



Republika e Kosovës- Republik of Kosovo

Qeveria-Vlada-Government

**PROGRAM FOR THE PROTECTION OF VULNERABLE ELECTRICITY
CONSUMERS IN KOSOVO**

Pristina, 2026

List of Abbreviations

ISA	Information Society Agency
ARC	Civil Registration Agency
TAK	Tax Administration of Kosovo
DSS	Department of Social Schemes
DTP	Property Tax Department
HH	Household
USS	Universal Service Supplier
AC	Appeals Commission
IK	Implementation Commission
MF	Ministry of Finance
ME	Ministry of Economy
MLFLWV	Ministry of Labor, Family, and Liberation War Values
MT	Means Test
CSW	Center for Social Work
Treasury	Treasury of the Republic of Kosovo

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Introduction

The program aims to support households through the social protection system and ensure equal access to electricity as an essential service by subsidizing energy for vulnerable consumers. The program contributes to the implementation of the Republic of Kosovo's policies on reducing energy poverty, protecting low-income families and vulnerable consumers, and supporting the energy transition toward a more sustainable and inclusive system.

Through this program, the Government of the Republic of Kosovo aims to empower vulnerable consumers by providing financial support via electricity subsidies, thereby alleviating the burden of electricity costs. The program focuses on financial support through the subsidization of electricity bills, as financial assistance with electricity bills is considered one of the best ways to support vulnerable consumers.

The consumer support program is organized into six chapters, as follows:

Chapter 1 covers the program's objective and principles;

Chapter 2 covers the analysis of the legal framework and the laws underpinning the development of the Program for the Protection of Vulnerable Electricity Consumers;

Chapter 3 outlines the general objectives, the intended outcomes of the program, and the target groups;

Chapter 4 addresses inter-institutional cooperation and support mechanisms for the program's implementation;

Chapter 5 details the funding and eligibility criteria for the program; and

Chapter 6 covers the communication platform and the electronic application module integrated into the e-Kosova platform.

1. Program Objective

The objective of the program is to ensure that all vulnerable consumers have equal access to affordable electricity by providing financial support for electricity bill payments, thereby improving their overall well-being and ability to cover electricity costs.

The program focuses on financial support through electricity bill subsidies, as financial assistance with electricity bills is considered one of the most effective ways to support vulnerable consumers.

1.1 Program Principles

The implementation of the program is based on the following principles:

- a) *Equality and non-discrimination*, ensuring equal treatment for all applicants who meet the criteria;
- b) *Transparency*, through clear procedures and the publication of information regarding how to benefit from the program;
- c) *Accountability*, ensuring the fair and efficient use of public funds;
- d) *Accurate targeting*, so that support reaches the households with the greatest need;
- e) *Administrative efficiency*, minimizing the administrative burden on citizens and institutions.

1.2 Definitions and explanations

For the purposes of this program, the following terms have the following meanings:

Applicant – refers to the individual or family member who initiates the application procedure for the electricity protection program for vulnerable consumers and fulfills all relevant obligations to the competent authority on their own behalf and/or on behalf of their family.

Household (HH) – refers to the family unit consisting of one or more persons living in the same dwelling, sharing the same electricity meter, and jointly covering electricity consumption expenses.

Vulnerable electricity consumer – refers to a household that, due to low income levels and social circumstances, is unable to afford the cost of electricity without compromising the fulfillment of other basic living needs, and which meets the criteria established in this program.

Monthly household income – refers to the sum of all monthly income of the household, regardless of the source of income, excluding the following categories:

- Pensions for persons with disabilities;
- Allowances for the blind;
- Work-related disability pensions;
- Compensation for paraplegic and tetraplegic persons;
- Compensation for families of children with disabilities;
- Pensions for war invalids;
- Pensions for families of KLA martyrs;
- Pensions for families of missing KLA persons;
- Pensions for families of civilian war victims;
- Social assistance;
- Other benefits exempted under applicable legislation.

