sub-paragraph 1.2 of this Section must also sign a compliance agreement with this billing form.

## **Section 17**

**In Section 37 of the Regulation the paragraph 2 and 3 to be deleted.**

## **Section 18**

This Regulation shall enter into force fifteen (15) days after the date of signature.

Director of the WSRA

Date 10.04. 2018  
Prishtina

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**Raif PRETENI**