
Role of Regulation in Addressing the Issues and Challenges Faced by the Kosovo Energy Sector

NARUC/ERRA Workshop on Public Utility
Regulation in Market Economies

Pristina, Kosovo

15 April 2008



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Key Regulatory Issues and Challenges for KEK

Tariffs

- Adequate Allowed Revenues
- Tariff Design Modifications
- Vulnerable Customers



Key Regulatory Issues and Challenges for KEK

Customer Service Policies and Procedures

- Disconnection policies
 - Non-payment
 - Unauthorized Use (Theft)
- Meter reading and billing policies and procedures
 - Meter reading issues
 - Billing
- Enclaves
- Other



Key Regulatory Issues and Challenges for KEK

Other Key Issues for KEK

1. Eligible Customers
2. Regulatory Reporting
3. License Monitoring
4. Load Shedding Schemes



Role of Regulator in Addressing Issues and Challenges

I. Method of Regulation

- Cost of Service
- Incentive (Performance-Based)

Issue: Regulator needs to make a decision and not change after first year.



Role of Regulator in Addressing Issues and Challenges

II. Tariffs

- **Filing Requirements**
- **Tariff Model (KEK & KOSTT should use own models, not a combined model that is administered by the Regulator)**
- **Time Schedule**
- **Public Participation (Open meetings/hearings)**
- **Timely Decision**



Role of Regulator in Addressing Issues and Challenges

III. Customer Service Policies and Procedures

- **Non-payment**
- **Disconnections/reconnections**
- **Misc. Services provided by KEK for customers**
- **Vulnerable customers**



Role of Regulator in Addressing Issues and Challenges

IV. Other Issues

1. Eligible Customers
2. License Monitoring
3. Regulatory Reporting
 - **Reporting Forms**
 - **Chart of Accounts**

