



LUŠTICA BAY

ELECTRICITY COMPANY

Rules on the minimum quality of delivery and supply of electricity in the Closed Distribution System Luštica Bay

Pravila o minimumu kvaliteta isporuke i snabdijevanja električnom energijom u Zatvorenom distributivnom sistemu Lustica Bay

I GENERAL PROVISIONS

Subject matter

Article 1

(1) By these rules, the Closed Distribution System of Lustica Bay Electricity Company DOO Tivat, hereinafter LBEC, defines in more detail the minimum quality of delivery and supply of electricity (hereinafter: minimum quality), which is based on the following criteria:

- 1) service quality, especially in regard to the time necessary to the electricity distribution system operator, including the closed electricity distribution system operator (hereinafter: distribution system operator), for the performance of connections and repairs,
- 2) continuity of supply,
- 3) electricity voltage supply.

(2) These rules establish the quality indicators and the manner in which the distribution system operator and the supplier record and process data significant for the monitoring of the minimum quality, as well as the manner of submitting said data to the Agency.

(3) These rules also establish the financial compensation which energy undertakings are obliged to pay due to their failure to meet the prescribed minimum quality.

(4) The provisions of these rules which apply to the supplier shall also apply to the closed distribution system operator when the latter supplies the customers connected to its system.

I OPŠTE ODREDBE

Predmet

Član 1

(1) Ovim pravilima Zatvoreni distributivni sistem DOO Lustica Bay Electricity Company Tivat, u daljem tekstu LBEC, bliže propisuje minimum kvaliteta isporuke i snabdijevanja električnom energijom (u daljem tekstu: minimum kvaliteta), koji se zasniva na sljedećim kriterijumima:

- 1) kvalitetu usluga, posebno u odnosu na vrijeme potrebno operatoru distributivnog sistema električne energije, uključujući operatora zatvorenog distributivnog sistema električne energije (u daljem tekstu: operator distributivnog sistema), za obavljanje priključenja i popravki,
- 2) neprekidnosti napajanja,
- 3) kvalitetu napona električne energije.

(2) Ovim pravilima se utvrđuju pokazatelji kvaliteta i način na koji, operator distributivnog sistema i snabdjevač evidentiraju i obrađuju podatke od značaja za praćenje minimuma kvaliteta, kao i način dostavljanja tih podataka Agenciji.

(3) Ovim pravilima se utvrđuje i finansijska kompenzacija koju su energetske subjekte dužni da plate zbog neispunjavanja propisanog minimuma kvaliteta.

(4) Odredbe ovih pravila koje se odnose na snabdjevača, odnose se i na operatora zatvorenog distributivnog sistema kada snabdijeva kupce priključene na svoj sistem.

DM
↓



LUŠTICA BAY

ELECTRICITY COMPANY

Goal

Article 2

The goal of these rules is to encourage the distribution system operator and the supplier to achieve and maintain the levels of the general and individual indicators of the minimum quality of electricity supply defined by these rules.

Terms and abbreviations

Article 3

(1)The terms used in these rules shall have the meanings defined in the Energy Law (hereinafter: Law) or the bylaws adopted on the basis of the Law.

(2)The abbreviations used in these rules have the following meanings:

1)SAIDI (System Average Interruption Duration Index) is the indicator of the quality of the distribution system's functioning which represents the average duration of interruption in the delivery measured in minutes per electricity metering place, calculated by dividing the total duration of delivery interruption at all electricity metering places by the total number of metering places within the distribution system or a part of the distribution system, at the end of the observed year;

2)SAIFI (System Average Interruption Frequency Index) is the indicator of the quality of the distribution system's functioning which represents the average frequency of interruption per electricity metering place, calculated by dividing the total number of metering places affected by interruptions in electricity delivery in the observed year by the total number of metering places within the distribution system or a part of the distribution system, at the end of the observed year;

Cilj

Član 2

Cilj ovih pravila je podsticanje, operatora distributivnog sistema i snabdjevača na dostizanje i održavanje nivoa opštih i pojedinačnih pokazatelja minimuma kvaliteta snabdjevanja električnom energijom utvrđenih ovim pravilima.

Izrazi i skraćenice

Član 3

(1)Izrazi upotrijebljeni u ovim pravilima imaju značenja utvrđena Zakonom o energetici (u daljem tekstu: Zakon) ili podzakonskim aktima donesenim na osnovu Zakona.

(2)U ovim pravilima upotrebljavaju se skraćenice koje imaju sljedeća značenja:

1)SAIDI (System Average Interruption Duration Index) je indikator kvaliteta funkcionisanja distributivnog sistema koji predstavlja prosječno trajanje prekida isporuke u minutima po mjernom mjestu električne energije, koji se izračunava kao količnik ukupnog trajanja prekida isporuke na svim mjernim mjestima električne energije i ukupnog broja mjernih mjesta na distributivnom sistemu i dijelu distributivnog sistema, na kraju posmatrane godine;

2)SAIFI (System Average Interruption Frequency Index) je indikator kvaliteta funkcionisanja distributivnog sistema koji predstavlja prosječnu učestalost prekida isporuke po mjernom mjestu električne energije, koji se izračunava kao količnik ukupnog broja mjernih mjesta pogođenih prekidima isporuke električne energije u posmatranoj godini i ukupnog broja mjernih mjesta u distributivnom sistemu ili dijelu distributivnog sistema, na kraju posmatrane godine;

DM
✶

3)SCADA (Supervisory Control and Data Acquisition) is a system at an energy undertaking's disposal for the supervision and management of the electricity system and the acquisition of data on this system.

3)SCADA (Supervisoru Control and Data Acquisition) je sistem kojim raspolaže energetska subjekat, za nadzor i upravljanje elektroenergetskim sistemom i prikupljanje podataka o tom sistemu.

Procedures

Article 4

Pursuant to the law governing the administrative procedure, the provisions of said law accordingly apply to the complaint resolution procedure defined by Article 28 of these rules.

