

Kompania Rajonale e Ujësjesit
Regional Water Supply Company

RADONIQI

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PROTOKOLI

Gjakovë
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Nr.:

RULE No. 05/2017
ON MEASURING OF WATER CONSUMPTION

April 2017

Pursuant to Article 48 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 No. 05/2017 on Measuring of Water Consumption

CHAPTER I

GENERAL PROVISIONS

Article 1

Scope and Purpose

1. This Regulation aims regulation of accuracy of water supply measurement of by defining the applicable rules and procedures regarding the installation, maintenance, testing, controlling, replacement, measurement and reading of water meters based on legislation applicable in Kosovo.
2. This regulation establishes a legal framework on which the company plans and outlines the specific actions to be followed by his staff when installing, maintaining, testing, controlling, replacing, measuring and reading of water meters.

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. **Water meter** – Any device or instrument used by the Service Provider to measure the amount of water consumed by the consumer for billing purposes;
 - 1.3. **Water meter control** - Activity for verification of technical conditions and water meter functionality;
 - 1.4. **Testing of Water meter** - Activity for verification of the accuracy of measurement by water meter;
 - 1.5. **Controlling team** – A team established by the company for controlling water meters;
 - 1.6. **WSRA** - is the Water Services Regulatory Authority;
 - 1.7. **Authority** - has the same meaning as the WSRA;
 - 1.8. **RWC** - is the Regional Water Company;
 - 1.9. **Company** - has the same meaning as the RWC;

Article 3

Enforceability

1. This rule is an official and enforceable document of the company. As such, it is applicable by all company staff involved in process of installing, maintaining, testing, controlling, replacing and reading water meters.

2. Failure to comply with this Rule constitutes violation 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 responsible officer.

Article 4

Legal Framework

1. The legal basis for measuring of the water consumption is defined by:

1.1 Law no. 05 / L-042 for Regulation of Water Services, approved by the Kosovo Assembly in January 2016.

1.1.1 Rule no. 02/2016 for Minimum Service Standards for Water Service

1.1.2 Rule no. 03/2016 for Customers' Charter for Water Service

1.2 Law No. 04/L-121 Law on Consumer Protection, adopted by Kosovo Assembly in 2012.

1.3 Law no. 03/L-203, on Metrology adopted on October 28, 2010 and.

1.1.3 Administrative Instruction of Metrology in force;

Article 5

Company principles for measuring of water consumption

1. The basic principles for measuring of water consumption are based on applicable legislation and comprise the following:

1.1. Each customer must have installed a water meter for whom capacity and type is determined by the company.

1.2. The company has the exclusive authority to install, control and replace the water meter.

1.3. For the water supply and sewerage services, Company shall bill customers based on measured consumption in water meter.

1.4. The customer is obliged to pay costs associated with the installation, repair, and replacement of the water meter.

CHAPTER II
RULES FOR SELECTION, LOCATION AND INSTALLATION OF
WATER METER

Article 6
Types of water meters to be used

1. In compliance with the Law on Metrology, in Kosovo can be sold on the market and used only those water meters that:
 - 1.1 meet the requirements of Law no. 03 / L 2003 on Metrology;
 - 1.2 meet the technical-metrological requirements described with provisions for implementation of this law;
 - 1.3 have passed the approved conformity assessment procedures.
2. Water meter suppliers shall provide the appropriate documentation that verifies that all water meters are manufactured and tested individually in compliance with the standards required or referred to in ISO 4064.
3. Documentation referred to in paragraph 2 of this Article shall include a permit from the Kosovo Metrology Agency, as well as the respective ISO 9000 certification number of the manufacturer. In addition, water meters suppliers must have consent from the competent body confirming that water meters can be used in contact with drinking water, in compliance with the provisions of applicable legislation.

Article 7
Selection of water meter

1. One of the most important steps is sizing (dimensioning) and selecting the water meter type.
2. For every single case, Company determines type and technical characteristics of the water meter as well as the nominal flow of the water meter.
3. Based on the calculation of the minimum and maximum flow rates is selected the appropriate dimension and water meter type, taking into account also the water meter chart.

