

Dispute Settlement Process

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Legal basis

- ❑ Pursuant to sec. 15.2 g) of the Law on Energy Regulator, the Energy Regulatory Office has competency to **settle disputes** between consumers and energy enterprises, system operators and enterprises as well as between two enterprises.
- ❑ Pursuant to sec. 17.1 of the Law on Energy Regulator, the Energy Regulatory Office may compile procedures for dispute settlement in the energy sector including the complaints:
 - a) from consumers against licensees related to offered services;
 - b) from licensees against other licensees regarding performance of licensed activities;
 - c) That has to do with the approach of a third party and transmission or distribution of electricity and natural gas as well as cross-border transmission of electricity and natural gas.

Establishment of the Rule on Dispute

- ❑ The Board of the Energy Regulatory Office pursuant to the authority granted under sec. 17.1 of the Law on Energy Regulator in session held on January 17th, 2006 approved the **Rule on Dispute Settlement Procedures in the Energy Sector**.
- ❑ Rule on Dispute Settlement Procedures in the Energy Sector defines the obligations of licensees, ERO and consumers, how they are to be applied, accepted, registered, processed and appeals solved;
- ❑ Rule on Dispute Settlement in the Energy Sector determines the terms, conditions and procedures relative to the dispute settlement so they :
 - a) ensure **transparent and non-discriminatory** accomplishment of energy activities in Kosovo;
 - b) **Protect consumers** through promotion of a transparent and open approach towards information on settlement of consumer appeals and disputes;
 - c) **solve disputes** between consumers and suppliers as well as between energy enterprises;
 - d) ensure equal and non-discriminatory treatment towards all the consumers in Kosovo, with respect to their rights and obligations relative to energy services.

