



## **PUBLIC CALL**

### ***FOR SUPPORT OF HOUSEHOLD CONSUMERS TO INVEST IN EFFICIENT HEATING EQUIPMENT***

*Since 2021, the energy crisis that the Europe is undergoing has also exacerbated the situation of sustainable electricity supply for the citizens of the Republic of Kosovo. Insufficient domestic energy generation capacity, dependence on imports, and unstable electricity prices in the international market have created uncertainties in electricity supply. Such a situation is considered to also hinder the economic development of the Republic of Kosovo, consequently incurring high costs for households and businesses.*

*According to statistics, the largest energy consumer in the Republic of Kosovo is the residential sector, contributing around forty percent (40%) to its final consumption. Reducing consumption through increasing Energy Efficiency (EE) helps lower energy demand, which continues to rise significantly in the Republic of Kosovo during the winter and heating season, given that a considerable number of households use electricity for heating purposes.*

*Considering this unstable electricity supply situation, the Government of the Republic of Kosovo has undertaken concrete measures to address it. In line with Decision<sup>1</sup> No. 29/112, dated 13.12.2022, supplemented by Decision<sup>2</sup> No. 03/128, dated 16.02.2023, the Government of the Republic of Kosovo has approved the Action Plan on Mitigating the Immediate Socio-Economic Impact of the Energy Crisis, amounting to seventy-five (75) million euros, as a prerequisite for benefiting financial funds from the European Union (EU) for the Annual IPA Program 2023. This plan envisions the implementation of immediate and short-term measures for the winter period, through direct financial support for needy and socially disadvantaged families, promoting electricity saving by residential consumers, supporting families through increasing Energy Efficiency (EE) in residential units and buildings, as well as investments in efficient equipment, household appliances and renewable energy systems for families.*

*Based on Measure four (4) of the Action Plan on Mitigating the Immediate Socio-Economic Impact of the Energy Crisis, the Ministry of Economy (ME) announces a Public Call for support*

<sup>1</sup> <https://gzk.rks-gov.net/ActsByCategoryInst.aspx?Index=3&InstID=3&CatID=30>

<sup>2</sup> <https://gzk.rks-gov.net/ActsByCategoryInst.aspx?Index=3&InstID=3&CatID=30>



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*of household consumers, especially those in need, to invest in installation of efficient heating equipment, including:*

- ✓ *Heat pump;*
- ✓ *Efficient air-conditioner (high-efficiency inverter-type air-to-air heat pump)*
- ✓ *Biomass (wood, pellet, briquette) boilers;*
- ✓ *Individual biomass stoves.*



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## **1 EQUIPMENT TO BE SUBSIDIZED FOR HOUSEHOLD CONSUMERS**

Each applicant is entitled to benefit from the subsidy for only one (1) of the equipment mentioned below:

- ✓ Heat pump;
- ✓ Air conditioner (high-efficiency inverter-type air-to-air heat pump);
- ✓ Biomass (wood, pellets, briquettes) boilers;
- ✓ Individual biomass stoves.

\*Only new equipment shall be subsidized.

**Note:** If you have previously benefited from a subsidy for purchasing efficient heating equipment under any of the following public calls: (i) Public Call No. 02/2022, dated 06.10.2022; (ii) Public Call No. 03/2022, dated 18.11.2022; or (iii) Public Call No. 03/2023, dated 22.09.2023, you are not eligible to apply for subsidies for efficient heating equipment under Public Call No. 05/2024.



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## 2 TECHNICAL AND GENERAL CRITERIA

In the table below you will find the application criteria, the technical criteria, the value of the subsidy and additional clarifications for each of the equipment to be subsidized.

