

Approved with ERE Board Decision no. 164, dated 06.10.2016.

**STANDARD CONTRACT**

ON VERIFYING ELECTRICITY METERS AND THEIR SEALS

GENERAL PROVISIONS

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## GENERAL PROVISIONS

### Standard Contract

#### ON VERIFYING ELECTRICITY METERS AND THEIR SEALS

In Tirana, today on \_\_\_ / \_\_\_ / \_\_\_ (date month year), this Service Contract is undersigned on verifying electricity meters and their sealing when entering the market for the first time; their periodic verification and complaints, between:

1. ....company exercising the electricity distribution activity according to the legislation into force .....legal entity based on the Albanian law, based in .....,with NUIS....., represented by the administrator /authorized representative Mr.....hereinafter referred to as the "Network Operator"

and

2. The company, legal entity based on the Albanian law, based in ..... with NUIS .....represented by the administrator /authorized representative Mr. .... hereinafter, referred to as the "Service Provider" or "Contractor" authorized by the General Directory of Metrology (DPM) on verifying electricity meters and their sealing who, also, hereinafter shall be referred to as the parties or party.

The parties with the qualities defined by the Law of the Republic of Albania and on their free will, shall agree to sign and respect this contract as follows:

#### **I. Legal Basis**

The parties shall sign this contract, based on Law No. 43/2015 "On Power Sector", Law No. 9875, dated 14/02/2008 "On Metrology" as amended, the Metering Code, as well as the legislation in force that respectively regulates the relations in the Republic of Albania.

#### **General**

- 2.1 This Contract shall be used by the Network Operator to ensure and regulate the relations between the parties on accomplishing the service of:
- Verification of electricy meters when entering the market for the first time
  - Verification of electricity meters on the request of the network operator
  - Verification of electricity meters on the request of the customer submitted in the form of a complaint
  - Periodic verification of electricity meters according to the terms defined in the Metering Code
  - Electricity meters seal
  - The direct joint seal of the electricity meter hereinafter

referred to as Verification Services

The Contract includes the general part and the Annexes which are an integral part of this Contract.

In the interpretation of the Contract and the attached annexes or additions that are part of it, the following terms shall have the meaning of definitions according to Law No. 43, dated 30/04/2015 "On Power Sector", Law No. 9875, dated 14/02/2008 "On Metrology" as amended; The Metering Code as well as secondary acts on its implementation.

### **Object of the contract**

The object of this contract is the accomplishment of services in accordance with Article 77 of Law no. 43/2015 "On Power Sector", as follows:

Initial verification on the accuracy of electricity meters, before using the method of sampling, based on random selection, at the laboratory of the authorized legal entity or on site.

Verification of the accuracy of electricity meters, at the laboratory of the authorized legal entity or on site, based on the request of the same operator.

Verification of the accuracy of electricity meters, at the laboratory of the authorized legal entity or on site, based on the customer's complaint.

Periodic verification of the accuracy of electricity meters at the laboratory of the authorized legal entity or on site.

Sealing the machinery of the electricity meters near the laboratory of the authorized legal entity or on site.

The direct joint seal of the electricity meter on site.

### **DEFINITIONS AND REFERENCE STANDARDS**

#### **Definitions**

The terms used in this contract shall have the following meanings:

- “**Energy Regulator Authority**” or “**ERE**” shall mean the regulator authority of the power sector, which operates in conformity with Law no. 43 of 30/04/2015 “On Power Sector”.

- **“General Directory of Metrology” or “DPM”** shall mean a legal person, specialized for metrology, under the Ministry of Economic Development, Tourism, Trade and Entrepreneurship, and operates, supporting Law No. 9875, of 14.02.2008 “On Metrology”, as amended as well as secondary acts on its implementation.

**“Force Majeure”** A natural or social act or event occurred in the country as earthquakes, lightning, cyclones, floods, volcanic eruptions, fires or wars, armed conflict, insurrection, terrorist or military action, which prevent the licensee from performing its obligations under the license or other acts or events that are beyond the reasonable control and not arising out of the fault of the licensee, and the licensee has been unable to overcome such act or event by the exercise of due diligence and reasonable efforts, skill and care.

**“Customer”** shall mean an electricity wholesale or end-use customer.

**“Household customer”** shall mean a customer that purchases electricity only for his household consumption, excluding commercial or professional activities.

**“Non-household customers”** shall mean the natural or legal persons that purchase electricity, which is not for household use, including the generators and wholesale customers.

**“Network Codes”** are the Transmission and Distribution Codes.

**“Distribution Code”** A set of technical rules, which govern the operation of distribution network, and establishes conditions and terms of service provided by the DSO to the customers.

**“Metering Code”** shall mean the set of technical rules and mandatory minimum norms for measuring and recording electricity.

**“Electricity metering system”** means the total of metering equipment: meters, automat devices, metering transformers, metering protection devices and isolators, circuits and equipment of data maintenance, data transmission and communication equipment and necessary cable connections that are part of the metering equipment of the active and reactive Electricity in the object.

**Distribution System Operator or “DSO”** means a legal person responsible for secure, reliable and efficient operating of the distribution grid, ensuring the maintenance and the development of the distribution system, dispersed at a given area, and if applicable, its connection to other systems in order to provide long-term capabilities to meet the reasonable demands on the distribution of electricity, respecting the environment and electricity efficiency.

**"Network Operator"** is the transmission system operator and / or distribution system operator

**Person**” means a natural or legal person.

**“Producer”**.is a person licensed in electricity production.

**"Electricity network"** is the totality of lines, substations, transmission or distribution equipment of electricity, including interconnection lines.

**“Security”** Both security of supply and provision of electricity, and technical safety

**"Electricity system"** is an interconnected system, consisting of power plants, power lines, transmission and distribution substations and equipment, for the purpose of transmitting or distributing electricity to customers

**"Distribution system"** is a system of lines supporting structures, transformers and switching / disconnecting devices used for the distribution of electricity and its delivery to customers, not including the supply.

**"Transmission system"** is the system used for the transmission of high and very high voltage electricity, connected in parallel with the systems of other countries. which

includes, but is not limited to, lines, supporting structures, transformers and switching equipment for the distribution of electricity to customers or in the distribution network, excluding supply.

**"Distribution"** is the electricity transmission in the distribution system with high, medium and low voltage, in order to deliver it to customers, without including the supply.

**Active electricity** is the active power generated or passing in an electric circuit during a time interval, with the defined integral of the active power being in time limit

**"Reactive Energy"** means the integral defined by the time limits of reactive power measured in units of reactive volt-ampere-hours or Separate Standards.

**"Electric Meter"** - Means a device for measuring Active energy (import / export), reactive energy, full energy, active power, reactive power, full power voltage, power factor and frequency.

**"Metering Equipment"** - means meters, metering transformers for (current and voltage transformers (TRR & TRT), protective measuring equipment including alarms; electrical connections as well as data collection stations related to these as well as conductors that are part of additional equipment in place .

**"TRR"** means current transformers

**"TRT"** means voltage transformers.

**"Energy meter"** - shall mean the metering devices that measure electricity by integrating the power regarding the respective time

**"Active energy meters"** - are measuring devices that measure active electricity through the integration of active electricity in relation to the respective time.

**"Reactive energy meters"** - are measuring devices that measure reactive electricity through the integration of reactive electricity in relation to the respective time.

**"Active / Reactive energy electromagnetic meters"** - are devices that measure currents in fixed coils by acting on currents induced in the moving element (apparatus disk), causing its movement in proportion to the energy measured.

**"Active / Reactive energy meters"** - are measuring devices in which currents and voltages act on electronic elements to produce an output proportional to the energy being measured.

**"Current circuit"** - is an internal electrical connection to the electrical meter that is part of the metering element, which serves to pass current to the circuit to which the electrical meter is connected.

**"Voltage circuit"** - is an internal electrical connection to the electrical meter that is part of the metering element, which serves to supply voltage to the electrical meter.

**"Electricity meter constant "** - is the value which expresses the relationship between the energy recorded by the meter and the corresponding value of the number of revolutions of the disk (electromechanical meter) or the corresponding value of the impulse generated by the electron pulse generator, number of revolutions or number of pulses per unit of electricity consumed.

**"Electricity meter register"** - is an integral part of the meter which enables the registration of the measured value of electricity.

**"Accuracy class"** - is the class of electricity meter that meets the declared metrological requirements, which are intended to keep measurement errors within the limits set under specific operating conditions

**" Connection without metering transformer "**- is the connection of the electrical metering instrument directly to the electrical circuit where it shall record electricity

**"Connection to metering transformer"** - is the connection of the electrical metering instrument to the electrical circuit where it shall record electricity through one or several

external metering transformers.

**"Sensitivity current" (I<sub>st</sub>)** - is the smallest value of the current for which the electric meter begins to record electricity. [IEC 62052-1 IJ [EN50470-1]

**"Nominal current for meters connected without transformer" (I<sub>b</sub>)** - is the value of the current on the basis of which the performance of the meter is realized. [IEC 62052-11], [EN50470-1]

**"Nominal current for meters connected to the transformer" (I<sub>n</sub>)** - is the value of the current on the basis of which the performance of the meter is realized. [IEC 62052-11], [EN50470-1]

**"Minimum current" (I<sub>min</sub>)** - is the smallest value of current for which the European Standard has specified accuracy requirements. [EN50470-1].

**"Reference current" (I<sub>ref</sub>) (nominal current)** - is the value of the current on the basis of which the performance of the meter is realized. [EN50470-1]

- For connecting the measuring instrument without measuring transformer ( $I_{ref} = 10 * I_{tr}$ ).

- This value is the same as (I<sub>b</sub>) defined by IEC 62052-11

- connecting the measuring instrument to the measuring transformer ( $I_{ref} = 20 * I_{tr}$ ).

- This value is the same as (I<sub>n</sub>) defined by IEC 62052-11.

**"Transient current (intermediate)" (I<sub>tr</sub>)** - is the value of the current over which all the accuracy requirements of the European standard apply, [according to EN50470-1]

**"Maximum current" (I<sub>max</sub>)** - is the highest value of the current for which the electric meter is presumed to meet the accuracy requirements. [IEC 62052-11 [EN50470-1]].

**"Reference voltage" (U<sub>n</sub>)** - is the value of the voltage on the basis of which the performance of the meter is realized. [IEC 62052-11], [EN50470-1]

**"Reference frequency" (f<sub>nom</sub>)** - is the value value on the basis of which the performance of the meter is realized. [IEC 62052-11]

**"Reference temperature"** - is the ambient temperature specified for the reference conditions.

**"Measurement error"** - is the meter reading minus the true value.

**"Relative error"** - is given by the following formula:

Percentage error = (recorded energy - true value) \* 100 / true value.

**"Maximum permissible error" - "GML"** is the maximum value of the measurement error, in accordance with a known reference value, which is allowed by the specifications or standards for a measuring instrument or measuring system.

**"Data security"** - the prevention of one or more of the following:

- unauthorized access to information within a data system;
- unauthorized disclosure of information within a data system;
- unauthorized production of data that may be considered valid

**OBIS Object Identification System"** - a system that defines identification codes for the data tools most commonly used during measurements and other equipment.

**"Metrology"** - is the science of measurements.

**"Measuring instrument"** - is any device or system with additional functions.

**"Certified Reference Instrument"** - is a reference instrument, accompanied by documentation issued by the authoritative body and in accordance with valid procedures, used to add specific quality values with uncertainty and transmissibility (traceability).

**"Reference Etalon"** is an etalon that, generally, has the highest metrological quality in

a given country or organization from which the measured measurements are derived.

"CE Marking" (CE Marking) is the CE symbol which means "European Conformity" according to Directive 93/68 / EEC of 1993. The CE mark proves the conformity of products according to the requirements of the European Community.

"CE Verification" is the procedure that a producer or his authorized representative within the community provides and declares that the product conforms to the type described in the CE certificate.

"Calibration" - is the totality of actions that defines, in particular conditions, the relationship between the values indicated by an instrument or measuring system, and the known, corresponding values of the measured instrument.

"Safety seal" - These are seals with safety elements used to seal the machine and / or clamp of the electric meter to identify intentional or accidental interference with the electric meter.

"Safety Labels" - These are labels with safety elements used to seal the electric meter machinery to better secure the electric meter and to identify intentional or accidental interference with the electric meter.

"Joint-sealing" - It is the service performed in cooperation and coordination between the Rigid Operator and the entity authorized to seal at the same time the meter of the electric meter

VOID" - is the writing that leaves the safety label on the body of the electric meter when removed from the electric meter and is a security element to judge whether it has been abusively interfered with the electric meter

"AQL" - Acceptable Quality Limit (Acceptable quality limit) is related to the acceptance of tears of electrical meters tested according to the method of choice.

