

KEDS INFO is information brochure of Kosovo Electricity
Distribution and Supply Company (KEDS) J.S.C

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KEDS INFO

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Together will meet all objectives



Newsletter that you have today in your hands is a additional effort by us so that we are closer to you to be more transparent and to appreciate the performance of each other.

I am deeply grateful and happy to have the opportunity to work together with you to achieve the objectives that we set to ourselves. Our joint work is crowned with success in all areas of our operation. All main parameters of measuring the results show that KEDS is stabilized company and is moving strongly towards further consolidation and strengthening.

There is a lot of work in expanding and strengthening the network. Technical and commercial losses of electricity are reduced and KEDS is working hard to reduce these losses further, and those commercial losses go to zero.

KEDS is making uncompromising fight against abuses of electricity, but the job is not done yet. Electricity theft continues to be high and this is unacceptable.

I am convinced that in the future through engagement led by your professionalism and determination, every objective set is feasible. I still remain fully committed to working together to achieve new results that will result in quality services to our customers and the increase of welfare for our employees.

Challenge in itself represents the winter season on the brink, when significantly increased demands

and customer needs for greater consumption of electricity. This challenge set before us new working objectives that require greater commitment and quality by all of us, resulting in further increase of the quality of company services towards customer our taken obligation is to provide the citizen with the deserved, quality and uninterrupted light.

During this period of existence and being active we have proven several times that in an emergency cases, thanks to mobilization and to our ongoing commitment, jointly overcome challenges in the short term, all this in order that our customers have constant electricity.

The contribution of each of us is crucial for the future of the company, the future of your country and your future. We have much to do. Overcoming challenges and achieving the objectives are achieved only when all of us collectively focus on them. Electricity distribution will transform into most professional line of offering services in Kosovo and finally we will be proud with our jobs.

As a company, we are open to suggestions, remarks and your ideas and we promise you that they will be considered.

Please believe in our vision and support us in meeting our goals. We are convinced that together the impossible we can make it possible.

Sincerely yours,
Vedi YEŞİLKILIÇ



Expanded and strengthened the network in whole Kosovo

KEDS has started investments in the distribution network, where some projects are being implemented since the transfer of electricity distribution network to KEDS. This company is implementing many projects with purpose to stabilize the supply and distribution of electricity network in whole Kosovo says Mr. Avni Alidemaj, Executive Director of Distribution Division.

KEDS Company will invest an amount of 110 million Euros in next 5 years and amount of more than 300 million Euros in the 15 years period.

Momentary 7 projects are being implemented in the medium voltage network and 20 projects are being implemented in low voltage network. These projects will contribute in the improvement of sustainability of local supply, performance and will be reduced technical losses. We started with the implementation of several projects in the initial stages. Some of these projects were initiated by the previous company and are implemented by KEDS, says Alidemaj.

With purpose to distribute the electricity in whole Kosovo from KEDS side started the rehabilitation and reinforcement of network and this is being implemented in all seven districts and consists with replacement of lines and poles 0.4 kV and 10 kV and transformers 10/0.4 kV. In other words the projects include the improvements of high voltage and low voltage networks”, says Mr. Alidemaj.

With purpose to improve the network for distribution and supply of electricity and with purpose to decrease technical and commercial losses we are committed to implement our investment plan. We kindly ask all citizens and customers for patience and trust in KEDS and we believe that during the implementation of our projects very soon every part of Kosovo will be illuminated said Mr. Alidemaj.

The current inherited infrastructure is old and cannot withstand the pressure from customer demand. Inherited infrastructure is made with equipment older than 40

years and as consequence we have few cases of burning of transformers, mainly because of age and huge load. We are facing many problems in the maintenance of distribution and supply network. We are fully committed and motivated from our source of energy – our customers to continue with replacement of these old equipments. We believe that radical changes don't happen during the day so we kindly ask all customers for patient”, he said. Project worth mentioning is the improvement and installation of the network in the area that includes the so-called New Pristina, known as a potential area for the construction of new buildings and neighborhoods, as well as according to urban planning this area will serve to build government administrative buildings. The project is expected to be completed in March next year and all buildings will be illuminated from Pristina 7 new substation, located in the part of Veternik.

