

Kompania Rajonale e Ujësjetësimit  
Regional Water Supply Company

**RADONIQI**

sh.a. - j.s.c.

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*PROTOKOLI*

Gjakovë <input type="checkbox"/>	Nr.:
Rahovec <input type="checkbox"/>	
Lumbardh <input type="checkbox"/>	

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**RULE No 02/2017**  
**ON PROCEDURES FOR CONNECTION OF CUSTOMER TO WATER**  
**SERVICES**

**April, 2017**

Pursuant to Article 48, paragraph 1, in conjunction with sub-paragraph 2.6.2 of Law No. 05 / L – 042 for Regulation of Water Service, and Article 14, paragraph 2.2.11.2. of the Statute of the Company, the Board of Directors of RWC "Radoniqi" JSC - Gjakova, issues this:

## **Rule No 02/2017**

### **On Procedures for Connection of Costumers to Water Services**

#### **CHAPTER I**

#### **GENERAL PROVISIONS**

##### **Article 1**

##### **Scope and Purpose**

1. With this regulation are set rules of RWC "Radoniqi" JSC - Gjakova for connection and re-connection of customers in water and sewerage services. This rule sets out the detailed procedures that Company staff has to observe to connect new customers to the water and sewage network.
2. The adoption of this Rule has dual purpose:
  - 2.1 Set a framework on which the Company plans and implements the connection of new customers to water and sewerage services, and
  - 2.2 Outlines the specific actions to be observed by the staff of the company when processing connection applications and executing new connections in the water supply and sewerage system or legalizing existing connections.

##### **Article 2**

##### **Definitions**

1. Terms used in this Law shall have the following meanings:
  - 1.1. "**Complaint**" is any objection or reporting of dissatisfaction with any aspect of the services provided by the service provider.
  - 1.2. "**Request**" is any oral or written request regarding any aspect of the services provided by the service provider.
  - 1.3. "**WSRA**" is the **Water Services Regulatory Authority**.
  - 1.4. "**RWC**" is the Regional Water Company (the Company).
  - 1.5. "**CRU**" is the Customer Relation Unit.
  - 1.6. "**Company**" - has the same meaning as the RWC
  - 1.7. "**Costumer**" - a person that has entered into a Service Contract with a Service Provider and / or receives services by a Service Provider;

- 1.8. **Authorized connection** - a connection between the customer`s facilities and distribution network of Water and Waste Water Services, provided by Service Providers pursuant to this Law;
- 1.9. **Unauthorized connection** - the connection between costumer`s facilities and distribution network of Water and Wastewater services that has not been performed by water and wastewater service provider in accordance with this law.

### **Article 3 Enforceability**

1. This Rule is an official document and as such, it is applicable for all company staff involved in processing and implementation of new connections. This Rule is also is of interest to consumers as well as to other stakeholders.
2. Failure to comply with this Rule constitutes a breach of working rules and will consequently, be sanctioned with disciplinary measures in accordance with the disciplinary procedures of the Company.
3. For interpretation of these rules and procedures set forth in this rule, as well as for solution of eventual misunderstandings or individual cases, should be contacted the Legal Office of the Company

### **Article 4 Legal basis**

1. The legal framework for connection of new customers to water and sewerage services is defined by:
  - 1.1 Law no. 05 / L-042 for Regulation of Water Services, approved by the Kosovo Assembly in January 2016.
  - 1.2 Law No. 04/L-121 Law on consumer protection, decreed by President of the Republic 07.11. 2012
  - 1.3 Rules adopted by WSRA under the Law,
    - 1.3.1 Rule no. 02/2016 for Minimum Service Standards for Water Service,
    - 1.3.2 Rule no. 03/2016 for Customers' Charter.

### **Article 5 Company Principles for Connecting Customers to Services**

1. The basic principles for connecting new customers to water and sewerage services are based on the Law and at the same time demonstrate the company's commitment to:

- 1.1. Increase the level of coverage with water and sewerage services;
- 1.2. Provide the services to all population in its service area, whenever it is technically and financially feasible;
- 1.3. Treat fairly and equally all costumers;
- 1.4. Prevent illegal connections and other abusive occurrences in the water and sewerage system;
- 1.5. Protect Public Health and Water Supply Infrastructure.