"Verification" - is the confirmation through examination and evidence, if the specific requirements, technical-metrological are met

"Authorization" - is the granting of the right in accordance with the legislation in force to perform legal metrology services of measuring instruments in the mandatory field, public and private entities, domestic or foreign, operating in the Republic of Albania.

"Authorized Entity" is the entity authorized by the DPM to perform the service of verification and sealing of the electric meter.

"Certification" - is the activity, through which a third party formally proves that a product, process or service complies with the requirements set out in the relevant standards.

"Certificate of Compliance" - The document issued according to the system certification rules, which states that this compliance has been achieved.

"Conformity testing" - Systematic examination to determine whether the specified requirements have been met, in particular from a metrological point of view.

- Accreditation "- is the procedure on a daily basis an authorized body, evaluates the competence of a conformity assessment body to perform specific tasks such as testing, calibration, certification and inspection. Competence is the key to ensure transparency, reliability and the efficiency of the services provided by Accredited Conformity Assessment Bodies.
- "Accredited Laboratory for Testing" - is a subject accredited with the standard S SH EN ISO / IEC 17025 For Testing issued by Institutions or Member Organizations with full rights in EA (European Organization for Accreditation).
- Accredited Laboratory for Calibration" - is a subject accredited with the standard S SH EN ISO / IEC 17025 For Calibration issued by Institutions or Member Organizations with full rights in EA (European Organization for Accreditation).

- "Inspection" - is the review of a product, service, process or metering system, by determining their compliance with specific requirements or on the basis of a professional judgment, with general requirements.

#### Reference standards

The control of electricity metering devices shall be carried out in accordance with the following methodologies and standards and acts:

- **DPM**  
Procedures related to the verification of electricity meters
- **ERE**  
Metering Code  
The methodology for calculating the economic damage
- **IEC 62052-11:2003**  
Electricity metering equipment (AC) - General requirements, tests and test conditions - Part 11: Metering equipment
- **IEC 62053-11:2003**  
Electricity metering equipment (a.c.) - Particular requirements - Part 11: Electromechanical meters for active energy (classes 0.5, 1 and 2)
- **IEC 62053-21:2003**  
Electricity metering equipment (a.c.) - Particular requirements - Part 21: Static meters for active energy (classes 1 and 2)
- **IEC 62053-22 2003**  
Electricity metering equipment (a.c.) - Particular Requirements - Part 22: Static meters for active energy (classes 0.2 S and 0.5 S)
- **IEC 62053-23:2003**  
Electricity metering equipment (a.c.) - Particular requirements - Part 23: Static meters for reactive energy (classes 2 and 3)
- **EN 50470-1:2006**  
Electricity metering equipment (a.c.)- General requirements, tests and test conditions. Metering equipment (class indexes A, B and C)
- **EN 50470-2:2006**  
Electricity metering equipment (a.c.). Particular requirements. Electromechanical meters for active energy (class indexes A and B)
- **EN 50470-3:2006**  
Electricity metering equipment (a.c.). Particular requirements. Static meters for active energy (class indexes A, B and C)
- **Directive 2004/22/EC**  
Of the European Parliament and of the Council of 31 March 2004 on measuring instruments (applicable from 2006-10-30)
- **Directive 2006/32/EC**  
Directive of the European Parliament and of the Council of 5 April 2006 on energy end-use efficiency and energy services and repealing Council Directive 93/76/EEC
- **ISO 2859-1:1999/Cor 1:2001**  
Sampling procedures for inspection by attributes Part 1 : Sampling schemes indexed by acceptance quality limit (AQL) for lot-by-lot inspection
- **IEC/EN 61557**  
Electrical safety in low voltage distribution systems up to 1000 V a.c.
- **SSH EN ISO/IEC 17025**  
General requirements for the competence of testing and calibration laboratories
- **EN ISO/IEC 17020:2012**

Conformity assessment - Requirements for the operation of various types of bodies performing inspection  
**International Vocabulary of Metrology**  
Basic and General Concepts and Associated Terms (VIM 3rd edition) JCGM 200:2012

## **REQUIREMENTS FOR METERING ACCURACY**

Verification of electricity meters is performed by the General Directorate of Metrology (DPM) or by a legal entity authorized by it.

Initial verification, periodic verification and verification according to the customer's complaints in laboratory conditions or on site shall be performed only by authorized entities. DPM approves the relevant procedures for verification of meters, in accordance with applicable law and international standards.

Entities authorized to verify the electricity metering system must use only Certified Reference Instruments or Reference Etalons equipped with a calibration certificate issued by calibration laboratories accredited with S SH EN ISO / IEC 17025.

Verification of the accuracy of the electrical meter accuracy class can be performed in laboratory conditions or on site using Certified Reference Instruments or Reference Etalons with accuracy class  $\pm (0.05-0.5) \%$ , which must be calibrated by accredited calibration laboratories with Standard S SH EN ISO / IEC 17025. The accuracy class of portable étalon reference instruments shall be  $\leq \pm 0.5\%$ , including the error of current measuring pliers.

During the initial verification and / or during the periodic verification or any other type of test, the electrical meters shall be tested for accuracy conformity to meet the requirements specified by their accuracy class. If during the electricity meter verification service we shall have:

- a. The measurement error of the electric meter results above / below the values of the maximum / minimum error allowed in the IEC / EN Reference Standard for the type and accuracy class of the meter, then the electric meter shall be considered as Irregular.
- b. Whenever the measurement error of the electric meter results above / below the values of the maximum / minimum permissible error provided in the IEC / EN Reference Standard for the type and accuracy class of the meter, even at a measuring load point, it shall be considered as Irregular and must be replaced within 3 days with another electric meter. The electric meter that shall replace the Irregular one, must:
  - i. be verified in advance by authorized entities;
  - ii. Or be an electric meter which has the CE certification mark stamped by the party that accepts the electric method through the sample method based on random selection,
  - iii. Or with another electric meter which can be verified on site at the time of replacement.

Legally controlled metering instruments, which are not subject to CE marking, as well as their components, accessories and auxiliary equipment, are subject to metrological control, which is performed through type approval, initial and subsequent verification of measuring instruments.

Instruments measuring object CE marking are not subject to type approval and initial

verification, but only subsequent verifications.

The Network Operator must ensure that the new meter supplier submits the test report for each electrical meter. Each test report shall be provided by accredited testing laboratories equipped with the EN ISO / IEC 17025 Standard, which must be independent of the Supplier as well as the certification document of the CE Compliance Certificate.

Electrical meters that may have the CE mark and are supplied by the party that accepts the electric meters through the sampling method based on random selection, but which have been used before, shall be performed by the following entity before their reconnection.

### **INITIAL VERIFICATION OF ELECTRICITY METERS**

The Network Operator provides the initial verification of the electrical meters before being put into use through the sample method, based on random selection, at the laboratory of the authorized legal entity. The Network Operator shall send for testing a randomly selected quantity of the total quantity from the lot of meters delivered by the supplier.

Tests shall be performed to verify the compliance of the accuracy class of electrical meters selected at random and shall be carried out in accordance with the standards specified IEC 62053, EN 50470, etc. according to the type and accuracy class of the electric meter.

The tests shall verify if the randomly selected number of electrical meters work at the levels of accuracy according to the requirements provided in the standards IEC 62053, EN 50470 and the procedures approved by the DPM and these tests shall be performed by the authorized entity itself.

Tests related to the initial verification shall be performed by the authorized entity generally under laboratory conditions and include:

- a) Electrical stability test
- b) Sensitivity test
- c) Load-free test
- d) Load test
- e) Tests for constant

All new electrical meters except the ones specified in point 6.1 that are installed at the customer shall be verified before installation if their measurement error is within the tolerances provided in the standards and the Metering Code. Electrical meters that are part of the humidification by the manufacturer according to point 6.1, for which the testing has been performed through the sample method based on random selection and which are equipped with CE certification, shall not be tested at the customer. In these cases, the authorized entity performs only the joint seal of the electric meter and does not claim responsibility for the accuracy of the electric meter installed in this form to the customer.

Classic electric meter 1, 2, A, B shall be verified by the entities authorized by the DPM where the field of authorization covers these accuracy classes.

Verification of electric meters by authorized entities shall be performed according to the terms and conditions set out in the standard contract approved by ERE.

Maximum permissible error (E) according to the classes and type of electric meter for 1 phase symmetric load mode; nominal (base);  $1 = 100\%$ , and for  $\cos\phi = 1$  or for 3-phase symmetric load mode: nominal »base);  $1 = 100\%$  (L1, L2, L3) and for  $\cos\phi = 1$  is:

- class 2 / GML =  $\pm 2\%$ ; class 1 / GML =  $\pm 1\%$  ;
- class A / GML =  $\pm 2\%$ ; class B / GML =  $\pm 1\%$  ;

## **INTERPRETING THE RESULTS OF THE INITIAL VERIFICATION**

A certain quantity selected randomly, from the total quantity of electric meters that are expected to be delivered under the purchase contracts, shall be subject to testing in order to verify the conformity of their accuracy class. The selection of meters to be tested shall be random as part of the amount submitted. The selection of samples for verification testing is performed by the Network Operator according to the terms and quantities defined in Annex 24, part of this contract.

The conformity assessment procedures of the electric meter are defined in the MID-Measuring Instruments Directive (2004/22 / EC) as well as ISO 2859.

The sampling procedure and its interpretation shall be carried out according to the IEC ISO 2859 Standard, using the criterion that the test system of electrical meters selected as a sample must guarantee a quality acceptance level (LQL) of not more than 1 %; (AQL is the maximum percentage of incompatible items in a lot, where the lot has a 95% probability of being accepted).

Test results shall be interpreted in accordance with ISO 2859-1: 1999 / Cor 1: 2001 "Sampling procedures for specimen inspection - Part 1: Sampling schemes indexed by acceptance quality limit (AQL) for lot-by-lot inspection — Technical Corrigendum defined in Annex 24 of this contract.

The criteria for accepting new electric meters delivered by the manufacturer for each delivery (lot) with the selection methodology are presented in Annex 24.

## **PERIODIC VERIFICATION OF METERS**

Periodic verification of electrical meters shall be performed by Entities authorized by DPM.

Electrical meters shall be tested in laboratory conditions or in field conditions using Certified Reference Instruments or Reference Etalon equipped with a calibration certificate issued by laboratories accredited with the Standard S SH EN ISO / IEC 17025.

The test methodology shall be that of comparing measurement results with those recorded by a Certified Reference Instrument or Reference Etalon.

The objects of verification shall be all electrical meters of the end use household customers; to end use non-household customers, electrical balance meters from collective boxes as well as electrical meters placed in electrical substations that belong to non-household customers directly connected to the substation. Electrical meters of substations related to the energy balance of the network operator shall also be subject to this contract.

The error tolerances of the meter tested under laboratory conditions shall be in accordance with its class as well as the limit of maximum permissible errors provided in the IEC / EN Reference Standards according to the type and accuracy class of the electric meter. If during the test, the measurement error even at one point of load results higher than the maximum allowable error tolerance provided in the IEC / EN Standard, then the meter shall be considered irregular and

shall be replaced by the Network Operator.

The error tolerances of the meter that is tested in field conditions, without disconnecting the meter from the electrical circuit and realized with the Reference Etalon, should not be greater than 1.5 times above the accuracy class of the electrical meter alone.

The meters that result being regular after verification shall be stamped with a security stamp and a pair of security labels. Measures that result in irregularity shall be identified by means of a set of safety labels indicating that the meter is irregular. The Rijet operator shall perform the replacement of these meters that have turned out to be irregular within three working days of testing by the authorized entity.

Security seals and labels must be approved in advance by the DPM.

The seal and the label must remain undamaged in such a way that the fullness of this full status of being verified as defined in 20.6.

In case of interference to the metering system or meters, the existing seal shall be irreversibly destroyed.

Meters which are out of operation should be tested in authorized laboratories or certified again according to this Code before they are reinstalled for use.

Periodic tests must be performed at specified intervals to check and verify that the operation of the metering is within the permissible error limits given by the Metering Code and in accordance with the terms and conditions of this contract.

All Parties must be informed on the tests, be invited to attend and the results of these tests be made available to all Parties. The Network Operator has the duty and responsibility to inform the customer and submit to the customer a copy of the test report certifying the consistent and accurate certification of the electrical meters installed at the customer.

Compliance tests should be performed in such a way as to minimize and avoid interruptions of electricity metering to the customer.

The Network Operator has the duty to repair the connections of the electrical circuits of the metering system, because during the verification by the authorized entity, an irregular phase or diagram of the electrical meter results.