Article 8
Standards for water meter selection

1. Water meters should be type '**multi-jet**' in compliance with 2004/22 / EC (Measuring Instruments Directive) and OIML-R49 standards for leakage, dry recording and magnetic force.
2. The water meter must be able to provide electronic data (i.e. impulse signal), to be suitable for sending it to auxiliary devices such as a data recorder ("data logger").

Article 9
Registration of water consumption in water meters

1. Water meters must be able to record, to be visually readable and show clearly the total volume of measured water.
2. The water meter must record in m³.
3. The water meter must be able to record water consumption up to 99,999,999 m³.

Article 10
Marks on the water meter

1. Water meters must have the following identification marks:
 - 1.1 The arrow on both sides of the body showing the direction of flow;
 - 1.2 The name of the manufacturer and the trademark;
 - 1.3 Nominal flow in m³/h;
 - 1.4. Nominal pressure in bar;
 - 1.5 Production year; and
 - 1.6. Serial number.

CHAPTER III

LOCATION AND INSTALLATION OF WATER METER

Article 11
Water meter installation Location

1. The customer must provide a suitable location for installation of water meter, which has access in compliance with company standards and regulations.
2. Customer is obliged to secure and protect the water meter from physical damages.
3. Location for the water meter should be:
 - 3.1 A convenient location that enables easy access for company staff for installation, reading, maintenance and replacement of water meters;
 - 3.2 water meter installation location should have sufficient space to enable installation, reading and maintenance of water meter;
 - 3.3 ensured form flooding and drainage of waters that would obstruct operating activities related to reading, maintenance and replacement;
 - 3.4 Protected from physical damages and those resulting from changes of temperature.

Article 12
The water meter location in individual homes

1. The water meter location for individual homes shall be:
 - 1.1 Outside the building, as close as possible to the property border - at a maximum distance of one and a half meters (1.5m) from the property border.
 - 1.2 In special cases where there is no room for construction of manhole outside the building, with the approval of the company, the water meter can be placed inside the building.

Article 13
Water meter location for collective residential buildings

1. For all apartments, the meters are grouped and placed in a suitable location according to the standard scheme given in the annex to this rule.
2. In cases of old buildings where such solution is not feasible, the company will designate a location which is:
 - 2.1 out of the apartments, (in the corridor)
 - 2.2 in special cases within the apartment.
3. The location of water meters for collective residential buildings should be in compliance with the following requirements:
 - 3.1 Distance between water meters must be minimum one hundred (100) millimeters;
 - 3.2 Have easy access to the meter and must be readable from the floor;
 - 3.3 Must be at least one square meter (1 m²) of free space in front of the water meter box;
 - 3.4 Must have adequate lighting during daylight hours;
 - 3.5 Should have enough space for the box doors to be fully opened and to remain open.

CHAPTER IV

**PROCEDURES FOR INSTALLATION, CONTROL, TESTING AND
REPLACEMENT OF WATER METERS**

Article 14
Installing water meter

1. Before installing the water meter, the pipe where the water meter will be installed must be:
 - 1.1. Rinsed to remove any eventual impurities,
 - 1.2. Installed at the lowest point of the pipe with the arrow pointed towards the flow,

- 1.3. Installed in a horizontal position to enable optimum operation,
- 1.4 installed a valve in front of the meter to enable the water meter installation and maintenance. Also must be installed a non-return (check) valve at the outlet of the meter in order to prevent the return of the water.
2. When the water meter is installed in a plastic pipe adequate support shall be provided in order to prevent large pipe bending.
 - 2.1. With its seal, company must provide adequate protection of the water meter from abusive manipulations, for detecting the water meter or its enumerator hacking. The seal of the company connected to the water meter body and pipe fittings must be installed every time when installing the new water meter or when replacing the existing water meter.
3. The company shall keep records of the location of water meters and other details of water meter as; Type / model, diameter, serial number, initial reading and other relevant information's.

Article 15
Inspections and testing the water meter

1. The company carries out systematic and ad-hoc inspections as well as water meter testing to ensure the functionality and accuracy of water meters, which consist on:
 - 1.1 Basic routine inspections performed by the meter reader;
 - 1.2 Scheduled and ad-hoc inspections performed by control teams.