**Table 1.0**

<b>EQUIPMENT</b>	<b>APPLICATION CRITERIA</b>	<b>TECHNICAL CRITERIA OF EQUIPMENT</b>	<b>SUBSIDY VALUE</b>	<b>ADDITIONAL CLARIFICATIONS</b>
<b>Heat pump</b>	<p>a. Your house or apartment is heated with electricity (<i>Monthly electricity consumption has been over 800 kWh in at least one of the months from November 2023 to March 2024</i>)<sup>3</sup>.</p> <p>b. The criterion according to point a. does not apply to new consumers registered<sup>4</sup> from 1 February 2024. For new consumers, the requirements</p>	<p>a. The level of performance/energy efficiency must be minimum A++.</p> <p>b. Meet one of the following criteria:</p> <ul style="list-style-type: none"><li>Heat pump coefficient of performance (COP) must be 4.2 or higher, or;</li></ul>	<p>The value of subsidy for one (1) equipment is <b>thirty percent (30%)</b> of the investment value, and up to <b>2000.00 €</b>.</p>	<p>The subsidy also includes the cost of accompanying equipment up to the point of connection to the network (but does not include mounting costs).</p> <p>This equipment is applicable for both houses and</p>

<sup>3</sup> In the online application form on e-Kosova, the applicant will be required to enter the customer ID from the electricity bill, and through this customer ID, the information on electricity consumption expenses will be obtained.

<sup>4</sup> Upon registration, the customers are considered to be in the database of the electricity supplier.



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	<p>are to have at least one paid electricity bill between February 2024 and the application date. Verification of bill payment will be made automatically via e-Kosova<sup>5</sup>.</p> <p>c. Your house or apartment does not have access to district heating or collective heating.</p> <p>d. Your house or apartment is thermally-insulated<sup>6</sup>.</p> <p>e. Your house or apartment has a central heating system installed (<i>internal heating network</i>).</p>	<ul style="list-style-type: none"> <li>▪ Seasonal Coefficient of Performance (SCOP) to be 3.2 or higher.</li> </ul> <p>c. Equipped with the CE conformity label.</p>		apartments (only one equipment).
<p><b>Efficient air conditioner (high-efficiency inverter-type air-to-air heat pump).</b></p>	<p>a. Your house or apartment is heated with electricity (<i>Monthly electricity consumption has been over 800 kWh in at least one of the</i></p>	<p>a. The level of performance/energy efficiency must be at minimum A+ for heating.</p> <p>b. Seasonal Coefficient of Performance (SCOP) of the</p>	<p>The value of subsidy for one (1) equipment is <b>forty percent (40%)</b> of the investment value, and up to <b>400.00 €</b>.</p>	<p>The subsidy includes the investment value for the purchase of the equipment (with an outdoor and indoor unit or multisplit</p>

<sup>5</sup> If automated verification via e-Kosova is not possible, the electricity bill and proof of payment for at least one month from February 2024 to the application date must be attached.

<sup>6</sup> The external envelope of the building (house/apartment): The external walls of the building must be thermally insulated (e.g., styropor, stone wool) and the windows and external doors must be in good technical and physical condition and have at least double-pane glass.



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	<p><i>months from November 2023 to March 2024</i>)<sup>7</sup>.</p> <p>b. The criterion according to point a. does not apply to new consumers registered<sup>8</sup> from 1 February 2024. For new consumers, the requirements are to have at least one paid electricity bill between February 2024 and the application date. Verification of bill payment will be made automatically via e-Kosova<sup>9</sup>.</p> <p>c. Your house or apartment does not have access to district heating or collective heating.</p> <p>d. Your apartment has one of the energy efficiency measures (must have thermally insulated external walls or</p>	<p>air condition to be 4.0 or higher.</p> <p>c. Equipped with the CE conformity label.</p>	<p>For single parents<sup>11</sup>: <b>sixty percent (60%)</b> of the investment value, and up to <b>550.00 €</b>.          For citizens under social assistance scheme (categories <b>I &amp; II</b>), <b>sixty percent (60%)</b> of the investment value, and up to <b>550.00 €</b> shall be subsidized.</p>	<p>system) and accompanying equipment for installation (mounting cost is not included).          This equipment is applicable for both houses and apartments (only one equipment).</p>
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<sup>7</sup> In the online application form on e-Kosova, the applicant will be required to enter the customer ID from the electricity bill, and through this customer ID, the information on electricity consumption expenses will be obtained.