Authorized entities are not responsible for the accuracy of current and voltage transformers, their transformation coefficient and the parameter placed on the meter for the purpose of calculating the electricity consumed by the user.

Authorized entities are not responsible for reading the electric meter at the time of testing to the client. It is the duty and responsibility of the Network Operator to first identify irregularities or interventions in the registration of electricity consumption by the customer and after the Network Operator applies the damage according to the damage calculation methodology approved by the ERE, he notifies the authorized entity to perform electrical meter verification.

Authorized entities shall not conduct expertise regarding the status or possibility of interference with security seals placed by the Network Operator or other authorized entities, but shall only identify cases where security seals or labels placed by the the authorized entity itself have been violated or not.

The authorized entities shall inspect the electric meter before the test and shall express themselves in the test report in relation to the identified irregularities or for intentional interventions in the electric meter.

### **PERIODIC VERIFICATION WITH PORTABLE REFERENCE ETALON**

Verifikimi i matësive elektrik në terren do të kryhet d Verification of electric meters in the field shall be performed using portable Etalon Reference instruments without adjustable power supply.

This test shall be performed with electrical meters connected in the scheme verifying not only the accuracy of the electric meter but also the regularity of the electrical connections of the electric meter to the customer.

The accuracy class of portable reference étalon instruments shall be  $\leq \pm 0.5\%$  including the error of the current measuring pliers.

Portable reference instruments to be used for this purpose must be calibrated by DPM or calibrated by calibration laboratories accredited with the standard S SH EN ISO / IEC 17025.

For on site tests performed with reference etalon, different measurements of the measurement error of the electric meter shall be performed in at least three different load modes and only the average error of the performed test shall be recorded in the test report. Different load regimes can be created in the field or by changing the client's own load by inserting or removing different loads, or the authorized entity can artificially improvise different loads at the electrical meter terminals. The test report that shall represent the certificate of conformity shall identify the mean error measured with the reference étalon instrument.

The tests that shall be performed to verify the conformity of the accuracy of the electrical meter connected to the electrical circuit, without being disconnected from the connection with the customer, shall be the following:

- a) Sensitivity test
- b) Load-free testing
- c) Load testing

During the on site service for verification purposes using portable reference étalon instruments without adjustable power supply without disconnecting the electric meter from the customer and / or the joint sealing service, the authorized entity shall also perform the following inspections:

- a) Verifying the regularity of the connection of current circuits
- b) Verifying the regularity of the connections of voltage circuits
- c) Vector diagram of electrical connections of three-phase circuits
- d) Evidence of the presence of intentional damage to the electric meter
- e) Violation of security seals and labels previously placed by the authorized entity itself.

Services under points 9.6 and 9.7, together with the electrical meter seal, shall be considered and reported as on-site verification and joint sealing service.

The maximum permissible error tolerance in the measurement shall not be greater than 1.5 times the accuracy class of the electric meter itself.

The authorized entity submits to the Network Operator the list of portable reference instruments without power supply which have been used for the purpose of verifying the electric meter (compliance of the accuracy meter of the electric meter), according to the register of reference étalon instruments presented in Annex 27 as well as the accreditation certificate of the accredited institution or laboratory that has performed their calibration.

In cases when the on site service is performed at the request of the Network Operator in the form presented in Annex 28 according to the identified anomalies of the Network Operator, then the authorized entity shall reflect in the verification report the anomaly reported by the network operator. The authorized entity shall present in the report the code of anomalies used by the Authorized entity and the Network Operator according to the cases that shall be evidenced during the verification in laboratory conditions or during the on site verifications.

### **INTERPRETING THE IRREGULARITIES OF ELECTRICITY METERS**

When at the end of the verification it is ascertained that the metering error recorded after the test is beyond the maximum permissible error and there is no evidence of intentional damage done by the customer, then the Network Operator performs the respective calculations of the amount of energy invoiced more or less according to the result of the inaccuracy in the meter and in this way the compensation is made according to the rules and procedures provided in the Metering Code.

Adjustments for meter irregularities shall be limited for the last period of 12 months and whenever ascertained by the entities authorized to perform the testing of electrical meters if the meter exceeds its specified accuracy limits (minus or plus), then the following compensation procedure shall be applied:

- a. In case there are results that prove that the meter does not make accurate electricity measurements and the metering error exceeds the limits specified in this contract and the Metering Code and the customer has paid less (the test error is negative), then the customer is obliged to pay the value difference between the measurement error and the maximum error tolerance allowed for the previous 12 months starting from the day when the verification was made.
- b. In case the results prove that the meter does not make accurate electricity measurements and the error exceeds the limits specified in this contract and the Metering Code and the customer has paid more (test error is positive), then the Network Operator is obliged to pay the value difference between the measurement error and the maximum error tolerance allowed for the previous 12 months starting from the day when the verification was made.
- c. If the testing for verification purposes is performed in laboratory conditions, as a reference point for the compensation assessment shall serve the difference between the measurement error resulting in the meter after testing and the maximum permissible error according to the accuracy class of the meter itself. The meter measurement error is calculated at the load reference point as follows:
  - 1F meter:  
)  $1=100\%$ , per  $\cos\theta=1$
  - 3F meter:

Nominal symmetrical load (base),  $I = 100\%$  (L1, L2, L3) per  $\cos\phi = 1$  • Measures 1 (one) phase:

Nominal symmetrical load (base).  $I = 100\%$ , per  $\cos\phi = 1$

• 3F meter:

Nominal symmetrical load (base),  $I = 100\%$  (L1, L2, L3) per  $\cos\phi = 1$

- d. If the testing for verification purposes was performed in on site conditions with portable reference etalon instruments, as a reference point for the compensation assessment shall serve the difference between the measurement error resulting in the meter after testing with 1.5 x the class of the electric meter.

### **SEALING OF METERING SYSTEM**

According to the metering code, the equipment of the metering system must be installed in individual boxes (individual boxing), or collective panel (collective boxing) or metering switch (when the metering is performed in T.M) and located in separate premises or in places where they can be clearly read and are easily controllable by representatives authorized by the Network Operator. The meter display should always be clear and visible.

The equipment of the metering system should be easy to seal to enable the Network Operator or authorized entities to seal the elements with seals and security labels.

The Network Operator and the authorized entity shall joint seal the electrical meter's setter with special seals.

During the process for the verification of the electric meter, the authorized entity shall place a pair of safety labels in the machine of the measuring device to increase its safety and protection from potential abusers.

Interference with metering system equipment and seals shall be penalized in accordance with applicable law.

DPM approves the type of security seals to be used by the Network Operator and the authorized entities that perform the service of verification and joint sealing of the electric meter.

- 11.7 Sealing through the safety seal is performed with galvanized steel wire.
- 11.8 Two security seals are placed on each electric meter in its setter, because through the joint sealing process, one seal is placed by the authorized entity and the other seal is placed by the Network Operator. If the electrical meter has the seals of the manufacturing plant those seals shall not be touched.
- 11.9 Sealing of the electric meter shall be performed in the following points (applicable):
- Metering device (Authorized entity)
  - Meter Clamp (Network Operator and authorized entity)
  - Meter parameter setting button (Network Operator)
  - Individual meter box (Network Operator)
- 11.10 After the process for the verification of the electric meter, the authorized entities shall install a pair of security labels with the same serial number (unique pair), to secure the meter device from abusive interventions.
- 11.11 The pair of security labels with the same serial number, which are installed by the authorized entities during the verification of the electric meter, shall be considered and invoiced placement of a separate security stamp.
- 11.12 The security labels that shall be used must have the logo of the entity that performed the installation, must have a serial number, barcodes, and be of a use by self-destructing or leaving a visible VOID mark if removed from the meter electrical after placement by the entity during the verification of the electric meter.
- 11.13 If during the on site verification the authorized entity is not able to evaluate the accuracy of the electric meter, then requests that the electric meter be tested in laboratory conditions. This requirement is evidenced by placing the safety label Re-Testing in the Laboratory. For these cases the authorized entity shall not report and shall not invoice the on site service.
- 11.14 The Network Operator is obliged to submit to the Authorized Entity, 7 working days in advance, a plan where details shall be presented where the verification service or joint sealing service shall be performed, otherwise at the request of the Operator outside this deadline shall not be met by the authorized Entity within the required time limit.
- 11.15 The Network Operator is obliged to submit to the Authorized Entity, 3 working days prior, a detailed plan where the electrical meters of the customers shall be verified according to the anomalies identified in advance according to the form presented in Annex 28 together with the Operator, the code of anomalies, otherwise any request made by the Network Operator outside this deadline shall not be considered by the Authorized Entity. The complete list of anomalies of the Network Operator for the invoice system is presented in Annex 29. In cases when there is information about abuse and / or interference in the electric meter then the verification of the electric meter shall be concluded within the day.

## **XII. The rights and obligations of the Parties**

## **General**

The parties shall coordinate the work program for the practical realization of the object of the Contract, setting up the relevant structures for the coordination, coordination and organization of work. The parties have mutual responsibility for the implementation in quantity and suitability of this program.

The parties have the right to enter into a contract for some or all of the services provided in the object of the standard contract, provided in points 3.1-3.6

The information stored by each party shall be given to the other party, who was given the right to use this information to the extent specified in this contract. The contractor shall establish the physical and electronic archive according to the standards of the legislation in force.

The parties have the obligation to:

- Inform each other of any situation of irregularities found by the state control authorities, as well as of any suspension or revocation of permits / licenses, authorizations, etc., which have to do with control services;
- immediately inform the Network Operator of the legal proceedings concerning the control services, excluding those provided by law;
- keep the Network Operator informed on developments in the aforementioned situations and proceedings.

## **The rights of the Network Operator**

The Network Operator has the obligation to:

In accordance with the obligations defined in the Law, shall draft the annual graphic plan (divided by months and by regions) of services, ensuring that within the periods for periodic verification defined in the Metering Code, all electric meters in use are to be verified. Part of the services related to the initial verification of electric meters; verification of the electric meter according to customer complaints or verification according to the requirements of the network operator for anomalies identified, are not part of this planning.

To design structures that shall be engaged and shall be responsible for the service of verification of electrical meters.

Electricity interruption services, automatic switching services are not related to periodic verification or verification of meter complaints and should not be part of the daily work planning by the Network Operator. The control of the measuring device of some customers who have doubts, shall be carried out according to a weekly plan in agreement between the parties, but the priority shall always be the realization of the periodic control plan.

Cooperate with the structures of the authorized entity to ensure the implementation of the monthly and annual service plan. Authorized entities are not part of the administrative structure of the Network Operator and are not even dependent on the Network Operator but cooperate closely with the Network Operator.

5. It is responsible for transporting to the laboratory for initial verification service only the type of meters which have been accepted by DPM to enter the market for the first time.
6. Guarantees normal organizational and technical conditions for the working groups to ensure the effectiveness and realization of the approved work program.
7. Has the obligation to provide the authorized entity with full and safe access to all areas and premises where the verification services are to be performed, the same access that is created to the employees of the network operator.
8. According to the graph plan, the Network Operator brings to the laboratory of the authorized entity the electricity meters and submits their documentation for verification and stamping. The Network Operator is responsible for the transportation and the conditions of its realization, in order not to damage the electric meters. If the transport shall be performed by the authorized entity, then the Network Operator shall also recognize the respective transport costs.
9. To verify the existence of verification and sealing of the device and cursor of the electric meter by the authorized laboratory before performing the installation of the meter to the user. The electric meter shall not be installed at the customer if it is not verified in advance by authorized entities. Electric meters that are part of the supply from the manufacturer, for which the testing was performed through the sample method based on random selection and which are equipped with CE certification, shall not be tested at the customer. In these cases, the authorized entity performs only the joint sealing of the electrical meter clamp and is not responsible for the accuracy of the electrical meter installed in this form to the customer.
10. To submit in advance to the authorized entities technical data related to the type, models, serial number, year of production, etc., of electric meters that are part of the supply by the manufacturer for which the testing was performed through the sample method, based on casual selection and that are equipped with CE certification.
11. Not to perform the sealing of the meter's setter without ensuring at the same time its joint sealing by the authorized entity.
12. Not to modify or damage the seals installed by the authorized entity.
13. To repair the connections of electrical circuits, if during the verification by the authorized entity, an irregular phase or vector diagram results.
14. To replace the electric meters within 3 days, which are found irregular during the on site control.
15. To be held Responsible for the accuracy of current and voltage transformers, their transformation coefficient as well as the parameter placed on the meter for the purpose of calculating the electricity consumed by the customer or user.
16. Bears responsibility for the realization of the monthly plan of services and if for a certain period of time the monthly plan is not realized, then the non-realization shall be completed in the following month.
17. The security seals of the network operator are approved in advance by the DPM.
18. The network operator has the right to check and verify the acts of monthly service reconciliations submitted by the authorized entity and to sign the documents required under this contract.

