

REGULATION
ON MINIMAL CONDITIONS OF DISTRIBUTION, SERVICE
QUALITY AND ELECTRICAL ENERGY SALE¹

Article 1

Authority

This Regulation is compiled based on:

- Article 8.2/g of Law “On Power Sector” (as amended);
- Regulatory Statement, point 7;
- Law no.9902, dated 17.4.2008 “On consumers’ protection”, article 40;
- Code of Electrical Energy Distribution;
- Code of Electrical Energy Metering.

Article 2

Goal of the Regulation

This Regulation intends to:

- Create guaranteed service conditions for continuous supply (within allowed limits as defined by this regulation) with electrical energy, of consumers in the electrical energy distribution system.
- Determine quality indexes of electrical energy supply for consumers, in accordance with requirements of this regulation.
- Determine rules on continuity of electrical energy supply, through reporting electrical energy disconnections in the distribution system as well as classification/categories of disconnections.
- Determine quality parameters of the energy supplied.
- Determine allowed limits of electrical energy disconnections as per categories of disconnections.
- Determine rules of service trade quality.
- Determine obligations and rights for the electrical energy supplier and for the consumer of the electrical energy in the distribution system.
- Determine rules and mutual obligations when both electrical energy supplier and the service recipient do not respect those obligations as required by this regulation.

¹ Approved by Board of Commissioner’s Decision no. 110, dated 21.10.2011

PART I

RULES ON CONTINUITY OF ELECTRICAL ENERGY DISTRIBUTION SERVICE

Article 3

General principles on continuity of electrical energy supply

- 3.1 Part I of this Regulation intends to:
- a- Ensure a correct registration of electrical energy disconnections occurred in the distribution system, in order to possess performance indexes on continuity of supply. Indexes should be reliable, comparable and easily verifiable, so that the information for the clients and other parties interested in continuity of energy supply may be correct;
 - b- Improve continuity of energy supply service at national level and reduce differences between different areas of supply;
 - c- Limit the number and duration of annual disconnections incurred to the clients, by ensuring a refund determined for the cases when specific standards defined in this Regulation are exceeded;
 - d- Facilitate signing of contracts at the level of continuity of higher voltage quality and service than the one determined by ERE.
- 3.2 As for the continuity of supply and voltage quality, the Distribution Company cannot apply discriminating conditions among end-users supplied at the same voltage level and at the same location, not excluding the right to determine higher levels of service quality by means of special contracts signed by the Distribution Company and end-users or their interested subjects.

Article 4

The obligation for registration of disconnections

- 4.1 The Distribution Company records long or short disconnections by means its own methods.
- 4.2. The registration system on service continuity should operate for all LV and MV lines of electrical energy distribution and for the transformation plants.

- 4.3 The Distribution Company records electrical energy disconnections in LV, following information from users and by means of its own real methods.
- 4.4. The Distribution Company organizes the respective structure for recording disconnections of electrical energy supply in the distribution system. The record of the data should enable their electronic transmission.

Article 5

Recording disconnections

- 5.1 The Distribution Company keeps a record of all kinds of disconnections as above mentioned, which should include:
- a- Origin of the disconnection;
 - b- Cause of the disconnection;
 - c- Number of LV clients involved in the disconnection;
 - d- Duration of the disconnection for each LV client involved in the disconnection;
 - e- Number of MV clients involved in the disconnection, split into categories;
 - f- Duration of the disconnection for each MV client involved in the disconnection, split into categories;
 - g- Number of LV clients involved in the disconnection, split into categories;
 - h- Duration of the disconnection for LV clients involved in the disconnection, and their number listed by order of reconnection, split into categories;
 - i- Date, time and minute of beginning and termination of the disconnection for all clients involved in the disconnection.
- 5.2 The Distribution Company provides access to the information recorded in the disconnection register, for all interested end-users, for the consumer protection organ and responsible subjects for the metering activity and electrical energy sale.

Article 6

Types of disconnection

Disconnections may be classified as: long or short disconnections.