Family income test – the process of assessing the financial status of a household by analyzing the income of all its members and comparing it against the thresholds established in this program.

Real estate – refers to all immovable property owned by household members, including land, residential buildings, commercial premises, and any other real estate with economic value.

Real estate test – the process of assessing the cumulative value of real estate owned by household members to determine whether the criteria of this program are met.

Electricity bill subsidy – refers to the financial support provided to a household through the subsidization of the electricity bill, calculated according to the criteria and methodology defined in this program.

Consumer ID – the unique identification number of the electricity consumer, issued by the Universal Service Supplier, used to identify the consumption point and implement the subsidy. Universal Service Supplier (USS) – the supplier licensed to provide the universal electricity supply service, in accordance with applicable legislation.

Implementation Commission – the commission established by the responsible Ministry to implement this program, which reviews applications, verifies compliance with criteria, and prepares the list of beneficiaries.

Energy poverty – refers to the situation in which a household is unable to secure or afford the minimum level of energy services necessary for a dignified life, including heating, lighting, and the use of basic household appliances.

1.3 Current situation and importance of the program

The continuous rise in the cost of living and electricity prices has significantly impacted the economic well-being of a considerable number of households in the Republic of Kosovo, particularly those with low incomes that are insufficient to cover basic living expenses. In this context, subsidizing electricity consumption for vulnerable consumers serves as a significant social policy instrument aimed at protecting the most at-risk groups and ensuring equal access to an essential service.

The Vulnerable Consumer Protection Program for the 2025–2026 period has enabled financial support for thousands of families in need and established the institutional framework for identifying and subsidizing vulnerable consumers through an electronic application process on the e-Kosova platform. Experience gained during the program's implementation has demonstrated the importance of inter-institutional cooperation and the electronic exchange of data among public institutions.

However, during the program's implementation, a number of administrative, technical, and procedural challenges have been identified that have impacted the efficiency of the application, verification, and subsidy-receipt processes. Key challenges include: the need to improve the process for declaring family members; the accurate identification of the head of the household and their link to the electricity consumption unit; the prevention of inaccurate or multiple declarations; and the strengthening of data verification mechanisms through automated linkages with state registers.

Furthermore, experience to date has demonstrated the need to enhance the application module on the e-Kosova platform in order to automate processes, reduce manual interventions, increase data verification accuracy, and improve the citizen application experience. In this regard, it is necessary to strengthen integrations between the e-Kosova platform and the systems of relevant institutions—including civil registries, the Tax Administration of Kosovo, the Property Tax System (under the Property Tax Department/Ministry of Finance), electricity supply operators, and other institutions holding data required to verify the criteria established by this program. At the same time, during the drafting of the 2026–2027 Program for the Protection of Vulnerable Electricity Consumers, recommendations and observations from implementing institutions, Working Group members, and technical experts were analyzed to address shortcomings identified during previous years of implementation. These findings served as the basis for revising procedures, improving application criteria, and defining functional requirements to enable the development of a more efficient, transparent, and secure module.

Beyond the need to improve the application process, the Republic of Kosovo has also undertaken obligations within the framework of European integration and the implementation of the Growth Plan for the Western Balkans; this plan envisages the development of sustainable mechanisms to identify and support vulnerable consumers, including the creation and maintenance of a functional registry of vulnerable consumers. Consequently, the 2026–2027 Program for the Protection of Vulnerable Consumers aims not only to continue electricity subsidies but also to consolidate a sustainable, transparent, and digitized system for administering this scheme. Based on this analysis, there is a recognized need to continue the Vulnerable Consumer Protection Program for the 2026–2027 period, while improving the mechanisms for identification, application, verification, and monitoring, in order to direct public support to families meeting the established criteria and to ensure the efficient, transparent, and fair use of public funds.