Minimum quality

Article 5

(1)These rules establish the minimum quality of delivery and supply of electricity which the distribution system operator and the supplier need to achieve, and it comprises:

1)the individual minimum quality in the provision of electricity distribution and supply services, which needs to be achieved in the case of each individual customer or system user,

2)the general minimum quality in the provision of distribution services, which determines the mandatory level of quality of the supply of customers with electricity in a specific part of the system or all customers in the system.

(2)If the distribution system operator or the supplier do not meet the individual minimum quality defined by these rules, they are obliged to financially compensate the customer as defined by these rules.

(3)Irrespective of paragraph 2 of this Article, the customer shall not be entitled to financial compensation if the failure to meet the individual minimum quality was caused by force majeure or actions of third parties.

Postupci

Član 4

U skladu sa zakonom kojim se uređuje upravni postupak, na postupak rješavanja prigovora utvrđen članom 28 ovih pravila shodno se primjenjuju odredbe tog zakona.

Minimum kvaliteta

Član 5

(1)Ovim pravilima utvrđen je minimum kvaliteta isporuke i snabdijevanja električnom energijom koji operator distributivnog sistema i snabdjevač treba da dostignu a obuhvata:

1)pojedinačni minimum kvaliteta pružanja usluga, distribucije i snabdijevanja električnom energijom, koje je potrebno postići kod svakog pojedinačnog kupca ili korisnika sistema,

2)opšti minimum kvaliteta pružanja usluga distribucije, kojim se utvrđuje obavezni nivo kvaliteta napajanja kupaca električnom energijom u određenom dijelu sistema ili svih kupaca u sistemu.

(2)Ako operator distributivnog sistema ili snabdjevač ne ispune pojedinačni minimum kvaliteta utvrđen ovim pravilima, dužni su da kupcu izvrše finansijsku kompenzaciju utvrđenu ovim pravilima.

(3)Izuzetno od stava 2 ovog člana, kupac nema pravo na finansijsku kompenzaciju ako je do neispunjavanja pojedinačnih minimuma kvaliteta došlo uslijed više sile ili tuđeg djelovanja.

DM
/a



LUŠTICA BAY

ELECTRICITY COMPANY

(4)Forms D and S, which contain the reporting tables, prescribed deadlines for the performance of obligations and the amounts of financial compensations, constitute an integral part of these rules.

Obligations of the system operator and the supplier

Article 6

(1)System operators are obliged, in accordance with these rules, to:

- 1)record all customers' submissions, supplier's requests, interruptions and other events defined by these rules, which are significant for the monitoring of the quality of delivery and supply of electricity,
- 2)promptly forward to the supplier submissions related to the minimum quality defined by these rules, for further action,
- 3)collect and process the data referred to in item 1 of this paragraph, in the manner and on the appropriate forms prescribed by these rules,
- 4)carry out financial compensations, in case of a failure to meet the minimum quality defined by these rules,
- 5)record the amounts of financial compensations carried out due to a failure to meet the minimum quality defined by these rules.

(2)The supplier is obliged, in accordance with these rules, to:

- 1)record all customers' submissions and other events defined by these rules, which are significant for the monitoring of the quality of delivery and supply of electricity,
- 2)define the form for the submission of customer complaints due to a failure to meet the minimum quality defined by these rules,

(4)Obrasci, D i S, koji sadrže izvještajne tabele, propisane rokove za izvršavanje obaveza i iznose finansijskih kompenzacija, sastavni su dio ovih pravila.

Obaveze operatora sistema i snabdjevača

Član 6

(1)Operatori sistema dužni su da, u skladu sa ovim pravilima:

- 1)evidentiraju sve podneske kupaca, zahtjeve snabdjevača, prekide i druge događaje utvrđene ovim pravilima, koji su od značaja za praćenje kvaliteta isporuke i snabdijevanja električnom energijom,
- 2)podneske koji se odnose na minimum kvaliteta utvrđen ovim pravilima bez odlaganja dostavljaju snabdjevaču na postupanje,
- 3)prikupljaju i obrađuju podatke iz tačke 1 ovog stava, na način i u odgovarajućim obrascima, kako je utvrđeno ovim pravilima,
- 4)izvršavaju finansijske kompenzacije, ako ne ispune minimum kvaliteta utvrđen ovim pravilima,
- 5)evidentiraju iznose finansijskih kompenzacija izvršenih zbog neispunjavanja minimuma kvaliteta utvrđenog ovim pravilima.

(2)Snabdjevač je dužan da, u skladu sa ovim pravilima:

- 1)evidentira sve podneske kupaca i druge događaje utvrđene ovim pravilima, koji su od značaja za praćenje kvaliteta isporuke i snabdijevanja električnom energijom,
- 2)utvrdi obrazac za podnošenje prigovora kupca po osnovu neispunjavanja minimuma kvaliteta utvrđenog ovim pravilima,

DM
24

- 3) collect and process the data referred to in item 1 of this paragraph, in the manner and on the appropriate forms prescribed by these rules,
- 4) after the receipt of a customer's complaint, decide on it in accordance with the rules governing the process of deciding on complaints, which are adopted in accordance with the Law,
- 5) carry out financial compensations, in case of a failure to meet the minimum quality defined by these rules,
- 6) record the amounts of financial compensations carried out due to a failure to meet the minimum quality defined by these rules.
- (3) System operators and the supplier are obliged to keep electronic records of the accompanying data from paragraphs 1 and 2 of this Article.
- (4) System operators and the supplier are obliged to keep the records from paragraphs 1 and 2 of this Article for five years, for the purpose of the checking, verification and comparison of data.
- (5) On the basis of the data defined by this Article, the system operator and the supplier undertake necessary measures and activities with the aim of remedying identified defects and improving the quality of electricity delivery and supply.
- 3) prikuplja i obrađuje podatke iz tačke 1 ovog stava, na način i u odgovarajućim obrascima, kako je utvrđeno ovim pravilima,
- 4) nakon prijema prigovora kupca, po istom odlučuje u skladu sa pravilima kojima se uređuje odlučivanje po prigovorima, koja donosi u skladu sa Zakonom,
- 5) izvršava finansijske kompenzacije ako ne ispuni minimum kvaliteta utvrđen ovim pravilima,
- 6) evidentira iznose finansijskih kompenzacija izvršenih zbog neispunjavanja minimuma kvaliteta utvrđenog ovim pravilima.
- (3) Operatori sistema i snabdjevač dužni su da vode elektronsku evidenciju pripadajućih podataka iz st. 1 i 2 ovog člana.
- (4) Operatori sistema i snabdjevač dužni su da evidenciju iz st. 1 i 2 ovog člana čuvaju pet godina, u cilju provjere, verifikacije i upoređivanja podataka.
- (5) Operatori sistema i snabdjevač na osnovu podataka utvrđenih ovim članom, preduzimaju potrebne mjere i aktivnosti sa ciljem otklanjanja uočenih nedostataka i unapređenja kvaliteta isporuke i snabdjevanja električnom energijom.