Article 16
Routine control of water meters

1. The routine meter control includes:
 - 1.1 visual inspection of the water meter location;
 - 1.2 ability to access to the water meter location;
 - 1.3 the conditions of the water meter manhole;
 - 1.4 any obstacles, or problem with water meters reading;
 - 1.5 any sign of manipulation with the water meter;
 - 1.6 existence of the water meter seal;
 - 1.7 water meter functionality.
2. The meter reader should keep notes and report on the findings from the inspection performed.

Article 17
Planned and ‘ad hock’ controls of water meter

1. Planned and ‘ad hock’ controls and tests of water meters are performed by control teams and must be performed at least once every two years for each customer, which include:
 - 1.1 access to the water meter location,
 - 1.2 the conditions of the water meter manhole,
 - 1.3 any obstacle or problem of water meter reading
 - 1.4 if the water meter is installed in compliance with the installation instructions,
 - 1.5 type, number, and meter reading,
 - 1.6 internal water supply installation to ensure that all taps are included with water meter,
 - 1.7 any sign of manipulation with water meter,
 - 1.8 existence of water meter seal,
 - 1.9 water meter functionality.
2. Checking the accuracy of the measuring of water meter is performed with adequate equipment or by comparing a volume of water recorded with a known reference volume.
3. Details of the control carried out should be documented in the report, form of which is given in annex 2, and the findings are reported to the responsible person. Relevant photographs of any significant findings to be documented should accompany the report.

Article 18
Testing and replacement of water meters

1. Company conducts periodic water meters tests to ensure that the water meter records correctly the volume of water supplied to the customer.
2. Company carries out the testing, calibration and replacement of water meters in accordance with the program that is designed for this purpose.
3. Based on best international practices, all water meters are tested and calibrated within the five-year (5 year) period.
4. Testing and re-calibration is carried out at a licensed entity certified for water meter verification by the Metrology Agency.

Article 19
Testing of water meter at customer's request

1. Customers at any time may request in writing test of accuracy of water meter measurement.
2. Testing is carried out in a licensed laboratory which is certified for carrying out such work.
3. Customer will be informed with test results in writing and the company shall keep the test results carried out for a period not less than two (2) years.
4. Before testing is carried out, the customer will be notified of the cost he has to pay for testing and he must complete the application form (as per Annex 4) containing the provision under which he agrees to pay the test cost.
5. Customer shall pay the total cost of test if it is proved that the water meter works within the acceptable measurement limits of accuracy. If it is verified that the water meter measurements are beyond the accuracy limits, the company will pay the testing cost and the replacement cost of the meter.
6. If the water meter has read more, the company will make the necessary corrections of the customer's invoice (s), based on the consumption of a similar consumption period retroactively from the date when it is estimated that the overcharge has started.

Article 20
Reading the water meter

1. Reading of water meters is performed by authorized staff of the company that may be:
 - 1.1 Fee collector or Water meter reader;
 - 1.2 Another person engaged by the Company for this purpose.
2. In both cases referred to in paragraph 1 of this Article, the authorized person of the company must have the proper form of identification (uniform with the company logo and the company card with the identification number therein).
3. Reading water meters can done also be by the customer in case the customer and the company agree for that in writing. In that case, company will verify the water meter at certain time intervals, not less than one time (1) in six (6) months.
4. Meter reading can be done manually or remotely.
5. The company carries out regular and 'ad-hoc' controls of water meters in order to ensure the accuracy of measurement.
6. Customers may ask for previous meter readings for comparison purposes of current consumption. In these cases, the company must provide this information free of charge.

Article 21
Installing water meters for customers without water meters

1. For customers who do not have water meters, the company will invoice customers in accordance with Rule no. 02/2016 for Minimum Water Service Standards in Kosovo.
2. The cost of installation of the meter will be billed to the customer in next month bill.
3. In case the customer does not cooperate with the company or refuses to install the water meter, disconnection of services shall follow in accordance with the legal provisions in force. In addition, disconnection of services will follow if he fails to pay the installation cost of the meter within the deadline for payment of service bills.
4. Disconnection of the service referred to in paragraph 3 of this Article shall be done in accordance with Regulation No.3 on Procedures for Water Service Disconnection

CHAPTER VI
TRANSITIONAL AND FINAL PROVISIONS

Article 22
Repealing Provisions

With entry into force of this Rule, all regulations, rules and decisions relating to procedures for measuring of water consumption of customers shall be repealed.