2. Legal Framework and Strategy

The recognition and guarantee of specific rights regarding electricity supply for vulnerable consumers in the Republic of Kosovo are established through the following laws: Law No. 05/L-081 on Energy (hereinafter: the Energy Law); Law No. 05/L-085 on Electricity (hereinafter: the Electricity Law); Law No. 05/L-084 on the Energy Regulator (hereinafter: the Energy Regulator Law); the Law on Personal Data Protection; the Law on General Administrative Procedure; Law No. 2003/15 on the Social Assistance Scheme; Law No. 04/L-096 on Amending and Supplementing Law No. 2003/15 on the Social Assistance Scheme; and the Energy Strategy of the Republic of Kosovo 2022–2031.

The three laws – the Energy Law, the Electricity Law, and the Energy Regulator Law – define a vulnerable consumer as a household consumer who, due to their social status, enjoys certain specific rights regarding electricity supply. The Law on Energy and the Law on Electricity mandate the Ministry of Economy and the Ministry of Labor, Family and War-Liberation Values—in consultation with the Energy Regulatory

Office and other stakeholders—to develop programs for defining vulnerable consumers and a social action plan for energy.

2.1 Law No. 05/L-085 on Electricity

The legislation defining the rules and measures for the operation of the electricity sector—specifically the Law on Electricity—recognizes and guarantees specific rights regarding electricity supply for vulnerable consumers.

Article 49 of the Law on Electricity, which addresses the protection of vulnerable consumers, obliges the Ministry of Economy and the Ministry of Labor, Family and War-Liberation Values—in consultation with the Energy Regulatory Office (ERO) and other stakeholders in the electricity sector—to develop a detailed program defining the status of vulnerable consumers, the scope of their rights, and measures aimed at protecting vulnerable consumers in meeting their electricity demand; this program is subsequently approved by the Government of the Republic of Kosovo. Furthermore, Article 49, paragraph 2, stipulates that the program for the treatment of vulnerable consumers defined in paragraph 1 of this Article shall be approved by the Government and shall include at least one of the following elements:

2.1. Designation of vulnerable consumers benefiting from the program defined under this Article, such that:

2.1.1. it shall not include more than a minority of electricity consumers in Kosovo;

2.1.2. it shall be limited to low-income electricity consumers who use electricity for their permanent residence, whereby, for the determination of low income, all available assets shall be taken into account in addition to income.

2.2 Energy Strategy of the Republic of Kosovo 2022–2031

On 8 March, 2023, the Government of the Republic of Kosovo published the Energy Strategy of the Republic of Kosovo 2022–2031, outlining the key directions and actions for the development of the energy sector over the next decade; one of the strategic

objectives therein is the protection and empowerment of consumers. Strategic Objective 5—Consumer Protection and Empowerment—encompasses three specific goals, the first of which focuses on the protection of vulnerable consumers. According to the document, the key targets set for this strategic objective are: reviewing the current price support scheme for the vulnerable consumer program; establishing a new program and subsequently advancing it into a means-tested scheme linked to the reformed social assistance system; and implementing at least two new schemes dedicated to vulnerable consumers. In addition to new energy-related schemes for vulnerable consumers, the Strategy aims to improve the energy price support scheme in terms of targeting and to cover all individuals and households at risk of energy poverty.

3. General and specific objectives

The primary goal of this program is to provide direct support to vulnerable consumers in the electricity sector to help them meet electricity costs. Through the implementation of targeted policies, the program aims to ensure equal access to affordable electricity for vulnerable consumers by subsidizing their electricity usage, thereby improving their overall well-being. This program is being developed as part of the Republic of Kosovo's energy transition and in response to the rise in energy costs caused by the recent energy crisis. The program focuses on financial support through electricity bill subsidies, pursuing the following objectives and goals:

- *Identification of vulnerable consumers* – the program will identify vulnerable consumers who qualify for electricity subsidies based on objective criteria, such as low income. Identification will be carried out using an income test; this method identifies low-income households, ensuring that financial resources are directed toward those most in need. Assessing income levels establishes objective criteria for determining beneficiaries and ensures that assistance reaches low-income families who may be facing financial hardship. This approach simplifies the identification process,

promotes efficient resource allocation, and fosters equity and consistency in identifying vulnerable consumers.