- Any disconnection of energy supply for the customer in the distribution grid, which may last more than ten minutes, is considered a long disconnection.
- Any disconnection of energy supply for the customer in the distribution grid, which may last less than ten minutes, is considered a short disconnection. .

Article 7

Evaluation of the type of disconnection

When evaluating the type of disconnection, the Distribution Company applies the following criteria:

- a) Criterion of duration unification. When two or more long or short disconnections, caused to the end-user for the same cause and origin occur within 60 minutes one from the other, they are unified as a sole disconnection equal to the amount of separate disconnections.
- b) Criterion of duration. In cases when, according to the criterion of duration unification defined in point a) as above mentioned, to some of the clients, the disconnections lasts less than ten minutes and to some others the disconnection last more than ten minutes. The Distribution Company considers as short disconnections for the first group of clients and as long disconnections for the second group of clients.
- c) Criterion of cause-origin unification –when the recorded disconnection occurs within 15 minutes from the moment when the cause or origin of the disconnection has changed, for the same cause and origin, this disconnection is considered as a unique disconnection, based on the first cause and origin of the disconnection.

Article 8

Classification of areas

For the purpose of registering the disconnections and of preparing data of continuity index for MV and LV clients, the Distribution Company classifies areas of electrical energy supply that way:

- a) Capital city

- b) Urban areas – municipality territory (classified as such according to official and administrative division of territory);
- c) Rural areas – commune territory (classified as such according to official and administrative division of territory).

Article 9

Origin of disconnection

9.1 The Distribution Company classifies the disconnections based on the electrical energy sector where the disconnection has occurred, in accordance with the following definitions:

- a- Disconnection having origin in the “electrical energy transmission system”, due to directives of Transmission System Operator, intended to ensure safety of electrical system.
- b- Disconnection having origin in the transmission system, in the lines and plants belonging to this grid;
- c- Disconnection having origin in the LV grid of the Distribution Company, in the lines and plants of transformation, excluding lines and plants belonging to the electrical grid of the transmission;
- d- Disconnection having the origin in the MV grid of the Distribution Company, in the lines and plants of transformation, including the metering system of MV clients and the MV/LV transformation plants (only by means of MV);
- e- Disconnection having the origin in the LV grid of the Distribution Company, in the lines and plants of transformation, including the metering system of LV clients and the plants of transformation in MV/LV (excluding MV), and any disconnection which involves more than a LV client, in the centralized metering systems (collective box)

9.2 Disconnections in the metering system of LV clients, despite being in collective boxes which include only one LV client, are not counted for the purpose of the indicators of supply continuity, but are registered for the indicators of commercial quality in order to verify the specific standards they apply.

Article 10

Reason of disconnection

The Distribution Company records the reason of every disconnection, with the exception of disconnections originating from “the electrical transmission system” according to these definitions:

- a- Disconnection resulting from force majeure – emergency disconnections originating from the causes stipulated by law;
- b- Disconnection from external factors – damages caused by clients, accidental contacts or damages to conductors provoked by third parties, damages provoked by the production plants;
- c- Disconnections resulting from failures in the distribution system – comprise all the technical failures in the electrical lines of distribution, in the transforming plants and in the energy metering systems.
- d- Disconnections due to technical security requirements – comprise disconnections imposed by a situation jeopardizing life or property in the distribution electrical system.
- e- Planned disconnections – comprise disconnections occurring as a result of planned remounts, reconstructions or new constructions in the distribution electrical system.
- f- Disconnections from other causes – causes which are not included in letters a) - e) listed above.

Article 11

Documentation of planned disconnections

The Distribution Company documents the beginning of planned disconnections by recording them according to the respective requirements of the regulation of security and technical utilizations of the distribution system.

Article 12

Recording duration for the clients involved in the disconnection

For every client involved in a planned or unplanned disconnection, either long or short ones, the Distribution Company records the duration of the disconnection, such as the time from the beginning of the disconnection, according to the stipulations of article 7 above, to the end of the disconnection, which corresponds to the final reconnection of the same client.

Article 13

Verification of recorded information

The Distribution Company keeps and updates the disconnections register. The list of LV involved in the disconnection should be easily verifiable and accessible to be reproduced upon request.