## **CHAPTER II**

### **PROCEDURES FOR THE CONNECTION OF CUSTOMERS**

#### **Article 6 Conditions for connection**

1. Connection to water supply and sewerage services can only be carried out under the conditions set by the company.
  - 1.1 The company defines the conditions for connection according to procedures and approved design of water and sewerage installations.
2. Applicant for connection is bound to provide:
  - 2.1 All necessary consents and permits from the competent authorities;
  - 2.2 To carry out all necessary groundwork according to the instructions of the company;
  - 2.3 is responsible for all damages that may be caused during the execution of earthworks;
  - 2.4 is bound to pay all connection costs;
  - 2.5 Prepare the site where the water meter will be placed. The water meter manhole must have shape and dimensions set by the company;
  - 2.6 The company determines the tapping point in the water supply and sewerage network, as well as the diameter and materials to be used for execution of connection.
3. Company calculates and bills the connection costs based on applicable tariffs approved by WSRA. After completion of the works, the company prepares the final invoice - the invoice for the completed works.

## **Article 7**

### **Connection works**

1. The company carries out connection to water supply and sewerage services. An independent contractor can also carry out the connection if this is done under the supervision and technical acceptance of the company.
2. Connections that are carried out without the Company's authorization will be considered as unauthorized (illegal) connections and will be terminated.
3. In special cases company may decide to legalize these connections with the request of the owner provided that:
  - 3.1. The connection is made according to the norms and standards acceptable to the Company
  - 3.2. Owner shall pay all obligations invoiced by company in accordance with the legislation in force.
4. In principal, the company does not carry out earth works. With the specific request of the applicant for connection, the company can also perform earth works and in this case, applicant for connection covers the costs based on the Company prices for these types of works.

## **Article 8**

### **Connection work costs**

Applicant for connection is responsible for covering all costs incurred in relation with connection. Applicant is also responsible for covering the cost associated with extraction of necessary consents and permits.

## **Article 9**

### **Water meter Installation**

1. All new connections to water supply services must install water meter type, diameter and metering capacity set by the company. The company decides for the location of installation of the water meter as well as dimensions of the water meter housing. This rule shall apply also for temporary connections that are made during the construction phase of the facility (ties).
2. The applicant / customer is responsible for covering all costs related to purchase and installation of water meter.
3. The customer is responsible to ensure the water meter and seal from physical damage. Customer or other unauthorized persons in any way are not allowed to manipulate with the water meter. Such action is subject to punitive measures under the applicable law.

4. The company carries the costs of regular maintenance and water meter replacement if it company has doubts on its functionality. However, if customer deliberately or because of his negligence and carelessness has damaged the water meter, then the customer carries the costs for repairing or replacing it.

**Article 10**  
**Damages to the sewage system**

The Company shall not be liable for damages that may be caused to the customer by sewage flooding from the sewage system, if such damage is caused by non-installation or non-operation of protective devices (non-return flap valves).

**CHAPTER III**  
**SERVICE CONNECTION PROCEDURE**

**Article 11**  
**Submission of connection application**

1. The applicant for connection to the water supply or sewage service shall fill and submit the standard application for connection to the responsible officer.
2. The application shall be accompanied by the necessary documentation specified in the application form concerned in order to be considered complete.

**Article 12**  
**Proceeding of the application for connection**

1. The responsible officer shall protocol the application and on the same day forward to the Customer Relations Officer.
  - 1.1. The responsible officer completed application for individual or collective connection, submits to the person authorized by the company for connection, at the latest on the next working day.
  - 1.2. The person authorized by the company to execute the connection, within three (3) working days notifies the customer relation officer of the date of the visit at the site to determine the technical details of the connection.
    - 1.2.1 The date of visit at the site shall not be later than five (5) working days from the date of submission of completed application.
  - 1.3. Person authorized by the company after examination of the site within a period of two (2) working days, prepares a decision for approval or refusal of the connection, which, together with the necessary technical sketches and descriptions, submits to the responsible officer.

2. The responsible officer, within two (2) working days shall notify the applicant on the decision whether his/her connection to the water service network is approved or not, notifying him on:

- 2.1 Company conditions regarding his application,
- 2.2 future actions to be taken for approval / or disapproval of connection,
- 2.3 carrying out of payment for connection costs,
- 2.4 Extraction of permission from the municipal authorities for allowing excavation, if needed.

