



Republika e Kosovës - Republika Kosova - Republic of Kosovo

AUTORITETI RREGULLATOR PËR SHËRBIMET E UJIT
REGULATORNI AUTORITET ZA USLUGE VODE
WATER SERVICES REGULATORY AUTHORITY



**RULE NO.06/2016
FOR DISCONNECTION OF WATER SERVICE
BY WATER PROVIDERS IN KOSOVO**

November 2016

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Pursuant to Section 4, sub-paragraph 3.6, Section 27, paragraph 1, Section 47, of the Law no. 05/L-042 for Regulation of Water Services (Official Gazette of the Republic of Kosovo, No 4/14, of 14 January 2016) Water Service Regulatory Authority (Authority) issues:

RULE NO.06/2016 FOR DISCONNECTION OF WATER SERVICE BY WATER PROVIDERS IN KOSOVO

PART I: GENERAL PROVISIONS

Section 1: Purpose

The purpose of this rule is to determine the bases for disconnection of water services, procedures of disconnection, reconnection of water services by the service provider and enter into payment agreements between the service provider and the customer.

Section 2: Scope

The scope of this regulation is related to disconnection, reconnection of water services and payment arrangements that customers and water service providers must adhere to in Kosovo.

Section 3: Definitions

1. The terms and expressions used in this Regulation shall have the following meaning:
 - 1.1. **Authority** – the Water Services Regulatory Authority (WSRA) as an independent authority, responsible for regulating the activities of Service Providers in Kosovo;
 - 1.2. **Business Day** – any day other than Saturday, Sunday, or a day which is a public holiday in Kosovo;
 - 1.3. **Invoice** – a commercial document to pay the services provided, which specifies at least the amount of the payment debt and the period for which the service are provided by the customers, in the official languages of the Republic of Kosovo;
 - 1.4. **Advanced Payment** – cash in-advance payment for future services;
 - 1.5. **Customer connection pipe** – the pipe from distribution network of service providers to the customer's water meter, or to the customer premise (when the water meter is within the customer's premise) which consists of two parts:

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- 1.16. **Disconnection** – disconnection of service provision by the service provider for reasons of security, operational, non-payment of invoices by the customer or for other reasons as provided by law;
- 1.17. **Notice** – a notice for customers in official languages of a particular service provider activity;
- 1.18. **Premise** – the location where the services are requested or offered;
- 1.19. **Service Provider** – any water and wastewater service provider, and bulk water supplier;
- 1.20. **Water service equipment** – pipes, valves, water meter, and other items of the connection pipe that are the property of the water service provider;
- 1.21. **Vulnerable Person** – any natural person whose life is considered to be at risk, in the absence of water services, provided that this fact is confirmed by the licensed physician or any customer who is considered by the Ministry of Labour and Social welfare as a person who has been informed by water service providers that he has the right to receive his invoices from a competent social welfare bodies;
- 1.22. **Person** – a natural or legal person that might be public or private;
- 1.23. **Reconnection** – restoring the connection by the service provider who executed the disconnection;
- 1.24. **Register of customer** – register of customer established and maintained by a service provider on the customer data;
- 1.25. **Sewage network** – all assets used by the service provider for the provision of the wastewater services;
- 1.26. **Water supply network** - all assets used by the service provider for the provision of the water services;
- 1.27. **Water services** – the water and wastewater services and bulk water supply;
- 1.28. **Water supply services** – collection, processing and distribution of water for human consumption and network and facilities operation for that purpose;
- 1.29. **Wastewater services** – collection, conveyance, removal and treatment of wastewater used by domestic, commercial, industrial and public users;

1.30. **Sewage services** – services in physical infrastructure that serve to convey the polluted water;

1.31. **Disconnection warning** – a notice which the service provider gives out to customer before disconnection occurs;

Section 4: Rules of Interpretation

In this Regulation:

1. Any terms and expressions used in this Rule, which are not specifically defined here and which may be unclear, shall bear the meaning as defined in applicable legal acts in Kosovo;
2. References shall be interpreted in the sense of any regulations issued, amended, supplemented or superseded by the from time to time in accordance with powers conferred on the Authority;
3. Terms used in any gender will also include the other gender.