Deadlines for data submission

Article 7

- (1) The system operator and the supplier are obliged, in accordance with these rules, to submit to the Agency:
- 1) the accompanying data from Article 6 paragraph 1 item 1 and paragraph 2 item 1 of these rules on a monthly basis on forms D and S, by the 25th day of the month for the previous month,

Rokovi za dostavljanje podataka

Član 7

- (1) Operator sistema i snabdjevač dužni su da, u skladu sa ovim pravilima, dostavljaju Agenciji:
- 1) pripadajuće podatke iz člana 6 stav 1 tačka 1 i stav 2 tačka 1 ovih pravila mjesečno na obrascima, D i S, do 25-og u mjesecu za prethodni mjesec,

DA

✶



LUŠTICA BAY

ELECTRICITY COMPANY

2) the annual report on the monitoring of the quality indicators defined by these rules, by the end of February of the current year for the previous.

(2) The data referred to in paragraph 1 of this Article are submitted to the Agency in written and electronic form, which enables further computer processing.

II INDIVIDUAL MINIMUM QUALITY

Re-establishment of supply in the electricity distribution system

Article 9

(1) The individual minimum quality related to the re-establishment of supply in the electricity distribution system applies to the distribution system operator if he is responsible for an interruption in the supply of a customer's facility.

(2) The deadline for the re-establishment of the customer's supply is defined in form D table D3 and starts at the moment when:

1) the distribution system operator is informed by the customer about the supply interruption,

2) the distribution system operator finds out about the supply interruption from SCADA data or in some other appropriate manner.

(3) If there has been an interruption in the supply of a customer's facility or if the interruption occurred due to a failure/defect of an underground line with a rating above 1 kV, which is managed by the distribution system operator, the deadline for the re-establishment of the customer's supply starts 12 hours after the expiration of the deadline from paragraph 2 of this Article.

(4) If there has been a supply interruption due to a defect of the electricity distribution system, and the

2) godišnji izvještaj o praćenju pokazatelja kvaliteta utvrđenih ovim pravilima, do kraja februara tekuće za prethodnu godinu.

(2) Podaci iz stava 1 ovog člana dostavljaju se Agenciji u pisanoj i elektronskoj formi, koja omogućava dalju kompjutersku obradu.

II POJEDINAČNI MINIMUM KVALITETA

Ponovno uspostavljanje napajanja u distributivnom sistemu električne energije

Član 9

(1) Pojedinačni minimum kvaliteta koji se odnosi na ponovno uspostavljanje napajanja u distributivnom sistemu električne energije primjenjuje se na operatora distributivnog sistema ako je odgovoran za prekid napajanja objekta kupca.

(2) Rok za ponovno uspostavljanje napajanja kupca, utvrđen u obrascu D tabela D3 i počinje da teče od momenta kada je:

1) operator distributivnog sistema obaviješten od strane kupca o prekidu napajanja,

2) operator distributivnog sistema u saznanju za prekid napajanja prema podatku iz SCADA ili na drugi odgovarajući način.

(3) Ako je došlo do prekida snabdijevanja objekta kupca ili je prekid nastao usljed ispada/kvara podzemnog voda nominalnog napona iznad 1 kV, kojim upravlja operator distributivnog sistema, rok za ponovno uspostavljanje napajanja kupca počinje 12 časova nakon isteka roka iz stava 2 ovog člana.

(4) Ako je do prekida snabdijevanja došlo usljed kvara na distributivnom sistemu električne energije, a

activities on the re-establishment of supply are not possible due to force majeure, the deadline for the re-establishment of the customer's supply is extended by the duration of said force majeure.

(5) The individual minimum quality from paragraph 1 of this Article does not apply to the distribution system operator if he has informed the customer about the intention to interrupt the supply of the customer's facility and the duration of the interruption, through the media or his website, or in the manner prescribed by the rules governing the distribution system's functioning.

Notification on interruption of supply

Article 10

(1) The individual minimum quality related to the notification on interruption of supply applies to the distribution system operator when he interrupts the supply of a customer's facility, if, within the deadline defined in form D table D3, he did not inform the customer about the start and duration of the supply interruption through the media or his website.

(2) The individual minimum quality from paragraph 1 of this Article does not apply to the distribution system operator in cases of preventing or eliminating defects within the network that threaten human lives, safety of property or functioning of equipment, whose elimination must commence without delay.

Granting consent to connect

Article 11

(1) The individual minimum quality related to granting consent to connect applies to the distribution system operator if an applicant submits a proper request for granting consent to connect to the low-

aktivnosti na ponovnom uspostavljanju napajanja su onemogućene usljed djelovanja više sile, rok za ponovno uspostavljanje napajanja kupca se produžava za trajanje djelovanja te sile.

(5) Pojedinačni minimum kvaliteta iz stava 1 ovog člana ne primjenjuje se na operatora distributivnog sistema, ako je putem sredstava javnog informisanja i svoje internet stranice, ili na način utvrđen pravilima kojima se uređuje funkcionisanje distributivnog sistema, obavijestio kupca o namjeri da obustavi napajanje objekata kupca i dužini trajanja obustave.

Obavještenje o prekidu napajanja

Član 10

(1) Pojedinačni minimum kvaliteta koji se odnosi na obavještenje o prekidu napajanja primjenjuje se na operatora distributivnog sistema, kada izvrši prekid u napajanju objekta kupca, ako u roku utvrđenom u obrascu D tabela D3 nije obavijestio kupca o početku i trajanju prekida napajanja putem sredstava javnog informisanja i svoje internet stranice.