3. Proceedings of application and decision whether or not to approve the application shall be completed within fifteen (15) calendar days from the date of submission of the completed application.

4. The Financial Service Officer, based on service conditions and tariffs approved by WSRA, prepares the bill with connection costs and the connection tax to be paid by the applicant.

### **Article 13** **Execution of connection**

1. After extraction of necessary permits by the municipal authorities, applicant shall submit a copy to the CRU - to the Customer Relations Officer who completes the subject matter of the application.

2. After signing of the service contract by the applicant, the responsible officer of the company completes the applicant's file and on the same day submits a copy of the document to the Planning and Development Service, which, in cooperation with the head of operation department, sets the date of execution of the connection.

2.1. The Planning and Development Service will request from applicants to complete all necessary preparations (excavation of the trench, providing sand, preparation of water meter manhole etc.)

2.2. Head of operation department, on the date set for the execution of the connection, prepares the work order for the execution of the new connection and assigns the team for the execution of the connection together with the request for material to be taken from the warehouse of the company or the adequate material that can be provided by the party.

2.3. The team for the execution of the connection takes the necessary material from the company's warehouse and after having ascertained that conditions have been met, it will execute the connection according to the technical norms of the company.

3. After execution of the connection, head of operation team notes in the work order that the connection has been made and records necessary details required for the executed connection (material used, pipe diameter, profile, type and serial number of the meter, etc.). Those information's he submits to the Head of Operations department.

3.1. Head of Operations department sends a copy of the work order to the Head of Planning and Development Service with information for executed connection, and the latter makes topographic survey of the connection and the same is uploaded to the network maps of this connection.

4. The entire procedure for connecting the applicant to the water or sewage network shall be carried out within fifteen (15) calendar days.

#### **Article 14 Customer registration**

Upon receipt of the information that the connection is executed, the responsible officer records the customer data in the company's standard form and sends a copy of this form to the customer service department to be registered in the billing database.

### **CHAPTER IV**

#### **LEGALIZATION OF UNAUTHORIZED CONNECTIONS**

#### **Article 15 Submission of application for legalization of unauthorized connection**

The owner of the facility (or his representative) whom company has found unauthorized connection, if company gives him the opportunity to legalize the connection, he will have to fill the standard application for legalization of the connection and submits it to the officer for complaints and requests who is responsible for receiving applications.

#### **Article 16 Proceedings for Application for legalization of unauthorized connection**

1. The Complaint and Request Officer registers the completed application and on the same day forwards it to the Customer Relations Officer.

1.1. Customer Relationship Officer the completed application next day submits to the unit manager who after the preliminary review submits it to the responsible officer.

1.2. The Planning and Development Service reviews the application and within three (3) working days notifies the operations service for the date of the site visit, to verify if the existed unauthorized connection meets the technical conditions for legalization or not.

2. Within two (2) working days from the date of the site visit, the responsible officer prepares and submits to the CRU, Customer Relationship officer, a decision which ascertains that:



- 2.1. Illegal connection meets the conditions to be legalized, or
  - 2.2. The link does not meet the conditions for legalization and needs to be reworked.
3. The same customer service officer notifies the applicant on the company's decision regarding his application for legalization of the connection and notifies him for the future actions he/she has to take.
  4. The proceedings of the application and the decision on approval of the application or not, shall be made within ten (10) calendar days after the date of submission of the application.

**Article 17**  
**Legalization of unauthorized connection**

1. In case the company's decision is positive and it is established that the illegal connection meets the conditions for legalization, the financial service shall prepare the bill with connection costs and the connection tax to be paid by the applicant in compliance with the tariffs approved by WSRA.
2. After signing the service contract and agreement on the payment conditions by the applicant, at the same day the responsible officer completes the applicant's case and submits a copy to the Planning and Development Service.
3. After obtaining the dossier for the payment made by the applicant, Head of Planning and Development records the customer data in the company's standard form and sends a copy of this form to the responsible officer to be registered in the billing database.

**Article 18**  
**Termination of the procedure for legalization of unauthorized connection**

If the Planning and Development Service has concluded that the unauthorized connection does not meet the conditions for legalization, it will forward the dossier to the responsible officer for the implementation of disconnection procedures, in accordance with Law no. 05 / L-042 for Regulation of Water Services.