Regional Coordinator of the Network Operator. no later than 2 calendar days from the end of the activity summary in electronic form, sign the submitted documentation and return to the Service Provider 2 (two) copies of the documents related to the monthly regional reconciliation.

Regional Coordinator of the Network Operator no later than 2 calendar days from the end of the activity summary in electronic form, sign the submitted documentation and return to the Service Provider 2 (two) copies of the documents related to the monthly regional reconciliation. If the regional coordinator does not sign the documentation as provided in the above deadlines then he bears individual responsibility for non-performance of the duty, and the Service Provider shall consider the submitted documentation properly and shall submit that unsigned documentation to the Network Operator's contract Administrator.

### **3 Obligations of the Authorized Entity**

The authorized entity has the obligation to:

1. Carry out and fulfill its services and obligations in accordance with the requirements of the Technical Standards provided in this contract and according to the forms in the annexes of this contract.
2. Perform the verification and sealing of the machinery of electricity meters that are regular using a machinery seal and two safety labels. For electrical meters that appear to be in order after verification, the contractor shall remove all previous seals and labels by installing new seals and safety labels. If the electric meter has the seals of the production plant then these seals shall not be touched by the authorized entity.
3. For the electricity meters that result from the verification as irregular, no sealing of their machinery is done, but two safety labels with the same serial number are placed, which certify that the meter is irregular. Previous seals and labels shall not be removed from the electrical meter which after verification turns out to be irregular.
4. Not to joint seal the meters in the field, if the meters have not been verified before by the authorized entities. Exceptions are electric meters that are part of the supply from the manufacturer for which the testing has been performed through the sample method based on random selection and which are equipped with CE certification.
5. The performance of services by the authorized entity shall be evidenced through the submission of forms according to the annexes of this contract.
6. The authorized entity prepares and records the data of the verification results in the archive and prepares the delivery document according to the forms in the annexes of this contract.
7. Entities authorized for the verification of electrical meters are not responsible if the Network Operator requests verification of electrical meters, which have not been approved in advance by the DPM to enter the market for the first time.
8. The seals and labels used by the contractor shall have safety elements and in case of interference with the electrical meter, the seals and labels must be irreversibly damaged and the damage / interference should be easily identifiable. Security stamps and tickets are approved in advance by the DPM.

### **XIII. THE TERM FOR THE ACCOMPLISHMENT OF SERVICES**

- 13.1 The service of initial verification of meters in laboratory conditions must be performed within 5 working days from the moment of delivery for verification of the batch (quantity) of electricity meters, when the quantity of meters delivered is up to 1000 pieces for one-phase meters and up to 300 pieces for three-phase meters. If the amount of meters delivered shall be larger, then the daily unit capacity shall be used respectively 200 1 Fmeters / day one phase and 60 3 F meters / day
- 13.2 The service of periodic verification of meters in laboratory conditions must be realized within 5 working days from the moment of delivery for verification of the batch (quantity) of electricity meters, when the quantity of delivered meters is up to 200 meters. leather up to 60 3 F meters / day.
- 13.3 On site verification service with Etalon portable reference instruments without adjustable power supply and / or joint seal service shall be performed on the same day as this service is scheduled to be performed by the Network Operator.
- 13.4 The terms for laboratory verification of the meters that constitute a complaint from the customer or user shall be the same as those of point 13.2.

### **XIV. PROVIDING INFORMATION**

- 14.1 The Network Operator has the obligation to provide and make available to the Authorized Entity the technical information that has to do only with one-phase and three-phase energy meters, of accuracy class 0.5, 1, 2, A, B and C used by him, while data related to the customer or user are under the administration of the Network Operator only and are not given to the authorized entity while maintaining the confidentiality of the customer.

### **XV. CONTROL AND SAFETY IN THE WORKPLACE**

- 15.1 In accordance with the legislation on the safety at work and accident prevention, the Network Operator has the obligation to provide the Authorized Entity with full and detailed information available regarding the specific risks existing in the places where the service shall be performed by the staff, which perform the control service.
- 15.2 The Parties also have the obligation to co-operate and co-ordinate with regard to the application of technical safety rules for the avoidance of occupational hazards and the prevention of accidents affecting the operation of companies.

The Network Operator is responsible for the grounding of the metering system, its control and maintenance, in accordance with the requirements of technical security and technical working conditions of the equipment.

The Network Operator must ensure that any electrical meter is equipped with protection automatics, otherwise the connection of the electrical meter shall be considered irregular and the authorized entity shall not perform the service of verification of these electrical meters. The connection of the device is realized in front of the electric meter, thus protecting the customer

and the electric meter.

Individual boxes must be grounded with special grounding electrodes realizing the grounding resistance in the value provided by the Regulation of Technical Safety and Technical Use for Plants, Electrical Installations and Equipment and IEC / EN 61557 - "Electrical safety in low voltage distribution systems up to 1000 V a.c."

All power supply lines and machines must have sufficient power to prevent the escalation, isolation and evaluation of a fault in current and sufficient mechanical power for tasks that may be required to be performed according to the conditions of the place where the installation took place and must be built, installed, worked on and maintained based on the security of people and property.

### **PROTECTION FROM INTERVENTIONS AND DAMAGES**

The Network Operator must verify the Electricity consumption recorded at each metering point to determine the actual consumption for the end use Customers.

In case of illegal interference or unauthorized use of electricity. The Network Operator shall implement the Legislation in force of the Republic of Albania.

When the meter or part of the meter is out of function or working outside the permissible limits of error, then measures are taken to replace it, making it possible to return the device to work according to the allowed requirements for the permissible error limits.

Household or non-household customers shall use and store the metering equipment with care when they are located within the boundaries of their property.

The customer who has no interest to own the metering device installed by a system operator, should not interfere or allow intervention of the installed metering devices.

All verified meters are sealed. Seals are used to identify the subject who performed the meter verification and provided the safety for the meter elements from intervention.

The electrical power used by the customer must be read and billed by the supplier according to the records of the metering device.

Any intrusion into the networks of the Network Operator is not allowed and is prohibited under the Legislation in Force.

### **MODIFYING THE TERMS OF SERVICE**

- 17.1 The Authorized Entity may change or modify the service procedures following the references of the standards, or the modifications required by the legislation. In these cases the Authorized Entity shall inform the Network Operator and ERE in advance of these changes one month before modification.

## **XVIII. TARIFFS- SERVICE FEES**

- 18.1 The ceiling tariffs for the verification of meters are approved by a joint instruction of the Minister of Finance and the minister responsible for energy, as defined in Law No. 43 dated / 2015 "On power sector". Service tariffs with the authorized entity are presented in Annex 1.

- 18.2 The quantity of safety seals and labels that shall be placed on the machinery and clamp of each electrical meter as follows:
- Machinery seal piece 1 (one),
  - Safety label piece 2 (one label on each side of the electric meter).
  - Seal piece 2 (two) where each pair puts a seal during the joint seal process
- 18.3 Electrical meter sealing relates to the tariff of the machine or clamp seal including the steel wire / galvanized for sealing the electrical meter and is not part of the verification service or its co-sealing service. The stamping fee shall be used for each machine safety seal. Each pair of safety labels, which shall be used for the additional sealing of the electrical meter machinery, shall be considered and billed as a new safety seal.
- 18.4 Sealing of the electric meter is related to the sealing of the meter's setter and is not part of its verification service.
- 18.5 If the ceiling tariffs change, then they shall automatically be applied by the parties.

## **XIX. INVOICING - PAYMENT - PENALTIES**

### **Invoicing**

Invoicing of services performed in one month shall be done on the basis of a tax invoice, issued in accordance with applicable legal provisions, no later than the 5th of the following month.

### **19.1 Submission of the invoice**

The invoice summarizes all services performed in one month. The invoice, together with the supporting documentation, shall be submitted at the Network Operator.

### **19.2 Supporting documentation**

The supporting documentation contains the detailed monthly activity according to the services performed as follows:

- Tax invoice for monthly services performed by the Service Provider
- Summary report (register) of verifications of IF and 3F meters performed in the laboratory.
- Summary report (register) of verifications of IF and 3F meters performed on site.
- Summary report (register) of joint seal of IF and 3F meters performed on site.
- Monthly summary of services performed according to regions.
- Monthly summary of services performed by regional agencies, signed by the authorized entity and the Network Operator coordinators of each region in which the service is performed.
- Act-Reconciliation for services performed by regions, signed by the authorized entity and the coordinators of the Network Operator of each region in which the service is performed.
- Monthly service invoice form
- Electronic copy of the above mentioned documents which includes the Summary Report of the monthly services performed (1 copy of the CD in PDF format).
- The act of acceptance and delivery of meters, as well as individual verification and joint seal reports, shall not be presented together with the invoice, but shall be stored in each area of the Network Operator according to the activity performed.
- List of anomalies used by the authorized entity during the verification

- Register of portable etalon reference instruments (Annex 27)

#### Payment method

The Network Operator shall make the payments of the services invoiced by the authorized entity in the account number provided by the authorized entity /:

#### **Term for the payment**

Payment for services shall be made no later than 30 (thirty) calendar days from the date of issuance of the invoice by the authorized entity.

#### **Penalties for late payment**

For late payment beyond the term specified in point 19.5, a penalty shall be applied for late payment in the amount of 0.1% of the value of the unpaid invoice for 9 days of calendar delay, but not more than the invoice amount.

#### **Other penalties**

If the Network Operator finds that the electrical meter declared as verified has not exceeded the verification process. The Service Provider shall be charged with a penalty of 1 '500 ALL for each case found.

If the Network Operator finds that the authorized entity has submitted the final reconciliation documentation with errors, deficiencies or inaccuracies then the authorized entity shall be charged with a penalty of 3'000 ALL for each case found and shall be removed from the reconciliation acts the amount of electrical meters that have been reported with errors, deficiencies or inaccuracies.

If the Network Operator finds that the electricity meter declared as verified has results that are not in accordance with the requirements of the Technical Standards and the respective procedures related to the verification; then the Network Operator shall not recognize these verifications and shall be removed from the reconciliation acts submitted for this purpose. The corrections that can be made by the authorized entity must be accompanied by the respective corrections in the individual reports submitted as well as in the printed archive and the electronic archive.

The Network Operator is obliged to withdraw the verified and stamped meters in the laboratory within 10 calendar days from the receipt of the notification by the authorized entity, otherwise the authorized entity enjoys the right to apply the additional tariffs for storage according to the legislation in force.

In case the meters, which have not been verified within the term defined in point XII, then the Service Provider shall be charged with a penalty in the amount of 1 '000 ALL for each meter verified beyond the time limit.

In case the electricity meters are installed by the Network Operator without prior verification according to the compliance of their accuracy class by the authorized entities, it is the responsibility of the Network Operator.

In case the electric meters are installed by the Network Operator without the sealing stamp of the authorized entity it is the responsibility of the Network Operator.

In case the electric meters are installed by the Network Operator by making a joint seal with the security seal of the Network Operator which not approved by the DPM then the Network Operator is responsible.

### **Suspension**

In case of non-accomplishment, even partially of the obligations, the Authorized Entity has the right to suspend the service offering until the full payment is made by the Network Operator, without having any responsibility to the Network Operator and / or the third parties.

### **OTHER TECHNICAL REQUIREMENTS**

The parties are responsible for ensuring that the services comply with the specifications and technical forms agreed upon in the annex to this contract.

The work processes of the verification of electricity meters shall be in accordance with the requirements of the Standard IEC 62053, EN 50470, the procedures approved by the DPM and those provided in the Metering Code. The recording and reporting of the performed tests shall be done according to the forms in Annexes 6, 7, 8 and 9 of this contract.

The terminology used is in accordance with the International Dictionary of Metrology.

Standard étalon instruments and étalon portable reference instruments without adjustable power supply used by the authorized entity to perform verification of electrical meters in laboratory and field conditions, as well as laboratory auxiliary instruments (temperature and humidity meter) must be calibrated from an accredited calibration laboratory with a calibration certificate S SH EN ISO / IEC 17025. Standard étalon instruments must be authorized by DA for use by an authorized entity and étalon standard reference instruments without adjustable power supply must be calibrated by DPM or by DPM accredited calibration laboratory with certification for calibration S SH EN ISO / IEC 17025.

The permissible tolerances of the accuracy of electricity meters during their verification shall be in accordance with the tolerances provided in the Standard IEC 62053, EN 50470, the procedures approved by the DPM and the Metering Code, which are presented in this contract and in Annex 23.