Article 14

Indicators of service continuity

14.1 Based on the calendar year, we determine the following indicators of service continuity:

- a)- The number of disconnections per client, for planned or unplanned disconnections, long or short;
- b)- The general duration of disconnection per client, only for planned disconnections and for long unplanned disconnections.

14.2 The energy disconnection coefficient per client during a year is determined by using the following formula:

$$SAIFI = \frac{\sum_{i=1}^k N_i}{N_T}$$

SAIFI – (System Average Interruption Frequency Index) the disconnection coefficient per client.

- N_i – Total number of clients involved in disconnection “ i ”
- N_T – Total number of clients supplied during that year
- k – total number of disconnections

14.3 The general duration of disconnection per client, regarding planned disconnections and long unplanned disconnections, is determined by using the following formula:

$$SAIDI = \frac{\sum_{i=1}^K D_i \cdot N_i}{N_T}$$

SAIDI - (System Average Interruption Duration Index) the coefficient of average duration of disconnection per client.

- N_i – is the number of clients involved in the disconnection i
- N_T – total number of clients supplied during that year

- D_i – the duration of disconnection i
- K – total number of disconnections

Article 15

Duration and annual number of long unplanned disconnections

- 15.1 Index “D1” shows the total duration of long unplanned disconnections during one year for a LV, MV client, as stipulated in article 6, which refers to disconnections of an origin as stipulated in article 10, point f, of this Regulation.
- 15.2 Index “N1,” shows the total number of long unplanned disconnections during one year for a LV and MV client, as stipulated in article 6, which refers to disconnections of an origin as stipulated in article 10, point f of this Regulation.

Article 16

The allowed level of indexes “D1” and “N1”

- 16.1 Starting from January 1st, 2012, the following allowed levels are determined for index D1, for disconnections caused in the voltage network of 20kV or more for 1 year:
- a) For the capital city – 2 hours/client
 - b) For urban areas – 4 hours/client
 - c) For rural areas – 24 hours/client
- 16.2 Starting from January 1st, 2012, the following allowed levels are determined for index N1, for disconnections caused in the voltage network of 20 kV or more for 1 year:
- a) For the capital city – 2 disconnections
 - b) For urban areas – 5 disconnections
 - c) For rural areas – 10 disconnections
- 16.3 The D1 and N1 indexes, according to point 16.1 and 16.2, shall be calculated for all the clients starting from January 1st, 2015.

Article 17

Notification of the values of indicators of supply continuity to ERE and to end-users

- 17.1 The Distribution Company informs ERE about the processed results of the indicators of the supply continuity quality, according to the stipulations of article 10 of this Regulation, for every classified distribution zone, within March 31st of the following year. For this purpose, the Distribution Company notifies for the number of clients of supplied energy, split into territorial zones, for:
- a) Household customers in LV;
 - b) Non- household customers in LV;
 - c) Customers in MV;
 - d) Customers in TL.
- 17.2 The Distribution Company is responsible for the accuracy of the information sent and is subject of the verification of recordings which have contributed to the calculation of indicators. For this purpose, attached to the communication, there is an electronic copy of the disconnection register, divided into territorial zones, according to Table 1, attached to this Regulation.
- 17.3 These communications and information are published in the website of the Distribution Company.

Article 18

Inspection of the continuous data declared by the Distribution Company

- 18.1 If ERE, based on inspections of the data declared on the continuity of supply provided by the Distribution Company, according to article 17 of this Regulation, finds out that these data have not been recorded according to the modalities foreseen in this Regulation, ERE determines, on the basis of the results of performed inspections, the assumed values of the indicators of quality for the respective territorial zone.
- 18.2 The value of indicators, calculated according to the paragraph above according to Table 1, shall be the basis for the calculation of the foreseen penalties.

Article 19

Planned Disconnections

19.1 The Distribution Company, when carrying out planned disconnections due to interventions and scheduled works in the distribution grid, in high, medium or low voltage, notifies the concerned clients, through proper means of public communication, in order to ensure that they have been informed in advance:

- a) at least 24 hours in advance – in case of supply disconnection due to emergency situations or damages;
- b) at least 48 hours in advance – in every other case.