(2) Pojedinačni minimum kvaliteta iz stava 1 ovog člana ne primjenjuje se na operatora distributivnog sistema, u slučajevima sprečavanja ili otklanjanja kvarova na mreži koji ugrožavaju život ljudi, sigurnost imovine ili funkcionisanje opreme, čijem se otklanjanju mora pristupiti bez odlaganja.

Izdavanje saglasnosti za priključenje

Član 11

(1) Pojedinačni minimum kvaliteta koji se odnosi na izdavanje saglasnosti za priključenje primjenjuje se na operatora distributivnog sistema ako podnositelj zahtjeva podnese uredan zahtjev za izdavanje



LUŠTICA BAY

ELECTRICITY COMPANY

voltage network, and the operator fails to decide on the request within the legally prescribed deadline.

(2) If the distribution system operator does not meet the minimum quality from paragraph 1 of this Article, he is obliged, at the applicant's request, to carry out the financial compensation defined by these rules, within 30 days since the day of submitting the request.

Connection of customers

Article 12

The individual minimum quality related to the connection of customers applies to the distribution system operator if he does not connect a customer within the deadline defined in form D table D3, whereas the customer fulfilled the obligations defined by the consent to connect, the connection agreement and the supplier submitted a notification on the conclusion of an electricity supply agreement with the customer.

Reconnection of customers

Article 13

The individual minimum quality related to reconnection applies to the distribution system operator who, after receiving the request referred to in Article 19 paragraph 1 of these rules, did not connect a customer within the deadline defined in form D table D3.

Response to requests for checking the proper functioning of the metering device

Article 14

(1) The individual minimum quality related to the response to requests for checking the proper functioning of the metering device applies to the distribution system operator who, upon receiving a

saglasnosti za priključenje na niskonaponsku mrežu, a operator ne odluči po zahtjevu u zakonskom roku.

(2) Ako operator distributivnog sistema ne ispuni minimum kvaliteta iz stava 1 ovog člana, dužan je da, na zahtjev podnosioca, izvrši finansijsku kompenzaciju utvrđenu ovim pravilima, u roku od 30 dana od dana podnošenja zahtjeva.

Priključenje kupca

Član 12

Pojedinačni minimum kvaliteta koji se odnosi na priključenje kupca primjenjuje se na operatora distributivnog sistema ako u roku utvrđenom u obrascu D tabela D3, ne izvrši priključenje kupca, a kupac je ispunio obaveze utvrđene saglasnošću za priključenje, ugovorom o priključenju i snabdjevač je dostavio obavještenje o zaključenju ugovora o snabdjevanju električnom energijom sa kupcem.

Ponovno priključenje kupca

Član 13

Pojedinačni minimum kvaliteta koji se odnosi na ponovno priključenje primjenjuje se na operatora distributivnog sistema koji nakon prijema zahtjeva iz člana 19 stav 1 ovih pravila, nije izvršio priključenje kupca u roku utvrđenom u obrascu D tabela D3.

Odgovor na zahtjev za kontrolu ispravnosti funkcionisanja mjernog uređaja

Član 14

(1) Pojedinačni minimum kvaliteta koji se odnosi na odgovor na zahtjev za kontrolu ispravnosti funkcionisanja mjernog uređaja, primjenjuje se na operatora distributivnog sistema koji, po prijemu

customer's request stating that the metering device is not functioning properly, does not visit the customer's facility and does not give an opinion within the deadline defined in form D table D3.

(2) Customers submit the request from paragraph 1 of this Article through the supplier.

zahtjeva kupca da mjerni uređaj ne funkcionira ispravno, ne obiđe objekat kupca i ne da mišljenje u roku utvrđenom u obrascu D tabela D3.

(2) Zahtjev iz stava 1 ovog člana kupac podnosi preko snabdjevača.

Visiting customers' facilities

Article 15

(1) The individual minimum quality related to visiting customers' facilities applies if the distribution system operator does not visit a customer's facility within the deadline defined in form D table D3, provided that the operator informed the customer about his intention to visit the customer's facility.

(2) The individual minimum quality from paragraph 1 of this Article does not apply if:

- 1) the operator informs the customer at least two working days in advance that he will not be able to meet the agreed visit schedule, or
- 2) the purpose of the visit was the disconnection of the facility.

Response to voltage complaints

Article 16

(1) The individual minimum quality related to responses to customers' complaints about the voltage applies to the distribution system operator who, after he is informed by a customer that the supply of the latter's facility with electricity is conducted at a voltage which exceeds the limits of permissible deviations defined by the rules governing the distribution system's functioning, does not respond to the customer within the deadline defined in form D table D3, and does not notify him about the manner

Obilazak objekta kupca

Član 15

(1) Pojedinačni minimum kvaliteta koji se odnosi na obilazak objekta kupca primjenjuje se ako operator distributivnog sistema ne izvrši obilazak objekta kupca u roku utvrđenom u obrascu D tabela D3, ako operator obavijesti kupca da namjerava da obiđe objekat kupca.

(2) Pojedinačni minimum kvaliteta iz stava 1 ovog člana ne primjenjuje se ako:

- 1) operator obavijesti kupca najmanje dva radna dana unaprijed da neće moći da ispoštuje dogovoreni termin obilaska, ili
- 2) je svrha obilaska bila isključenje objekta.

Odgovor na prigovor o naponu

Član 16

(1) Pojedinačni minimum kvaliteta koji se odnosi na odgovor na prigovor kupca o naponu primjenjuje se na operatora distributivnog sistema koji, na obavještenje kupca da se napajanje njegovog objekta električnom energijom vrši pod naponom koji je izvan granica dozvoljenih odstupanja utvrđenih pravilima kojima se uređuje funkcionisanje distributivnog sistema, ne pruži u roku utvrđenom u obrascu D tabela D3 odgovor kupcu, kao i

Dm
h

and deadline for remedying a possible impermissible voltage deviation.

(2) Upon receiving the complaint referred to in paragraph 1 of this Article and before submitting a response to the customer, the distribution system operator is obliged to establish, by on-site metering or in some other appropriate manner, if the voltage at the customer's facility is within the permissible deviations.