#### **Technical Specifications of the Seal**

- The security seal must have the following technical characteristics:
  - all the security elements to protect the electricity metering system from the interference of other people.
  - it must be assembled with a single process without the need for other supportive equipment.
  - any attempt to intervene through the exercise of heat, mechanical forces or chemicals (solvents) must be discernible through the marks it leaves.
  - the outer body of the security seal shall be partially colored (half) or completely transparent and the rest is removable and made of different materials.
  - the security seal shall have these elements marked on its body
    - o Name of company that stamped the seal
    - o The serial number of the stamp which is unique, with 6-8 digits and

Barcode which shows the serial number of the security seal.

- The serial number and barcode must be stable on the body of the seal ensuring that they are not erased through friction or similar shapes
- For security purposes the whole serial number or the last 4 digits of the stamp serial number correspond to the figures engraved with the laser on the movable part of the stamp.
- The safety seal must function very well and maintain its technical qualities even in extreme environmental conditions (-20 °C + + 80 °C).
- The material used for the security seal is polycarbonate or acetal and UV resistant.
- Sealing through the safety seal is done with vasculated and galvanized steel wire.

## **PLANNING**

The parties are responsible for the implementation of the annual service plan subject to this contract.

- 21.1 The network operator is responsible for creating conditions and realizing the work program. If the work program shall not be realized within a certain month of the year, then the difference shall be realized in the following month.
- 21.2 The needs of the Network Operator related to the presence of the structures of the authorized entities in order to interrupt the electricity of different customers are not part of the service and shall not be addressed by the authorized entities.
- 21.3 The needs of the Network Operator related to customer control for which the Network Operator has doubts about the electricity meter shall be addressed by authorized entities based on a detailed weekly plan, but the main commitment of the authorized entity shall be services related to periodic verification.
- 21.4 If the Network Operator or its regional coordinator requests unscheduled services in the weekly plan, or requests services in regions or agencies which were not part of the weekly planning, then these requests shall not be considered by the authorized entity.
- 21.5 The services shall be performed in the laboratory and in the field. The authorized subject shall perform services in the regions and agencies according to the division of geographical areas in accordance with the legislation in force.
- 21.6 Complaints for the verification of the accuracy of the electricity meter shall be handled by the authorized Entity, which does not exercise the verification service in the region where the complaint comes from, because the previous subject has previously performed the verification of the electricity meter in the region for which complains the customer.
- 21.7 Notwithstanding the above administrative unbundling, the authorized entities have the right to cooperate with each other, or to cover areas assigned to the other entity, after agreeing with each other and obtaining the consent of the Network Operator's contract.
- 21.8 The network operator may request the authorized entity to verify the electrical meters even when the term for periodic verifications have not been met because the customer may have complained about the electrical meter; the operator of the unit suspects the energy measured by the electrical meter of a customer or the network operator finds interference in the collective box where the

electric meters are installed, etc. For these cases we shall have verifications of the electric meter before the fulfillment of the deadlines and the planning of the verification services is made by the operator of the unit.

#### **CUSTOMER COMPLAINTS ABOUT ELECTRICITY METER ACCURACY**

- 22.1 When the customer doubts the accuracy of the metering device, submits a written request to the Network Operator, as well as any other institution responsible for the verification of the measuring device.
- 22.2 The procedure for submitting a request, its review and the terms for informing the applicant are approved by the decision of ERE.
- 22.3 When the meter verification is done at the request of the customer and during the verification of the meter no inaccuracies are found, then the verification costs are paid by the customer who has submitted the complaint.
- 22.4 When the verification of the meter is done at the request of the customer and during the verification of the meter inaccuracies are ascertained, then the verification costs are not paid by the customer who has submitted the complaint but by the Network Operator.

#### **XXII. INTELLECTUAL PROPERTY RIGHTS**

- 23.1 The parties have the right of intellectual property for the effects of the regulation of the relations that arise and develop due to it.
- 23.2 When the intellectual property is developed in connection with the implementation of the contract, then in the absence of any other agreement between the parties, the intellectual property shall remain with the party who developed it.

#### **XXIII. FORCE MAJEURE**

- 24.1 Neither party shall be liable for any breach of the agreement if it is caused by force majeure, as defined by Article 90: Emergency situations in the supply of electricity, of Law no. 43, dated 30/04/2015 "On power sector"
- 24.2 The party affected by such an event shall immediately inform the other party on the extent and duration of this inability to meet its obligations and submit it within 20 days as defined in the notification submitted by the competent authorities in the country.
- 24.3 Upon termination of delays or losses resulting from this event, the affected party shall inform the other party of this termination.

#### **XXIV. CONFIDENTIALITY**

- 25.1 Information, correspondence and any other document exchanged between the parties due to the contract and the relations arising from or regulated by it, shall be considered confidential and shall be subject to legal treatment by the parties as confidential material and shall not be used apart from its initial purpose.

- 25.2 Access to and consultation of documents relating to control services is reserved for the functions involved and may not be disclosed to third parties.
- 25.3 The following are excluded from the above information rule or any other document:
- that is lawfully secured by third parties;
  - which was recognized as lawful to be published by the recipient on the day of receipt;
  - that is free in the possession of the public.
- 25.4 If the information related to the Network Operator is to be disclosed to third parties due to legal obligations, the authorized entity shall inform the Network Operator and only with his permission can provide the required information to third parties.
- 25.5 The Customer may request the test reports of the electric meter by addressing the Network Operator and has no right to request the reports to the authorized entity who has performed the service of verification of the electric meter or that of joint seal.
- 25.6 The authorized entity shall have its own archive for services performed in printed and electronic form. The printed archive shall be stored in a secure environment and can be destroyed only after 5 years have elapsed from the time of service.  
The electronic archive shall be administered in the database of the authorized entity and shall be fully available without time limit.  
It is the responsibility of the authorized entity to guarantee the compatibility of the printed and submitted archive with the electronic archive stored on the server of the authorized entity.

#### **TERMS, ENTRY INTO FORCE AND VALIDITY**

- 26.1. The contract enters into force on the date of its signature by the parties and is valid for a period of not less than 1 (one) year from the date of its signature, with the right to repeat, only with another term of 1 (one) year. If the Network Operator does not notify the contractor in writing one month before the end of the 1 (one) year term, the contract is automatically renewed for another 1 (one) year.
- 26.2. After the termination of the provided term, the parties have the right to sign a new contract pursuant to the law. One month before the end of this contract the parties proceed their negotiations for its renewal.

#### **XXV. CONCLUSION, CONTRACT TERMINATION**

- 27.1 The contract terminates if:
- The validity period provided in point 26.1 is met
  - The authorization granted with the Administrative Decision of the DPM, is not renewed, withdrawn or expires before the term provided in point 26.1
  - Either party notifies 60 days in advance of the termination of the agreement unilaterally for reasons provided in this agreement;
  - Some of the parties or jointly close the activity before the imposed term with a court decision for reasons provided in the Albanian legislation.
  - Due to amendments of the legislation.
- 27.2 The parties may terminate the contract unilaterally and immediately only when one of the parties:
- Does not make the payment within the terms provided in this contract;
  - Goes for liquidation or is declared bankrupt;

- Does not respect and / or repeatedly apply the terms of the contract.
- As a result of a final court decision

27.3 Termination of this contract does not extinguish the obligations carried between the parties during the validity of the contract.

#### **XXVI. TRANSITION TO THIRD PARTIES**

28.1 The contract may not be passed, transferred or alienated by the parties except when this action is lawful and in conformity with the civil rights that accompany changes that may occur in the ownership of any party or both together.

#### **XXVII. AUTHORIZED PERSONS, NOTIFICATIONS**

29.1 Each party may appoint or authorize in writing or electronically a person / persons or organizational post, who shall be in charge on behalf of the party, for the maintenance of notifications and for the representation of the party in the issues related to the execution of the contract where the extent of the authority of the representative must be determined.

29.2 Each party must inform the other party within 5 calendar days of any change in the appointment of the party's representative / s. If a party fails to inform, it must consider any loss caused by the failure to provide adequate notice.

29.3 Any other notice or communication that is required or arises as a need for the implementation of this contract, shall be in writing or in electronic form.

29.4 Contact persons  
In order to realize the contract and for its progress, the contract administrators and the contact persons for each party are:

Authorized entity

Network Operator

#### **XXVIII. APPLICABLE LAW AND SETTLEMENT OF DISPUTES**

30.1 This contract and all matters related to it shall be regulated, interpreted in accordance with the legislation of the Republic of Albania.

30.2 Any dispute, claim or objection in relation to this contract, or any breach, claim or invalidity thereof shall be settled by negotiation.

30.3 In case the dispute between the parties, related to the implementation of standard procedures of verification of meters, is not resolved through direct negotiations, then the parties shall request DPM to decide on the resolution of the dispute.

- 30.4 For all other disputes that are not related to the implementation of standard procedures of verification of meters, if the Parties do not reach an amicable settlement after negotiations within 30 days, then competent for resolving disputes is Tirana District Court.

#### **XXXI. FINAL PROVISIONS**

- 31.1 Any change, modification, removal or addition of provisions of this contract shall not be valid if it has not been previously approved by ERE.
- 31.2 The contract and its annexes are drafted in Albanian language, in 2 copies, one for each party.

The signatory parties

For Network Operator  
The Administrator:

For the Authorized Entity  
The Administrator:

## Annexes

### ON ELECTRICITY METERS VERIFICATION AND THEIR SEAL

Annex.1	List of the unit ceiling prices
Annex.2	Division of the Regions and Agencies
Annex.3	Act of accepting the meters for verification
Annex.4	Form of accepting the meters for verification
Annex.5	Form of delivering the meters after verification
Annex.6	Individual test report of one- stage 1F meter class 0.5, 1,2
Annex.7	Individual test report of one- stage 1F meter class A, B, C
Annex.8	Individual test report of three - stage 3F meter class 0.5, 1, 2
Annex.9	Individual test report of three - stage 3F meter class A, B, C
Annex.10	Summarized report of different one-stage 1F meters
Annex.11	Summarized report of different three -stage 3F meters
Annex.12	Summarized report of identical one-stage 1F meters
Annex.13	Summarized report of identical three-stage 3F meters
Annex.14	Form of the report for verification of electricity meter accuracy and/or joint-seal
Annex.15	Summarized report of the monthly performed services
Annex.16	Summarized monthly verification report
Annex.17	Summarized monthly report for Direct Joint- seal
Annex.18	Monthly summary of the services performed according to the regions.
Annex.19	Summary of month activities for any región according to the Agencies.
Annex.20	Recordation Act for the monthly activity according to the regions
Annex.21	Invoicing form for the monthly sevicees
Annex.22	Coordinators list according to the regions
Annex.23	Error tolerances of the electricity meter during the verification
Annex.24	Acceptance criteria of selective testing
Annex.25	Organisational coordination between the parties
Annex.26	Approved annual working plan from the General Directory of Metrology according to the regions
Annex.27	Register of reference portable etalon Instruments
Annex.28	Request form of the Network Operator for customer verification in abnormalities
Annex.29	List of abnormalities of the Network Operator for the invoicing system



## Annex 1

### List of Unit Ceiling Prices

Ceiling prices of the services approved by the Ministry of Energy and Industry (MEI) and the Ministry of Finance (MF) are as follows:

1. 1F Meters Verification Service in the Laboratory	xxxxx	ALL
2. 3F Meters Verification Service in the Laboratory	xxxxx	ALL
3. 1F Meters Verification Service on site	xxxxx	ALL
4. 3F Meters Verification Service on site	xxxxx	ALL
5. Direct joint-ceiling service of 1stage or 3stage meters	xxxxx	ALL
6. Safety seal of the electricity meters machinery	xxx	ALL
7. Safety seal Clamp of the Electricity Meter	xxx	ALL
8. Couple of Safety Lables of the Electricity Meter Machinery <sup>1</sup>	xxx	ALL

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*1 Prices are expressed in ALL, and VAT is not included*

**Annex 2**

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**Annex 2 Titled: Division of regions and agencies: Authorized  
Subject \_\_\_\_\_ NUIS Number:**

**Division of the Regions and the Agencies**

The authorized/accredited entity shall perform the services at the regions and agencies according to the geographic area allocation performed from the General Directorate of Metrology as follows:

Authorized Entity \_\_\_\_\_ NUIS number \_\_\_\_\_  
Authorized Entity \_\_\_\_\_ NUIS number \_\_\_\_\_  
Authorized Entity \_\_\_\_\_ NUIS number \_\_\_\_\_