19.2 The notification includes the following data:

- a) date of the planned disconnection;
- b) time expected for the disconnection to start and the time expected for it to end;
- c) date when the notification is communicated.

19.3 The Distribution Company observes the disconnection starting and ending time as they were defined in the notification:

- a) the moment when the disconnection starts should not occur earlier than 5 min from the time defined in the notification;
- b) the moment when the disconnections ends should not extend for longer than 5 min beyond the time defined in the notification.

19.4 If the Distribution Company does not observe the time defined in the notification and the timeframes defined in letters a) and b) of the paragraph above, the duration of disconnection per client and the number of disconnections per client which extends beyond the starting and ending point defined in the notification, shall be added to the indicators defined in articles 14, 15 and 16 of this Regulation.

Article 20

Special contracts for the service quality

20.1 The Distribution Company may enter into special contracts for the quality of service with end-users, big consumers, and other users of the distribution grid, energy producers or other producers.

- 20.2 The special contracts for quality cannot have as object quality levels which are lower than those defined by ERE, according to this Regulation.
- 20.3 In the special contracts for the quality of service, the parties determine the level of quality which the Distribution Company agrees to observe, as well as the penalties in case the Distribution Company fails to observe them, listing also the cases which are an exception.
- 20.4 Regarding the indicators which need a special measuring system, the parties reach an agreement about establishing this measuring system at least one year before signing the contract for quality.
- 20.5 All the supplementary costs for reaching the highest service quality are charged to the party willing to use higher levels of quality of service and are defined in the Agreement on the special conditions of the energy distribution and selling service.
- 20.6 Within March 31st, the Distribution Company submits to ERE a report for every special contract for quality signed the preceding year, including the following items:
- Client's data;
 - Voltage level and power;
 - Date when the contract was signed and its duration;
 - Indicators of service level quality which has been agreed upon;
 - Value paid for the service;
 - Value of indemnities that shall be paid to the client in case the contract is violated.

PART II

REGULATIONS ON THE SPECIFIC AND GENERAL INDICATORS OF THE COMMERCIAL QUALITY OF ENERGY DISTRIBUTION, METERING AND SELLING SERVICE

Article 21

Purpose and general principles for the commercial quality of service

The purpose of the Second Part of this Regulation is:

- a) To supervise the rights of end-users through specific and general levels of the commercial quality of energy distribution, metering and selling service and automatic indemnification of the requester in case the specific levels of quality have not been observed through the fault of the Distribution Company;
- b) To ensure the correct and unified recording of services requested from clients in order to possess reliable, comparable and verifiable indicators of commercial quality and in order to provide clients with the proper information regarding the way the requested services are performed.

Article 22

Indicators of commercial quality of service

In order to determine the specific and general level of the commercial quality of the distribution and metering service of electrical energy, we refer to the following indicators of quality:

- The time when the projection on carrying out the works in medium and low voltage was made;
- The time when simple and complex works are carried out;
- The time of electrical energy supply;
- The time of the disconnection of supply upon the request of end-clients;
- The time of reconnection of electrical energy after payment of outstanding obligations;
- The time of verifying the voltage quality upon the request of end-clients;
- The time of reply for customer complaints or written requests for information related to the service of distribution, supply or metering of electrical energy;
- The time of restoring supply after any failure in the metering system;
- The time of performing control of the metering system upon the request of end-clients;

Article 23

The time of the preparation of the planning for carrying out works in medium and low voltage upon the request of the consumer

The time of making the planning for carrying out the works in medium and low voltage, upon the request of the consumer, is the time measured in working days from the date the request for the projection was received by the Distribution Company to the date when the requested projection is made available to the client (see Table no.2).

Article 24

The time of performing simple and complex works

24.1 The time of performing simple and complex works is the time measured in working days from the date when the request for the commencement of the works by the client was received to the date when the requested works were concluded.

24.2 This Article does not apply to the following complex works:

- Electrification of urban zones (residential centers, either industrial or rural) performed upon the request of different subjects and end-clients;
- Request for displacement made by a requester other than an end-client.