Article 23
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: The Water Meter C Report Form

Registration no.:

Date:

WATER METR INSPECTION REPORT

Customer/Person¹: Customer Code.:

Address:

Personal No. / Business No:

Contract No:

✓ **Inspection is carried out:**

	Upon customers request - No....., Date:.....
	Regular Inspection

• **Description of findings**

Make of Water Meters		Type of Water Meter	
Water Meter Diameter		Number of Water Meters	
Water Meter Billed Status (Reading)		Water Meter Current Status (Reading)	
Water meters operational yes / no			
Water meters seal (yes / no)			

• **Notes:**

Controlling team of the Company

Customer

1
 2
 3

.....

Annex 2: Work Order Form

Registration no:

Date:

.....
¹Applies for illegal/un-registered customers

WORK ORDER FOR INSTALLATION OF WATER METER

For: _____
(Name of plumber]

Customer data whom new water meter is installed:

Name			
Person/business. No.			
Address			
Zone		Contract no.	

Filled by plumber in charge]

INSTALLATION OF NEW WATER METER	DISMANTLING OF OLD WATER METER *
Make brand:	Make brand:
Type:	Type:
Serial number:	Serial number:
Nominal Diameter (mm):	Nominal Diameter (mm):
Nominal capacity (m3/h):	Nominal capacity (m3/h):
Date of installation:	Date of dismantling:
Number of seal:	Number of seal:
Notes :	

** to be filled in case the old water meter is replaced with new one*

installation performed by: _____ **Costumer :** _____

Copies to:

- Head of the Customer Services Department
- Billing Operator
- Customer

Responsible person,

Annex 3: Request Form for Water Meter Accuracy Verification

Registration no:

Date:

Filled by the customer]

I agree to pay all costs for dismantling of water meter and its testing in accordance with applicable RWCs'

Water meter	Type of use
-------------	-------------

fees in case the water meter test results are within measurement accuracy conforming to the standards established by law.

Name and surname:	
No. Personal / Business	
Customer Code	
Address:	
Municipality:	
No. Of the phone (e-mail address):	
Contract Number:	
Serial number of water meter:	
Reading Water Meter:	
Meter reading date:	

Attached to request:

1. _____
2. _____

Customer signature: _____ Date: _____

Diameter	Type	Capacity	
15 mm (1/2")	Dry dial multi jet	30-3,000 l/h	Individual home, apartment, or small business (up to 7 people).
20 mm (3/4")	Dry dial multi jet	50-5,000 l/h	Large houses, duplex houses, residential blocks, (up to 4 apartments), barbershop, gas stations, small institutions.
25 mm (1")	Dry dial multi jet	70-7,000 l/h	Residences with swimming pools, collective residential building with (4-12 apartments), small schools (up to 200 students), institutes (up to 50 staff), churches, mosques, small motels (up to 10 rooms), large commercial customers, shopping center (up to 10 shops).
30 mm (5/4")	Dry dial multi jet	120-12,000 l/h	Collective housing units (12-20 units), schools (up to 300 students), medium size hotels (up to 20 rooms), motels (up to 25 rooms), small shopping centers, restaurants, small hospitals (up to 60 beds).
40 mm (6/4")	Dry dial multi jet	200-20,000 l/h	Collective residential buildings (20-40 units), schools (up to 400 students), medium size hotels (up to 30 rooms), motels (up to 40 rooms), large gas stations with car wash, small shopping centers, large restaurants, small hospitals (up to 100 beds).
50 mm (2")	Dry dial multi jet	450-30,000 l/h	Collective residential buildings (41-120 units), schools (up to 2000 students), mid-size hospitals or shopping centers, mid-size hotels or motels, large gas station stations with car wash
75-100 mm	Combined	120-100,000 l/h	Complex or residential blocks (120-350 units), large hotels or motels, hospitals, office centers, schools (over 2500 students), large shopping centers, government buildings, industrial facilities.

Annex 4. Guideline table for water meter diameter