Section 5: Applicability

All service providers are required to comply with the provisions of this Rule, including any amendments that the Authority may make from time to time;

Section 6: General principles

1. Disconnection is limited to the water services only;
2. No water service provider may disconnect the service of any person except in accordance with the service contract under the law or other regulations relating to disconnections issued by the Authority;
3. The service provider shall not discriminate against any person for any reason whatsoever with regard to disconnection and reconnection, and must take into account the difficulties that arise due to disconnection and reconnection;
4. Disconnection and reconnection services by the service provider shall be transparent and non-discriminatory;
5. The service provider must at any time provide customer information regarding disconnection and reconnection;

6. The disconnection warning notice shall be announced/delivered not later than five (5) working days prior to the date of disconnection, unless the continuation of the service creates dangerous posing a threat to the life, health or safety of any person and the water supply network;
7. The service provider must first try to push the customer to comply with the terms of the supply or to pay their invoices before the intention of disconnection proceeding;
8. The service provider cannot disconnect the provision of water service for the premise of the vulnerable person. The service provider in the customer register will identify all vulnerable persons for whom the disconnection creates a risk to their life or health;
9. The service provider shall not disconnect or refuse to reconnect the water supply services to any premises when either the customer or the occupant is certified by a registered physician to be seriously ill or has a medical condition that will be seriously aggravated by the absence of water supply service even if such customer has not been registered as a vulnerable person in the customer register;
10. The service provider may require the payment of tariffs and compensation for services, based on the approved tariffs by the Authority.

PART II: INVESTIGATION AND EXECUTION OF DISCONNECTION FROM WATER SERVICES

Section 7: Investigation of case by the services providers before disconnection execution

1. The service provider shall not be entitled to threaten the customer with disconnection of water supply service who informs the service provider in writing that he/she disputes the reasons for disconnection;
2. When the service provider is informed about the contestation, the service provider must:
 - 2.1 Investigate contestation within one (1) month;
 - 2.2 Report to the customer the results of the investigation within five (5) working days after completion;
 - 2.3 Attempt to resolve the dispute within ten (10) working days;
 - 2.4 Keep writing notes for the whole process.

Section 8: Execution of disconnection

1. Disconnection shall be executed by at least two (2) service provider's employees, properly identified through a photo file;
2. Water supply service shall not be disconnected after regular working hours or on a day

that is not a working day, except for the disconnection provided for in Section 10 of this Rule;

3. In the case where the service provider is physically prevented from accessing the facility where legitimate discontinuation is to be performed, the service provider may request the police support to execute that disconnection.

Section 9: Suspension of disconnection

1. If the customer lodges a complaint within the time limit specified in the invoice, execution of the disconnection shall be suspended until the final decision of the Customer Consultative Committee on the complaint settlement;
2. If the customer submits the complaint after filing the notice in hard copy, the execution of the disconnection shall not be suspended.

KREU III GROUNDS AND PROCEDURES FOR DISCONNECTION

Section 10: Disconnection due to a direct risk

1. The service provider may disconnect the water supply service if:
 - 1.1 estimates that the continuation of service provision poses a direct risk to the life and health of natural persons;
 - 1.2 the distribution network of water supply services is at direct risk of major loss or destruction;
 - 1.3 Service disconnection is made if all reasonable measures are taken to remove the risk to life or health of endangered persons caused by such disconnection;
2. The service provider is obliged to notify the Authority about the disconnection based on the paragraph 1 of this section in the shortest possible timeframe.

Section 11: Disconnection for operational purposes

1. The service provider may disconnect services for operational and maintenance purposes, as it has previously notified the affected customers and the Authority within a period of three (3) working days from the day of scheduling the execution disconnection;
2. In the notice of disconnection of the service referred to in paragraph 1 of this section, the service provider shall also determine the date of return of the water services.

Section 12: Disconnection at customer's request

1. For the premise the owner of which is the customer, the disconnection shall be made

according to the following procedures:

- 1.1 the service provider may require the customer to provide notice of the reasons for disconnection of the water service;
 - 1.2 the customer is obliged to notify the service provider of the reasons for disconnection within a time of not more than five (5) working days from the day when it is planned to execute the disconnection;
 - 1.3 The service provider is obliged to execute the disconnection at the latest within one (1) month from the day of notice by the customer. Until the time the customer is responsible for all costs incurred;
 - 1.4 Upon execution of the disconnection, the service provider shall remove the customer from the customer registry for the water services;
2. For the premise the owner of which is the customer but is inhabited by another person, the service provider may disconnection the water supply services if the occupant has agreed that the premise may be disconnected. Further procedures are followed under paragraph 1 of this section.