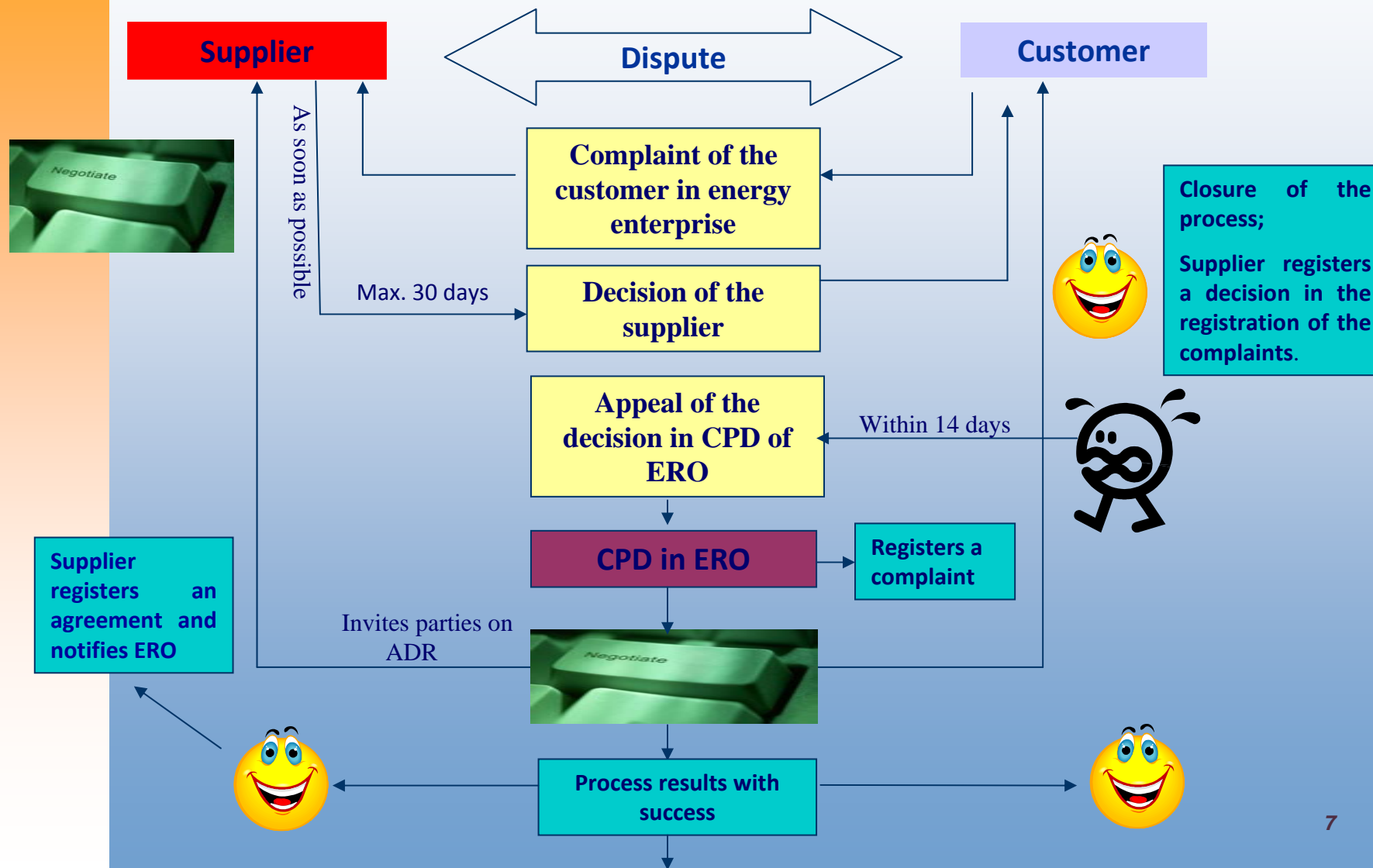
Process of Dispute I

- ✓ All customers must bring their complaints regarding service provided by a **supplier** or a **distribution system operator** to such supplier before seeking redress with ERO.
- ✓ The deadline for review and investigation of the complaint by the supplier shall not be longer than **thirty (30) calendar days** from the date of acceptance of a registered complaint.
- ✓ Customers may appeal the decision of any supplier **to ERO** within fourteen (14) calendar days from the date of received decision by supplier, or from the date when deadline of response by supplier has expired.
- ✓ Head of CPD can issue a **decision** according to the Rule on Dispute for the complaints brought by **household customers**.

