



Republika e Kosovës
Republika Kosova - Republic of Kosovo
Qeveria - Vlada – Government
Ministria për Punë, Familje dhe Vlerat e Luftës Çlirimtare
Ministarstvo za Rad, Porodicu i Vrednosti Oslobodilačke Borbe
Ministry of Labour, Family and Values of the Liberation War

Kabineti i Ministrit / Kancelarija Ministra / Minister's Office

No. ____/2026
Date: __.__.2026

Pursuant to Point 2 of Decision No. 07/05 dated 06.10.2026 of the Government of the Republic of Kosovo, and in accordance with Article 11 of Law No. 08/L-117 on the Government of the Republic of Kosovo, the Minister of Labor, Family, and Liberation War Values issues this:

DECISION

On the conditions and criteria for benefiting from the Program for the Protection of Vulnerable Electricity Consumers for the years 2026–2027, in accordance with Point 2 of Government Decision No. 07/05 dated 06.10.2026

A. FORM OF SUPPORT

1. Support in the form of an electricity bill subsidy under the Program for the Protection of Vulnerable Electricity Consumers for the years 2026–2027 is provided to all households that meet the criteria set out in Section D of this Decision.

B. DEFINITION OF TERMS

2. For the purposes of the program and this Decision, monthly income is defined as the total monthly income of the household, excluding: pensions for persons with disabilities; compensation for the blind; pensions for persons disabled due to work-related injuries; compensation for paraplegic and tetraplegic persons; compensation for families of children with disabilities; pensions for war invalids and civilian invalids; pensions for families of KLA martyrs and families of missing KLA persons; pensions for families of civilian victims; social assistance; and benefits from the Social Assistance Scheme Pilot.

3. Households classified as vulnerable consumers are those with income below the threshold specified in point 11 of this Decision.

C. APPLICATION METHOD

4. Applications to benefit from the Electricity Vulnerable Consumer Protection Program for the years 2026–2027 must be submitted electronically via the **eKosova** platform.
5. The application module was developed by the Information Society Agency (ISA) in cooperation with the Ministry of Labor, Family, and Liberation War Values (MLFLWV) and is available on the eKosova platform under the "Family" services category, labeled "Application for the Electricity Vulnerable Consumer Program."
6. In addition to the electronic module, assistance will be provided to households that lack home access to the electronic system, enabling them to apply with the help of Centers for Social Work.
7. The application is submitted by one member of the household and applies to a single electricity meter only.
8. Households experiencing changes in their structure or the number of family members are advised to update their Family Composition Declaration at the Civil Status Office before applying for the subsidy.
9. All households that assess and consider themselves to meet the subsidy criteria defined by the program and the Decision of the MLFLWV may apply via the E-Kosova platform.
10. Households that applied for and benefited from last year's subsidy program must also apply via the E-Kosova platform if they assess that they meet the criteria set out in the current program and the Decision of the MLFLWV.

D. ELIGIBILITY CRITERIA

11. To benefit from the subsidy under point 1 of this Decision, the Household must cumulatively meet the following criteria:
 - 11.1. All Household members must be citizens of the Republic of Kosovo with permanent residence within the territory of the Republic of Kosovo, or foreign nationals holding a permanent residence permit within the territory of the Republic of Kosovo.
 - 11.2. The average monthly income of the Household *over the last 12-month period* must be equal to or less than one hundred and fifty euros (150 €) per Household member.
 - 11.3. Household income shall include and account for one-quarter ($\frac{1}{4}$) of the income or turnover derived from business activities or self-employment of Household members over the last 12 months.
 - 11.4. The cumulative value of real estate (asset test) owned by all Household members must be equal to or less than one hundred thousand euros (100,000.00 €).
12. Notwithstanding Point 11 of this Decision, for all households living in rented accommodation, the monthly rent amount shall be deducted from the total average monthly income; however, this deduction shall not exceed fifty percent (50%) of the total average monthly income. The applicant must provide proof of rent, such as a lease agreement or a record of bank transfers for rent payments.

E. CALCULATION OF THE SUBSIDY

13. The amount of energy eligible for subsidy for the household is divided into three (3) categories, based on the household's average monthly income per member:
 - 13.1. Households with an average monthly income of zero euros (0 €) to fifty euros (50 €) per member are eligible for a maximum subsidy of up to 150 kWh/month per member.
 - 13.2. Households with an average monthly income of fifty euros (50 €) to one hundred euros (100 €) per member are eligible for a maximum subsidy of up to 100 kWh/month per member.
 - 13.3. Households with an average monthly income of one hundred euros (100 €) to one hundred and fifty euros (150 €) per member are eligible for a maximum subsidy of up to 50 kWh/month per member.
14. The value of the electricity bill subsidy for a household shall be a minimum of five (5) euros, while the maximum amount shall be fifty (50) euros per month. If the electricity bill amount for the relevant month is lower than five (5) euros, the household shall not receive a subsidy for that month. In cases where the electricity bill amount for the relevant month is lower than fifty (50) euros, the subsidy shall be set at the amount of the bill issued for the relevant month.
15. An amount equal to 2% of the household's average income shall be deducted from the potential subsidy.