Remedying voltage deviations

Article 17

(1) The individual minimum quality related to remedying voltage deviations applies to the distribution system operator if the supply of a customer connected to the distribution system is conducted at a voltage which exceeds the limits of permissible deviations defined by the rules governing the distribution system's functioning, if he does not remedy the impermissible deviation within a period which, since the moment of responding to the customer's complaint, equals:

1) if the problem can be solved by performing operational manipulations, within the deadline defined in form D table D3,

2) if the remedying of the problem requires the performance of works and interventions related to supply lines and transformations, for which construction works are not necessary, within the deadline defined in form D table D3,

(2) In case of voltage deviations whose remedying requires investments as determined by the agreed financial plan, financial compensation for the failure to meet the individual minimum quality related to remedying voltage deviations will not apply until the

obavještenje o načinu i roku za otklanjanje eventualnog nedozvoljenog odstupanja napona.

(2) Operator distributivnog sistema dužan je da po prijemu prigovora iz stava 1 ovog člana, prije dostavljanja odgovora kupcu ustanovi, mjerenjem na licu mjesta ili na drugi odgovarajući način, da li je vrijednost napona kod kupca u granicama dozvoljenih odstupanja.

Otklanjanje odstupanja napona

Član 17

(1) Pojedinačni minimum kvaliteta koji se odnosi na otklanjanje odstupanja napona primjenjuje se na operatora distributivnog sistema ako se napajanje kupca priključenog na distributivni sistem vrši pod naponom koji je izvan dozvoljenih granica odstupanja utvrđenih pravilima kojima se uređuje funkcionisanje distributivnog sistema, ako ne otkloni nedozvoljeno odstupanje u roku koji, od momenta odgovora na prigovor kupca, iznosi:

1) ako se problem može riješiti obavljanjem pogonskih manipulacija, u roku utvrđenom u obrascu D tabela D3,

2) ako je za otklanjanje problema neophodno obaviti radove i intervencije vezano za napojne vodove i transformacije, za koje nijesu potrebni građevinski radovi, u roku utvrđenom u obrascu D tabela D3,

(2) Kod odstupanja napona čije otklanjanje zahtijeva investicije koje su utvrđene finansijskim planom na koji je data saglasnost, finansijska kompenzacija za neostvarivanje pojedinačnog minimuma kvaliteta koji se odnosi na otklanjanje odstupanja napona neće

to
DM

expiration of the defined investment completion deadline.

(3) If the activities for remedying impermissible voltage deviations require investments which are not covered by the investment plan referred to in paragraph 2 of this Article, the system operator is obliged to include said investments during the first update of the plan pursuant to the Law, while the defined deadline during which the financial compensation referred to in paragraph 1 of this Article will not apply is the investment completion deadline defined by the updated plan.

se primjenjivati do isteka utvrđenog roka završetka investicije.

(3) Ako aktivnosti na otklanjanju nedozvoljenog odstupanja napona zahtijevaju investicije koje nijesu obuhvaćene investicionim planom iz stava 2 ovog člana, operator sistema je dužan da te investicije uključi prilikom prvog ažuriranja tog plana u skladu sa Zakonom, a utvrđeni rok tokom kojeg se neće primjenjivati finansijska kompenzacija iz stava 1 ovog člana, je rok završetka investicije utvrđen ažuriranim planom.

Response to payment-related questions

Article 18

The individual minimum quality related to responses to questions in connection with payments on the basis of supplied electricity applies to the supplier if the customer:

1) requests a verification of the correctness of the calculations or metering values (of consumption) stated in an electricity bill, in accordance with the general supply conditions, except in the case referred to in Article 14 of these rules, if the supplier does not submit to him a detailed response within the deadline defined in form S table S1, since the day of receiving the request and

2) requests a response connected to the failure to pay financial compensation, if the supplier does not submit to him a detailed response within the deadline defined in form S table S1.

Odgovor na pitanja u vezi plaćanja

Član 18

Pojedinačni minimum kvaliteta koji se odnosi na odgovor na pitanja u vezi plaćanja po osnovu isporučene električne energije, primjenjuje se na snabdjevača ako kupac:

1) traži provjeru ispravnosti obračuna ili mjernih veličina (potrošnje) iskazanih na računu za utrošenu električnu energiju u skladu sa opštim uslovima za snabdijevanje, osim u slučaju iz člana 14 ovih pravila, ako mu snabdjevač u roku utvrđenom u obrascu S tabela S1, od dana prijema zahtjeva, ne dostavi detaljno obrazložen odgovor i

2) traži odgovor vezan za neizvršavanje finansijske kompenzacije, a snabdjevač u roku utvrđenom u obrascu S tabela S1, ne dostavi detaljno obrazložen odgovor.

Request for reconnection

Article 19

Zahtjev za ponovno priključenje

Član 19

h
OK



LUŠTICA BAY

ELECTRICITY COMPANY

The individual minimum quality related to reconnection applies to the supplier if, within the deadline defined in form S table S2, he did not submit a connection request to the distribution system operator in regard to a customer disconnected because of non-payment, if:

- 1) the customer settled his liabilities to the supplier, provided proof of the settlement and submitted a reconnection request or
- 2) the supplier and the customer reached an agreement on the settlement of the debt.

Response to requests for checking the proper functioning of the metering device

Article 20

The individual minimum quality related to requests for checking the proper functioning of the metering device applies to the supplier if he did not respond to the customer within the deadline defined in form S table S3.

III GENERAL MINIMUM QUALITY

Planned and unplanned interruptions

Article 21

- (1) In the sense of these rules, an interruption in supply is an interruption lasting more than three minutes.
- (2) System operators are obliged to keep records of all interruptions in electricity supply.
- (3) Interruptions are divided into planned and unplanned.
- (4) System operators record as planned any interruption which:
 - 1) started and ended within the announced range of the interruption's duration, and

Pojedinačni minimum kvaliteta koji se odnosi na ponovno priključenje primjenjuje se na snabdjevača ako nije u roku utvrđenom u obrascu S tabela S2, uputio zahtjev za priključenje operatoru distributivnog sistema za kupca koji je isključen zbog neplaćanja, ako:

- 1) je kupac izmirio obaveze prema snabdjevaču, dostavio dokaz o izmirenju i podnio zahtjev za ponovno priključenje ili
- 2) su snabdjevač i kupac postigli sporazum o izmirenju duga.