**CHAPTER V**  
**RE-CONNECTION TO WATER SUPPLY SERVICES**

**Article 19**  
**Re-connections after disconnections of services**

1. No other person, other than service provider who has disconnected a customer from the water supply services, has right to re-connect that customer to the water services.

2. Cases when water supply services have been disconnected will be re-connected to services after removing causes for disconnection.

2.1. The customer with proof of elimination of the causes for the disconnection of services addresses an application to the responsible officer, who protocols the same and the same day proceeds to the relevant service for verification.

2.2. The responsible service after confirmation in written that the cause for the disconnection has been eliminated, initiates the reconnection procedures by proceeding the application to the responsible officer, who issues the order for execution of the connection.

2.3. The responsible person will act within twenty-four (24) hours according to the re-connection order. The responsible person for the connection will proceed with a copy of the order at the latest next working day.

## **CHAPTER VI**

### **TRANSITIONAL AND FINAL PROVISIONS**

#### **Article 20 Repealing Provisions**

With entry into force of this Rule, all regulations, rules and decisions relating to procedures for connection and re-connection of customers in water and sewerage services shall be repealed.

#### **Article 21 Entry into Force**

This regulation shall enter into force fifteen (15) calendar days after its approval by the Water Supply Regulatory Authority, as well as publication in official languages at the official website of the RWC "Radoniqi" A. Gjakova.

Chairman of the Board of Directors

Date \_\_\_\_/\_\_\_\_/ 2017  
Gjakovë

\_\_\_\_\_  
**Fatos Koshi**

## **Annex 1: Application for Connection Form**

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[to be filled by RWC "Radoniqi" JSC]

Date:

Protocol No:

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[To be filled by Applicant]

### **Applicant information:**

#### *a) Household Customers:*

Name and Surname:  Pers. No.

Phone no: ; E-mail Address:

Address:

#### *b) Commercial/Industrial and Institutional Customers:*

Name:

Business Registration No: ; VAT No:

Phone no: ; E-mail Address:

Address:

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### **Information on the premises to be connected:**

Address:

Municipality:

Copy of Plan and Owner list attached - No.

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Applicant's signature:

Date:

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**Annex 2: Application Form for Legalization of Unauthorized Connection**

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[to be filled by RWC "Radoniqi" JSC]

Date:

Protocol No.:

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[to be filled by Applicant]

**Applicant information:**

*a) Household Customers:*

Name and Surname:  Pers. No.

Phone no: ; E-mail Address:

Address:

*b) Commercial/Industrial and Institutional Customers:*

Name:

Business Registration No: ; VAT No:

Phone no: ; E-mail Address:

Address:

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**Information on the premises to be connected:**

Address:

Municipality:

Copy of Plan and Owner list attached - No.

Date of Connection:

Type of Water meter: ; Serial No.: ; Status:

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Applicant's signature:

Date:

### Annex 3: Technical Conditions Form for Execution of the Connection

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Type of premise:

Address:

#### 1. Connection to services:

Connection to water services shall be carried out in compliance with technical conditions attached to this decision.

#### 2. Connection conditions:

Before the connection is executed, the Applicant is due to:

- (i) Extract a Permit from municipal authorities for excavation in public surfaces;
- (ii) Pay Connection Fee in amount of:  EUR;
- (iii) Sign the service contract with RWC "Radoniqi" JSC
- (iv) Carry out earthworks according to the attached sketch;
- (v) Build the water meter housing according to the attached sketch.

#### 3. Execution of connection

After fulfilling the above-mentioned conditions, the execution of the connection is performed by RWC "Radoniqi" JSC

#### I. TECHNICAL CONDITIONS FOR EXECUTION OF CONNECTION:

- Diameter of the distribution network where the connection is to be made:  mm
- Diameter of pipe for connection:  mm
- Water meter capacity:  m<sup>3</sup>/h

#### II. SPECIFICATION OF THE MATERIAL:

No.	Description of material	DN	Unit	Quantity	Note
1	Tapping saddle				
2	Pipe				
3	Valve				
4	Fitting				
5	Water meter				

## Annex 4: Connection Decision Approval Form

Kompania Rajonale e Ujësjetësimit  
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PROTOKOLI