Project has the purpose to construct new cable lines of medium voltage 10 (20) / kV from substation Prishtina 7. We received permit from Municipality of Prishtina in June of this year and we started with construction works with external contractors from Albania – Enbi Power. Enterprise is working with various teams in four segments. Project has the value of 1.7 million euro and it is expected to be completed in time deadline of 283 days he says.

Kosovo electricity supply and distribution company (KEDS), is joint stock company with operation throughout territory of Kosovo and has exclusivity of supply and distribution of electricity. KEDS is property of prestigious Turkish companies Çalık Holding and Limak.



KEDS spreads light in new areas

With the expansion of residential areas, increased the number of residential customers and commercial customers for supply with electricity, where current capacities cannot provide sufficient amounts of energy.

Taking into account the planning on time and construction of the new substation 110/10 (20) kV Prishtina 7, the area that includes new Prishtina, known as potential area of development and new constructions where according to the new urban plan is expected to be transferred many new government objects will have possibility to be supplied without problems because under implementation is project of feeders 10 (20) kV, which is expected to be completed by March 2014. New constructions would be supplied with energy from the new substation Prishtina 7 located in Veternik neighborhood.

Work on the project for cable feeders of medium voltage 10 (20) kV from substation NS 110/10 (20) kV Prishtina 7 started in June this year by the new company for distribution and supply of electricity in Kosovo - KEDS.

The contract was signed by the end of year 2012 by KEK and the same is transferred to KEDS. KEDS has provided construction permit from the Municipality of Prishtina in June this year and the contractor from Albania, ENBI Power, started work immediately. This company is working with four teams in four segments simultaneously. This project amounts to about 1, 7 million euros and is expected to end with a time period of 283 days. To define the routes of cable lines 10 (20) kV, KEDS has coordinated with the municipality of Prishtina, which has completed works for urban plan for this area.

The project is being implemented in coordination with all parties, municipality, police and relevant ministries, so things are moving ahead. Under the supervision of KEDS staff, led by Leonora Hysenaj, the Project Manager, things are going according to the foreseen plan. Although there were some minor problems in the field, dealing with property issues, so far these problems have been resolved and the work has not stalled.

With this project until the end of this year is expected to energize 7 feeders 10 (20) kV, and until March of next year it is expected to be completed the entire project. With the realization of this project not only new buildings and facilities, as well as current customers will have more quality supply and safer supply with electricity and also would be reduced technical losses and discharged from load substations NS 110/10 (20) kV Prishtina 2: NS 110/10 (20) kV Prishtina 3 and 35 kV Substations (Prishtina II, Prishtina III and Badovci) which currently supply customers in this area.

Executive Director of Distribution Division in KEDS, Mr. Avni Alidemaj emphasizes that the work will not stop. KEDS will invest so that customers can have a safe and quality supply of electricity, also KEDS will make re actualization of some other projects that have been joint investments with municipality assemblies and some private companies, but have been interrupted.



Quick, efficient and quality access for customers



Drafting of the new policy and procedure with suggestion boxes, including new forms of suggestion in each district and sub district, where internal and external customers can communicate with KEDS to give their positive and negative comments about the quality of our services will help KEDS make continuous improvement of these services.

Regarding the activities that are taking place in the Customer Service Department concerning customers at central level of KEDS, we talked to the manager of this department, Mr. Ilir Dula . He said that since the change of ownership, one of the most important priorities of the new enterprise KEDS is the achievement and offering fast, efficient and quality service for customers and in this line is also the commitment of the employees of this department at central level. To achieve this goal, this department is oriented to the creation of new services for customers, development of new procedures, changing and adapting of earlier procedures, initiating and creating the best working practices for employees in this department and employees of Customer Services in districts and sub districts, in particular, as well as training of these employees according to customer oriented standards.

In this aspect continued Dula, during this time period Department for Customer service at central level has initiated and realized these activities: Drafting of the new policy and procedure with suggestion boxes and placing new suggestion boxes including new suggestions forms in every district and sub district where external and internal customers can communicate with KEDS to give their positive and negative comments about the quality of our services and these comments will help KEDS make continuous improvement of these services.

