

Kompania Rajonale e Ujësjetësimit
Regional Water Supply Company

RADONIQI

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PROTOKOLI

Gjakovë <input type="checkbox"/> Rahovec <input type="checkbox"/> Lumbardh <input type="checkbox"/>	Nr.:
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RULE No. 04/2017
FOR PROCEDURES OF BILLING OF WATER SERVICE

April, 2017

Pursuant to Article 48, paragraph 2.6.3 of Law No. 05/L-042 for Regulation of Water Services 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 Nr. 04/2017 on Procedures for Billing of Water Services

CHAPTER I

GENERAL PROVISIONS

Article 1 Scope and Purpose

1. With this Rule are set the rules and applicable procedures for RWC "Radoniqi" JSC - Gjakova regarding the billing for water services, based on applicable laws of Kosova.
2. The adoption of this Rule has dual purpose:
 - 2.1 Set a framework on which the Company plans and implements the billing for water and sewerage services, as well
 - 2.2 Define the specific actions to be followed by the staff of the company in process of billing for water services

Article 2 Definitions

1. Terms used in this Law shall have the following meanings:
 - 1.1. **Working Day** - Every day except Saturday and Sunday, or any other day that is official holiday;
 - 1.2. **Bill** - Commercial document to pay for provided services which specifies at least the amount of the debt for payment and the period for which the services is provided, issued by the service provider for the customer in the official languages of the Republic of Kosovo;
 - 1.3. **Customer** – person that has entered into a Service Contract with a Service Provider and / or receives services by Service Provider;
 - 1.4. **Billing clerk** – Responsible officer who issues bills for the customer for the services provided.
 - 1.5. **RWC** - is the Regional Water Company;
 - 1.6. **Service Provider** - any Water and Wastewater Service Provider, and Bulk Water Supplier.

Article 3 Enforceability

1. 1. This Rule is an official and applicable document of the company and as such, it is applicable by all company staff involved in process of billing for services provided by the company.

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 rules and procedures set forth in this rule, as well as for solution of eventual misunderstandings or individual cases, should be contacted the responsible officer in legal service of the company.

Article 4 **Legal basis for billing**

1. The legal basis for billing of water consumed is defined by:

1.1 Law no. 05 / L-042 on Regulation of Water Services adopted by the Assembly of Kosovo in January 2016 and Rules adopted by the Water Services Regulatory Authority (hereinafter referred to as WSRU), as follows:

- 1.1.1 Rule no. 02/2016 on the Minimum Standards for Water Services;
- 1.1.2 Rule no. 03/2016 on the Customers' Charter;
- 1.1.3 Rule no. 07/2016 on the Setting of Water Service Tariffs in Kosovo.

1.2 Law no. 04/L-121 on Customer Protection adopted by the Assembly of Kosovo in 2012.

CHAPTER II

RULES OF BILLING

Article 5 **Billing based on consumption read in water meters**

1. Customers are billed for water supply and sewerage services, based on amount of water supplied according to meter readings and according to tariffs approved by WSRA.

2. In case the customer does not have a water meter, billing will be made according to Rule no. 02/2016 on the Minimum Water Service Standards in Kosovo and based on the Company's Internal Regulation no. 04/2017, on billing procedures for water services.

Article 6 **Frequency of billing**

The company issues bills to its customers one (1) time a month resulting in twelve (12) bills per year.

Article 7
Billing form of and bill delivery

1. The water service provider for the monthly water services that has provided to the customer, each month should deliver a hard copy of the bill. For the services provided, the previous month bill must be delivered to the customer latest on 20th of the current month.
2. The delivery of bills shall be made in compliance with applicable laws in force for protection of personal data.
3. Bills shall be in the official languages used in the Republic of Kosovo.

