





8 years **KEDS**

Alper Erbař  
CEO

During the short time of our operations in Kosovo, we have done a work that was lacking for years, enabling hundreds of thousands of consumers to have a better life from our investments and vision.

Today, through network rehabilitation, advancement and digitalization of the network system, we are offering the highest quality services at the lowest costs to increase quality of life for every citizen of Kosovo.

Parallel to these, for 8 years and counting we have been unsparing in our activities towards the community, as any responsible company is.

All of these commitments, make KEDS a modern company that is determined to apply the highest standards of entrepreneurship.

A handwritten signature in black ink, appearing to read 'A. D. KEDS', with a horizontal line underneath the letters.

# We are KEDS

Kosovo Electricity Distribution Company J.S.C has the exclusivity of electricity distribution throughout the territory of Kosovo.

KEDS counts approximately 2000 employees, who are dedicated to serving with professionalism and high integrity to all the citizens of Kosovo, with the sole focus - to provide the best energy solutions for all its customers.

KEDS distributes electricity until the last customer, manages and maintains field assets. Within KEDS are included all medium and low voltage power lines and relevant substations with accompanying facilities.





## VISION

Through continuous investments we aim to increase the quality of life for every citizen of the Republic of Kosovo.

## MISSION

To illuminate Kosovo at the lowest cost possible, with the most contemporary technologies.

## OUR VALUES

Professional teams in service of citizens, maximum safety at work and unsparing contribution to community.

Our employees embrace a culture of personal responsibility, which is based in service to citizens, meeting market demands and ensuring a sustainable future in the electro-energetic chain system of the country.



# Near Customers

Our customers are an important part of the company. They enable us to live our values, integrity, accompanied with truthful, professional and honest services.

Individual commitment of each employee and of the company as a whole, to fulfill and support the request of our customers, is the basis of operation and functioning of KEDS.





Kosovo Electricity Distribution Company distributes electricity all around the country.

KEDS is committed to providing our customers correct, secure and easily accessible services.

By respecting the laws in force and determining objectives for continuous improvement of our services, we are maintaining our devotion while we cultivate new values for our customers.

In collaboration with our Customer Care experts, all the requests and complaints of our customers are treated with care and high responsibility. KEDS is highly committed for new and existing customers to have equal rights and treatment.



Since commercial consumers are the key factor to the development of our country, KEDS is committed to meet their requirements with priority.

For more efficient services, Customer Care offices have a special line dedicated to the requests of Commercial customers in each region of Kosovo. KEDS has accessible professionals available to be consulted at any time for all our customers.

On the other hand our online platforms, including our social media channels and the official website, are our modern channels designed to assist our customers on any information they need.



# Community

We are proud to illuminate homes, schools, businesses and neighborhoods of Kosovo. Together, we have also illuminated our community with educational programs, donations and other ongoing supports that help society thrive.

Our company is built on strong pillars and is continuing to choose stable materials not only in the field of energy, but also in our dedication to education, gender equality and improving community life generally.

This is because we are dedicated to we make long-term changes in the place where we live and work every day.

In addition to illuminating your homes, we are building community by making life brighter for present and future generations.



### Education

KEDS Academy is a one-year educational program focused on energetics sector. Under the leadership of local and foreign professionals, this program aims to empower Kosovar students for the labor market. Divided into three parts, theoretical, practical and internship, the program enables participants to experience the dynamics of work environments. The program arms students with real problem solving skills that happen on the workplace. Until now more than 350 young people graduated from this program and most of them advanced in careers, while more than 200 KEDS Academy students are employed at KEDS.



### Art

KEDS is determined to invest in any way and in any sphere that our community needs, to improve the quality of life for every resident of Kosovo. Therefore, KEDS together with the artists' organization Q'art for a long time now is giving life to many neighborhoods of Pristina, by coloring over KEDS substations. More than 20 substations have been transformed in works art until now, with figures or paintings depending on the inspiration of the artists. By supporting the field of art, we are not just giving our settlements a modern and urban look, but we are also supporting actual and important causes going on in the world.



### Gender Equality

We consider gender equality an important aspect of our company operation. Therefore, at the end of 2019 KEDS has signed 7 Women's Empowerment Principles founded by UN Global Compact and UN Women. To apply these principles in practice, the company has designed a special project for gender equality named "WomEn", which means "Women in Energy". The purpose of this project is to promote, empower and support women within the company, energy sector as well as in the community. KEDS will continue to make positive changes regarding gender equality and empowerment of women now and in the future.



**Over 100,000**  
replaced poles

# 8 years in perspective



**Around 200,000**  
new customers connected



**Over 167 million**  
euros in grid investments



**Over 14 million**  
meters of new underground  
and overhead cables



**69 SUBSTATIONS**  
of medium voltage have been  
digitized

**432,840**  
digital meters

**122,175**  
mechanical meters

**72,926**  
smart meters



# Together for Safety

KEDS provides equipment for employees as well as unlimited support to be safe, effective and to achieve high performance at work.

Encouraging teamwork and providing a safe work environment, where everyone is valued and appreciated for the work s/he does, it is something that distinguishes us from the rest.

Safety at work remains a priority of the company strategy. This is because we are aware of how important it is to have employees who are prepared in advance, to avoid accidents at work and to respond effectively and quickly in dangerous situations. As a result of teamwork, dedication and the commitment of our employees, workplace accidents for the last three years (2017-2020) have decreased by 56%.