Implementation of program CCRMS (System for managing the requests and complaints of customers) in districts and sub districts, continuous improvement of program to offer digital processing, faster and in real time of all requests and complaints of customers, by removing old method of manual registration. With this program it is made possible for customers to address only to counter of Customer Services which will play the role of contact point to apply all services that they request from KEDS. Further he said that during this time period by this department was performed the training of employees on the company level where it was planned that from date 1 November 2013; this program will enter in force also officially. Integration of Call Centers from Supply and Network in one professional and efficient call center which through two phone numbers 038 501 701 100 and 038 791 000 and email contactcenter@keds-energy.com offers direct service for customers 24/7 for all requests, complaints, damages in network, suggestions, etc. Also by this department was done the training of employees to receive knowledge about all services offered.

With the initiative of the Customer Service Department at central level and with guidance of KEDS Management, has been made the formation of negotiation teams with commercial customers to negotiate and prevent delays in the regular payment of bills and advising these customers of the legal consequences in case of nonpayment on time of the bills. To enable customers easily access for presenting requests, complaints, suggestions and their comments, this department has introduced a form of digital and direct communication with customers, leaving to customers available online suggestion box YOUR IDEA in electronic page of KEDS said Dula.

The department has also compiled guidance for renewal and increase of the number of customers with contracts for supply with electricity and at the same time started signing of contracts, initially with commercial and industrial customers, and later with domestic/residential customers. The main purpose of this action is that in a relatively short time, all customers have contracts for electricity supply. Also, was performed submission of certificates and letters of reference to 21 students who have successfully completed six-month internship program in KEDS.

During this time period this department has organized training of workers (recommended by districts) for completion cases and financial correction of irregular bills. Training was held from September 23 to October 3, 2013, where seven workers were trained in the Training Center in Kastriot, by trainers Muharrem Surdulli and Hysni Gashi. At the end of the training was done the submission of certificates for participation in training.

In continuation, he said, intentions and plans of the Customer Service Department towards customers at central level in the future are: Continuation of the project to sign contracts for the supply of electricity with all customers, creating a control and monitoring unit of the bills corrections made by districts, further restructuring of customer service employees across districts and sub districts, organized according to best standards and practices, to further raise the level of customer service. Also, developing new procedure of archiving the documents and in this regard also the physical organization of documentation of customers with a standardized method for all districts and sub districts, further continuation of creating new procedures, as well as change and adaptation of existing procedures. At the same time we made the unification and standardization of reports forms and creating them in digitalized form and also continuing the training for employees of department and in the particular Customer Service employees across districts and sub districts concluded Mr. Dula.

KEDS published the webpage

"Kosovo Electricity Distribution and Supply Company" has published its own page on internet www.keds-energy.com. The website has the purpose to provide customers access by offering important information and services. Page is launched on month October 2013.

KEDS, has prepared an interactive site and very easy to approach, in which the people/citizens of Kosovo will be able not only to receive information about electricity supply, but also to receive important services for them.

Also, it should be noted the fact that through website the informing of electronic and printed media will be faster and more efficient. Through website media will get information on planned network outages, emergency interventions, electricity supply, but will also be informed about the projects and activities that take place continuously.

Customers will be able to be informed through the website for the state of their bill. Simultaneously, for the first time to customers will be offered online services. Through the field YOUR IDEA they will be able to make online requests, suggestions or complaints online.

Through the internet website, customers will be able to address the requests for new connections, the change of ownership, for reconnection and similar. So, a family that had passive meter of electricity because he is living abroad (outside Kosovo), from any city in the world he can apply request for reconnection and this request will be treated the same as the request made in KEDS counters.



Customers can also file complaints through the internet website. These will be handled and processed by the officials of KEDS same way as the ones presented at the counters of KEDS.

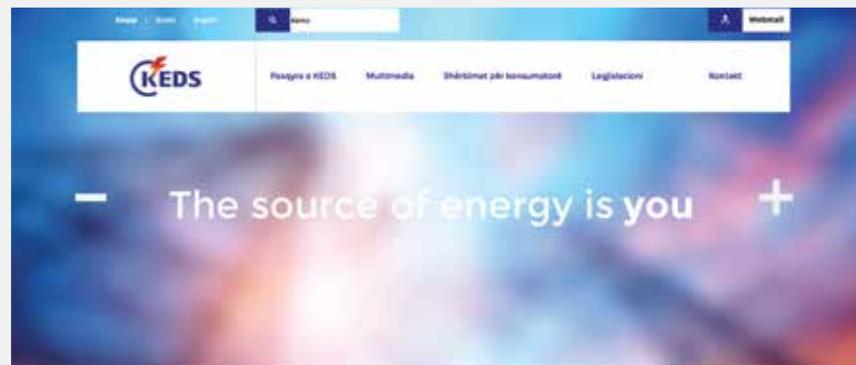
Naxhije Arifaj, responsible for publications and website in the KEDS Communications Office, was pleased that KEDS have reached so quickly to be open for customers by offering a website with the largest number of services offered by any company in the region.