Article 8
Informations to be included in the bill for water services

1. In accordance with the requirements of the Rule adopted by WSRA, the water bill must contain at least the following informations:
 - 1.1. A unique bill number;
 - 1.2. Customer contact details and personal number;
 - 1.3. Customer identification number in the customer register (digits);
 - 1.4. Customer category;
 - 1.5. Address of property where services are provided;
 - 1.6. The amount required by the customer to pay, shall be separated for each item, accrued to make the total amount that the customer has to pay;
 - 1.7. The deadline for payment of the bill in total amount shall be presented on the invoice;
 - 1.8. The total amount shall be clearly indicated;
 - 1.9. The ways in which the customer can pay the bill and the supporting information, as well as the possible option of deferring the payment deadline by the customer, depends on the company's management policies;
 - 1.10. Telephone contact numbers for invoice questions and at least another number for emergency services;
 - 1.11. Metered water consumed, including date, current and previous water meter reading;
 - 1.12. A flat rate amount for water consumed, in cases when the property is connected to water services but there is no water meter installed or the water meter is out of function;

1.13. Any other charge related to the provision of water services, either at the request of the customer or due to failure of the customer to fulfill his responsibility such as; late payment, disconnection, reconnection or other approved charges;

1.14. All Value Added Tax (VAT) charges related to the value of the service offered by the company for the customer are presented as a total value, which is charged as customer's debt for payment.

1.15. The invoice must contain the information that, in the event of a default of payment of the bill within twenty (20) days, the company may initiate procedures for disconnection of the customer from the water supply services.

2. The invoice must be in printed format and delivered to the customer personally or by mail to his address no later than fifteen (15) days before the payment deadline.

Article 09

The duty to pay the bill for services

1. Customers are mandated to pay the bill for potable water and sewerage services.
2. The water bill is a valid document based on which the debt enforcement procedure can be implemented.

Article 10

Deadline for payment of bill for services

Customers are mandated to pay their water bills for the current month, within twenty (20) days from the billing date.

Article 11

The applicable measures in the event of non-payment of the invoice

1. If the payment is not made within the deadline indicated in the invoice, the company will proceed with the second warning, on which the customer is obliged to pay within five (5) working days or he shall be disconnected from the service.
2. If the customer does not act according to Article 11.1, the company will disconnect the customer from services and initiate the enforcement procedure for debt collection, in compliance with the applicable legislation.

CHAPTER III

BILLING PROCEDURE

Article 12

Checking of meter readings

The responsible officer in the collection and billing service checks the completeness (if there are deficiencies) of the readings on the same day when he has received the reading lists.

Article 13
Entering of meter readings in the billing system

The Responsible Officer enters in the billing system the reading data within three (3) days of receipt of lists with the billing data.

Article 14
Checking and correcting meter readings

1. Within three (3) days from acceptance of meter reading lists, the billing clerk generates (from the computer) the reports of meter readings checking and non-inclusion and submits it to the billing officer and billing and collection service.
2. Upon receipt of the meter readings check report, the responsible officer in the billing and collection service shall organize the investigation of inconsistent data cases and any eventual errors in preparing of readings lists.
3. Officer at the billing and collection service shall perform the necessary improvements and corrections of eventual errors, based on investigations carried out by the inspection in accordance with paragraph 4 of this Article.
4. Each correction shall refer to the investigation report and shall be signed by the responsible officer for billing and collection.
5. After making the necessary investigations and corrections, the billing clerk enters (records) corrections into the billing system.

Article 15
Recording corrections

1. after entering of necessary corrections by the billing clerk, the responsible officer at the billing and collection service performs pre-calculation control to confirm whether all transactions have been updated in the database.

Article 16
Checking the billing reports

1. The responsible officer prints the reports (specifications) of the calculation and readings of the bills.
2. The responsible officer in the billing and collection service, controls the reports of calculation and readings of the bills
3. After checking of bills in compliance with this Article, the responsible person prints and prepares them for distribution to customers.

Article 17
Printing of bills in the case of reading and billing with portable devices

In case meter reading and printing of bills is made in situ, with portable computer equipment that must contain the data described in this regulation.

Article 18
Handover of bills for distribution to costumers

After printing, bills together with billing report are handed over to the person responsible for their distribution to customers.

Article 19
Data retention

After handover of bills, the billing clerk stores the data in the billing database in a 'back-up'.

CHAPTER IV
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

Fatos Koshi

Date ____/____/ 2017
Gjakovë