F. DURATION AND PAYMENT OF SUBSIDY

16. The Program for the Protection of Vulnerable Electricity Consumers has a time span of six (6) months and covers the subsidy period in the period October-December 2026 and January-March 2027.
17. In order to avoid possible interruptions of electricity during the winter season when the expenditure of electricity by Households is higher due to heating, within the framework of the Agreement between MLFLWV and USS these issues will also be regulated and determined.
18. Subsidy payments are made by the Ministry of Education and Culture, through the Treasury of Kosovo to the Universal Service Provider (USS) and then the USS made the calculations/deduction of the subsidized amount within the electricity bills for the relevant month for the Family Economy

G. IMPLEMENTATION OF DECISION

19. The Ministry for Work, Family and Liberation War Values by Decision of the Minister establishes an Implementation Commission, which is tasked with reviewing applications, verifying data and preparing the list of beneficiaries, based on the methodology defined in the program and the criteria defined by Decision of the Minister.
20. The Implementation Commission examines the applications according to the criteria of this decision, continuously from the entry into force of this decision.
21. The Implementation Commission has the right to break down the criteria and decide on the adaptation of the data verification procedures and the accuracy of the information in accordance with the relevant needs.
22. The Implementation Commission, on a monthly basis, sends the electronic notification (email or phone message) about the decision that has been taken for Family Economies, and which have met the criteria to benefit from the support of the bill subsidy for the corresponding month.

23. The Implementation Commission, on a monthly basis, sends an electronic notification (email or phone message) for rejected applications, including a description of the reasons for the rejection, as well as notifies the Family Economies that have been rejected about the possibility of submitting a complaint to the Complaints Commission.
24. The Implementation Commission has the right to request information, may hold regular meetings for coordination purposes, offer advice and assistance to the institutions responsible for the implementation of the program, as well as commit that the subsidy program is implemented in general.
25. The Implementation Commission compiles the final list of beneficiary details and transmits it to the Universal Service Supplier (USS), which subsequently determines the benefit amount in accordance with the formula and criteria established by this Decision. Upon confirmation of the beneficiary list by the Implementation Commission, the USS applies the subsidy amount as a deduction to the relevant month's bills for the households.
26. The Ministry for Labor, Family, and Liberation War Values establishes, via a separate decision, an Appeals Commission tasked with reviewing complaints filed by households against decisions of the Implementation Commission, in accordance with the timeframes, criteria, and procedures set forth in the relevant Law on General Administrative Procedure.
27. To evaluate the complaints filed, the Appeals Commission relies on the criteria established in this Decision, basing its assessment on the evidence and additional documentation submitted by the households.
28. The Appeals Commission may, if necessary, request information and/or clarifications from the Implementation Commission.
29. After reviewing the complaints from households, the Complaints Commission issues a decision to approve or reject the complaint—including the reasons for the approval or rejection and the subsidy amount for households whose complaints were approved—and simultaneously informs the complaining party of the Commission's decision.
30. The Civil Registration Agency shares household composition data with the Implementation Commission, including information on family structure and members.
31. The Tax Administration of Kosovo cooperates with the Implementation Commission by providing information on formal income for each household member.
32. The Ministry of Finance, Labor and Transfers shares data regarding pensions, social assistance, compensation, and other social benefits with the Implementation Commission.
33. The IT Department within the MLFLWV shall be responsible for ensuring, in cooperation with the Information Society Agency (ISA), that the Application Module for the Vulnerable Electricity Consumer Program—part of the E-Kosova platform—is functional. It shall facilitate the workflow of the Implementation Commission regarding data transfer and exchange with information systems of other institutions, as required to conduct the Income Test, Asset Test, or other tests to be implemented by the Implementation Commission.
34. The Department of Social Schemes—based on data and decisions from the Implementation Commission—is responsible for preparing the processing of documentation for payments and the transfer of funds to the Universal Service Supplier (USS), in accordance with decisions made by the Implementation Commission and the Appeals Commission, as well as the Cooperation Agreement to be signed between the MLFLWV and the USS.

35. Based on requests and documentation from the Finance Division within the MLFLWV, the Kosovo Treasury executes payments and transfers the monthly financial amount to the USS—into the bank account specified in the Cooperation Agreement—in accordance with the Implementing Commission’s decisions regarding the subsidization of energy bills for the relevant month.
36. The MLFLWV signs a Cooperation Agreement with the USS, outlining the responsibilities and obligations of each party regarding the implementation of the subsidy program and the execution of electricity subsidy payments.

H. ENTRY INTO FORCE

36. The decision enters into force on the day of signing.

Andin HOTI

Minister of Labor, Family and Liberation War Values

The decision is sent to:

- *The Office of the Secretary General of the MLFLWV;*
- *The Director General of the Tax Administration of Kosovo;*
- *The Director General of the Kosovo Treasury;*
- *The Director of the Information Society Agency;*
- *The Director of the Civil Registration Agency;*
- *The Department of Social Schemes at the MLFLWV;*
- *The MLFLWV Archive.*