"As part of this commitment, KEDS will build a much closer relationship, more

professional and more transparent with users of the company's services. With this aim that citizens be better informed about the achievements of the company, the challenges facing the company, and the solutions undertaken by company. Having informed correctly and quickly KEDS wants to make customers a partner and the development road of KEDS to become also the road of the development of Kosovo's citizens.

This project will help overall to increase transparency and timely information to consumers, the media and other third parties, she declared during the presentation of the website.

Meanwhile Mr. Ilir Dula, Manager of Customer Service Department said: "In order to avoid collections of suggestions being submitted only in person by customers, online in field YOUR IDEA will be included on the electronic website of KEDS, so that customers, workers and the rest of the audience can reach KEDS at anytime, anywhere. Online Suggestion Box gives customers and employees the opportunity to improve their enterprise through their digital contribution. Data received from the "YOUR IDEA" will be transferred to the Customer Service Department for the regular and further treatment process".



Reading of meters with handheld unit

With the arrival of new Consortium which privatized Distribution (KEDS), it was felt the need for changing of so far functions. One of the requests was also the change of customer reading through the new method of reading of 20 days. This method foresees reading of customers with handheld electronic devices, starts discussion Mr. Agron Kamberi, regional director in KEDS. Initially from ERO we received approval to start a test in District of Ferizaj and this test will be presented in front of ERO for further approval for all districts. With new reading it is included reading of customer and printing the bill immediately after the reading of meter through handheld device in electronic form which has direct access – online with billing system. This form of reading and billing of tariff customers replaces the current (up to now) method of reading in manual form. Reading of meters of tariff customers through actual method has started at the end of each month and has been completed in the beginning of next month, cycle which lasted 3+1 days, while with new system the reading is foreseen to be 20 working days, where the same reader will read the same day in each month by excluding weekends and official holidays where the customer will have the possibility that in presence of KEDS meter reader he can see immediately the monthly consumption and to receive bill for consumed electricity.

Supply Division has made preparations to regulate the system so that it can start the testing in Ferizaj District. Preparation included purchase of devices, adaptation of program for reading with handheld device, appointing the staff, preparation of manual for staff, which will use the devices, training of staff, daily planning of reading and number of customers for daily reading, says Kamberi. Application of this method means accuracy and correctness in the data registered in electronic meters and also information in real time concerning the energy consumption for each customer.

Method includes reading with handheld device HHU (hand electronic device for reading electrical meter situations and printing the bill for customer), method which minimizes in maximum every eventual mistake related to electricity consumption during the reading. Test reading with these devices in terrain is in full coordination and approved by Energy Regulatory Office. This new form of reading includes reading of

electricity consumed in certain date of every month, printing and submission of bill to customer for monthly consumption of electricity during the moment of reading the electrical meter and the possibility of correction on the spot if it is verified inaccuracy in reading. This new system enables supervision in every moment of reading activities in real time.

Mr. Kamberi continued that with the start of application of this technology there will be also changes in the time of reading and also changes in the design of the bill. In the first month of reading the customers will be billed for various times of energy consumption so that can be done time cutting of consumption calculation, where depending from planning of reading for customer groups the bills will be inside the allowed limits of monthly consumption. After the first month of application of reading with HHU, he says that the reading of meters will include one month period of energy consumption. Date of reading of every customer will be the same like previous reading maximum difference two working days. In case the date of reading and allowed tolerance for two days might falls at the end of week or during state holidays then the time period of electricity consumption can be shortened or extended for as long these holidays last.

If the customer does not provide access to electric meter reading, which lies inside, where the reader does not have access to the customer for two months in a row of reading and billing cycle, the reader will report, in which case the customer receives notification about the impossibility of regular reading. If there is no access to the meter reading this will result in disconnection of these customers from electricity network due to the impossibility of reading. To each customer on the occasion of the visit of electrical meter reading, electric bills will be printed at the same time for the energy consumed. Customer billing will be done under a tariff system approved by the ERO. After testing in Ferizaj, presentation in Regulatory Office and approval of documents sent by KEDS, daily reading on phases will be extended throughout Kosovo, ends Mr. Kamberi.





