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 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 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. 715
Njësia/Jedinica/Unit D
Nr. shtesë/Upis. br./Reg. No.
Data/Datum/Date 20-10-2026

DECISION

on approval of the Service Tariff Order (STO)

1. The Service Tariff Order (STO) of RWC "Hidroregjioni-Jugor" J.S.C. (ARRU/UTSH-19/02/2027), for the core activities of water supply and wastewater services, is hereby approved.
2. The tariff levels include only the billed amount (excluding VAT) for the core services.
3. The implementation of capital investments approved by WSRA shall be closely monitored, and action shall be taken in accordance with Article 7, paragraph 4, of Regulation No. 17/2026 on the Determination of Water Service Tariffs in Kosovo.
4. WSRA may make extraordinary adjustments to the STO at the request of the service provider, in accordance with Article 47 *of Law No. 05/L-042 for Regulation of Water Services* and Article 25 of Regulation No. 17/2026 on the Determination of Water Service Tariffs in Kosovo.
5. The service provider shall distribute the Service Tariff List approved under this STO to each Customer upon signing the Service Contract or, at least once at the start of its application, attach it to the customers' bills.
6. The Service Tariff List approved by WSRA under this STO shall be published by the service provider in at least one daily newspaper with general circulation throughout Kosovo, within seven (7) working days following its announcement and publication by WSRA on the website: www.arru-rks.org;
7. 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.
8. 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 the RWC

Abedin Azizi
Deputy Director of WSRA

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WATER SERVICES REGULATORY AUTHORITY
ARRU

TARIFF ORDER NO. 19/02/2027

FOR WATER SERVICES OF RWC "HIDROREGJIONI-JUGOR" J.S.C. 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 water supply and wastewater services provided by the service provider for the 2027 tariff year, and to ensure their fair, transparent and non-discriminatory application.

Article 2
Scope

This Order shall be applied by RWC "Hidroregjioni-Jugor" J.S.C. to all services and customer categories for which tariffs are set under this Order, within the service area defined in its licence.

Article 3
Customer categories

1. For the purposes of applying the tariffs set under this Order, customers are classified into the following categories:
   1.1. Domestic customers;
   1.2. Commercial/industrial customers; and
   1.3. Institutional customers.

Article 4
Volumetric tariffs

1. The volumetric tariff shall be applied on the basis of the volume of water consumed and, where applicable, the volume of wastewater discharged.
2. The volumetric tariffs for water supply and wastewater services are:

Customer Category	Unit	Volumetric tariff for water supply services	Volumetric tariff for wastewater services
Domestic	EUR/m^3	0.5838	0.2181
Non-domestic (commercial and institutional)	EUR/m^3	0.7005	0.4798

3. The tariffs referred to in paragraph 2 of this Article shall apply to each cubic metre billed, in accordance with the rules on metering, billing and determination of consumption laid down in the applicable acts.

Article 5
Monthly fixed tariff

1. The monthly fixed tariff shall apply to each customer connected to the service provider's network and shall be determined according to the diameter of the pipe connecting to the distribution network.
2. The monthly fixed tariff shall apply regardless of the quantity of water consumed and shall be billed each month.
3. The monthly fixed tariff for the service provider is:

Diameter of connection to the distribution network	Unit	Amount
Customers with a wastewater connection only	EUR/customer/month	0.6915
15mm	EUR/customer/month	1.3830
20mm	EUR/customer/month	1.3830
25mm	EUR/customer/month	2.2127
32mm	EUR/customer/month	2.2127
40mm	EUR/customer/month	8.9615
50mm	EUR/customer/month	8.9615
65mm	EUR/customer/month	22.1272
80mm	EUR/customer/month	22.1272
100mm	EUR/customer/month	27.2165
125mm	EUR/customer/month	27.2165
150mm	EUR/customer/month	42.9268
200mm	EUR/customer/month	42.9268
250mm	EUR/customer/month	59.7435

4. For customers with a connection diameter not specified in the table in paragraph 3 of this Article, the service provider may not apply a different tariff without the prior approval of the Authority.

