



To each customer during the visit will be generated (printed) bill at the same time for energy consumed, with exception of cases with errors or other possible technical causes, but the reader is obliged in shortest period of time (not more than 24 hours) to revisit customer and perform all required improvements (corrections).

Billing is done according to Tariff System approved by Energy Regulatory Office.

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Burimi i energjisë jeni ju.
Vi ste izvor energije.
The source of energy is you.



THE MOST MODERN METHOD FOR READING THE METERS

Through hand device for
reading the meters



Kosovo Electricity Distribution and Supply Company with (KEDS), is applying new technology for reading the meter for energy consumed.

New method with new technology means readiness and correctness in the data recorded in measuring points (electrical meter) of energy, and also information for customer in real time related to energy consumption for each customer.

Method includes reading with hand device (HHU), which minimizes every eventual error related to electricity consumption during reading.

Reading and billing with these devices include:

- *Reading of electricity consumption with hand device (HHU), every month,*
- *Printing and delivery of bill to customer for electricity consumption in the moment of reading the energy from measuring point (meter),*
- *Possibility of correction instantly in case error in reading is verified,*
- *Immediate information from customer service, instantly, if there is a need to intervene at the measuring point (electrical meter) because of irregularities or eventual damages to the meter,*
- *New system that enables supervision at every moment of reading activities in real time.*

With initiation of applying this technology there will be also changes in reading time, and also changes in design of the bill.

Reading of meters shall include one month period of energy consumption. Date of reading of every customer will be the same as previous reading with maximum +/- two work days. In case the date of reading and allowed tolerance of two days falls at the end of week or during national holidays then the time period of electricity consumption can be shortened or extended for as much as these holidays last.

If the reader does not have access to the reading of measuring point (electrical meter) which is located at the customer's facility, for two month in a row of reading and billing cycle, meter reader must report for disconnection of these customers from electrical network because of inability to conduct the reading.

New electricity bill contains same information like the old bill of electricity. For detailed information concerning the reading of new electricity bill please visit our company official webpage www.keds-energy.com or pages of company in social networks.



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