**Annex 03**

**Act of accepting the electricity meters for the accuracy verification in the Laboratory**

**Acceptance Code**

**Date**

**Customer**

**Number of the Meters**

**Type of Verification**

**Number of the Stages**

**Location of the Service**

**Driver of the vehicle**

**Ragion**

**Plate**

**Agency**

**Laboratory**

**Submitted by:**

**Accepted by:**

**Annex 04**

**Acceptance Form**

**Form of accepting the accuracy of active electricity meters**

**Date**  
**Quantity**  
**No of stages**

**Applicant**  
**Region**  
**Agency**

**Laboratory**  
**Type of Service**  
**Location of service**

**Submitted by**  
**Accepted by**

Type	Model	Year	Serial number	Production plant	Previous reading	Class	U (V)	I (A)	Rot /plant kwh	Visual Physical Status
------	-------	------	---------------	------------------	------------------	-------	-------	-------	----------------	------------------------



**ANNEX 06**  
**INDIVIDUAL TEST REPORT**  
**ANEKSI 06**  
**ACCURACY VERIFICATION OF ONE STAGE METERS (1F) OF ACTIVE ELECTRICITY**

Date			
Kodi i Pranimit	Shërbimi	Kryer në	
Kodi i Testimit	Rajoni	Standard	
La bora tori	Agjensia	Me Boks	
Aplikanti NUIS	Kontra ta/ID	Lidhja	
	Celular	Nr.Fazëve	
<b>TE DHENA MBI MATESIN ELEKTRIK</b>			
Modeli i Matësit	Tensioni	Klasa	
Viti i Prodhimit		Serial	
Prodhuesi	rrot-imp/kwh	Tipi	
<b>TE DHENA MBI STENDEN DHE PARAMETRAT E TESTIMIT</b>			
Stenda Matësi	Serial	Volt	Klasa
Etalon Temp(°C)	Serial Rryma	Amper	Klasa
Testi Pa Ngarkesë	RH(%) Koef.		U i
Test i Izolimit			provë
			s
			STA (mA)
			me Ngarkesë )
Testi Izolimit	Testi Ndjeshmërisë	Testi Pa Ngarkesë	Testi Konstantes
<b>REZULTATET E TESTIMIT ( Izolimi - Ndjeshmëria - Testi pa Nnarkesa . T-...)</b>			
Prova me Ngarkesë			
Ia=100%			
Gabimi (%)	cosφ=1.0		
Toleranca ± (%)	Ia=5%	Ia=10%	Ia=50%
Rezultati			
<b>VULOSJA E MATËSIT PAS TESTIMIT</b>			
Ia - Rryma e aplikuar në varësi të rrymës nominale dhe maksimale të matësit			
Leximi i Matësit Para Testimit	<b>KONKLuzion</b>		
Leximi i Matësit Pas Testimit	Vula e Makinerisë Etiketa		
	OK e Makinerisë Etiketa		
	FAIL e Makinerisë		
<b>SHËNIME</b>			
Testoi	kushtet teknike të përcaktuara sipas Stanc Kontrolloi		
Pas Proçesit të Verifikimit, duke vlerësuar edhe shënimet e evidentuara, rezulton se ky Matës i Energjisë Elektrike është : dhe lartëve IEC 62053			

## ANEKSI 06

### Annex 7 Accuracy Verification of One Stage (1F) Meters of Active Electricity

AKTIVE

Date									
Kodi i Pranimit	Shërbimi		Kryer në						
Kodi i Testimit	Rajoni		Standard						
Laboratori	Agjensia		Me Boks						
Aplikanti	Kontrata/ID		Lidhja						
NUIS	Celular								
<b>TE DHËNA MBI MATËSIN ELEKTRIK</b>									
Modeli i Matësit	Tensioni		Klasa						
Viti i Prodhimit	Rryma	Amper	Serial						
Prodhuesi	Koef.	rrot-imp/kwh	Tipi						
<b>TE DHËNA MBI STENDEN DHE PARAMETRAT E TESTIMIT</b>									
Stenda Matësi	Serial		Klasa						
Etalon Temp(°C)	Serial		Klasa	Nr.Fazëve					
Testi Pa Ngarkesë	RH(%)		U	I					
Test i Izolimit			provës						
			Volt						
<b>REZULTATET E TESTIMIT ( Izolimi</b>			STA (mA)						
<b>Ndjeshmeria - Testi Pa Ngarkesë</b>			Itr(A)						
<b>Testi me Ngarkesë )</b>									
Testi Izolimit	Test Ndjeshmërisë	Testi Pa Ngarkesë	Testi Konstantes						
Prova me Ngarkesë	cosip=1.0								
Gabimi (%)									
Toleranca ± (%)									
Rezultati	<i>Ia = Rryma e aplikuar në varësi të rymës nominale dhe maksimale të matësit</i>								
<b>KONKLuzion</b>									
<b>VULOSJA E MATËSIT PAS TESTIMIT</b>									
	<b>cosφ=0.5</b>								
	Ia=5%	Ia=10%	Ia=50%	Ia=100%	Ia=Imax.	Ia=10%	Ia=50%	Ia=100%	Ia=Imax.
Leximi i Matësit Para Testimit									
Leximi i Matësit Pas Testimit									
<b>SHENIME</b>									

Pas Proçesit të Verifikimit, duke vlerësuar edhe shën.met e evidentuara, rezulton se ky Matës , Energie Elektrike është kushtet teknipk ta narm -----i-icrvuitvc CÖHIC . kushtet teknike të përcaktuara sipas Standarteve EN 50470

Testo  
i

Kontrollo  
i

dhe





**Annex 10 Sumarized report of different meters verification  
One phase (1F) meters of active electricity**

Month

Meters in Total  
Meters OK  
FAIL Meters  
FAIL (%)

Machinery Seal  
OK Labeling  
FAIL Labeling  
Total Seal

Year

Testin g Code	Dat e	Regio n	Agenc y	Type of Servic e	Locatio n of Service	I (A )	Clas s	Serial no of the Electri c Meter	Star t Test	No loa d Tes t	cos ∞ = 1	cos ∞ = 0.5	Fina l	Previou s Readin g	The Readin g after	Sea l of the Machiner y	OK Labelin g	FAIL Labelin g	Abnormalitie s
---------------------	----------	------------	------------	---------------------------	----------------------------	--------------	-----------	---	-------------------	----------------------------	-----------------	-------------------	-----------	-----------------------------	--------------------------	----------------------------------	--------------------	----------------------	-------------------



**Annex 11**

**Summarized Report for the Accuracy Verification of Different Meters  
Three Stage (3F) meters of Active Electricity**

Month	Meters in Total Meters OK FAIL Meters FAIL (%)	Machinery Seal OK Labeling FAIL Labeling Total Seal
-------	---	--

Year

Testin g Code	Dat e	Regio n	Agenc y	Type of Servic e	Locatio n of Service	I (A )	Clas s	Serial no of the Electri c Meter	Star t Test	No loa d Tes t	cos $\infty =$ 1	cos $\infty =$ 0.5	Fina l	Previou s Readin g	The Readin g after	Seal of the Machiner y	OK Labelin g	FAIL Labelin g	Abnormalitie s
---------------------	----------	------------	------------	---------------------------	----------------------------	--------------	-----------	---	-------------------	----------------------------	------------------------	--------------------------	-----------	-----------------------------	--------------------------	---------------------------------	--------------------	----------------------	-------------------

**Annex 12**  
**Sumarized Report of Identic Meters Accuracy Verification**

**One-stage (1F) Meters of Active Electricity**

Acceptance Code	Applicant	Laboratory	Date																
Board	Region	Performed at	Standard																
Serial	Agency	Temp (°C)																	
Standard	No of Stages	R.H (%)	STA (mA)																
Standard Class	Sevice	Box	Connection																
Producer	Pressure	Volt	Type	Class															
Model	Current Quantity M- Fail	Ampere	Year	Coefficient OK Label FAIL Label	rotation/imp/kwh M Seal No of Seal														
Code of Testing	Seial No	Start Test	No Load test	5%	10%	50%	100%	cos <sup>∞</sup> = 1 I <sub>max</sub>	10%	50%	100%	cos <sup>∞</sup> = 0.5 I <sub>max</sub>	Final	Previous Reading	The Reading after	Seal of the Machinery	OK Labeling	Fail Labeling	Abnormalities



**Annex 13**  
**Summarized Report of Identic Meters Verification**  
**Three Stage (3F) Meters of Active Electricity**

Acceptance Code	Applicant		Laboratory		Date	
Board	Region		Performed at		Standard	
Serial	Agency		Temp (°C)			
Standard	No of Stages		R.H (%)		STA (mA)	
Standard Class	Sevice		Box		Connection	
Producer	Pressure	Volt	Type		Class	
Model	Current Quantity	Ampere	Year		Coefficient OK Label	rotation/imp/kwh M Seal
	M- Fail		(%) Fail		FAIL Label	No of Seal

Code of Testing	Seial No	Start Test	No Load test	cos <sup>∞</sup> = 1			cos <sup>∞</sup> = 0.5			Final	Previous Reading	The Reading after	Seal of the Machinery	OK Labeling	Fail Labeling	Abnormalities
				5%	10%	50%	100%	I <sub>max</sub>	10%	50%	100%	I <sub>max</sub>				

## Annex 14

### Form of the Report for Verification of Electricity Meter Accuracy and/or joint-seal

**Nr.**

N6 prani te specialisteve te shoqerise dhe  
Bashkevlusjes t<sub>g</sub> Matesit Elektrik ng Terren:

**Data**

. u krye Sherbimi i Verifikimit dhe/ose

**INFORMACION I PERGJITHSHEM:**

Rajoni:

Agjensia:

**INFORMACION MBI MATESIT**

Uzina:

Modeli:

Viti:

Freq = Hz

Seriali:

Tipi i Matesit: Nr. Fazeve: Klasa:

E-M Q 1F 2  
Statik  3F

A  
B  
C

U(V)

I(A)

rrrot-imp/kIMI-kVArtI

I

>>

**VERIFIKIMI MATESIT PERPARA TESTIMIT:**

**SHENIME**

**TESTIMI MATESIT:**

Ndeshmeria:

Prova pa ngarkesa:

Rezultati:

Instrumenti Etalon:

Nr. Serial i Etalonit:

Ngarkesa (A)

Testimi i konstantes:

GABIMI(%)

**VULOSJA E MATESIT PAS VERIFIKIMIT:**

Leximi i Matesit Elektrik:

Vula e Makinerise

Etiketa e Sigurise FAIL

Etiketa e Sigurise OK

**BASHKEVULOSJA E MORSETERISE:**

Verifikim i kryer nga

Mates i pa verifikuar

Vula e

**SQARIME:**

**Annex 15**

**Summarized Report of Monthly Performed Services**

		Year		Month
	1 Stage meters	% Fail 1 Stage		3 Stage Meters
	Preliminary 1 Stage			%Fail 3 Stage
Machinery Seal	Complaint 1 Stage			Preliminary 3 Stage
				Complaint 3 Stage
OK Labeling	Periodic Laboratory 1stage			Periodic Laboratory 3Stage
FAIL Labeling				
Clamp Seal	On-site verification 1stage			on-site verification 3Stage
	BV (P) 1stage			BV (P) 3stage
	Direct BV 1stage			Direct BV 3Stage

Date	Region	Agency	Type of Service	Location of Service	Serial no of the electric meter	No of phases	Type	Model	Class	U(V)	I(A)	Coefficient rot-plant/kwh	Final	Abnormalities	The Reading after	Machinery Seal	OK Labeling	FAIL Labeling	Clamp Seal
------	--------	--------	-----------------	---------------------	---------------------------------	--------------	------	-------	-------	------	------	---------------------------	-------	---------------	-------------------	----------------	-------------	---------------	------------

**Annex 16**  
**Monthly Summarized Verification Report**  
**1stage and 3stage electricity metering verification service on-site with Portable Instruments**  
**and/or the joint-seal service**

Year \_\_\_\_\_ Month \_\_\_\_\_

Standard Instrument 1stage \_\_\_\_\_ Class \_\_\_\_\_ Standard Instrument 3stage \_\_\_\_\_ Class \_\_\_\_\_

Verification (P) 1stage \_\_\_\_\_ Verification (P) 3stage \_\_\_\_\_ joint-seal (P) \_\_\_\_\_ Seal M \_\_\_\_\_

OK Meters \_\_\_\_\_ OK Meters \_\_\_\_\_ joint-seal (P) 1stage \_\_\_\_\_ OK labeling \_\_\_\_\_

FAIL Meters \_\_\_\_\_ FAIL Meters \_\_\_\_\_ joint-seal (P) 3stage \_\_\_\_\_ FAIL labeling \_\_\_\_\_

Date	Agency	Type of Service	Verification Code	Contract	Serial No of the Electric Meter	No of Stages	Type	Model	Class	I(A)	Error (%)	Final	Abnormalities	The Reading after	Machinery Seal	OK Labeling	FAIL Labeling	Clamp Seal	Clamp Seal	Staff	Staff