Article 6
Tariffs for inspection and technical acceptance of new connections

1. The tariff for inspection of the site for a new connection and technical acceptance of the connection is EUR 10.00 per customer, regardless of the diameter of the connection pipe.
2. The tariff referred to in paragraph 1 of this Article shall be applied once per connection application and shall include:

2.1. site inspection;
2.2. determination of the connection location; and
2.3. technical acceptance of the connection.

3. Where the application includes connection to both the water supply network and the sewerage network, the tariff referred to in paragraph 1 shall be paid only once per customer.

Article 7
Tariffs for the physical installation of a new connection to the water supply network

1. The tariffs for the physical installation of a new connection to the water supply network are:

Customer Category	Connection pipe diameter	Connection tariff (excluding chamber) (EUR)
Domestic and non-domestic (commercial and institutional)	15 mm	80.00
	20 mm	80.00
	25 mm	100.00
	32 mm	140.00
	40 mm	180.00
	50 mm	370.00
	65 & 75 mm	490.00
	80 mm	625.00
	100 mm	780.00

2. The tariffs set in paragraph 1 of this Article shall apply to the physical installation of the connection to the water supply network, excluding construction of the chamber and asphalt works.
3. Where the customer requests that the service provider construct the chamber for installation of the water meter, the costs shall be determined on the basis of the extent of the works, technical conditions on site and market prices. Before commencing the works, the service provider shall present the customer with a detailed bill of quantities and cost estimate for the works and the corresponding costs. Only works carried out shall be billed, on the basis of documented and justified costs.

Article 8
Tariffs for the physical installation of a new connection to the sewerage network

1. The tariffs for the physical installation of a new connection to the sewerage network are:

Customer Category	Connection pipe diameter	Connection tariff (excluding chamber) (EUR)
Domestic and non-domestic (commercial and institutional)	160 mm	26.00
	200 mm	36.00
	250 mm	46.00
	315 mm	76.00

2. The provisions of Article 7, paragraphs 2 and 3, of this Order shall also apply, as appropriate, to new connections to the sewerage network.

Article 9
Tariffs for disconnection and reconnection of services

1. The tariffs for disconnection and reconnection are:

Category	Pipe diameter	Tariff (EUR)
Temporary disconnection	For all distribution pipe sizes	10
Permanent disconnection	For all distribution pipe sizes	20
Reconnection to services	For all distribution pipe sizes	10

2. The tariffs set in paragraph 1 of this Article shall apply in accordance with the conditions and procedures laid down in Regulation No. 18/2026 on Disconnection and Reconnection of Water Services in Kosovo.

Article 10
Verification and calibration of water meters

The tariffs for verification of water meters and the related metrological services concerning the accuracy of water measurement shall apply in accordance with Administrative Instruction (MIET) No. 06/2022 on the Amount and Procedure of Payment for Metrological Services, specifically Annex I, which regulates the fees for verification of water meters, and other relevant acts in force. Verification of the accuracy of water meters may also be carried out by other bodies accredited by the competent authority, in accordance with the legislation in force on metrology and within the scope of the relevant authorisation or licence.

Article 11
Off-site infrastructure reinforcement charge

1. The off-site infrastructure reinforcement charge, namely the charge for infrastructure reinforcement, shall apply in accordance with Articles 12 and 31 of Regulation No. 17/2026 on the Determination of Water Service Tariffs in Kosovo.
2. The off-site infrastructure reinforcement charge shall apply from 1 January 2027, in accordance with the conditions, procedures and methodology determined by the Authority.
3. Any billing of the off-site infrastructure reinforcement charge before 1 January 2027 is prohibited.
4. The off-site infrastructure reinforcement charges for new customers are:

No.	Diameter (mm)	Water supply excluding VAT	Sewerage excluding VAT	Total excluding VAT
1	15	37.71	7.31	45.02
2	20	37.71	7.31	45.02
3	25	37.71	7.31	45.02
4	32	39.86	7.73	47.58
5	40	62.28	12.07	74.35
6	50	97.31	18.86	116.17
7	65	164.45	31.88	196.33
8	80	249.11	48.29	297.40
9	100	389.23	75.45	464.69
10	125	608.18	117.90	726.07
11	150	875.78	169.77	1,045.55
12	200	1,138.51	220.70	1,359.21
13	250	1,480.06	286.91	1,766.97

Article 12
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 13
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 14
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 15
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 16
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 17
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 18
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