<sup>8</sup> Upon registration, the customers are considered to be in the database of the electricity supplier.

<sup>9</sup> If automated verification via e-Kosova is not possible, the electricity bill and proof of payment for at least one month from February 2024 to the application date must be attached.

<sup>11</sup> A 'single parent' shall be defined as the parent or legal guardian of a child up to and including the age of eighteen (18) years, who lives with the child and is solely, legally and financially responsible for the child. Law No. 2003/15 on the Social Assistance Scheme.



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	<p>external doors/windows in good technical and physical condition and at least to be double-pane glasses).</p> <p>e. Your house is thermally insulated<sup>10</sup>.</p>			
<p><b>Biomass (wood, pellets, briquettes) boilers.</b></p>	<p>a. Your house does not have access to district heating or collective heating.</p> <p>b. You are an active electricity consumer, verified automatically via the e-Kosova platform. In case of technical inability to proceed with automatic verification, a paid electricity bill for at least one month from February 2024 up to the application submission date is required.</p>	<p>a. Certificate proving that the utilization rate is at minimum <b>eighty percent (80%)</b>, (applies for pellet and briquette boiler).</p> <p>b. Certificate proving that the utilization rate is at minimum <b>sixty five (65%)</b>, (applies only for the high-efficiency wood boiler).</p>	<p><b>Seventy percent (70%)</b> of the investment value, up to <b>1200.00 €</b>, is subsidized.</p>	<p>The subsidy includes the investment value for the purchase of the equipment and the necessary accompanying parts for the functionality of the boiler. This does not cover the cost of the internal heating network or installation costs.</p> <p>For technical reasons, this equipment is only applicable for houses (one equipment).</p>

<sup>10</sup> The external envelope of the building (house): The external walls of the building must be thermally insulated (e.g., styropor, stone wool) and the windows and external doors must be in good technical and physical condition and have at least double-pane glass.



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<b>Individual biomass stoves.</b>	a. You are an active electricity consumer, verified automatically via the e-Kosova platform. In case of technical inability to proceed with automatic verification, a paid electricity bill for at least one month from February 2024 up to the application submission date is required.	a. There are no technical criteria for individual biomass stoves.	<p>The value of subsidy for one <b>(1)</b> equipment is <b>seventy percent (70%)</b> of the investment value, and up to <b>435.00 €</b>.</p> <p>For single parents <sup>12</sup>, <b>ninety percent (90%)</b> of the investment value, and up to <b>560.00 €</b></p> <p>For citizens under social assistance scheme (categories <b>I &amp; II</b>), <b>ninety percent (90%)</b> of the investment value, and up to <b>560.00 €</b> shall be subsidized.</p>	<p>The subsidy includes the investment value for the purchase of the equipment and the necessary equipment for its functionality (connection to the chimney).</p> <p>This equipment is applicable for both houses and apartments (only one equipment).</p> <p>The mounted stove is excluded from this subsidy.</p>

<sup>12</sup> A 'single parent' shall be defined as the parent or legal guardian of a child up to and including the age of eighteen (18) years, who lives with the child and is solely, legally and financially responsible for the child. Law No. 2003/15 on the Social Assistance Scheme.





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### 3 HOW TO APPLY FOR SUBSIDY

The subsidy application is made online through the e-Kosova platform.