- *Ensuring equitable subsidy distribution* – a program objective is to ensure that electricity subsidies are distributed fairly and reach those who are truly vulnerable. The subsidy calculation formula and the implementation of a verification mechanism—such as the confirmation of applicants' income by the Implementation Commission in cooperation with relevant institutions—enable the equitable distribution of subsidies.

- *Ensuring affordable electricity* – another objective of the program is to ensure that vulnerable consumers have access to affordable electricity. The program aims to alleviate the financial burden through electricity subsidies.

3.1 Specific program objectives

The program for supporting vulnerable consumers aims to achieve its overall goal and objectives through the following specific objectives:

- *Protection of vulnerable consumers* – this objective aims to provide a safety net for low-income families and individuals, pensioners, persons with disabilities, and those living in difficult social conditions. Furthermore, financial support covering a portion of the electricity bill aims to prevent supply disconnections and ensure that these consumers are not left without energy during critical periods.

- *Reduction of energy poverty* – the program will contribute to reducing energy poverty and helping households cover energy costs for heating, lighting, and basic appliances. It aims to reduce the number of households living in such conditions by enabling them to maintain an adequate level of energy consumption without sacrificing other vital needs.

- *Increasing access to affordable energy* – this objective aims to provide households with access to electricity as an essential and affordable service for all. The payments will alleviate the financial burden and ensure a stable energy supply, thereby reducing the risk of disconnection from the grid due to an inability to pay.
- *Improvement of social well-being* – support with energy bills will enhance family well-being, enabling households to allocate other income toward food, healthcare, and education. This directly contributes to an improved quality of life and social stability.
- *Institutional coordination* – this objective facilitates improved coordination and cooperation among central institutions (relevant ministries) and energy operators during the program's implementation. Such coordination ensures that support is distributed fairly, swiftly, and effectively, while preventing delays and misuse.

3.2 Target groups

Target groups include low-income households, beneficiaries of social welfare and pension schemes, families belonging to war-related categories, and other vulnerable groups from all communities. Applications will be open to all citizens; however, households qualifying for the subsidy under the program are those with a monthly income per person/member equal to or less than 150 € (e.g., 600 € for four members; the cumulative income will be divided by the number of household members declared by the applicant to determine whether it falls at or below the established income threshold).

4. Responsible institutions and program criteria

Implementation of the Program for Support to Vulnerable Electricity Consumers requires effective cooperation among institutions to ensure the orderly and transparent execution of subsidies.

4.1 Relevant institutions and mechanisms

Efficient coordination among institutions is a key factor in the program's success. These institutions and their roles in the process are as follows:

- Information Society Agency (ISA) – plays a role in the development, administration, and technical maintenance of the Program's application module on the e-Kosova platform. ISA ensures the operationalization of the electronic application system, the interconnection and secure data exchange between relevant institutions, and the automated validation of applicant data through integrations with state registers. Additionally, ISA provides technical support to implementing institutions, monitors platform operations during the application period, ensures technical protection of personal data, and enables the generation of statistical and analytical reports for program needs.
- Tax Administration of Kosovo (TAK) – plays a role in sharing data regarding the income of each member of the Family Economy (FE).
- The Tax Administration of Kosovo (TAK) provides information on individuals' income from various sources; this is key information for assessing the eligibility of Family Households (FHs) to receive support from the program.
- Civil Registration Agency (CRA) – plays a role in sharing civil status data regarding the FH. Through the registration of births, marriages, and deaths, the CRA provides information used to determine the family structure and its members.
- Ministry of Labor, Family, and Liberation War Values (MLFLWV) – in addition to implementing this program, it plays a role in sharing data with the Implementation Commission regarding pensions, social assistance, and other social benefits. The MLFLWV provides information on the economic and social situation of FHs—an important step for assessing income from sources other than those reported by TAK—to evaluate the FHs' eligibility for program support.
- Implementation Commission within the MLFLWV – is responsible for reviewing applications, verifying data, and preparing the list of beneficiaries. The Commission represents a critical stage in the program implementation process, as it

verifies the eligibility of Family Households (FHs) to benefit from the program and determines the subsidy amount based on the methodology established therein.