To raise safety in the highest levels, KEDS has established a Training Center in 2018.

Equipped with all situation simulations that workers encounter during real field work, this center has trained 2285 employees until now. All of them are trained in different modules depending on their roles in the company.

By offering best practices in terms of safety at work, this center enables our employees to gain more practice on performing their work safely and successfully. Trainings are updated based on the data received by the company departments, and are adapted to the needs and work situations that require training.



The Training Center develops the joint module of safety and health for each field employee.

In addition to the safety module, the center's efforts also focus on skills development as well as gaining the most advanced knowledge in the field of electrical engineering.

In the future, we plan for the Center of Training to be open even in the training of young people of Kosovo, with emphasis on electricity. This was we can help them develop competitive skills in the labor market.

Safety starts at the Training Center while ends in the stability of the electrical grid.



# Employees and Volunteers

KEDS believes that voluntary contribution is not merely a social activity, but above all is an attempt to change and transform the society.

KEDS has started developing and cultivating a culture of volunteering within the company from the beginning of our operations in Kosovo. Through special programs and projects, in addition to the company contribution, employees engage individually in volunteering activities.

All of this is realized based on the objectives, mission and culture of the company to help the community and push employees to create unique humanitarian experiences in the community.





KEDS is a constant part of the activities in support of various causes, which offer professional assistance in the field of energy to certain groups.

Furthermore the commitment of KEDS employees includes contribution to the environment, schools, libraries, art and culture in the country. Voluntarily, with the initiative of the company, our employees have contributed to the creation of four libraries. Until now we have donated about 1300 free books collected by employee of KEDS, while hundreds of students have benefited from this initiative.

KEDS employees together with students of KEDS Academy have organized several volunteer actions for energy efficiency, by preparing information and spreading it to customers door to door or even by holding lectures for public university students in the country.



Another successful KEDS voluntary actions is also the will of a large number of employees in giving blood donation. The action for Earth Day towards greening 4 school gardens, is also of the same value.

These are social activities as well because they have an effect in building and creating relationships and good relations between employees, within the company and within the community.

Another voluntary activity is the engagement of KEDS with the organization Down Syndrome Kosova, for painting a transformer in the city, as an activity to socialize and help children represented by this organization. These and many other important events are already inherent part of the company. Individual initiatives of our employees continue to support collective causes of the society.



# Innovative operations

Today, we are proud of the work that is done over the years. Our commitment to offer quality services has exceeded our customers' expectations. Investments made in automation of equipment and systems digitization enable us to control the grid from the distance. This is the digital age of KEDS.



### **SCADA**

Integrating the most contemporary system SCADA for supervision of electrical substations from the distance has directly affected efficient management of grid in our daily operations. The use of this modern technology and its integration within the grid decreases duration of breakdowns, reduces technical and non-technical losses and increases efficiency of the workforce, by reacting faster to grid breakdowns.



### **KOSOVANET**

Everything that happens in distribution network is transmitted to KOSOVANET database. Through this system we have a clear picture of real time distribution network. This has benefitted consumers extremely, by shortening the time of electricity interruption, increasing feedback on interventions, increasing accuracy and efficiency. KOSOVANET contributes to work flow by becoming inseparable tool of our grid maintenance crews and organizational levels.



### **Hand Held Unit (HHU)**

Proofs that breakdowns have been noted by our crews are evidenced in HHU handhelds (Hand Held Unit), where data and work done by our field crews for restoring and solving the problem of the customers are put. HHU enables measurement of the efficacy of our crews in repairing the breakdowns. This device has advanced our services in reading / billing, by moving from the manual to the digital one.



### **Smart Meters**

Offering our customers modern and immediate services is our priority. Smart meters are implementation of the KEDS mission to be as close as possible to customers at any time. Accurate measurement of energy consumption, real-time reading, quality control of energy and reduction of interruptions, are some of the advantages of this electronic devices. Such innovative projects have significantly improved our services to our customers.



# Our energy for you

It all starts with our goal - to provide stable and modern grid with the lowest cost possible.

Our commitments are long-term. We work now while we think of the future, we invest today so tomorrow can be bright for our society, the economy of the country and the environment where we live.

In this journey, KEDS partners are the citizens, as well as work devotion and dedication of each employee.



### **Because we are determined. . .**

Electricity is needed 24/7, and we are ready to serve customers 24/7.

Using all our human capacities and the most sophisticated equipment, we are always where the consumer is.

In addition to grid investments, we also invest in our relationships with the community, we listen the voice of each customer and we respond to them with high devotion.

We did this from the first day and will we will continue to do so in the future.



### **and we have the energy**

From the first day of our operations, we've made the change.

The changes in grid, in relation to customer, with our employees, our partners and the change in each of us.

Every change of ours has turned into evolution. Every challenge in energy. This development and this energy brought success.

Every success is bringing motivation to continue working further.

# Our aim to continue further...

8 years is not a big number, but what can be done during these years is huge.

KEDS during these years has made huge changes, which have significantly improved grid infrastructure, providing stability in customers' supply with electricity.

Already we have set the basics of a modern infrastructure of energy, but we are not satisfied with that. Our goal is to replace each old equipment with a new one, so that each and every customer can feel the change.

Every day we will see new alternatives and modern ones, in trend with the latest developments in the world.

The improvements will not stop, because electricity is an essential need, and we will always be where we will be called to be, as in our daily work, we constantly make progress to gain the trust of customers.