



Quality of Electricity Supply

UNMIK National Report

by

Energy Regulatory Office (ERO)

The Energy Regulatory Office, pursuant to paragraph 15.2 point f of the Law on Energy Regulator has the power to determine supply and service quality standards to be achieved by the licensees. In cooperation with the MEM and the licensees (DSO, TSO, PS) ERO has established the Working Group for developing supply and service quality standards. The Working Group is working to have the document prepared within the first half of 2010 and to propose quality standards as per licensees to be approved by the ERO Board following their evaluation.

The quality of electricity supply and service is determined by:

- Continuity of supply
- Quality of voltage, and
- Commercial quality.

Since 2006 the DSO has begun implementing the program (Software) for the registration of all electricity interruptions that occur in the system in all districts. The data were entered manually into the program, and their accuracy and completeness has increased over the years.

Continuity of supply

Continuity of supply is monitored through the following indexes: System Average Interruption Duration Index (SAIDI), System Average Interruption Frequency Index (SAIFI) and Energy Not Supplied (ENS).

SAIDI is the index used to measure the average duration of interruptions, which occur in the system as a result of faults. This quality is measured as an annual index.

Table 1: Annual average hours of electricity lost per districts

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 is also an index used to measure the average frequency of customer interruptions within a year. The SAIFI value for 2009 was 26.7.

The Energy not supplied annually to customers due to faults that have occurred in the distribution operator network was 2.84 GWh.



Quality of voltage

The voltage quality standards are defined in the Rule on General Conditions of Energy Supply and Distribution Code and the Distribution Metering Code.

The quality of voltage is monitored primarily through registration of customer complaints regarding the quality of voltage.

According to the Distribution Code, the DSO will operate the distribution system so as to ensure that the voltage into the terminals of the supply system as defined in the IEC 61000 standard meets this standard. The allowance of low level voltage band will be 230 V, +10% / -15%.

Commercial quality

Commercial Quality is associated with a company's performance relating to customer complaints in the fulfilment of obligations by the supplier. Commercial quality standards have been included in the Rule on General Conditions of Energy Supply, Rule on Disconnection and Reconnection in the Energy Sector and the Rule on Dispute Settlement Procedure in the Kosova Energy Sector. These standards will be mandatory and will have to be adhered to by all the Licensees (TSO, DSO, FP). The Licensees performance relating to compliance with these standards will be monitored by ERO.