Odgovor na zahtjev za kontrolu ispravnosti funkcionisanja mjernog uređaja

Član 20

Pojedinačni minimum kvaliteta koji se odnosi na zahtjev za kontrolu ispravnosti funkcionisanja mjernog uređaja, primjenjuje se na snabdjevača ako nije u roku utvrđenom u obrascu S tabela S3 odgovorio kupcu.

III OPŠTI MINIMUM KVALITETA

Planirani i neplanirani prekid

Član 21

- (1) U smislu ovih pravila, prekidom napajanja se smatra prekid koji traje duže od tri minuta.
- (2) Operatori sistema dužni su da vode evidenciju o svim prekidima napajanja električnom energijom.
- (3) Prekidi se dijele na planirane i neplanirane.
- (4) Operatori sistema evidentiraju kao planiran svaki prekid koji je:
 - 1) započeo i okončan u okviru najavljenog termina trajanja prekida, i

- 2) arose as a consequence of the occurrence of a market disturbance, as defined by the Law, if it was carried out according to a schedule which was announced in the prescribed manner.
- (5) System operators record as unplanned any interruption not recorded in accordance with paragraph 4 of this Article.
- (6) If a planned interruption was mainly conducted within the announced timeframe, but with deviations, so that the interruption started before or ended after the announced start or end time of the planned interruption, system operators record each individual deviation as a new unplanned interruption.
- (7) If a planned interruption was completely conducted outside the announced timeframe, the resulting deviation is recorded as an unplanned interruption for the entire duration of the occurred interruption.
- (8) If an interruption started in one calculation period and ended in another, it is regarded as an interruption in the calculation period in which it started, for the entire duration of the interruption. The start of the supply interruption is determined by the supply interruption time registered in the SCADA system.
- (9) The start of the supply interruption in a part of the system which is not covered by the SCADA system is determined by the time of the first registration of the supply interruption by the authorised person of the operator or the customer.
- 2) nastao kao posljedica nastupanja poremećaja na tržištu, utvrđenog Zakonom, ako je izvršen prema planu koji je na propisan način najavljen.
- (5) Operatori sistema evidentiraju kao neplanirani svaki prekid koji nije evidentiran u skladu sa stavom 4 ovog člana.
- (6) Ako je planirani prekid pretežno izvršen u najavljenom terminu, ali uz odstupanja, tako da je prekid otpočeo prije, odnosno okončan nakon najavljenog termina početka, odnosno završetka planiranog prekida, operatori sistema svako odstupanje pojedinačno evidentiraju kao novi neplanirani prekid.
- (7) Ako je planirani prekid u potpunosti izvršen mimo najavljenog, nastalo odstupanje se evidentira kao neplanirani prekid u ukupnom trajanju nastalog prekida.
- (8) Ako je prekid počeo u jednom obračunskom periodu, a okončao se u drugom, isti se posmatra kao prekid u obračunskom periodu u kome je počeo, u ukupnom trajanju prekida. Početak prekida napajanja određen je vremenom prekida napajanja registrovanim u SCADA sistemu.
- (9) Početak prekida napajanja u dijelu sistema koji nije obuhvaćen SCADA sistemom, određen je vremenom prve prijave prekida napajanja od strane ovlaštenog lica operatora ili kupca.



**Classification of interruptions according to the
cause**

Article 22

(1) According to the cause, planned interruptions are divided into:

1) supply interruptions due to activities by the system operator: planned works in the system or other reasons for which the operator interrupts the supply on his own initiative,

2) supply interruptions due to third party activities: planned works in the system of another system operator, in third party plants or other reasons for which the operator interrupts the supply at the request of another operator or a third party.

(2) According to the cause, unplanned interruptions are divided into:

1) supply interruptions for whose occurrence the system operator is responsible (defects in the system due to poor maintenance, incorrect settings of system elements, overloading of system elements, ageing of system elements, etc.);

2) supply interruptions due to third party activities or force majeure.

(3) System operators are obliged to provide appropriate evidence on the basis of which the classification of interruptions was performed, in accordance with these rules (dispatches, competent authorities' reports, photographs, etc.).

**Indicators of the general minimum quality for
the distribution system operator**

Article 24

(1) The distribution system operator is obliged to monitor and annually publish on his website the following indicators for the system as a whole:

Podjela prekida prema uzrocima

Član 22

(1) Planirani prekidi se prema uzrocima prekida dijele na:

1) prekide napajanja nastale djelovanjem operatora sistema: planirani radovi u sistemu ili drugi razlozi zbog kojih operator na svoju inicijativu prekida napajanje.

2) prekide napajanja nastale tuđim djelovanjem: planirani radovi u sistemu drugog operatora sistema, u postrojenjima treće strane ili drugi razlozi zbog kojih operator na zahtjev drugog operatora ili treće strane prekida napajanje.

(2) Neplanirani prekidi se prema uzrocima prekida dijele na:

1) prekide napajanja za čiji je nastanak odgovoran operator sistema (kvarovi u sistemu zbog lošeg održavanja, pogrešno podešavanje elemenata sistema, preopterećenje elemenata sistema, starenje elemenata sistema i sl.);

2) prekide napajanja nastale usljed tuđeg djelovanja ili više sile.

3) Operatori sistema dužni su da obezbijede odgovarajuće dokaze na osnovu kojih je izvršena klasifikacija prekida, u skladu sa ovim pravilima (depeše, izvještaji nadležnih organa, fotoelaborati i sl.)

**Indikatori opšteg minimuma kvaliteta za
operatora distributivnog sistema**

Član 24

(1) Operator distributivnog sistema je dužan da prati i godišnje objavljuje na svojoj internet strani sljedeće indikatore za sistem kao cjelinu:

1)SAIFI (System Average Interruption Frequency Index) and

1)indeks prosječne učestalosti prekida sistema - SAIFI (System Average Interruption Frequency Index) i

2)SAIDI (System Average Interruption Duration Index).