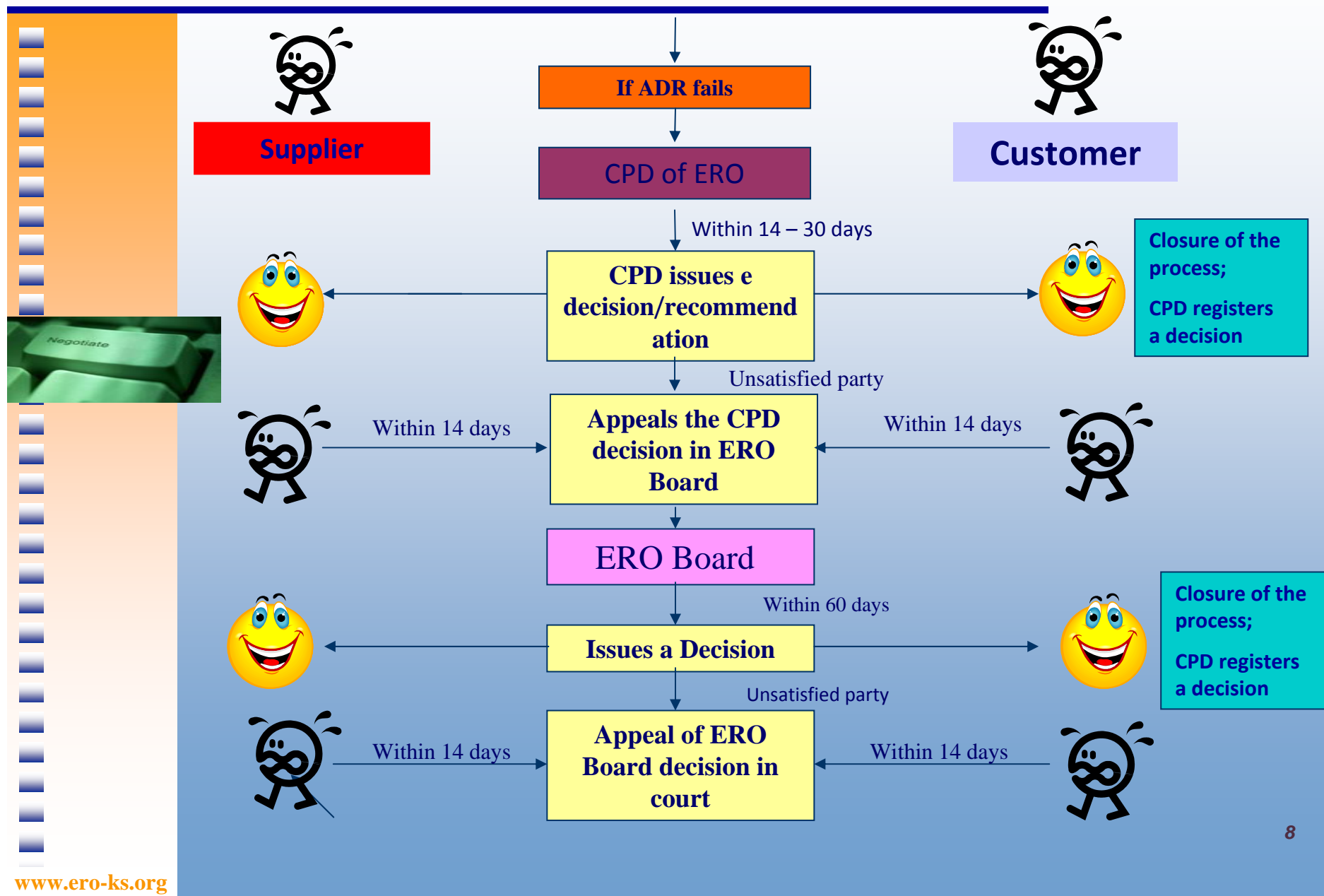
Process of Dispute II

- ✓ A **household customer** may **appeal** a decision of CPD to the **Board of ERO** within fourteen (14) calendar days.
- ✓ For all other disputes: **commercial, industrial, third party**, Head of the CPD shall submit **a recommendation** to the Board of ERO.
- ✓ The **Board of ERO** shall issue a **decision** on any complaint within **sixty (60) calendar days** from the date set forth in Article 14.1 c) of the RDSP.
- ✓ Alternative Dispute Resolution (ADR) is an informal procedure which is voluntary and may be used in different forms, such as: **negotiation, mediation or other similar alternative resolution.**

Process of Resolving a Complaint – Part I



Process of Resolving a Complaint – Part II



Review of Complaint by CPD of ERO

- ☐ Customer Protection Department (CPD) shall issue a decision or a recommendation with the following schedule:
 - a) for small complaints from household customers: **fifteen (15) calendar days**
 - b) for all other complaints from household customers: **thirty (30) calendar days**
 - c) for all non-household customer complaints: **sixty (60) calendar days**
- ☐ The schedule of the process can be extended only for the following cases:
 - a) limited cases of complexity or where additional information is required;
 - b) cases in which the parties have agreed to pursue ADR;

Disputes

Types of Disputes:

- ❑ In energy sector of Kosovo, there are several types of disputes:
 - ✓ Meter reading
 - ✓ Poor quality of services
 - ✓ Incorrect bills
 - ✓ Flat rate billing
 - ✓ Ownership problems with owner of the meters
 - ✓ Unauthorised use of electricity, theft, and tampering with electric meters, etc.

ERO - Complaint Form

COMPLAINT FORM	
COMPLAINANT	
Complain Reg.No: <input type="text"/>	
First Name: <input type="text"/>	Address: <input type="text"/>
Last Name: <input type="text"/>	
Fix Phone: <input type="text"/>	
Mobile Phone: <input type="text"/>	
e-mail address: <input type="text"/>	
<div>Category</div> <div> Residential <input type="checkbox"/> Commercial <input type="checkbox"/> Industrial <input type="checkbox"/> </div>	
<div>Contact person if different</div> <div> Contact Person: <input type="text"/> Contact Phone: <input type="text"/> </div>	
<div>Complaint Type</div> <div> Electric: <input type="checkbox"/> Heat: <input type="checkbox"/> Nat. Gas <input type="checkbox"/> </div>	
City: <input type="text"/>	Country: <input type="text"/>
Briefly Describe Complaint	
Attached Documents: 1. _____ 2. _____ 3. _____ 4. _____ 5. _____	
Applicant Signature _____	Date: _____



Thank you for your attention