Section 13: Disconnection when the customer has violated the service contract and the customer's chart

1. The customer is obliged to comply with the terms set forth in the service contract and to comply with the specifications of the customer card;
2. In case of non-fulfilment of these obligations by the customer, the service provider notifies the violation of the terms of the contract or the customer chart;
3. If within five (5) working days from the day of observation the customer has not avoided the violation of the terms of the service contract or the customer chart, the service provider may execute the disconnection;

Section 14: Disconnection for non-payment of invoices

1. The service provider may disconnect customer service in accordance with paragraphs 2 and 3 of this Section, if:
 - 1.1 the invoice was not paid within the deadline set in the invoice;
 - 1.2 it does not enter into an agreement for payment of the invoice within a calendar month from the date when that invoice is to be paid;
 - 1.3 does not make the payment required in accordance with payment agreement;
2. in the case of non-fulfilment of obligations under paragraph 1 of this Section, the service provider shall notify the customer of the disconnection;

3. if within a period of five (5) working days from the observation day the customer has not fulfilled the obligations under paragraph 1 of this Section, the service provide pay execute the disconnection.

Section 15: Disconnection for a premise that was unauthorised connected

1. No customer may be unauthorised connected ;
2. The service provider may initiate criminal proceedings before the competent court against any natural or legal person who has committed a violation under the Criminal Code of Kosovo;
3. Any unauthorised connection to the water supply network must be disconnected within five (5) working days of the discovery date unless the unauthorised person signs the service contract with the service provider and pays all invoiceed charges by the service provider, based on the regulations and tariffs approved by the Authority.

Section 16: Disconnection due to customer refusal to Access property

1. The service provider has the right to request access to the customer's property for the purpose of installing or reading the water meter, inspection and repair of any asset of the service provider;
2. Disconnection of water supply service may be effected if the customer refuses Access to the service provider's representative for the reasons referred to in paragraph 1 of this section. In this case the service provider:
 - 2.1 within twenty-four (24) hours, he or she commands the customer for disconnection;
 - 2.2 executes the disconnection of water supply services after three (3) working days if the customer further refuses access to the property. Execution of disconnection shall be done in accordance with section 8 of this Rule.

Section 17: Disconnection due to apparent external leakage

1. Outflow of water from visible (external) flows to premises inside customer's property is not permitted due to the amount and costs of water treatment, and leaks of polluted waters are not allowed due to the risk of public health;
2. Upon identification of the flow, the service provider shall provide the customer, the owner or the resident with a warning for the flow clearance by providing one of the leakage referred to in paragraph 3 of this section;
3. Upon notice by the service provider, either for visible or leaked water or wastewater,

the customer shall repair the leak within (5) working days or enter into a contract with the payment repair service provider according to the tariffs approved by the Authority;

4. If the customer fails to repair the flow of water or wastewater within the deadline specified in paragraph 3 of this section, the service provider may disconnect the services;
5. The service provider may request an advance for the costs associated with the repair of the flow after the customer's request to repair that leak submitted on the basis of warning under paragraph 3 of this section, as defined in tariff order;
6. If the customer does not repair or require the prepayment of the leakage service provider within five (5) working days from the date on which the warning under paragraph 3 of this section was submitted, the customer shall be liable to pay the costs for disconnection, reconnection and expense according to tariffs approved by the Authority;
7. If necessary, whenever the leak is discovered in an premise where the owner is unknown, the service provider shall consult the municipality on the subject of the owner in the municipal cadastre registers;
8. Customer will continue to be disconnected until:
 - 8.1 has repaired the flow or has agreed to pay the costs of repairing the flow according to the tariffs approved by the Authority;
 - 8.2 has paid to the water service provider the reconnection fee according to the tariffs approved by the Authority;
9. The service provider must repair any leak reported by any customer who has requested that the repair be performed within five (5) working days, provided that the customer has paid the advance for that repair under paragraph 5 of this section;
10. If the service provider fails to repair the leakage within the deadline set forth in paragraph 9 of this section, the service provider shall be obliged to make repairs without any compensation;
11. The customer may request reconnection at any time to the service provider after it has demonstrated that the leak is repaired. Reconnection cannot be refused on any grounds unless there is a lack of payment of an invoice and must be completed no later than twenty-four (24) hours from the date of receipt of the reconnection request;

Section 18: Disconnection due to unauthorised use of water supply services

1. The service provider shall disconnect services to any person who uses water supply

services in an unauthorised way and allows usage of water from the supply pipe without the authorization of the service provider;

2. The execution of the disconnection shall be done according to section 8 and 15 of this Rule;

Section 19: Disconnection due to abandonment

1. When the service provider identifies that the service connection is no longer in use due to the lack of occupancy of the people or the obvious structure damage of the facility that renders it impossible for the safe occupancy of the people, it shall make a notice of disconnection according to section 22 of this Rule;
2. If no one is notified during the notice of disconnection period pursuant to paragraph 1 of this section, then it shall be proceeded with disconnection. Otherwise, the service provider will contact the investigation under section 7 and proceed depending on the results of the investigation.