**Annex 18**

**Summary of the Monthly Activity according to the Regions**

Name of Service	Quantity (piece)	Region						
<ul style="list-style-type: none"> <li>• <b>Meters Verification in the Laboratory</b></li> <li>• Initial Verification Service of 1stage Meters</li> <li>• Periodic Verification Service for 1stage Meters</li> <li>• Complaints Verification Service for 1stage meters</li> <li>• Initial Verification Service for 3stage meters</li> <li>• Periodic Verification Service for 3stage meters</li> <li>• Complaints verification service for 3stage meters</li> </ul>								
<ul style="list-style-type: none"> <li>• <b>On-site Meter Verification</b></li> <li>• Verification Service (P) of the 1stage meters</li> <li>• Verification Service (P) of the 3stage meters</li> <li>• Verification Service of (P) &amp;(JS) of 1stage meters</li> <li>• Verification Service of (P) &amp; (JS) of 3stage meters</li> </ul>								
<ul style="list-style-type: none"> <li>• <b>Joint-seal</b></li> <li>• Direct joint-seal and Clamp Seal of the 1stage meters</li> <li>• Direct joint-seal and Clamp seal of 3stage meters</li> <li>• Clamp seal of the JS from 1stage Meters Verification</li> <li>• Clamp seal of JS from the 3stage Meters Verification</li> </ul>								
<ul style="list-style-type: none"> <li>• <b>Set of the Seal and Safety Labels</b></li> <li>• Machinery Seal</li> <li>• Clamp Seal</li> <li>• Pair of Safety "OK" Labeling</li> <li>• Pair of safety "FAIL" Labeling</li> </ul>								
<ul style="list-style-type: none"> <li>• Total of 1stage meters</li> <li>• Total of 3stage meters</li> </ul>								
<p><b>Authorized/accredited Entity: xxxxxx</b></p>	<p><b>Contract Administrator of the Network Operator: xxxxxx</b></p>							

**Annex 19**

**Monthly Summarized Activity according to the Regions**

Name of Service	Quantity (piece)	Agency	Region					
<b>Meters Verification in the Laboratory</b> <ul style="list-style-type: none"> <li>• Initial Verification Service of 1stage Meters</li> <li>• Periodic Verification Service for 1stage Meters</li> <li>• Complaints Verification Service for 1stage meters</li> <li>• Initial Verification Service for 3stage meters</li> <li>• Periodic Verification Service for 3stage meters</li> <li>• Complaints verification service for 3stage meters</li> </ul>								
<b>On-site Meter Verification</b> <ul style="list-style-type: none"> <li>• Verification Service (P) of the 1stage meters</li> <li>• Verification Service (P) of the 3stage meters</li> <li>• Verification Service of (P) &amp;(JS) of 1stage meters</li> <li>• Verification Service of (P) &amp; (JS) of 3stage meters</li> </ul>								
<b>Joint-seal</b> <ul style="list-style-type: none"> <li>• Direct joint-seal and Clamp Seal of the 1stage meters</li> <li>• Direct joint-seal and Clamp seal of 3stage meters</li> <li>• Clamp seal of the JS from 1stage Meters Verification</li> <li>• Clamp seal of JS from the 3stage Meters Verification</li> </ul>								
<b>Set of the Seal and Safety Labels</b> <ul style="list-style-type: none"> <li>• Machinery Seal</li> <li>• Clamp Seal</li> <li>• Pair of Safety "OK" Labeling</li> <li>• Pair of safety "FAIL" Labeling</li> </ul>								
Total of 1stage meters Total of 3stage meters								
<b>Authorized/accredited Entity: xxxxxx</b>	<b>Contract Administrator of the Network Operator: xxxxxx</b>							

## Annex 20

### Reconciliation Act with the Regional Directory for the Monthly Activity

<b>Year</b>	<b>Contract Date</b>
<b>Month of the Activity</b>	
<b>Date</b>	
<b>Meters in Total</b>	<b>Quantity</b>
	<b>Region</b>

Xxxxx referring to the "Service Provider" and the Regional Authorized Representative of xxxxx referring to the "Network Operator", held a joint meeting regarding the reconciliation of the services performed from xxxxx in this Región. The parties after analysing the documentation with their free shall have signed the acceptance and reconciliation of the services submitted as follows:

<b>Name of the Service</b>	<b>Quantity (piece)</b>
Initial Verification of 1stage Electricity Meters in the Laboratory	
Initial Verification of 3stage Electricity Meters in the Laboratory	
Periodic Verification of 1stage Electricity Meters in the Laboratory	
Periodic Verification of 3stage Electricity Meters in the Laboratory	
Complaint Verification of 1stage Electricity Meters in the Laboratory	
Complaint Verification of 3stage Electricity Meters in the Laboratory	
Verification of 1stage Electricity meters on-site with Portable Instruments & Joint-seal	
Verification of 3stage Electricity meters on-site with Portable Instruments & Joint -seal	
Verification of 1stage Electricity Meters on-site with Portable Instruments	
Verification of 3stage Electricity Meters on-site with Portable Instruments	
Machinery Seal from the Meters Verification (Laboratory & on-site)	
Pair of safety" OK" labeling from the Meters Verification (Laboratory & On-site)	
Pair of safety "FAIL" labeling from the Meters Verification (Laboratory & on-site)	
Direct joint-seal and Clamps Seal of 1stage meters	
Direct joint-seal and Clamp Seal of 3stage meters	
Clamps Seal of the joint-seal from 1stage Meters Verification	
Clamps Seal of joint-seal from 3stage Meters Verification	
Clamps Seal in Total	

This reconciliation act is drafted in 3(three) identical copies legally, where the Service Provider shall have 1 (one) original copy and the Network Operator 2(two) original copies, respectively to the Regional Authorized Representative and the Administrator of the Contract.

xxxxxxx

xxxxxxx

xxxxxxx

Regional  
Coordinator

Regional director

Authorized/Accredit  
ed Entity

**ANNEX 21**  
**FINANCIAL SUMMARY OF THE MONTHLY ACTIVITY**

Month / Year

Name of the Service	Quantity (in pieces)	Price	Value without VAT	VAT	Amount with VAT
Service for 1 stage meters Verification in the Laboratory					
Service for the 3 stage Meters Verification in the Laboratory					
Service for the on-site 3 stage meters verification with Portable Instrument					
Direct joint seal service of 1 stage meters					
Joint-seal service of Direct joint seal of the 3 stage meters					
Safety seal from Meters Verification in the Laboratory					
Safety Seals from on-site Meters Verification		-			-----
Couple of safety seals during the Verification process ( Couple of Labels OK )					
Couple of safety seals during the Verification process ( Couple of Labels FAIL )					
Joint & Direct seal of 1 stage meters					
Direct joint seal of 3 stage meters					
Joint Seal of 1 stage meters from on site verification					
Joint Seals for the 3 stage meters from on Site Verification					
<b>TOTAL</b>					

Authorized entity /Accredited: xxxxxxx

Administrator of the Contract from the Network Operator: xxxxxxx

**Annex 22 List of the Coordinators according to the Regions**

Region	Coordinator	Position	Phone number	e-mail
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## **Annex 23**

### Error tolerance of the electricity meter during the verification

1, Accuracy of electricity meters shall be verified in conformity with IEC standards 62053 or EN 50470.

2 For the meters that are verified at the laboratory, if they do not pass the isolation voltage test, or the sensitivity test, or the work without load test, then the meters shall be considered not regular. The isolation test shall be performed in 2000 V voltage for the new meters and 600 V voltage for the meters in usage. The test without load shall be performed with zero load and the test voltage according to the conditions defined on IEC 62053 or EN 50470.

3. For the meters that are verified at the laboratory, if during the test load, the error in (%) exceeds the accepted tolerances for the accuracy class and the type of the meter (electromagnetic or static) on the IEC 62053 standard or EN 50470 standard, even for a test point, then the electricity meter shall be considered not regular.

4. For the meters that are verified on-site (without disconnecting the meter from the metering system), if during the test of the meter with load, the error in (%) metered with ethalon instrument exceeds 1.5 times the class of electricity meter accuracy that shall be tested, then the electricity meter shall be considered not regular and shall be replaced by the Network Operator.

## Annex 24

### STATISTICAL INTERPRETATION OF VERIFICATIONS

A defined quantity selected at random, of the total quantity of electricity meters that are provided to be delivered according to the purchase contracts, shall be subject to testing for verification. The selection of the meters that shall be tested shall be random as part of the delivered sum. The selection of the samples for the verification testing is performed by the Network Operator while the verification service for this purpose shall be from authorized / accredited entities.

The conformity assessment procedure shall be defined at MID-Measuring Instruments Directive (2004/22/EC) as well as ISO 2859

The procedure to get the samples and their interpretation shall be based on Standard « IEC ISO 2859 by using the testing system criterion of the selected meters as a proof shall guarantee an acceptance quality level (AQL) of about not more than 1%; (AQL shall mean the maximum percentage of the incompatible items in one part, where the part has 95% probability to be accepted).

The results of the testing shall be interpretations according to ISO 2859-1:1999/Cor 1:2001 The procedures to receive the samples for inspection according to the features. – Part 1: The scheme to receive the samples indexed according to the quality acceptance limit (AQL) for the partial control.

The cost for the verification of the dependent entities shall be paid directly by the provider to the dependent entity.

The Network Operator shall bring for testing from the part of the meters delivered from the supplier to perform the testing for verification purposes a selected quantity of the total delivered quantity.

Tab. No.1

Number of delivered electricity meters	Number of the electricity meters that shall be verified	AQL 1 %	
		Accepted	Refused
2 to 8	2	0	1
9 to 15	2	0	1
16 to 25	3	0	1
26 to 50	5	0	1
51 to 90	5	0	1
91 to 150	8	0	1
151 to 280	13	0	1
281 to 500	20	0	1
501 to 1200	32	1	2
1201 to 3200	50	1	2
3201 to 10 000	80	2	3
10 001 to 35 000	125	3	4
35 001 to 150 000	200	5	6
150 001 to 500 000	315	7	8
500 001 and more	500	10	11

**a. If the quantity of the meters that are not qualified within the norms of table no. 1**

If the number of the electricity meters that result not suitable (shall not be qualified from the verification testing, they are refused) is equal or smaller that the number accepted according to table no.1, then the quantity of the delivered meters shall be considered acceptable.

The electricity meters that are not qualified during the above verification testing, shall be returned to the supplier and shall substitute all the damaged meters with his expenses. The electricity meters that shall be substituted shall be subject to full individual verification testing according to the quantity that is not qualified in the previous verification.

**b. If the quantity of the meters which are not verified is out of the norms of Table no. 1**

If the number of electricity meters that result not suitable (shall not be qualified from the verification testing, they are refused) is bigger tan the number accepted according to Table No.1, then the quantity of the delivered meters shall be considered not acceptable.

**c. The verification costs of non-settling and non-qualifications**

- The verification cost from the dependent entities shall be paid from the direct provider to the dependent entity.
- All of the expenses regarding the return of the quantity that is not accepted (a) or even the delivered quantity (b) are covered from the supplier.

## Annex 24

### Act – Assessment of Initial Electricity according to Selective Verification

Reference

MID - 2004/22/EC

ISO 2859-1:1999/Cor 1:2001

#### Acceptance Code

Date Laboratory	Customer NUIS
Region Agency	Place of Service Type of Verification
Contractor Production Plant	
Model Type Year	Class U(V) I (A)
No of the Stages	Rotation/plant kwh

#### STANDARD REQUIREMENTS

No of delivered meters No of verified meters	Norms that are Accepted Refused Norms
---	--

#### Interpretation of the Result

Quantity of Meters OK status  
Quantity of Meters Fail status

Quantity of meters Fail Status is  $\leq$  than the Accepted Norm

- It is accepted the total delivered quantity.
- Quantity of electricity meters Fail status that shall be substituted from the supplier.

Quantity of Fail status meters shall be  $\geq$  Refused Norm

- Not accepted the total delivered quantity.
- The total delivered quantity shall be replaced from the supplier.

