

ENERGY REGULATORY OFFICE

Presentation on Quality Standards



Energy Regulatory Office of Republic of Kosova

www.ero-ks.org

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Content:

- ✓ Legal Bases;
- ✓ DSO – Distribution System Operator
- ✓ Quality Supply
 - ✓ Continuity of Supply
 - ✓ Voltage Quality
 - ✓ Commercial Quality
- ✓ Working Group
- ✓ Conclusions and next steps



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Legal Bases

Law on Energy Regulator, paragraph 15.2 f), gives power to Energy Regulatory Office to prescribe the standards of service to be met by licensees.

Licences:

- Distribution System Operator (DSO) licence (Article 13);
- Public Supply (PS) licence (Article 8);
- Supply -Trade licences (Article 7); and
- Transmission System Operator (TSO) licence (Article 16).

to propose overall and minimum standards of performance, for approval by ERO.

The provisions are broadly similar in all licences containing obligations on quality standards.



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Distribution System Operator

- ✓ One Distribution System Operator;
 - ✓ Legally unbundled in 2006;
 - ✓ Spreads out in 7 districts;
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- DSO since 2006 has begun implementing a software for the registration of all electricity interruptions that occurs in the distribution system in all districts.
 - In the beginning the data were entered manually into the program, and their accuracy and completeness has increased over the years.



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KEK – DSO (basic network data)

Voltage level (KV)	Owner	Length (km)
400	KOSTT	182
220	KOSTT	232
110	KOSTT	672
35	KEK	674.800
20	KEK	44.680
10	KEK	586.910
6	KEK	45.720
0.4	KEK	11,870.320

Districts	Consumption 2009	Participation in total
	GWh	
Prishtina	1,302,725	29.42%
Mitrovica	649,063	14.66%
Peja	507,930	11.47%
Gjakova	280,174	6.33%
Prizreni	733,736	16.57%
Ferizaji	562,733	12.71%
Gjilani	391,691	8.85%
Total	4,428,053	100.00%



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Quality of Supply

Quality of electricity supply and service is determined by:

- Continuity of supply;
- Voltage quality;
- Commercial quality;



Technical aspects of service quality

Continuity of Supply: *this relates to the availability of electricity supply, and deals with measures of interruptions in service.*

Voltage Quality: *this relates to an important element of the quality of supply when it is available.*

Commercial Quality: *this comprises all aspects of the commercial relationship between the electricity companies and their customers.*



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Continuity of supply

Indexes that have been measured:

- SAIDI (System Average Interruption Duration Index)
- SAIFI (System Average Interruption frequency Index)
- ENS (Energy not Supplied)

SAIDI – *annual average hours of electricity lost per districts in 2009*

District	Prishtina	Ferizaj	Gjakova	Gjilan	Mitrovica	Pejë	Prizren	Total
SAIDI per districts	89.34	98.03	148.03	33.19	165.15	57.04	105.44	94.48

SAIFI – *the value for SAIFI in 2009 was 26.7*

ENS – *the energy not supplied annually to customers due to interruptions that occurred in distribution system operator was 2.84 GWh*



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Voltage quality

Voltage quality standards are defined in the:

- ✓ Rule on General conditions;
 - ✓ Distribution Code; - approved by ERO
 - ✓ Metering Code; - approved by ERO
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- The quality of voltage is monitored through registration of customer complaints.
 - Distribution Code – DSO will operate in such a manner that the voltage into the terminals of the supply system as defined in the IEC 61000 standard.
 - The allowance of the low level voltage band in 230 V, +10%, -15 %;



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Commercial Quality

Comprises all aspects of the commercial relationship between the electricity companies and their customers.

- Rule on General Conditions of Energy Supply;
- Rule on Disconnection and Reconnection;
- Rule on Dispute Settlement Procedure;

Secondary Legislation –
approved by ERO

Some aspects of customer service that are covered by the rules are:

- ✓ Speed of reconnection following a fault
- ✓ Notice of supply interruptions
- ✓ Response to meter problems
- ✓ Disconnecting customers for non payment
- ✓ Frequent meter reading
- ✓ Billing procedures
- ✓ Procedure for handling complaints



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Working Group

- ERO in cooperation with all licensees (DSO, TSO, PS) and MEM has established Working Group to develop quality standards.
- WG has finalized the documents regarding the quality standards – all parties agreed the documents on quality standards.
- WG proposed that for short term period we should introduce some overall performance standards that needs to be applied to the different categories of licensees.
- In longer term work can be carried out to propose some guaranteed standards.
- All the licensees needs to submit to the ERO the proposed standards, ERO needs to review and approves.



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Conclusions and next steps;

- To elaborate and agree the precise overall standards that ERO could apply in each case that can be incorporated into ERO decision.
- For the licensees to propose appropriate data collection systems that will allow them to collect appropriate data on their performance against the standards that apply to them, including arrangements for audit of the data collection process.
- For the licensees to develop reporting processes that can deliver reliable data on performance against the standards.



Thank you!

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