Employees of the month

Valmir Bërbatovci Distribution Division

"The customer is king for me", so says Valmir Bërbatovci , temperament boy , who approaches works willingly and challenges every obstacle in his work, and successes are not missing. Three full years he is practicing profession feeder specialist in Pristina District, says Valmiri. He finished Technical High School and likes this profession. After we take orders in the morning from a superior, he continues, along with my colleague and friend Hamdiu , we went to Veternik neighborhood, and in addition to this neighborhood, our work also extends to neighborhoods of Çagllavicë , Llapnasellën, Preocin, which are mostly inhabited by Serbian consumers. Freely we say that with consumers we have good relations. One of our goals is customer awareness and approach to customers to convince them to pay the electrical energy consumed.

Disconnection, reading, reconnection, meter control, billing of electricity, are things that we do every day. The number of customers we treat per day is 25, and we are equipped with all the necessary tools for work. But, what makes me uncomfortable is disconnection of consumers with debt, work that I apply without my will, but I have to perform the task, which often occurs in trouble, because there is another category of consumers, those irresponsible, says Valmiri.

A special felling overtakes him at the end of working hours, the success one and when he receives best evaluations for the work under his responsibilities. He often was rewarded for his work, so last month he received plus 20 percent of the amount of his salary.

For Valmiri incentives and bonuses, workers who take to achieve the objectives and evaluated based on good performance at work, are a reason, a push for more efficient and successful work.

Shaqir Demiri Supply Division

A middle-aged man, tall, silent, these are features that leaves first impression for Shaqir Demiri, electrician of measurements in KEDS. But what fulfills and defines his personality of this worker is the work he does, where successes are only attributed to him.

This is an example for all, especially for younger workers, Shaqiri teaches work to them and leaves experience as last will.

Shaqir Demiri, electrician of measurements, exercises this profession as it is the best. He measures the energy in a semi – indirect method to commercial customers. It's a job that requires responsibility, where there is always a risk, since measurements are made in 10/kW voltage substations.

Approximately every 3 months we control these meters and the number of customers we treat is up to 1,000 customers within a year in the District of Pristina , said Demir.

During work we do not encounter major problems but when they occur with serious approach and in collaboration with colleagues manage to avoid and work continues. Relations with customers are very good; of course it depends on our correct approach to them. Biggest reactions of customers are mostly during electrical power outages, although we are not responsible for these reductions, but we are the first that are in contact with them," he says.

"I love this profession, so I willingly approach and with high commitment' and greatest joy is when my experience I forward to young workers and they accept my messages, because this profession, besides theoretical part, requires precision also in the practice", says Demir.





Students benefited from the practice in KEDS

Except that students gained knowledge from practice, they also benefited from material goods, wages in the amount of 75% of the salary of employee in the Customer Care Department. These material goods enabled them to cover the costs of students, at least for a year.

In September this year, KEDS awarded 21 certificates for successful completion of internship (practical work) for these students from universities and other accredited providers of higher education in Kosovo. Through this program students have done practical work in various departments of KEDS, in order to increase the practical skills in work and with purpose to be prepared for the job market.

With all the problems in finding jobs and the large number of unemployment, internships (practical work) are shown as being good way to gain relevant knowledge, skills and experience by establish-

ing different connection in practice. Internships in KEDS provide practical knowledge and experience in order to prepare the students and newly graduates to the labor market. Graduated students with completed internships in their resumes have greater opportunity to find positions and jobs after graduation, and we believe that practical work will help in the overall economic development of the Republic of Kosovo.

Finally, we believe that all students can provide important contributions to the development of enterprises by providing ideas and solutions gained while studying in higher education institutions in Kosovo. For more KEDS will continue to collaborate with students, higher education institutions and other local institutions in providing internship opportunities with the aim of contributing to the development of the labor market and, indirectly, the overall economic development of the country.

"Work as intern (practicing) in the Call Center of KEDS has served as a good opportunity as a student to gain work experience and continue studies simultaneously. KEDS is among the largest enterprises in Kosovo and knowledge gained in the Call Center and other departments of KEDS will help me in the future for further employment. References gained and ability developed in teamwork has helped my personal development and preparation for the job market." - says Agon Ibrahim, one of the certified practitioners.