#### Application steps

1. Make sure you meet the application criteria regarding electricity consumption here: <https://ekosova.rks-gov.net/472>. If you meet the electricity consumption criteria and the other application criteria specified in the call, after being notified that you are qualified, you may proceed with the purchase and installation of the equipment.
2. After purchasing the selected equipment according to the specified criteria above, you may proceed with the application in order to be eligible for this subsidy by completing the application form at the link provided above and uploading the following documents:
  - a. The fiscal coupon for the purchase of the equipment as per the Kosovo Tax Administration (*the purchase date must be from the date of the announcement of Call on 12.09.2024 until the closure of the Call on 11.10.2024*);
  - b. Picture of the equipment purchased and installed according to the criteria specified in the Call (for air conditioner - high-efficiency inverter-type air-to-air thermal pump, picture of an outdoor and indoor unit or multisplit system);
  - c. Picture proving that your house/apartment is thermally insulated according to the criteria outlined above (this applies to both heat pumps and air conditioner – high-efficiency inverter-type air-to-air thermal pump);
  - d. Picture of the equipment serial number (not valid for the individual biomass stoves);
  - e. Picture of the CE conformity label (optional for individual biomass boilers and stoves);
  - f. Picture of the equipment’s energy performance label - energy label (optional for individual biomass boilers and stoves);
  - g. Picture of the equipment’s coefficient of performance (applicable for heat pump and air conditioner - high-efficiency inverter-type air-to-air thermal pump), COP or SCOP coefficient (where applicable);
  - h. Picture of the certificate proving the utilization rate for the biomass boiler;
  - i. For single parents to benefit from the subsidy of ninety-percent (90%) for the individual biomass stove and sixty-percent (60%) for the air-to-air inverter heat



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- pump (efficient air-conditioner), it is required to upload 1 of the documents/evidence<sup>13</sup> confirming the status of single parent.
- j. For applicants who are beneficiaries of the social assistance scheme (Category I & II), in order to benefit a ninety percent (90%) subsidy for the individual biomass stove and a sixty percent (60%) subsidy for the air-to-air inverter heat pump (efficient air conditioner), it is required to upload one (1) proof confirming the applicant's status as a beneficiary of the social assistance scheme (Category I & II).
  - k. Your subsidy agreement will be automatically generated by the e-Kosova platform upon application<sup>14</sup>. This agreement is generated after clicking in the appropriate section and it must be uploaded together with the aforementioned documents on this platform.

At this stage, you are required to enter the bank account number, which must be in the name of the applicant and with any of the licensed banks within the Republic of Kosovo.

After uploading the documents listed above on the e-Kosova online platform, you will receive one (1) automatic notification with the following content: "Your application has been successfully completed. Your application will be evaluated by the relevant Commission of the Ministry of Economy (ME), which will review whether the evidence uploaded on the e-Kosova platform is in conformity with the criteria of this Call. You will be notified of the results of the application according to the official deadlines".

If your application is evaluated positively by the relevant Commission of the Ministry of Economy (ME), you will be notified through the e-Kosova platform and you will receive the funds of the subsidy in your bank account.

Inspection of the installed equipment will commence once you have received the subsidy funds.

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<sup>13</sup> Family Certificate and, where applicable, any of the following evidence: divorce certificate, death certificate, court decision, etc.

<sup>14</sup>This agreement is considered signed by the Subsidy Beneficiary by clicking in the respective section. Instruction: The Subsidy Beneficiary must electronically complete the shaded sections.



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### **Application deadline**

The application deadline is thirty (30) calendar days from the day the call is opened, so until **October 11, 2024**, or until spending the budget allocated for this Call. Applications received will be reviewed on the “FIRST COME, FIRST SERVED” basis, therefore we encourage you to apply as early as possible.

### **Right to appeal**

Applicants who consider that their application has not been evaluated correctly by the relevant Committee of the Ministry of Economy (ME), can exercise the right to appeal within the deadline of **thirty (30) days** from the day of receipt of the notice, in accordance with the Law on General Administrative Procedure (LGAP). The appeal shall be addressed to the Ministry of Economy (ME), as the authority that published the Call, to the email address: ✉ [komisioni.ankesa@rks-gov.net](mailto:komisioni.ankesa@rks-gov.net)

### **Additional clarifications:**

For more information and additional clarification regarding the application phases, please contact us in writing via e-mail: ✉ [info.subvencionet@rks-gov.net](mailto:info.subvencionet@rks-gov.net) or contact the following phone numbers:

☎ 038 200 215 89

☎ 038 200 215 55

From Monday to Friday, starting from: 08:30-12:00 and from 13:00-16:00.