– The Department of Social Schemes—based on data and decisions from the Implementation Commission—is responsible for preparing the processing of payment documentation and the transfer of funds to the Universal Service Supplier (USS), in accordance with the Implementation Commission's decisions and the cooperation agreement between the Ministry and the USS.

– The Kosovo Treasury plays a role in allocating grant and subsidy data for each member of the Family Household. It is also responsible for executing subsidy payments based on beneficiary lists received from the Implementation Commission. These institutions collaborate on program implementation to ensure that support is provided efficiently and transparently to vulnerable consumers in the electricity sector.

4.2 Program eligibility criteria

Support in the form of an electricity bill subsidy under this program is provided to households that use electricity for domestic needs and which, following the review and verification of data, are found to meet the conditions and criteria established in this program.

To benefit from this program, the household must cumulatively meet the following criteria:

– 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 for the territory of the Republic of Kosovo;

– The household's average monthly income over the last 12 months must be equal to or less than one hundred and fifty euros (150 €) per household member;

– The cumulative value of real estate (asset test) owned by household members must be equal to or less than one hundred thousand euros (100,000.00 €);

– The monthly electricity bill amount must exceed 2% of the household's average monthly income.

For households that pay rent for housing, the monthly rent amount is deducted from the total average monthly income, provided that the deduction does not exceed fifty percent (50%) of the total average monthly income. Applicants must provide proof of rent, such as a lease agreement or a bank transaction record corresponding to the application period.

4.3 Income calculation and categories

For the purposes of this program, monthly income is defined as the total monthly income of the household, excluding the following categories: pensions for persons with disabilities; allowances for the blind; work-related disability pensions; allowances for paraplegic and tetraplegic persons; allowances for families of children with disabilities; war invalid pensions; pensions for families of KLA martyrs and missing persons; pensions for families of civilian victims; and social assistance.

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:

Category I – 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.

Category II – 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.

Category III – for households with an average monthly income ranging from one hundred euros (100 €) to one hundred and fifty euros (150 €) per member, the maximum subsidy entitlement is up to 50 kWh/month per member. The electricity bill subsidy amount for a household shall be a minimum of five euros (5 €) and a maximum of fifty euros (50 €) per month. If the electricity bill amount for the relevant month is lower than five euros (5 €), 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 euros (50 €), the subsidy shall be set at the amount billed for that month. The Minister shall determine, via a decision, additional criteria, conditions, and procedures regarding the eligibility for, calculation of, and implementation of the subsidy.

The electricity bill subsidy amount for a household shall be a minimum of five (5) euros and a maximum of fifty (50) euros per month. If the electricity bill amount for the relevant month is less 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 less than fifty (50) euros, the subsidy shall be set at the amount billed for that month. The Minister shall determine, via a decision, additional criteria, conditions, and procedures regarding eligibility for, calculation of, and implementation of the subsidy.

4.4. Implementation Commission

The Ministry of Labor, Family, and Liberation War Values shall establish the Implementation Commission, which shall be responsible for implementing this program and coordinating the entire process until the program's conclusion. Other responsible institutions are obliged to cooperate and share the data requested by the Implementation Commission for the purposes of this program. Following the close of the application period for each calendar month, the Implementation Commission shall review and process all applications received during that month and make decisions in accordance with the criteria and procedures established by this program. Application reviews will be conducted on a monthly basis until the program's implementation concludes.

The MLFLVW and the Implementation Commission reserve the right to conduct subsequent administrative verifications regarding the accuracy of the declared data. In the event that false declarations are discovered, the beneficiary shall forfeit the right to the subsidy and be required to repay any funds received unduly.