2)indeks prosječnog trajanja prekida u sistemu - SAIDI (System Average Interruption Duration Index).

(2)The SAIFI indicator, for the distribution system as a whole, is calculated by the following formula:

(2)Indikator SAIFI za distributivni sistem kao cjelinu izračunava se primjenom sljedeće formule:

where:

gdje je:

i - number of interruptions during the observed year,
Ni - number of metering places affected by i-the interruption,

i - broj prekida tokom posmatrane godine,

Ni - broj mjernih mjesta pogođenih i-tim prekidom,

Nk - total number of metering places at the end of the observed year.

Nk - ukupan broj mjernih mjesta na kraju posmatrane godine.

(3)The SAIDI indicator, for the distribution system as a whole, is calculated by the following formula:

(3)Indikator SAIDI za distributivni sistem kao cjelinu izračunava se primjenom sljedeće formule:

where:

gdje je:

i - number of interruptions during the observed year,
Nk - total number of metering places at the end of the observed year,

i - broj prekida tokom posmatrane godine,

Nk - ukupan broj mjernih mjesta na kraju posmatrane godine,

Ti - total duration of i-the interruption, (min):

Ti - ukupno trajanje i-tog prekida, (min):

where:

gdje je:

j - number of different interruption duration periods for customers affected by i-the interruption,

j - broj različitih perioda trajanja prekida za kupce pogođene i-tim prekidom,

Tij - duration of period j, (min)

Tij - vrijeme trajanja perioda j, (min)

Nij - number of metering places affected by i-the interruption with the duration of Tij.

Nij - broj mjernih mjesta pogođenih i-tim prekidom sa trajanjem Tij.

IV CUSTOMER RIGHTS

Informing customers

Article 25

(1)The informing of customers about their rights and obligations, supply interruptions and other events defined by these rules, measures taken for the improvement of the quality parameters by the system operator or the supplier is done by publishing information on the relevant website.

(2)The supplier is obliged to submit the information on customer rights in connection to complaint resolution to all customers during the delivery of electricity bills, in accordance with the Law.

Right to financial compensation

Article 26

(1)The right to financial compensation established by these rules belongs to any customer with a concluded electricity supply agreement pursuant to the Law and the general supply conditions.

(2)The right to financial compensation on the basis of the granting of consent to connect and the connection of a customer belongs to the relevant applicant.

Complaint resolution

Article 27

(1)Any complaint due to a failure to meet the prescribed minimum quality defined by these rules is submitted by the customer to the supplier within 30 days since the event which resulted in the potential failure to meet the minimum quality.

IV PRAVA KUPACA

Obavještanje kupaca

Član 25

(1)Obavještanje kupaca o njihovim pravima i obavezama, prekidima napajanja i drugim događajima utvrđenim ovim pravilima, preduzetim mjerama za poboljšanje parametara kvaliteta od strane operatora sistema i snabdjevača vrši se putem sredstava javnog informisanja i objavljivanjem informacija na odnosnoj internet stranici.

(2)Snabdjevač je dužan da informaciju o pravima kupca u vezi rješavanja prigovora dostavlja svim kupcima prilikom dostavljanja računa za utrošenu električnu energiju, u skladu sa Zakonom.

Pravo na finansijsku kompenzaciju

Član 26

(1)Pravo na finansijske kompenzacije utvrđene ovim pravilima ima kupac sa zaključenim ugovorom o snabdijevanju električnom energijom u skladu sa Zakonom i opštim uslovima za snabdijevanje.

(2)Pravo na finansijske kompenzacije po osnovu izdavanja saglasnosti za priključenje i priključenja kupca ima podnosilac odnosnog zahtjeva.

Rješavanje prigovora

Član 27

(1)Prigovor zbog neispunjavanja propisanog minimuma kvaliteta utvrđenog ovim pravilima kupac podnosi snabdjevaču u roku od 30 dana od događaja koji je za posljedicu imao eventualno neispunjavanje minimuma kvaliteta.

(2)The supplier decides on the complaint from paragraph 1 of this Article in accordance with the rules governing the process of deciding on complaints, which are adopted in accordance with the Law.

(3)The complaint from paragraph 1 of this Article is submitted on a form defined by the supplier and published on his website, which contains: name and surname, or title of the customer, subscription/billing number and meter number, basis for financial compensation and customer signature.

(4)System operators are obliged to submit, at the supplier's request, any information falling within their competence that is necessary for the resolution of the complaints from paragraph 1 of this Article, within a deadline set by the supplier.

(5)Self-supplying customers define failures to meet the minimum quality with the system operator through a connection agreement or a system use agreement.

(2)Snabdjevač odlučuje po prigovoru iz stava 1 ovog člana u skladu sa pravilima kojima se uređuje odlučivanje po prigovorima, koja donosi u skladu sa Zakonom.

(3)Prigovor iz stava 1 ovog člana podnosi se na obrascu koji snabdjevač utvrđuje i objavljuje na svojoj internet stranici, a koji sadrži: ime i prezime, odnosno naziv kupca, pretplatni/naplatni broj i broj brojila, osnov za finansijsku kompenzaciju i potpis kupca.

(4)Operatori sistema dužni su da, na zahtjev snabdjevača, dostave sve informacije iz svoje nadležnosti potrebne za rješavanje prigovora iz stava 1 ovog člana, u roku koji odredi snabdjevač.

(5)Kupci samosnabdjevači neispunjavanje minimuma kvaliteta uređuju sa operatorom sistema ugovorom o priključenju ili ugovorom o korišćenju sistema.

V FINANCIAL COMPENSATION

Financial compensation

Article 28

(1)If, in the procedure from Article 27 of these rules, the supplier establishes a failure to meet the minimum quality on the part of the distribution system operator, the supplier is obliged to financially compensate the customer within 30 days since the day when this is established, in the amount determined according to the appropriate tables in these rules.

(2)The system operator responsible for the failure to meet the minimum quality is obliged to reimburse the

V FINANSIJSKA KOMPENZACIJA

Finansijska kompenzacija

Član 28

(1)Ako se u postupku iz člana 27 ovih pravila utvrdi neispunjavanje minimuma kvaliteta od strane snabdjevača operatora distributivnog sistema, snabdjevač je dužan da izvrši finansijsku kompenzaciju kupcu u roku od 30 dana od dana utvrđivanja iste, u iznosu utvrđenom u odgovarajućim tabelama ovih pravila.

