Republika e Kosovës - Republika Kosova - Republic of Kosova
AUTORITETI RREGULLATOR PËR SHËRBIMET E UJIT
REGULATORNI AUTORITET ZA USLUGE VODE
WATER SERVICES REGULATORY AUTHORITY
ARRU

20. 10. 2026

Pursuant to Article 19, paragraph 1, of Law No. 05/L-042 for Regulation of Water Services, published in Official Gazette No. 4/2016 of 14.01.2016, and WSRA Regulation No. 17/2026 on the Determination of Water Service Tariffs in Kosovo, and based on the final calculation results for the respective service tariffs obtained through the Tariff Department's tariff application, the Water Services Regulatory Authority adopts the following:

REPUBLIKA E KOSOVËS-REPUBLIKA KOSOVA-
REPUBLIC OF KOSOVO
Autoriteti Rregullator për Shërbimet e Ujit
Regulatorni Autoritet za Usluge Vode
Water Services Regulatory Authority
Nr. prot./Prot. Br./ Prot. No. 721
Njësia/Jedinica/Unit D
Nr. shkres./Broj. dok./Rec. No.
Data/Datum/Date 20. 10. 2026
PRISHTINË - PRIŠTINA - PRISHTINA

DECISION

on approval of the Service Tariff Order (STO)

1. The Service Tariff Order (STO) of HEE "Ibër Lepenc" J.S.C., Prishtina (ARRU/UTSH-19/08/2027), for the core activities of untreated bulk water service provision, is hereby approved.
2. The tariff levels include only the billed amount (excluding VAT) for the core services.
3. WSRA may make extraordinary adjustments to the STO at the request of HEE "Ibër Lepenc" J.S.C., in accordance with Article 47 *of Law No. 05/L-042 for Regulation of Water Services* and Regulation No. 17/2026 on the Determination of Water Service Tariffs in Kosovo.
4. HEE "Ibër-Lepenc" J.S.C., Prishtina shall notify the Regional Water Companies to which it supplies untreated bulk water of the Service Tariffs set by WSRA under this Service Tariff Order upon signing the Service Contract, or send them a copy thereof with the next bill following its announcement and publication by WSRA on the website: www.arru-rks.org.
5. This STO shall be published in three (3) languages, two of which are official languages in Kosovo, and in English. In the event of any discrepancy between the versions (in the languages used) of the STO, the version written in Albanian shall prevail.
6. The STO shall enter into force on 1 January 2027 and shall be valid only for the 2027 fiscal year (01.01–31.12.2027).

Legal remedy: *A party dissatisfied with this decision has the right to appeal to the Review Committee within 30 (thirty) days of receipt of this decision in writing.*

Distributed to:
1 x 1 WSRA Archives
1 x 1 Tariff Department
1 x 1 Chief Executive Officer of HEE "Ibër Lepenc"

Abedin Azizi
Deputy Director of WSRA

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TARIFF ORDER NO. 19/08/2027

FOR UNTREATED BULK WATER SERVICES OF HEE "IBËR LEPENC" FOR 2027

Pursuant to Article 4, paragraph 3, subparagraphs 3.2 and 3.6, Article 19, paragraph 3, and Article 47, paragraph 3, of Law No. 05/L-042 for Regulation of Water Services, and in accordance with Articles 11, 24 and 27 of Regulation No. 17/2026 on the Determination of Water Service Tariffs in Kosovo, the Water Services Regulatory Authority issues this tariff order:

Article 1
Purpose

The purpose of this Order is to determine the structure and levels of tariffs approved by WSRA for untreated bulk water services provided by HEE "Ibër Lepenc" for the 2027 tariff year, and to ensure their fair, transparent and non-discriminatory application.

Article 2
Scope

This Order shall be applied by HEE "Ibër Lepenc" to the customers for whom tariffs are set under this Order, within the service area defined in its licence.

Article 3
Customers receiving untreated bulk water services

The customers receiving untreated bulk water supply services from the service provider HEE "Ibër Lepenc" are:

1. RWC "Mitrovica" J.S.C., Mitrovica – the tariffs shall apply to the Water Treatment Plant in Shipol, Mitrovica, and the Water Treatment Plant in Balinc, Vushtrri.
2. RWC "Prishtina" J.S.C., Prishtina – the tariffs shall apply to the Water Treatment Plant in Shkabaj and the Water Treatment Plant in Drenas.

Article 4
Volumetric tariffs for untreated bulk water services

1. The volumetric tariff shall be applied on the basis of the volume of untreated bulk water.
2. The volumetric tariffs for untreated bulk water services are:

Customers	Unit	Untreated bulk water tariff
RWC "Mitrovica" J.S.C., Mitrovica	EUR/m^3	0.0220
RWC "Prishtina" J.S.C., Prishtina	EUR/m^3	0.0472

Article 5
Application of tariffs and billing

1. The service provider shall be responsible for the correct, complete and non-discriminatory application of the tariffs set under this Order.
2. The tariffs shall be clearly shown on customer bills, allowing identification of the service, unit of measurement, quantity billed, tariff applied and corresponding amount.
3. The service provider may not change the tariff amounts set under this Order without a decision or approval of the Authority, in accordance with the procedures laid down in the legislation and regulatory acts in force.
4. In the event of a discrepancy between the tariffs published by the service provider and the tariffs set under this Order, the tariffs set by the Authority shall apply.
5. All tariffs set under this STO exclude Value Added Tax (VAT).

Article 6
Information and publication

1. The service provider shall publish this Order and the approved tariffs on its official website.
2. The tariffs and the conditions for their application shall be accessible to all customers in a clear and understandable manner.
3. Publication and provision of information to customers shall be carried out in accordance with the requirements of Regulation No. 17/2026 and other relevant acts of the Authority.

Article 7
Complaints

Customer complaints concerning the application of the tariffs set under this Order shall be submitted and reviewed in accordance with the procedures laid down in the legislation and regulatory acts in force for handling and resolving customer complaints.

Article 8
Supervision of implementation

1. The Water Services Regulatory Authority shall supervise the implementation of this Order by the service provider, in accordance with its statutory and regulatory powers.
2. The service provider shall provide the Authority with all data, documents and information necessary to verify the application of the tariffs.
3. Where violations are established, the Authority may take the measures provided for in the legislation and regulatory acts in force.

Article 9
Transitional provisions

1. Applications for services submitted before 1 January 2027 shall be processed in accordance with the tariffs applicable at the time the service is performed, in compliance with the relevant acts and without prejudice to customers' acquired rights.
2. The service provider shall align its billing systems, internal documents, tariff schedules, notices and customer materials with this Order.

Article 10
Repeal

From 1 January 2027, the tariffs approved for 2026 for the service provider shall cease to apply to the services covered by this Order, without prejudice to obligations lawfully incurred during 2026.

Article 11
Entry into force

This Order shall enter into force and apply from 1 January 2027.

Date 20/10/2026

Deputy Director of WSRA

Abedin Azizi