Finally, we would like to thank all students and higher education institutions for cooperation and hope to continue cooperation in order to advance academic life in Kosovo and overall economic development.

Ibrahimi 'embraced' with pole falls in the ground



Employee who saw death with his eyes

Everybody has a story. Ibrahimi has his own. During the coordination the works with colleagues and superiors, he went well, better than everybody. For him the day starts at 06:00 in the morning. He gets from the bed, prepares himself and goes out for a coffee. Just before 08:00 o'clock he is in the offices in District of Ferizaji where he works. Duties are distributed before 08:00. At 08:05 minutes all employees are in terrain. In the end of month July Mr. Ibrahim Delolli, together with his colleagues, intends to go in village Gaçkë to repair old network.

But for Ibrahimi, that day with heat of month July could be fatal, but as he says, 'thanks God' I was saved from larger consequences. This accident occurred in village Gaçkë of Ferizajt, during the replacement of one pole in electricity network with one new pole. After he climbed in the pole, passed few minutes and he was found laying together with pole on asphalt and suffered heavy body injuries (in head, shoulder, ribs and other parts). On the run colleagues catch him and send him in Emergency Center, and after he received first aid they transfer him in QKUK in Prishtina. After analyzes and medical intensive care he was send home for further treatment and recovery.

Ibrahimi 26 old has been working for 3 years as electrician in the maintenance of electricity network in this district and always even being injured and tired from incident even with slightly hearing impaired as consequence of falling he speaks

with smile and full of pride for his staff proven also for the results achieved at work.

"Our job is very difficult because we are dealing with maintenance of electricity network in this region. We are a very homogenous service and this makes me feel very happy that I am in the team that performs willingly the duties.

I never succumbed to the storms, but rather, I am very dedicated to work in order to contribute to the company, often spending the whole working schedule in terrain. This work I will do with even greater commitment in the future. "



In our question he answers: "Yes for sure they insult us daily. But workers have embedded in their brains to behave correctly with customers, regardless of their response. The customer is king ", concludes Delolli.

The only message to workers of KEDS he has this: "Respect the work, without work you don't achieve anything".

Post Mortem

Mexhid Hyseni

With indignation we received the bitter news of the death of our diligent colleague, Mexhid Hyseni. The news of his death, for workers of KEDS was more than the painful news. Early death of Mexhid is a great loss for the family, work colleagues, friends and for all those who knew him.

The deceased was born on 18.03.1954 in Firajë of Shterpce. He worked in the District of Ferizaj, respectively in sub district of Shterpce since year 2000, as an network electrician, and since year 2009 has been the team leader of team for maintenance. On 19.09.2013 passed away at work in the village Sevcë, working in pole according to official request by his superior. Death has been completely natural and not a result of an injury at work.



Mexhidi was the personification of fairness, love, professionalism, friendship and humanity. His family remained without his loved one while we his colleagues remained without an expert and hardworking collaborator. His portrait and his figure always characterize profile of conscious worker, parent, brother and dear friend.

This pain must be accompanied with pride with which they should be proud the family, friends, and all those who worked with Mexhid.

His advices and suggestions for professional work will always remain as guide to us and KEDS workers generally.

You the loved ones of Mexhid, you had a son, brother, father and husband exemplary wise, generous and close to all. During whole life let you lead the immortal memory of his high virtues!

Invitation to cooperation

Dear readers!

We started with the publication of the first issue of the newspaper in the new company KEDS. From now on we will be together, because we also need your help.

Communications Department in KEDS is continuously making efforts to make information better, more attractive, more reliable and more readable.

The purpose of the staff of this department is correct information about things in and around the KEDS.

Clear physiognomy and accurate information make possible internal and external information, which is of particular importance.

Our department is the easiest way to communicate with KEDS employees for all issues that are of interest to them.

Of course, for us, your opinion is very valuable for topics, problems and issues that we need to treat, what we need to change, to add or subtract. What sections you prefer.

So consistently we call you to contact us in any form, by electronic mail, telephone or directly at our editorial office.

With a special attention we will treat all your proposals and suggestions that are of interest to the right information.

Thank you for your cooperation.
Editorial



Kompania Kosovare për Distribim dhe Furnizim me Energji Elektrike Sh.A.