Article 25

The time of activation of electrical energy supply

The time of activation of electrical energy supply is the time measured in working days from the date the Distribution Company receives the request for the activation of supply sent by the requester to the date of activation of supply in the metering system.

Article 26

The time of disconnecting the supply upon the request of end-users

The time of disconnecting the supply upon the request of end-users is the time measured in working days from the date the Distribution Company receives the request for the disconnection of supply sent by the requester to the date the disconnection of supply is carried out.

Article 27

The time of reconnection of electrical energy after the payment of outstanding obligations

The time of reconnection of electrical energy after payment of outstanding obligations is the time measured in working days from the date the Distribution Company receives the documentation proving the payment of outstanding obligations to the date when electrical energy is reconnected.

Article 28

The time of verifying the voltage quality upon the request of end-user

- 28.1 The time of verifying the voltage quality upon the request of the end-client is the time measured in working days from the date the Distribution Company receives the request for the verification of the voltage quality from the client and the date when the documentation of the verification performed is made available to the requester.
- 28.2 The Distribution Company should perform a verification of the voltage quality to find out whether the limits of voltage variance set in this contract are observed, by installing a recording device for not less than 48 hours.
- 28.3 If this device has not recorded voltage values in accordance with the norms and deadlines set in this Regulation, the Distribution Company notifies the requester of the date when the correct values of the supply voltage are to be restored.
- 28.4 If the recorded norms are in accordance with the values of the voltage allowed in this Regulation, then the costs of this service shall be charged on the client who requested a verification of the voltage quality.

Article 29

The time of reply for customer complaints or written requests for information

The time of reply for customer complaints or written requests for information is the time measured in working days from the date the complaint of the written request for information related to the distribution, supply or metering service of electrical energy was received to the date the motivated reply was made available to the requester.

Article 30

The time of restoring supply after a breakdown in the metering system

The time of restoring the supply after a failure in the metering system of end-clients supplied with low voltage is the time measured in working days from the time of the request from the damaged end-client to the time of the restoration of electrical energy supply at the metering point, measured in hours and minutes.

Article 31

The time of performing a control of the metering system upon the request of the end-user

The time of performing a control of the metering system upon the request of the end-user is the time measured in working days from the date the Distribution Company receives the request for the control of the metering system submitted by the end-client and the date the respective documentation with the verification results is made available to the requester.

Article 32

Levels of commercial service quality

Starting from January 1st, 2012, the levels of the commercial quality of service have been respectively defined in Table 2.

Article 33

The cases when the levels of the commercial quality of service are not observed

33.1 The cases when the levels of the commercial quality of service are not observed and of which the company holds no responsibility, are classified as follows:

- a- As a result of a force majeure - according to legal provisions;
- b- Through the fault of end-users or third parties not performing the necessary agreed actions to carry out the requested services or damages inflicted by third parties.
- c- Through the fault of the Distribution Company which includes every other cause not defined in letter “a” and “b” herein.

33.2 For the cases when the levels of the commercial quality of service have not been observed, included in letters “a” and “b” of this code, the Distribution Company documents the reason behind these cases of non-observance.

Article 34

The obligation for recording and informing

34.1 The Distribution Company should keep a register, either electronic or manual, consisting of the necessary elements, in order to record all the information and data related to the requests for service provisions, subject of the levels of the commercial quality of service, as well as the data for the performance of these services.

34.2 For every request for the performance of services within its competences, subject of the levels of the commercial quality of service, the Distribution Company should record:

- a) the number through which the Distribution Company identifies the request for the provision of the service;
- b) the number through which the Distribution Company identifies the service;
- c) the type of user, categorized into end-users in household LV, end-user in non-household LV and end-clients in MV;
- d) requester data;
- e) the date the request for the provision of services was received;
- f) the date the services were provided;
- g) the cause, in case of a potential non-observance of the specific levels of the expected quality of the requested service;
- h) the reason and potential date of fulfilling the requested obligation;

- i) the data if the postponement of the obligation has been done upon the request of the end-client;

Article 35

Verification of recorded information and data

In order to allow the performance of controls aimed at verifying the veracity of the recorded information and data and to ensure the observance of the provisions of the Second Part of this Regulation, the Distribution Company should:

- a) keep the register of requested information and data fully updated;
- b) to ensure the veracity of the recorded information and data through a suitable connection system, also IT, between the commercial archives and the technical archive as well as through any other documentation that may be deemed necessary.
- c) to keep in a systematic and transparent way for the parties all the documentation in order to ensure the veracity of the recorded information and data, for a period not shorter than three calendar years after that recording.