Section 20: Complaints addressed to the Customer Consultative Committee

1. Any customer affected by disconnection to whom it has not acted in accordance with the provisions of this Rule or to whom the service provider has committed a violation of the customer chart and the service contract may file a complaint with provider of the services which has made the disconnection;
2. If the customer who has lodged a complaint with the service provider in accordance with paragraph 1 of this Section does not believe that his complaint has been satisfactorily resolved by the service provider within one calendar month from the date on which the complaint was reached the service provider then he may refer the matter in writing to the customer Consultative committee located in the service area to resolve the issue;

Section 21: Calculation of the time service used by the customer

1. Each customer will be liable for unpaid invoices starting from the period of ownership or possession;
2. The service provider shall consider the time of possession or residence of the customer from:
 - 2.1 residential date, which can be proved by:
 - 2.1.1 date in the application submitted by the customer to the water service provider; or
 - 2.2 date in the application submitted by the customer for energy or central heating services;

- 2.3 name and date of registration of immovable property;
- 2.4 any other official document which may serve as proof of the date of residence;
- 3. Residence time shall be counted in units of full months starting from the first full month of residence. Days less than a month will be apportioned based on 30 days of the month;

PART IV CONTENTS OF NOTICE AND REMARK OF DISCONNECTION AND COMPENSATION

Section 22: Contents of disconnection notice

- 1. The disconnection notice sent by the service provider shall contain at least following information:
 - 1.1 reason for disconnection;
 - 1.2 date when the disconnection will be executed;
 - 1.3 date when the service will be restored.

Section 23: Content of the disconnection notice

- 1. The disconnection notice from the service provider shall contain at least the following information:
 - 1.1 reason for disconnection;
 - 1.2 obligations to be taken by the customer to avoid disconnection;
 - 1.3 determine the time limit for the fulfilment of obligations by the customer in accordance with sub-paragraph 1.2 of this paragraph;
 - 1.4 date when the disconnection will be executed;
 - 1.5 date when the service will be restored.

Section 24: Compensation

If the service provider fails to comply with the disconnection procedures established by this Rule, then:

- 1. The grieved customer will be entitles to claim compensation from the service provider for damages caused as a result of disconnection;
- 2. The customer and the service provider shall be entitled to seek legal assistance in respect of that decision.

PART V: RECONNECTION IN WATER SUPPLY SERVICES AND ADVANCE

Section 25: Reconnection by the service provider

1. The service provider reconnects the premise of the customer no later than twenty-four (24) hours after:
 - 1.1 The customer has paid all amounts in time to the service provider;
 - 1.2 A payment agreement has been reached in accordance with the provisions of this Rule;
2. Any subsequent connection of the facility, either at the request of the customer or any other person, shall be treated as a new connection and shall not release the previous customer from payment relating to unpaid amounts to the service provider;
3. No person other than the service provider or the person authorized by the service provider shall execute the reconnection of the customer to the services.

Section 26: Unauthorized reconnection and manipulation with water meter

1. In case that a customer after being disconnected from the water services reconnects in violation of section 25, paragraph 3, that customer shall be deemed to be an authorised person;
2. The service provider after disclosure of unauthorized reconnection shall apply the provisions provided for in Section 15 of this Rule, applicable to unauthorised connections;
3. No other person other than the service provider shall have the right to install and maintain the devices for measuring the consumed water either on the public area or on the premises of the customer;
4. If a customer acts in violation of paragraph 3 of this Section, the service provider has the right to disconnect that customer from the water supply services and to initiate court proceedings at the competent court;
5. The service provider has the right to invoice the customer the financial damage that he estimates is caused as a result of the manipulation with the water meter after consultation with the Authority.

Section 27: Reconnection services to abandoned properties

1. A customer who requests that water services be relocated to abandoned property shall not be liable for any unpaid or owed debt from previous years but must prove that he or she has not previously resided in that property he or any family member and the applicant has to pay the reconnection fee;

2. If the customer or a member of the customer's family has accumulated debts on the abandoned property, then the customer requesting the continuation of the services must adjust the debt under this regulation.