Kosovsko Produzece.za Distribuciju i Snaabdevanje Elektricom Energijom D.D

Kosovo Electricity Distribution and Supply Company J.S.C

NJOFTIM

Të nderuar konsumatorë,
KEDS ju njofton se për të gjitha pyetjet për:

- Faturën
- Prishjet në rrjet,
- Denoncim
- Informacione të përgjithshme
- Pyetje tjera

Ju lutem të thirrni në
Call Center

038 501 701 1000 ose 038 79 1000

OBAVEŠTENJE

Poštovani potrošači,
KEDS vas obaveštava da za sva pitanja o:

- Računu
- Kvarovi na mreži,
- Prijave
- Opšte Informacije
- Ostala pitanja

Molimo vas pozovite na
Call Center

038 501 701 1000 ili 038 79 1000

ANNOUNCEMENT

Dear Customers,
KEDS informs you that for all the questions regarding:

- Bill
- Network failures
- Denounce
- General Information
- Other questions

Please call at
Call Center

038 501 701 1000 or 038 79 1000

Discussion with an entertainment artist of Kosovo



How a famous man of entertainment accepts importance of electricity. We talked with Sabri Fejzullahu, singer

- How do you use electricity?

It is known that electricity is pillar of economy and necessary for economy and like every customer also myself I use electricity enough. But I must say to you that in the street where I live, Bërnice e Ulët, often electricity stops (load shedding), but we have possibility and we find other alternative for heating, we use woods and petroleum. We know that Kosovo is very rich with lignite and we believe that supply with electricity must be better.

- Is it obligation payment of electricity?

It is known that consumed goods must be paid. There is nowhere in the world that consumption of electricity is done without payment and only in our country this happens. Not only obligation but payment of electricity is also moral, human obligation and support for building a country.

- How you take care of energy efficiency?

Absolutely I give importance. Instead to consume 100 V, I use 20 V bulbs that save electricity but at the same time also our pocket. I see often in various houses lights on at the middle of day. We must save energy. Even to save electricity is culture.

- Are you satisfied with electricity supply?

I emphasize again in the street where I live we don't have regular supply with electricity. During the week now these days we have electricity reduction by 5-6 hours per day. I don't know how much it is fair that we who pay electricity to suffer because of those who don't pay electricity in my street. But I hope that now with arrival of new company they will undertake measures to improve energy situation.

-What impression you have for new company KEDS?

It's too early to speak about KEDS for us here in Kosovo. While in other countries the company Çalik Limak is known as experts in energy sector and very successful. I read that KEDS is expected to invest amount of 300 million euros and I am convinced that we will be in the level of Europe, because electricity belongs to civilization.

- Who does the payment of electricity in your family?

Always the one that takes care of house, raises and educates kids, she that guides economy – so my wife.

ÇALIK Holding

ÇALIK Holding was created in 1981 by Ahmet Çalık, Çalık family member, who started commercial activities in the years since the 1930s. Today, the Group employs around 20, 000 employees in all business units, distributed in 17 countries, in sectors: energy, telecom, textile, construction, finance, media and mining.

As one of the largest industrial companies in Turkey, Çalık Holding continues to be among the leaders of Turkish investors in the Middle East and the Balkans, and has a turnover of 2.8 billion USD. With consolidated assets of 8 billion dollars, Çalık Holding is currently working on projects worth 20 billion dollars.

Çalık Holding is an important factor in the energy sector. The company was expanding in this sector and already has within it the companies Yeşilirmak Elektrik Dağıtım YEDAŞ, which supplies electricity to five important cities in Turkey and Kosovo Company for Distribution and Supply of Electricity (KEDS). Çalık Holding is also involved in many other energy activities, both in Turkey and in other countries, such as the refurbishment of electricity infrastructure in a part of Turkmenistan, the stabilization of the gas power plant in Georgia and Navol plant in Uzbekistan.

Çalık Holding Energy Investments

- Çalık Energy as part of Çalık Holding has signed a contract valued at \$ 200 U.S million dollars to build the first combined plant in Georgia.
- Çalık Energy this year will begin to modernize the plant combined with natural gas in Turkmenistan with a capacity of 750 MW.
- Çalık Energy has now completed 80% of construction works in Al Khairat power plants and Nainawa in Iraq with capacity of 2,000 MW.
- Çalık Energy has won the tender and jointly owns the Company in Kosovo for Distribution and Supply of Electricity (KEDS), which has over 450 thousand customers and delivers over 5 billion kWh of electricity per year.