Article 36

Communication to ERE, inspection and publication of information and data on commercial quality of service

36.1 The Distribution Company communicates to ERE the information and data on the monthly services provided, subjects of the levels of commercial quality of service.

36.2 Within March 31st of every year, the Distribution Company should communicate to ERE the information and data on the services provided during the preceding year, subjects of the levels of commercial quality of service, regarding:

- a) the total number of requests for the requested and performed services and verifications;
- b) the total number of requests for requested services and verifications, for which the Distribution Company has not observed the defined levels of commercial quality of service, categorized by reason of non-observance;
- c) the average time of service provision, calculated based on the effective time of providing services for which the specific and general

quality levels have been observed, as well as services for which this level has not been observed for the reasons stipulated in this regulation..

36.3 The Distribution Company shall publish all this information in its website.

Article 37

The modalities of performing the inspection of quality data by ERE

ERE has the right to perform inspections of the commercial quality data, sent by the Distribution Company. It officially notifies the Distribution Company, the date when the inspection is to be performed, no later than three working days in advance.

The notification also includes:

- a) the indicators of the commercial quality of service which are the object of inspection;
- b) the year which will be inspected (the year which will be inspected cannot be earlier than three years before the inspection and not for the period before this Regulation came into force.);
- c) the zones whose commercial quality data shall be inspected.

Article 38

The criteria for the validity of the data

38.1 Every indicator of the commercial quality is classified as valid based on the copies of the requested documentation which has been kept in every service. The documentation which is classified as valid, is submitted to the verification of conformity according to these criteria:

- correspondence – is the coherence between the data kept in the register of the Distribution Company and the operational documents of the termination of the provided service;
- Data accuracy – the entirety and accuracy of the information given to the requester applies only to the requests for making the projection of the works in LV and MV.
- Correctness of compensation – applies for the specific levels of service quality and proves that the Distribution Company has been correct in making the compensation payment to the end-user;

- Documentation of causes – applies to the cases when the levels of the commercial quality of service are not observed, about the way this cause has been documented;
- Punctuality – is the punctuality (in time) of the data sent by the Distribution Company and those which are recalculated based on the operational documents.

38.2 For the information of the commercial quality classified as not valid and not conform to what has been stated above, the Distribution Company holds responsibility according to Law no. 9072, dated 22.05.2003 “On the Electrical Energy Sector” (as amended).

PART III

REGULATIONS OF VOLTAGE QUALITY

Article 39

Voltage stability and other technical aspects of voltage quality

39.1 The electrical distribution grid, in normal conditions, works according to the different norms of voltage deviation, according to the different voltage levels, whereas the Frequency is constant for all levels and is equal to 50 Hz, with deviations +/- 2%.

39.2 The level of nominal voltage is 230 V and may vary around its nominal values for longer than 10 min:

- in the capital ----- +5 %/- 5%
- in urban areas ----- +5%/- 15%;
- in rural areas -----+ 5%/- 20%.

39.3 The verification of the voltage deviations in each area shall be made upon the request of electrical energy clients.

Article 40

Verification of recorded data

In order to allow the inspections aimed at verifying the veracity of the requested information and data regarding the voltage quality, the Distribution Company should:

- a) keep the register of requested information and data fully updated;
- b) to ensure the veracity of the recorded information and data through a suitable connection system, even IT, between the commercial archives and the technical archive as well as through any other documentation that may be deemed necessary.
- c) to keep in a systematic and transparent way for the parties all the documentation in order to ensure the veracity of the recorded information and data, for a period not shorter than three calendar years after that recording.

