# Implementation of Energy Efficiency Measures for Individual Residential Houses

# SECOND PUBLIC CALL

**Customer Guideline for those Customers whose Energy Consumption Cannot Be Automatically Verified via e-Kosova (depending on the Supplier)**

# Submission of application via online platform

1. Create an account on the e-Kosova platform if you haven’t done so already, at the following link: ekosova.rks-gov.net and verify it on the second level
2. Select your energy supplier.
3. Upload the most recent electricity bill along with the proof of payment or statement from the electricity billing company confirming that the applicant has paid the most recent bill received, here: [ekosova.rks-gov.net/466](https://rks-gov.net/466)
4. Engage the Energy Auditor from the published list of auditors;
5. Fill in the required information about your house and the energy sources you use for heating, which are found in the Simplified Energy Audit Report.
6. Upload the Simplified Energy Audit Report prepared by the Energy Auditor you selected, along with the bill of quantities according to the format presented at the following link: <https://fkee-rks.net/thirrjet-publike/>

# Pre-Approval

1. After reviewing and analyzing your data, if all the information aligns with what KEEF deems necessary, KEEF will decide on the approval of the application.[[1]](#footnote-1)
2. You will receive an official letter – Pre-Approval, via email, informing you of the approval of your application with the acceptable measures.
3. This letter must be signed by you and returned to KEEF, scanned, within three (3) business days as a written expression of consent with the conditions and approved measures.
4. You will then receive an email confirmation that you can begin the implementation of the measures.
5. The maximum deadline for implementing the measures is until 31 December 2024.

Thereafter, you need to engage a company implementing the EE measures based solely on the bill of quantities attached to the preliminary approval document.

**Note:** Please be aware that no grant will be provided in advance. You must pay the contractor yourself, and the grant disbursement will only occur after the receipt of the Final Report from the Verification Company.

# Complaints

If you do not agree with KEEF’s decision, you have the right to file a formal complaint with KEEF according to the Complaint Form published on the electronic platform.

1. If additional information is needed, KEEF will request from you that the Simplified Energy Audit Report be supplemented and modified. [↑](#footnote-ref-1)