LIMAK Holding

LIMAK Holding was created in 1976. During its development the company is expanding and developing its activities in several sectors, including energy, tourism, cement, infrastructure, management and operation of airports, ports management, and food and aviation sectors.

Limak Construction has successfully completed many projects with a total value of more than U.S. \$ 6 billion, including airports, ports, highways, hydroelectric power stations, industrial plants, oil and gas pipelines, buildings and hotel complex. Simultaneously is among the largest construction companies listed by the international magazine the Engineering News Record.

One of the company's branches is also Limak Energy Group, which is active in the entire energy chain, including manufacture, distribution, sale and trading of electricity. In its strategic targets, Limak Energy Group continues to develop new projects, in order to reach 5000 MW of generation capacity. Currently, Limak Energy generates with 5 hydro plants, and by 2014 the company intends to extend the generation with another three hydro plants. The company has become the market leader in the distribution of electricity, by winning the tenders for the privatization of Bogazici and Akdeniz distribution companies in Turkey and Kosovo Company for Distribution and Supply of Electricity in Kosovo.

Limak is involved in a wide range of energy activities.

Activities in electricity generation:

- Hydro plant Alkumru in the river Dicle Botan in Sirte with installed capacity of 266 MW and annual production capacity of over 1,000 GWh.
- Hydro plant Uzunçayır in the river Munzur in Tunceli with capacity of 84 MW and an annual capacity of 322 GWh.
- Hydro plant Seyrantepe Dam in the stream of Perry of the Fırat river in Elazığ with full capacity installed of 59 MW and annual production capacity of 164 GWh.
- Hydro Pamuk in the stream of Pamuk in Mersin, with a capacity of 24 MW and annual production capacity of 94 GWh.
- Hydro plant Çal in Denizli province borders with capacity of 2.2 MW and annual production of 12 GWh.
- Buharkent geothermal power plant with a capacity of 15 MW and an annual capacity of 110 GWh.

Limak is under constructing some other hydro plants, such as Pembelik with capacity of 130 MW and an annual capacity of 405 GWh, Tatar with capacity of 131 MW and annual capacity of 421 GWh, Kirazlık with capacity of 45 MW and an annual capacity of 150 GWh and has won the tender for the privatization of Hamitabat natural gas power plant, with operating capacity of 1156 MW and as part of the investment, Limak envisages to transform this power plant from amongst the most efficient in Turkey.

Power Distribution

Limak is a shareholder in several distribution networks:

- UEDAŞ handles distribution and retail sale of electricity in the provinces of Bursa, Balıkesir, Çanakkale and Yalova. Has 2.7 million customers and distributes 10 billion kWh. Limak owns 33% of shares.
- ÇEDAŞ handles distribution and retail sale of electricity in the provinces of Yozgat, Sivas and Tokat and has 725 thousand customers and distributes 3 billion kWh. Limak owns 33% of shares.
- BEDAŞ handles distribution and retail sale of electricity in the European part of Istanbul. Has a total of 4.3 million customers and distributes 25 billion kWh. Limak owns 33% of shares.
- AEDAŞ handles distribution and retail sale of electricity in the provinces of Antalya, Isparta and Budur. Has 1.7 million customers and distributes 7.5 billion kWh. Limak owns 33% of shares.
- KEDS deals with distribution and retail sale of electricity in Kosovo. There are 450 thousand customers and delivers 5 billion kWh. Limak owns 50% of shares.



Kompania Kosovare për Distribuim dhe
Furnizim me Energji Elektrike Sh.A.

Kosovsko Produzece za Distribuciju i Snaževanje
Elektricnom Energijom D.D

Kosovo Electricity Distribution and Supply
Company J.S.C



Burimi i energjisë jeni ju.

Vi ste izvor energije.

The source of energy is you.

Kosovo Electricity Distribution and Supply Company (KEDS) is a joint stock company with operations in whole territory of Kosovo.

KEDS J.S.C has exclusivity of electricity supply and its distribution. KEDS J.S.C was established in 2009, and started its operational activities on May 8, 2013, when it finally split from KEK J.S.C.

KEDS J.S.C is owned by Turkish prestigious companies Çalik Holding and Limak. This consortium had offered the highest price in the open tender for the privatization of the former KEK Distribution.

KEDS J.S.C has 2,631 workers and being one of the largest employers in Kosovo.