*The results of the test shall be interpretations according to ISO 2859-1:1999/Cor 1:2001 "Procedures to receive the samples for inspection according to the features - Part 1: The scheme to receive the indexed samples according to the admission quality limits (AQL) for the partial control".*

*Procedure to receive the samples and their interpretation shall be according to IEC ISO 2859 Standards, by using the criteria that the system of selected meter tests as an evidence shall guarantee an admission quality limits (AQL) of about not more than 1%, (AQL is the maximum percentage of the non-compatible items in one part, where this part has 95% probability to be accepted).*

## Annex 25

### Organizational Interaction between the Parties

#### I. Initial and Periodic Verification of the Electricity Meters in the Laboratory

1. The Network Operator shall draft the supply program with new or in use meters and shall inform the Service Operator.
2. The meters transport to the laboratory of the Service Provider, located at \_\_\_\_\_, shall be realized by the Network Operator.
3. The Service Provider shall take the necessary measures to prepare the place, the environment where shall be stored the delivered meters. The discharge of the meters from the Network Operator Means shall be realized by the Network Operator representatives.
4. The delivery of the meters shall be on the Laboratory of the Service Provider, in the presence of the respective representatives of the parties. At the end of the delivery process, the parties shall sign the Acceptance Act of the meters for verification (Annex 3). The acceptance act shall be signed in two copies and each representative of the parties shall take a signed original copy.
5. The Network Operator representative shall deliver together with the meters any necessary documentation, as well as the guidelines or technical documentations that serve to meters verification process and that accompany the meter issued from the production plant.
6. With the signature of the acceptance Act, both parties shall confirm the acceptance of the documentation, as well as the volume and type of delivered meters. With the delivery of the meters, the Service Provider shall undertake any technical and financial responsibility regarding the administration and the security of the meters.
7. The Service provider shall realize the verification of the quantity of meters within the timeline defined on Chapter XIII of the general conditions of the standard contract. With the realization of the service, the Service Provider shall inform the Network Operators when the meters are verified.
8. If the electricity meter is in order after the verification, the Service Provider shall perform the seal of the machinery of the electricity meter, by using one machinery seal and two safety seals. On these cases shall be removed the old seals and labels of the machinery and shall be set the new safety seals and labels. If there exist the machinery seals of the production plant they shall not be removed from the authorized entity.
9. Regarding the electricity meters that result out of order from the verification shall not be performed the seal of their machinery, but shall be set two safety labels that verify that the meter is not correct. On these cases shall not be removed the old seals of the electricity meter machinery but the new safety labels shall be added to the meter.
10. Not later than 2 (two) days from receiving the notification according to point 7, the Network Operator shall withdraw all the verified meters that were delivered to the Service Provider. The Network Operator is responsible to charge the verified meters at the vehicle.
11. The process of withdrawing the verified meters shall be materialized with the completion of the Acceptance Forms for verification (Annex 4), the Delivery Forms after the verification (Annex 5) and the individual verification Reports (Annexes 6, 7, 8, 9) and the summarized reports (Annex 10, 11, 12, 13).

12. After signing the above mentioned Forms, both parties confirm the documentation as well as the volume and type of the performed services during the meters verification.
- 13.1 All of the above documentation shall be on two original copies and each party shall take the original one.

## II. PERIODIC VERIFICATION OF THE ONSITE ELECTRICITY METERS

1. The Service Provider and the Network Operator shall establish permanent structures in any region.  
The number of the working groups that shall be established from the Network Operator and the Service Provider for any region shall depend on the periodic annual plan of the testing provided for that region and may be amended for different time periods within the calendar year.
2. The Network Operator shall establish the working groups with one specialist from each group that are responsible for the establishment of the conditions and the assistance to realize the verification service from the authorized entity. The specialists of the Network Operator shall enable full access to the specialists of the Service Provider at the meter that is planned to be verified ; shall open all the meter clamp covers ; shall verify the existing seals and the electricity connections ; shall perform possible changes and corrections of the electric circuit connections, if required from the operator of the authorized entity, and shall perform the joint-seal of the meter after the verification process.
3. The Specialists of the Network Operator shall perform the control of all electricity connection of the meter (nul breakage, circuit multiplication, meter bypasses, second connection of supply outside the meter) and shall guarantee their regularity. For any observation of the acts or interventions from outside for the meter damage leading to inaccurate metering of electricity, the Network Operator shall apply penalisation measures to the user according to the legal acts in force.
4. The specialists of the Network Operator, part of the working group, shall not perform other duties except of those regarding the verification of the electricity meters on site.
5. To perform the on-site periodic testing the Specialists of the Service provider shall use standard portable referring instruments calibrated from the General Directory of Metrology or calibrating laboratories accredited with S SH EN ISO/IEC 17025 and their accuracy class of the portable instruments shall be  $< \pm 0.5\%$  including even the error of the power claws of the instrument itself.
6. The Service that shall be performed shall include :
  - a. Periodic control of the electric meters
  - b. Control of the customer's complaints, required from the Network Operators according to the Form submitted on Annex 28
  - c. The control according to the abnormalities identified from the Customer Care Center described on Annex 29
7. Daily planification of the work shall integrate all of the above mentioned services giving priority initially every day to the realization of the services according to the Customer Care Center identification and in continuation of the day to the periodic control.
8. The structures of the Network Operator shall preliminary prepare the lists of the customers identified from the Customer Care Center and shall send them to the authorized entity three days before the date to perform the service. The communication form shall be by email and shall be send from the coordinators that implement the contract appointed by the Network Operator on the following email addresses:

Email: \_\_\_\_\_

Email: \_ \_\_\_\_\_

9. The list of the Customer Care Center shall be analytical submitting full data on the electric meter, the address and the identified abnormalities from the Customer Care Center. The abnormality shall provide the verification service of the electric meter and shall have one of the codes:

Request for Metering Equipment	L061
Request for Meters Colaudation i	L062
Request for Meters Substitution	L063
10. If the list of the customers according to the Customer Care Center shall not have one of the above mentioned codes, then to the authorized entity shall not be required the engagement and shall not perform the service. Also if the abnormality required from the Network Operator is connected with electricity invoicing problems and shall have the F code, then these customers shall be tested only with the prior approval from the administrator of the representation contract of the Network Operator.
11. The transport subject to the specialists of the Network Operator shall be performed with the transport means of the Network Operator himself.
12. Regarding the periodic service, to increase the effectiveness of the service, shall be proceeded by performing full control according to the feeder, enabling the verification of all electric meters of the customers connected to that feeder, according to the transformation cabin of that feeder.
13. The electricity meters that after the resting result that do not complete the technical conformity conditions, according to their accuracy class, shall be substituted within three days from the Network Operator.
14. The Network Operator shall not require from the authorized entity the verification of the electric meters which are identified with the abnormalities regarding to the invoicing (Codes F xxx). For these cases the Network Operator shall perform by himself the onsite verification and after receiving the permission from the Commercial Division, shall be required the verification from the authorized entity. After the approval from the Commercial Division, the regional structures of the Network Operators shall submit to the authorized entity the special list for the customer's control regarding this abnormality indicating to the request the respective code of the abnormality.
15. The Network Operator shall not permit that the electric regions that are on the administrative division of an authorized entity shall send electric meters for the verification to the entity that do not belong to that electric región. If there shall be required that an authorized entity shall perform verifications to the electric región that do not belong to this entity, then this shall be realized only with the permission and approval of the administrators of the contract for the verification of electricity meters that represent the network operator. The monthly reconciliation act for this cases shall be accepted and signed only from the administrator of the contract that represent the network operator, otherwise the service shall be considered not valid and shall not be recognised for the financial effect.
16. If the electricity meter results accurate after the verification, then the service provider shall perform the sea lof the electricity meter machinery, by using a machinery seal and two safety labels. On this case shall be removed the old seals of the machinery and shall be set the seal and safety labeling of the contractor. The seal of the production plant if they exist shall not be touched.
17. For the electricity meters that from the verification result that are not regular, shall not be performed the seal of their machinery, but are set two safety seals that verify that the meter is not regular. At these cases shall not be removed the old seals of the electricity meter machinery and those of the production plant, but shall be added to the meter machinery the new safety labels.
18. If from the verification it results that the electricity meter is not regular, then the Network Operator shall perform its substitution within three days with a new metet that:
  - i. is verified in advance
  - ii. with an electricity meter that has the CE certification sign, supplied from the electric meters part, accepted by the sample method according to the random selection,
  - iii. Or other electric meter that may be verified on site at the momento of its substitution.

19. If the electricity meter that is verified onsite results regular during the verification, but it does not have the clamp cover, then the authorized entity shall consider the electricity meter regular and shall seal the meter machinery but shall not seal its clamp.
20. By the end of the verification process the parties shall sign a form (Annex 14) that is drafted in three copies, two of which are taken by the Network Operator and one copy from the Service Provider. The parties may accept and recognise valid even the electronic form of holding and delivering this form.

### **III. The co-seal service of on-site electric meters**

1. The seal of the meter's clamp shall be only if the electric meter is prior verified regarding the compatibility of its accuracy class and it is controlled the accuracy of the circuits of the currency and voltage connections at the meter terminals. Shall be made an exception of electric meters that are part of the supplz from the producer for which it is realized the testing through the sample method, according to the random selection and that are equipped with CE certification.
2. The installation of the verified metter at the producer shall be accompanied with the clamp co-seal service of the electricity meter by the Network Operator and the Service Provider.
3. The Network Operator is obliged to submit to the Service Provider, 30 days in prior the plan where shall be installed the meters that shall be co-seal, otherwise any request performed by the Network Operator out of this deadline shall not be considered by the service provider.
4. Each party shall realize the photos regarding the situation of the seal and maintains on its archive.
5. At the end of the co-seal process the parties shall sign a form (Annex 14) which shall be drafted in 3 copies, two for the Network Operator and one copy for the Service Provider. The Parties shall accept and acknowledge as valid even the electronic form of maintaining and distributing this Form.

### **The documentation delivered for the monthly activity**

- 1 The regional coordinators of the Network Operatot shall keep full evidences regarding the activity performed in the región that they cover by administering all the documentation that is provided by the specialists of the Network Operator that participate on the on-site working groups for the realization of the testings.

The end use customers that may complain for the verification performed at the electric metering at their usage, may not require testing/verification reports to the service provider, but they may provide by adressing to the Network Operator.

The regional coordinator cooperates with the Service Provider to realize the monthly reconciliation of the activity, but the evidences are kept independent from the parties.

With the closure of the monthly activity, the Service Provider shall send to the regional coordinator of the Network Operator :

- a. Electronically on PDF :
  - The activity performed in the region by Annexes 10-13 and Annexes 15-19.
- b. The documentation in 3 (three) original printed copies containing :
  - The monthly summary of the services performed according to the agencies in the region (Annex 19)
  - The reconciliation act for the services performed according to the region (Annex 20)

The regional coordinator of the Network Operator not later than 2 calendar days from taking the electronic summary of the activity, shall sign the delivered documentation and return to the Service Provider 2 (two) of the copies of the documents regarding the regional monthly reconciliation. If the regional coordinator does not sign the documentation as provided on the above terms, then he is responsible for not performing the duty, while the Service Provider shall consider accurate the submitted documentation and shall submit the not signed documentation to the contract Administrator of the Network Operator.

Annex 16 Summarized report (register) of the 1F and 3F meters verification performed on site.  
Annex 17 Sumarized report (register) of the co-seal for the 1F performed at the laboratory

The Service Provider within date 5 of the next month shall submit the following documentation to the Administrator of the contract representing the Network Operator :

The VAT for the monthly services performed from the Service Provider  
Annexes 10-13 Summarized report (the register) of the 1F and 3Fmeters verification performed on - site.

Annex 18 Monthly summary of the services performed according to the regions.  
Annex 19 Monthly summary of the services performed according to the regions agencies, signed by the Service Provider and the coordinators of the Network Operator for each region where it is performed the service.

Annex 21 The invoicing form of the monthly service  
Annex 27 Register of refering portable ethalon instruments  
Codes of the abnormalities used from the Service Provider

Annex 20 Reconciliation act for the services performed according to the regions, signed from the Service Provider, the Regional Director and the Coordinators of the Network Operator for each region where it is performed the service.

Electronic copy of the documents mentioned above where it is included Annex 15  
"Summarized report of the performed monthly services (1 CD copy in PDF form)

The acts of approval and acceptance of the meters, as well as the individual reports of verification and co-seal, shall not be submitted together with the invoice, but shall be maintained at every región of the Network Operator according to the performed activity.

**Annex 26 Annual action plan performed according to the region**

Month	Region 1			Region 2			Region X			Monthly total		
	1F	3F	Total	1F	3F	Total	1F	3F	Total	1F	3F	Total
January												
February												
March												
April												
May												
June												
July												
August												
September												
November												
December												
Total												

A



	<b>Annex 28</b>							
	Application form on the request of the System Operator for the verification of customers in irregularities							
<b>Service code</b>	<b>Request /Complaints</b>	<b>Region</b>	<b>Agency</b>	<b>No. of the Contract</b>	<b>Cabin</b>	<b>Serial No. of the meter</b>	<b>Service Category</b>	<b>Sub-category</b>