4.5 Appeals Commission

A household dissatisfied with the Implementation Commission's decision may file an appeal within the timeframe specified in the decision's legal notice, in accordance with legislation on administrative procedure. The Ministry of Labor, Family, and Liberation War Values (MLFLVW) shall establish a Second-Instance Appeal Review Commission. Appeals must be submitted via the electronic form to be specified by the Ministry in subsequent steps.

5. Program financing and the registry of consumers

5.1 Financing the subsidy program

Funding for the Program for the Protection of Vulnerable Electricity Consumers is provided by the budget of the Government of the Republic of Kosovo/Ministry of

Labor, Family and Liberation War Values (MLFLVW), in accordance with the budget allocations approved for the relevant fiscal year. The MLFLVW is responsible for planning and securing the financial resources for the program's implementation, while the transfer of funds is carried out through the Kosovo Treasury.

5.2. Registry of vulnerable electricity consumers

To ensure the efficient identification, administration, and monitoring of vulnerable electricity consumers, the Ministry of Labor, Family and Liberation War Values maintains the Registry of Vulnerable Electricity Consumers. The registry is administered via the e-Kosova electronic platform and is updated periodically based on data provided by competent institutions.

The registry contains data on:

- program beneficiaries;
- household composition;
- household income;
- application status;
- benefit period;
- approved subsidy level;
- other data necessary for the administration of the program.

The data in the registry are used solely for the purposes of program implementation, social policy planning, monitoring energy poverty, and institutional reporting. Access to the registry is granted only to institutions and persons authorized in accordance with applicable legislation on personal data protection.

The Ministry may periodically update and verify registry data through the electronic exchange of data with relevant institutions, including the Civil Registration Agency (ARC), the Tax Administration of Kosovo (TAK), the Treasury, the Property Tax Department, energy operators, and other institutions holding data relevant to the program's implementation.

6. Communication platform and application module

The application module is managed by the Ministry of Labor, Family and Liberation War Values, while its development, maintenance, and technical support are carried out by the Information Society Agency (ISA) within the e-Kosova platform. ISA ensures the system's integration with state databases and the secure operation of the electronic application process.

The module must be designed to be easily understandable, minimize errors during application, and prevent duplicate applications.

Interconnectivity must be established so that, during the application process on the e-Kosova platform, the applicant's data is automatically cross-checked. The application process must not be allowed to complete without prior verification of the consumer ID.

6.1 Application procedure and method

Applications under this program are open from 1 October 2026, to 31 March 2027. Households that believe they meet the eligibility criteria for benefits under this program are entitled to apply. The application is submitted by the head of the household or a household member and is linked to one (1) electricity meter. For applicants unable to access or use the electronic application platform, support during the application process is available through officials at Centers for Social Work.

The subsidy benefit commences in the month the application is approved and is not applied retroactively. Households wishing to benefit throughout the entire coverage period of this program must submit their application during the first month the application window is open. Applications submitted after the first month will be reviewed, and if approved, the subsidy will apply only to the remaining period of the program's implementation.

All households that believe they meet the eligibility criteria for benefits and support under the program must apply online, regardless of whether they have previously benefited from earlier subsidy programs.

6.2 Applicant rights and responsibilities

The household, as an applicant under the program, has the right to apply in accordance with the established criteria and to be fully and transparently informed about application procedures, deadlines, and results. Furthermore, it has the right to

lodge a complaint with the Complaints Commission if it considers that the decision taken is unfair or inconsistent with the program's provisions.

Conversely, the household is responsible for submitting accurate and verifiable data and for adhering to the established application deadlines.

Any inaccurate or incomplete declaration may result in the rejection of the application or the repayment of the support received. The applicant's responsibility for accuracy and transparency is a fundamental condition for the proper and efficient implementation of the program.

6.3 Personal data protection

The institutions implementing the program process personal data solely for the purposes of program administration. Data processing is carried out in accordance with applicable legislation on personal data protection.

