



CONTRACT FOR POWER SUPPLY FOR HOUSEHOLD CUSTOMERS

This contract is signed by Kosovo Electricity Supply Company J.S.C- (KESCO) (from now on “Supplier”) with address: _____ that is represented by official person

_____ And “Customer” with following information:

Name of the Customer	
Last Name of the Customer:	
Name of Customer’s Father:	
Customer’s Service Address: (hose number/apartment, street name, city/village)	
Billing Address: (if different from customer’s address) (hose number/apartment, street name, city/village)	
Customer’s ID number:	
Phone number:	
E-mail address:	
Tariff group:	
Customer’s number at KESCO-Supply: (if is an existing customer)	
Voltage Level: Maximal Capacity (kW):	
<u>Bank account information</u> Name of the Bank:	

TERMS AND INTERPRETATIONS

Terms used in this contract are in compliance with terms used in the Law on Energy, Law on Energy Regulatory, Law on Electricity, Rule on General Conditions of Energy Supply, Rule on Procedures for Dispute Settlement in the Energy Sector, Tariff Methodology in the Electricity Sector, Distribution Code etc.

1. OBJECTIVE OF THE CONTRACT

The objective of this contract is the electricity supply from Supplier to Household Customer.

2. CRITERIA AND GENERAL CONDITIONS

This Contract determines the criteria and conditions for supply and sale-purchase of electricity between the Supplier and the Customer.

The Supplier and the Customer after signing this contract, are obligated to respect the laws and rules of energy sector that are in effect, as well as every other applicable legislation in Kosovo.

Interested party can obtain all laws, rules and other electricity procedures that are in effect, at the Supplier.

3. RIGHTS AND OBLIGATIONS OF THE CUSTOMER

The Customer has the rights to:

be supplied with electricity by the Supplier, as established in this Contract, Rule on general conditions of energy supply, Connection agreement, and have service and supply quality based on the applicable standards;
be compensated for not meeting the quality of service and supply, envisaged with the applicable standards.

The Customer has the following obligations:

use the electricity only in compliance to this Contract;

refrain from any unauthorized use of electricity, damaging of metering point or any other metering equipment;

pay the bills for all consumed energy, based on applied tariffs and within the timeframe determined in rules and procedures in effect;

immediately inform the Supplier of any change of data that are included in this contract such as: address, phone number, bank account number etc.;

accept all financial obligations that are related with the billing of common use of electricity (elevators, lighting of stairways, hallways, etc., where possible)

grant to authorized employees of the Supplier free access to the location of the metering point, which refers to the agreement for connection of the customer;

to refrain from distribution/selling of electricity to any other locations outside of the service address determined in the Contract, any other person or entity.

4. RIGHTS AND OBLIGATIONS OF SUPPLIER

Supplier has the rights and obligations:

supply the Customer with electricity based on Connection Agreement;

ensure regular and accurate reading of consumed electricity (if there is a contract with the DSO);

ensure regular and accurate billing of consumed electricity

provide immediate notification to the Customer, if there are any planned interruption of electricity supply, in accordance with quality standards;

make reasonable efforts to inform the Customer in the event of any kind of unplanned/emergency interruption, including the information on the reasons for interruption and the time when electricity will be restored, in accordance with the quality standards;

restore the electricity supply after interruption, as soon as possible and in compliance with quality standards;

gather and monitor the corresponding data regarding electricity consumption by the Customer and inform the customer of any irregularities noticed in his consumption and

to be compensated for any verified damage or loss caused by the Customer, as a result of violation of the provisions of Rule on Connection and Disconnection of Customers in Energy Sector in Kosovo. The value of such compensation must be established in compliance with procedures in effect.

5. BILLING THE CONSUMED ELECTRICITY

Billing of consumed Electricity is calculated based on the established Tariffs that are approved by Energy Regulatory Office.

Billing will be done on a monthly cycle, based on monthly meter reading and the tariff for respective tariff group, or based on un-metered (flat rate) tariff, where there is no metering point or where access to the metering point is impossible.

in case of errors due to incorrect or irregular reading or billing, the Supplier will make all necessary corrections in the following bill.

Customer is informed about the meter reading date in sent bill, and the Supplier must respect this date.

In case of non payment of the bill in due time, the Customer is obligated to pay monthly interest based on established interest rate approved by the Energy Regulatory Office.

6. ACCIDENTAL INTERRUPTIONS

Supplier will inform the customer, based on quality standards, for all accidental interruptions such as: interruption due to force majeure, Failures in generation, transmission and distribution system.

7. TERMINATION OF CONTRACT

The Customer can terminate the contract at any time for no reason, but previously must:
Fulfill all contracted obligations towards the Supplier before the date planned for termination of the contract; and
Inform the Supplier in writing at least 3 (three) calendar days before termination of the contract.
Supplier can also terminate the contract in accordance with effective Rules and Laws of Republic of Kosovo.

CONCERNS AND COMPLAINTS OF THE CUSTOMER

Upon enter in force of this contract, the Customer has the right to be informed, seek clarification, or complain regarding the implementation of this contract and/or the quality of service that is provided based on this contract.
In relation to point 8.1 the Customer can directly contact the Supplier -, call the Center for Customers calls or via mail or e-mail.
The customer can appeal in writing, in accordance with Rule on procedures for dispute settlement in the energy sector.

9. DATA SAVINGS

The supplier is obligated to save this contract with customer’s data based on laws in effect.

10. DAMAGES

Based on conditions of this contract, none of the parties will be responsible for the losses that can result from the third parties, for any loss or delay in the profit, for any loss or delay in revenues, for losses from the contract with third party or other indirect losses.
Disputes that can result from this contract will be solved in accordance with the Rule on dispute settlement in the energy sector, Supplier’s internal procedures, approved by the ERO, and other legislation in effect.

11.ENTRY IN FORCE

This contract will become effective on the date that the Supplier and the Customer sign this contract. The Supplier must sign the contract with the Customer within one month from the date of receiving the Customer’s request for electricity supply.

12. ELECTRICITY SUPPLY

Electricity supply will commence no later than six (6) working days after this contract is signed.

Date of commencing the electricity supply: _____

Customer’s Signature:	
Name and Last name of the customer: (please print clearly):	
Date:	
For and in behalf of KESCO:	
Name of the KESCO employees and number:	
Date	