PART IV

Article 41

Compensation of clients

- 41.1 Starting from January 1st, 2012, in case of non-observance of the levels of service quality according to the stipulations of article 16 of this Regulation, the Distribution Company is obliged to give the end-user, upon his/her request, a compensation of 2,000 ALL.
- 41.2 Starting from January 1st, 2012, in case of non-observance of the levels of the commercial quality of service according to the stipulations of article 32 of this Regulation, the Distribution Company is obliged to give the end-user, upon his/her request, a certain compensation (according to Table 2 attached to this regulation).
- 41.3 After verifying the non-observance of the levels of service quality, the Distribution Company gives the end-user a compensation within 30 calendar days from the date he/she submitted his/her request and this is included in the next bill of energy consumption.
- 41.4 In the bill that has been delivered, the compensation value should be defined under “Client compensation for non-observance of the levels of service quality set by ERE”. In addition, in the same document, it should be made clear that “Getting a compensation does not exclude the customer from demanding through legal ways a potential indemnity for the effective damage that has been caused”.

Article 43

Entry into force

This Regulation enters into force on January 1st, 2012.

INDICATORS OF THE QUALITY OF CONTINUITY OF ELECTRICAL ENERGY SUPPLY

	Line, Sub-station, Cabin, Feeder etc.	CAUSE OF DISCONNECTION				NUMBER of connected consumers			Planned Disconnections				Short Not Planned Disconnections (up to 3min)			Long Not Planned Disconnections (over 3 min)			SAI FI	SAI DI	Automatic Compensation (ALL)		
		Planned Disconnection	Force Majeure	Responsibility of Third Parties	Responsibility of OSSH	Total	URBAN AREA	RURAL AREA	TOTAL number of affected consumers	Number of Affected Consumers in the Urban Area	Number of Consumers affected in the Rural Area	DURATION (min)	TOTAL number of affected consumers	Number of Affected Consumers in the Urban Area	Number of Consumers affected in the Rural Area	DURATION (min)	TOTAL number of affected consumers	No. of Affected Consumers in the Urban Area	No. of Consumers affected in the Rural Area	DURATION (min)	No. of consumers affected by disconnections/Total no. of cons	Total number of hours of disconnections/ Total no. of consumers	
High Voltage	Line																						
	S/St																						
	Transformer																						
	Feeder key 6/10/20/35																						
	Other																						
Total HV																							
Medium voltage	Feeder																						
	Cabin																						
	Clients 20, 35 kV																						2,000
Total MV																							
Low Voltage	Line																						
	Lidhjet me kosumat																						
Total LV																							
TOT																							

INDICATORS OF THE COMMERCIAL QUALITY OF THE SERVICE OF ELECTRICAL ENERGY SUPPLY

INDICATOR	Clients in MV	Clients in LV		Automatic Indemnity
		Household	Non-household	
	(working days)	(working days)		(ALL)
The time when the projection on carrying out the works in medium and low voltage was made	15	10	10	2,000
The time when simple and complex works are carried out	45	30	30	2,000
The time of activating the electrical energy supply	3	3	3	2,000
The time of the disconnection of supply on demand of end-clients	30	30	30	2,000
The time of reconnection of electrical energy after payment of outstanding obligations	2	2	2	2,000
The time of verifying the quality of voltage on demand of end-clients	9	9	9	2,000
The time of reply for customer complaints or written requests for information related to the service of distribution, supply of metering of electrical energy	30	30	30	2,000
The time of restoring supply after a failure in the metering system	1	1	1	2,000
The time of performing a control of the metering system upon the request of end-clients	7	7	7	2,000

INDICATORS OF VOLTAGE QUALITY

Allowable Frequency	50 Hz (+/-)2%
Nominal Voltage	230 Volt
Allowable deviation of voltage from the nominal value for more than 10 min	
<i>In the Capital</i>	(+/- 5%)
<i>In Urban Areas</i>	(+5 %) - (+15%)
<i>In Rural Areas</i>	(+5%) - (+ 20%)