(2) Operator sistema odgovoran za neispunjavanje minimuma kvaliteta dužan je da izvršenu finansijsku



LUŠTICA BAY

ELECTRICITY COMPANY

supplier for the financial compensation from paragraph 1 of this Article upon the submission of a request and proof that the financial compensation was paid by the supplier.

kompensaciju iz stava 1 ovog člana naknadi snabdjevaču po ispostavljanju zahtjeva i dokaza da je finansijska kompenzacija izvršena, od strane snabdjevača.

In Tivat, January 2021.

U Tivtu, januar 2021.

Luštica Bay Electricity Company DOO Tivat

Slobodan Sekulić, Executive Director / Izvršni direktor



h
DH

Form D

Interruptions										
Interruption no.	interruption start		Interruption end*		no. of affected customers	interruption duration per affected customer (min)	total interruption duration per individual interruption (min)	type of interruption	cause of interruption	distribution system element which caused the interruption
	date	time	date	time						
Interruptions at 35 kV										
1										
2										
Interruptions at 10 kV										
1										
2										
Interruptions at 04 kV										
1										
2										
total interruption duration (min)										

Handwritten signature/initials in blue ink.

Table D2*	
Indicators of quality	
SAIFI	
SAIDI	

* Filled in annually

Table D3	
Re-establishment of supply in the electricity distribution system - Article 9	
Prescribed deadline for the fulfilment of the operator's obligations	24 hours
Financial compensation	20 €
number of cases	
number of cases in which the standard was met	
percentage of cases in which the standard was met	
number of exceptions (specify)	
number of cases in which the standard was not met	
percentage of cases in which the standard was not met	
Notification on interruption of supply - Article 10	
Prescribed deadline for the fulfilment of the operator's obligations	24 hours in advance
Financial compensation	20 €
number of cases	
number of cases in which the standard was met	
percentage of cases in which the standard was met	
number of exceptions (specify)	
number of cases in which the standard was not met	
percentage of cases in which the standard was not met	
Granting consent to connect - Article 11	
Prescribed deadline for the fulfilment of the operator's obligations	15 days since the receipt of the request or four months in cases defined by the Law
Financial compensation	200 € for requests which require the preparation of studies or system analyses, 20 € in other cases
number of cases	
number of cases in which the standard was met	
percentage of cases in which the standard was met	
number of exceptions (specify)	

h
DH

number of cases in which the standard was not met	
percentage of cases in which the standard was not met	
Connection of customers - Article 12	
Prescribed deadline for the fulfilment of the operator's obligations	15 days since the fulfilment of the customer's obligations
Financial compensation	20 €
number of cases	
number of cases in which the standard was met	
percentage of cases in which the standard was met	
number of exceptions (specify)	
number of cases in which the standard was not met	
percentage of cases in which the standard was not met	
Reconnection of customers - Article 13	
Prescribed deadline for the fulfilment of the operator's obligations	20 hours since receiving the supplier's order
Financial compensation	20 €
number of cases	
number of cases in which the standard was met	
percentage of cases in which the standard was met	
number of exceptions (specify)	
number of cases in which the standard was not met	
percentage of cases in which the standard was not met	
Response to reported improper functioning of the metering device - Article 14	
Prescribed deadline for the fulfilment of the operator's obligations	5 days since receiving the customer's request submitted through the supplier
Financial compensation	20 €
number of cases	
number of cases in which the standard was met	
percentage of cases in which the standard was met	
number of exceptions (specify)	
number of cases in which the standard was not met	
percentage of cases in which the standard was not met	
Visiting customers' facilities - Article 15	
Prescribed deadline for the fulfilment of the operator's obligations	8 days since the notification
Financial compensation	20 €
number of cases	
number of cases in which the standard was met	
percentage of cases in which the standard was met	
number of exceptions (specify)	

to DM

number of cases in which the standard was not met	
percentage of cases in which the standard was not met	
Response to voltage complaints - Article 16	
Prescribed deadline for the fulfilment of the operator's obligations	30 days since receiving the notification
Financial compensation	20 €
number of cases	
number of cases in which the standard was met	
percentage of cases in which the standard was met	
number of exceptions (specify)	
number of cases in which the standard was not met	
percentage of cases in which the standard was not met	
Remedying voltage deviations - Article 17	
Prescribed deadline for the fulfilment of the operator's obligations	item 1: 3 days since the operator's response item 2: 3 months since the operator's response
Financial compensation	20 €
number of cases	
number of cases in which the standard was met	
percentage of cases in which the standard was met	
number of exceptions (specify)	
number of cases in which the standard was not met	
percentage of cases in which the standard was not met	

to
DM

Form S

Table S1					
Article 18 Response to payment-related questions	Number of submitted requests	Number of answered requests	Average request resolution time	Prescribed deadline for the fulfilment of the supplier's obligations	Financial compensation
Number of requests for the verification of the calculations or metering values (of consumption) stated in the electricity bill				8 days since the day of receiving the request	20 €
Number of requests for the payment of determined financial compensation				8 days since the day of receiving the request	20 €

Table S2					
Article 19 - Customers' requests for reconnection	Number of submitted requests	Number of answered requests	Average request resolution time	Prescribed deadline for the fulfilment of the supplier's obligations	Financial compensation
Number of connection requests after the settlement of liabilities				No later than 4 hours since the submission of the reconnection request and the settlement of the customer's liabilities, or the conclusion of an agreement	20 €
Number of connection requests after the conclusion of an agreement on the settlement of debt in instalments					
Total					

Table S3	
Article 20 - Response to requests for checking the proper functioning of the metering device	
Prescribed deadline for the fulfilment of the supplier's obligations	8 days after receiving the customer's request
Financial compensation	20 €
number of cases	
number of cases in which the standard was met	
percentage of cases in which the standard was met	
number of exceptions (specify)	
number of cases in which the standard was not met	
percentage of cases in which the standard was not met	

h
OK