The institutions are responsible for:

- data confidentiality;
- data integrity;
- secure inter-institutional exchange;
- restricting access to authorized persons only.

6.4 Technical process of the application module

The technical process for program application and administration is carried out via the state platform e-Kosova, which enables electronic application, automatic verification of personal data through interconnections with the Civil Registration Agency (ARC), automatic income verification through interconnections with the Tax Administration of Kosovo (TAK) system, application review, generation of beneficiary lists, and statistical reporting. The module is developed and maintained by the Information Society Agency (ISA), while it is administered by the Ministry of Labor, Family, and Values of the Liberation War.

Step 1 - Information and access to the application

The Ministry of Labor, Family and Liberation War Values publishes information regarding the program, eligibility criteria, application deadlines, and instructions for

completing the application process. The applicant logs into the e-Kosova platform using their personal identification account.

Step 2 - Identity verification

Upon logging in, the system automatically retrieves the applicant's data from the Civil Registration Agency (ARC) records, including:

- personal number;
- first and last name;
- gender;
- date of birth;
- nationality;
- residential address;
- marital status;
- household composition.

If the data is not up to date, the applicant is instructed to update it with the relevant competent institutions.

Step 3 - Completing the application

The applicant declares and provides the data necessary to assess eligibility for the program, including:

- the electricity consumer ID;
- the family relationship to the electricity meter holder;

The applicant declares under full legal responsibility that the submitted data is accurate and complete.

Step 4 - Uploading documentation

The system allows for the uploading of supporting documents when required by the program.

For renting households, one of the following proofs must be uploaded:

- the lease agreement;
- bank proof of rent payment;
- another valid document proving the rent expense.

The documents are verified by the Implementation Commission during the review process.

Step 5 - Automated data verification

After the application is submitted, the system performs automated verifications with relevant institutions, including:

- the Civil Registration Agency (CRA);
- the Tax Administration of Kosovo (TAK);
- the Ministry of Labor, Family, and Liberation War Values;
- the Property Tax Department within the Ministry of Finance;
- the Treasury of the Republic of Kosovo;
- the Universal Service Supplier for electricity;
- Other relevant institutions, as necessary.

Verifications are conducted to determine income, family composition, social benefits, assets, and other data required to establish vulnerable consumer status.

Step 6 - Prevention of multiple applications

The system prevents multiple applications by checking:

- the applicant's personal identification number;
- household members;
- the electricity consumer code;
- the consumption address.

In the event that duplicate applications or contradictory data are identified, the application is rejected in accordance with the Program's procedures.

Step 7 - Review and decision-making

The implementing commission reviews the applications, verifies the results of automated checks, and assesses compliance with the program criteria.

Upon completion of the review, the implementing commission prepares the list of beneficiaries and the list of rejected applications, including the respective reasons for rejection. The list of beneficiaries is forwarded to the Universal Service Supplier (USS) for data verification and cross-referencing purposes in support of the Program's implementation.

Step 8 - Notification of applicants

Applicants are notified electronically via the e-Kosova platform and other communication channels regarding:

- receipt of the application;
- requests for additional documentation;
- approval or rejection of the application;
- the right to appeal.

Step 9 - Registry of vulnerable consumers

Approved applications are recorded in the Registry of Vulnerable Electricity Consumers, which is administered by the Ministry and used for monitoring, reporting, and managing program beneficiaries. Data in the registry is updated periodically through electronic data exchange with competent institutions.

Step 10 - Reporting and statistics

The system enables the automatic generation of statistical and managerial reports, including:

- number of applications;
- number of beneficiaries;
- number of complaints;
- distribution by municipality;

- beneficiary categories;
- value of disbursed subsidies.

The reports are used for program monitoring, public policy planning, and assessing the level of energy poverty in the Republic of Kosovo.

Step 11 – Traceability and auditing

The system maintains an electronic record of all actions performed during the subsidy application, verification, approval, rejection, and payment processes to ensure transparency, accountability, and institutional auditing.