



WATER AND WASTE REGULATORY OFFICE
ZYRA RREGULLATORE PËR UJË DHE MBETURINA
REGULATORNI URED ZA VODU I OTPAD

WWRO Departments

1. Legal and Licensing

Legal Support and Representation

- Provide general legal support to WWRO Director and WWRO staff;
- Ensure that the decisions and solutions are in the course of applicable legislation;
- Represent the WWRO in all administrative and judicial proceedings held before other administrative authorities, arbitrations instances, customer complaints resolution and courts of all jurisdictions in Kosovo;
- Control contracts between the WWRO and outside parties;

Legal drafting

- Assist and advise in the preparation of rules, guidelines and other legal acts;
- Assist and advise in preparation of internal administrative policies and procedures;
- Review the secondary legislation and propose amendments to the Director;

Licensing

- Prepare and develop licensing practices and procedures for water, wastewater, waste collection and waste disposal;
- Prepare for issuing, modifying, terminating and withdrawing service licenses;
- In close cooperation with other Sections conduct licensing process by reviewing from legal aspect service license;
- Follow-up of utility compliance with conditions, requirements, standards, practices and procedures under which service license has been issued;
- Cooperate with licensees regarding license activities.

2. Tariffs and Regulatory Accounts

Preparation of Tariff Methodologies and Approval of Service Tariffs

- Develop tariff computation methodology and models necessary to facilitate computation of service tariffs by water and waste service providers
- Develop conditions, requirements, standards, practices and procedures under which the water and waste service providers shall apply to obtain service tariff;

- Conduct tariff setting process by reviewing and evaluating of proposals for tariff setting and tariff adjustments in light of completeness and compliance with conditions, requirements, standards, practices and procedures set forth in tariff rule;

Analysis of financial data and cost performance

- Review and evaluate regular and financial utility reports in terms of their compliance with conditions, requirements, standards, practices and procedures set forth;
- Review of utility performance indicators in terms of compliance with conditions, requirements, standards, practices and procedures under which service tariff has been approved;
- Review of accounting and financial data from the water, wastewater and solid waste service providers;
- Conduct research with regards to sector impacting financial issues raised by utilities, government and public bodies, and other stakeholders
- Inspect the financial activities of utilities with regard to evaluate compliance with the requirements of relevant regulations,

Preparation of relevant legislation

- Participate in preparation of Rules on Tariffs;
- Participate in preparing of proposals for the level of regulatory fees for WWRO services;

3. Performance Monitoring

Analysis of Operational and Customer Service Data

- Review and evaluate regular operational and customer service reports submitted by water and wastewater service providers in terms of their compliance with license conditions, regulatory requirements and targets, and service standards set forth in the WWRO Rules;
- Prepare benchmarking studies for enabling comparisons and benchmark competition among regulated water and wastewater service providers;
- Prepare periodic and annual reports for operational and customer service performance of the regulated water and wastewater providers;
- Inspect/audits the operational and customer service activities of the water and wastewater service providers with regard to evaluate their reliability and compliance service standards and operational targets;
- Inspect and report on implementation of asset management plan of the water and wastewater service providers and bulk water suppliers.

Assistance in Licensing and Tariff Setting

- Participate in reviewing and evaluating license applications of the water and waste service providers and bulk water suppliers;
- Participate in reviewing and evaluating service tariff applications of the water and waste service providers and bulk water suppliers;
- Assist in investigation and reviewing of customers` disputes and complaints.

Participating in Preparing Rules and Procedures

- Participate in reviewing WWRO Rules, procedures and orders related to the water and waste services;
- Participate in developing procedures and practices for enforcing WWRO Rules, and administrative orders.

4. Administration and Internal Finances

- Coordinate and supervise the work of administrative, internal financing, HR, linguistic and information support staff of the WWRO;
- Provide and ensure the provision of registering, data management, filing, archiving and document distribution services;
- Assist in the effective utilization of resources and in monitoring of daily office expenditures;
- Budget planning, financial administration and reporting in accordance with UNMIK and KCB rules;
- Procurement and maintenance of WWRO asset inventory system;
- Handle HR issues including recruitment, staff development, discipline, and other HR related issues;
- Develop and maintain WRRO data management and IT system including regular update of WWRO web-site;
- Organize workshops, trainings, public hearings, and meetings.