Section 28: Refusal to reconnection

1. The service provider may refuse the reconnection of the customer to repeat the non-payment of the invoices for water services unless that customer will perform the advance in accordance with the provisions of this Rule;
2. Under such circumstances, the service provider shall remove the customer water supply equipment as provided for in Section 29 of this Rule;
3. If the premise previously provided by that service connection requires reconnection, whether from the same or another resident, the service provider will treat that reconnection of the service in those facilities as a new connection and does not release the previous customer from obligations relating to unpaid amounts to the service provider.

Section 29: Confiscation of the water services equipment

1. The service provider shall confiscate and remove from the customer's premises all equipment for water supply services, including all measuring devices placed on the customer's premises, in the event that the customer, upon disconnection, continuously reconnects unauthorised persons or in the event of the penalties provided for in Section 15, paragraph 2 of this Rule;
2. Before physically removing of all water service equipment, the service provider shall make an inventory register of all assets that have been removed, record their condition and any damage that is caused by the customer in those basic devices that have not resulted from the careful or normal use of the assets that will be held for six (6) months or until it is reconnected in water services, whichever occurs earlier;
3. Before the removal of any confiscated water service equipment from customer's premises, the water service provider shall also verify whether the service connection is shut-off, so there is no leakage, nor risk of contamination to the water supply network;
4. The service provider is entitled to demand and obtain from the customer a full compensation for any damages caused to water service equipment by the customer, as described and estimated in the records kept as per Section 29, paragraph 2, before proceeding with the reconnection of the customer to the water supply network;

Section 30: Advance payment

1. To enable reconnection, the service provider may request an advanced payment from the customer who has been disconnected. The advance payment deadline is (5) days from the day of execution of the termination. The reconnection will be made within twenty-four (24) hours from the day of the advance payment;
2. The advance payment must not exceed twice the average of the total amount payable to the customer's monthly invoice issued for the twelve (12) previous months, excluding the value added tax and any other taxes, official obligations and charges levied in invoice by any public authority;
3. The advance payment will not release the customer from his obligations to pay subsequent invoices;
4. When a customer has made an advanced payment, and when the customer is subsequently disconnected from the water service, because of non-payment invoice, the service provider is entitled to use the advance payment on behalf of unpaid account, unless the customer shall not later than four (4) working days after having been disconnected apply for reconnection of water services and pay the unpaid account. The service provider has the right to require the customer to balance the original of the advance up to the maximum amount determined under paragraph 2 of this Section;
5. The service provider shall use the advanced payment for the payment of subsequent invoices until such advance has shown zero balance since the first month for twelve (12) uninterrupted months where the customer has paid all the invoices, including any sums payable under the payment arrangement, within the payment deadlines.

PART VI: PAYMENT ARRANGEMENTS

Section 31: Payment Arrangements

1. When a customer is unable to pay an invoice of the service provider, according to Law No.05/L-042, the water service for customer shall be continued provided with condition, in order the service provider and the customer agree for the payment arrangement;
2. Payment arrangement shall determine that:
 - 2.1 The customer accepts the debt created by the service provider in the amount due for the acceptance of water services, which excludes any amount of debt legally contested by the customer;
 - 2.2 The customer agrees to pay the accumulated debt to the service provider and subsequent invoices for the services received ;

- 2.3 The customer accepts the method of payment of the total accumulated debt, which consist of:
 - 2.3.1 Initial payment to be paid immediately by the customer after signing the agreement;
 - 2.3.2 Monthly installments consisting of the residual amount of accumulated debt proportionately allocated in installments for a period not exceeding twenty four (24) months and the amount invoiced in the respective month;
3. The service provider shall provide a copy of the draft customer agreement not later than five (5) working days after the date on which the customer is offered to enter into a payment agreement;
4. The draft payment agreement should specifically state that:
 - 4.1 Failure to respect the payment agreement can lead to disconnection;
 - 4.2 If any installment payable under the payment agreement is not paid within a calendar month from the date of payment of such installment, the entire amount outstanding under the payment agreement shall be made immediately payable unless there are other measures to which it has been reached agreement with the customer to compensate for this non-payment;
 - 4.3 The customer has the right to contact the Customer Consultative Committee if the customer disagrees with the terms of the draft agreement;
 - 4.4 The payment agreement must be approved within ten (10) working days from the date of receipt of the draft of that contract;
5. If the customer fails to enter into the payment agreement with the service provided for the payment of any invoices that the customer owes to the services rendered within ten (10) working days as of the date of receipt of that draft agreement or any decision taken with regard to that by the Customer Consultative Committee, the service provider may consider that the customer has refused to enter into a payment agreement and shall be entitled to disconnect that customer within the terms and conditions set forth in this Rule.