Gjakovë   
Rahovec   
Lumbardh

Nr.:

Date: \_\_\_\_\_

Protocol No: \_\_\_\_\_

Pursuant to Article \_\_\_\_\_ of Rule no. 02/2016 on the Minimum Service Standards for Water Service Providers in Kosovo and Article \_\_\_\_\_ of Rule 02/2017 on procedures for connection of customer to water services, after reviewing the Application No. \_\_\_\_\_ date: \_\_\_\_\_, the Planning Unit of the RWC "Radoniqi" JSC took this:

### DECISION

1. The request of Mr. \_\_\_\_\_ with no. \_\_\_\_\_ dated \_\_\_\_\_ for the execution / legalization of the connection in the water supply / sewerage network is **Approved**.
2. The Unit \_\_\_\_\_ is obliged to execute / legalize the connection to the water supply / sewage network for the premise \_\_\_\_\_ in accordance with the legislation in force.
3. Mr. \_\_\_\_\_ is obliged to carry out all duties he / she is due, in order to execute / legalize the connection.
4. This Decision shall enter into force the day of its issuance.

### Justification

After reviewing the case and detailed information from the corresponding departments, it was concluded that, Mr. \_\_\_\_\_ has fulfilled all the conditions required by RWC "Radoniqi" for the execution / legalization of the connection to the water supply / sewerage network and has been approved the execution of the connection which should be performed by RWC "Radoniqi" according to the deadlines set out in Rule 02/2017 on Customer Connection Procedures for Water Services.

Based on above-mentioned reasons, the head of the dep. \_\_\_\_\_ has decided as in provision of this decision.

**Legal advice;** The party dissatisfied with this decision has the right to appeal to the Companies Committee for Review of Requests and Complaints within fifteen (15) calendar days from the date of receipt of this decision.

*To be sent to;*  
*IX Costumer,*  
*1x Archive*  
*1x Dep.....*

*Head of Unit.*  
\_\_\_\_\_

## Annex 4: Refusal of Connection Decision Form

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Kompania Rajonale e Ujësjetësit  
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PROTOKOLI

Gjakovë   
Rahovec   
Lumbaradh

Nr.:

Date:

Protokollit No.:

Pursuant to Article \_\_\_\_ of Rule no. 02/2016 on the Minimum Service Standards for Water Service Providers in Kosovo and Article \_\_\_\_ of Rule 02/2017 on Procedures for Connection of Customer to Water Services, after reviewing the Application No. \_\_\_\_ date: \_\_\_\_\_, the Planning Unit of the RWC " Radoniqi "JSC took this:

### DECISION

1. The request of Mr. \_\_\_\_\_ with no . \_\_\_\_\_ dated \_\_\_\_\_ for the execution / legalization of connection in the water supply / sewerage network is **Refused** as not completed.
2. This Decision shall enter into force on the day of its issuance.

### Justification

After reviewing of the case and detailed information from the corresponding departments, the Unit for Connection concluded that, Mr \_\_\_\_\_ did not meet all conditions required by RWC "Radoniqi" for the execution / legalization of the connection to the water / sewage network; \_\_\_\_\_, in compliance with Regulation 02/2017 on Procedures for Connection of Customer on Water Services. The applicant is missing; \_\_\_\_\_

Based on above-mentioned reasons, the head of the dep. \_\_\_\_\_ has decided as in provision of this decision.

**Legal advice;** The party dissatisfied with this decision has the right to appeal to the Companies Committee for Review of Requests and Complaints within fifteen (15) calendar days from the date of receipt of this decision.

*To be sent to;*  
*1X Costumer,*  
*1x Archive*  
*1x Dep....*

*Head of Unit.*

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**Appendix 6: New Customer Registration Form**

Date:

No:

Name and surname:

Phone No:  ; E-mail address:

Address:

Municipality:

- 
- Application for connection: No.  Date:
  - Site visit : Date:
  - Municipal authority permit: No.  Date:
  - Decision for connection approval: No.  Date:
  - Receipt of fee payment: No.  Amount (€):  Date:
  - Executed connection: work order No:  Date:
  - Connection pipe: Material:  DN:
  - Water meter: Type:  No.  capacity and profile:

**Notes:**

Head of Customers Service:

\_\_\_\_\_

\_\_\_\_\_