Section 32: Good Faith Disputes

1. The good faith dispute shall be in writing, at any amount determined to pay unpaid accounts in current invoices or payment agreement;
2. The service provider shall not disconnect the water services until the investigations are completed pursuant to Section 7 of this Rule;
3. Each investigation into good faith disputes of the invoice should include:

- 3.1 Checking the records of the service provider to identify the date and amount of invoices sent to the customer as well as the date and amount paid by the customer;
 - 3.2 Checking the customer's receipt for the payments;
 - 3.3 Summary of results showing the total amount that the customer owes;
4. The service provider shall report to the customer the results of the investigation conducted in accordance with Section 32, paragraph 3, and keep records for at least two (2) years after the results of the investigation have been reported to the customer;
5. The service provider must ensure that:
 - 5.1 The invoice has not exceeded the payment deadline;
 - 5.2 The amount of the invoice for that month is at least 20% larger than the seasonal consumption average paid by that customer during the previous twelve (12) month period; and
6. The good faith disputes that cannot be resolved amicably may be referred to the Customer Consultative Committee, at the request of the customer as per procedures established for such committees.

Section 33: Payments for disconnection notices, disconnection, and reconnections

1. When a service provider sends remarks, executes disconnection and reconnections, then the costs of the service provider for performed work can be added to the customer's invoice;
2. Payment referred to in paragraph 1 of this Section shall be counted and charged according to the tariff order.

PART VII: ENFORCEMENT, PENALTIES, AND APPEALS

Section 34: Enforcement of Disconnection and Reconnection Rule

1. The Authority will monitor/inspect the respecting of disconnection procedures determined in this Rule, and may take enforcement action or decision on service tariffs based on the level of compliance by the service provider;
2. Monitoring/inspecting of disconnection and reconnection procedures established by this Rule shall be based on:

- 2.1 Records and reports prepared and maintained by the service provider as requested by the Authority, and
- 2.2 Direct field inspection by the Authority.

Section 35: Records and reports of disconnections

1. Authority reports: Each service provider shall prepare and submit reports to the Authority in the prescribed format and within specified intervals by the Authority from time to time;
2. Progress Report: each service provider must submit a monthly report no later than the 20th (twenty) of each subsequent month regarding the disconnection and other records required ad hoc from the Authority;
3. Location of data storage: All the records on disconnection shall be kept at the main service provider's office and will be available during the regular working hours in order to be checked by the Authority;
4. Period of record keeping: All records and reports provided in this Section shall be organized and maintained by the service provider for at least five (5) years from the date they are first prepared or remain until any other applicable law stipulates that they must be kept for a longer period of time in which case the last period of retention will be applied;
5. Inspection report: acting in accordance with Section 34 paragraph 2.2 of this Rule, the inspection team of the Authority must submit a written report from the findings in the field;

Section 36: Punitive and Administrative Provisions

Failure to comply with any of procedures and deadlines set forth in the Rule shall be fined under applicable laws. .

Section 37: Complaints

1. The Service Provider may appeal to any decision of the Authority in relation to this Rule to the Review Committee;
2. The Service Provider may also appeal to the court with competent jurisdiction of Kosovo for any decision of the Review Committee that has been taken in any concrete case with regard to the enforcement of the disconnection prescribed by this Rule and the Law No.05/L-042.

PART VIII: MISCELLANEOUS

Section 38: Languages

1. This Rule shall be adopted and published in the official language of the Republic of Kosovo;
2. In case of any discrepancy between any of the versions in which this Rule has been issued, the English version shall prevail.

Section 39: Repealing provisions

Upon the entry into force of this Rule, the following shall be abrogated:

1. Rule for disconnection of water services by the water service providers in Kosovo (R-05/W&W) of 20 July 2010;
2. Decision to amend Annex 1 of the Rule for disconnection of water services by the water service providers in Kosovo (R-05/W&WK) dated 20 July 2010, with protocol number 559 dated 26.12.2014;
3. Rules for remission and settlement of old debts by water and wastewater service providers in Kosovo of 14 November 2014.

Section 40: Entry into force

This Rule shall enter into force seven (7) days after signing by the Director of Authority.

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Raif Preteni
Director of Authority