

Annual Report Home Appliances Voucher Program 2025



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I. INTRODUCTION

In accordance with Government Decision No. 533 of 24 July 2024, as subsequently amended and supplemented, approving the Regulation on the operating and functioning mechanism of the financial support programme for improving the efficiency of energy resource consumption (hereinafter referred to as the Home Appliances Voucher Program), the Public Institution National Center for Sustainable Energy (NCSE/CNED) presents the Annual Report on the implementation of the Program in 2025.

The Program's main objective is to support households in the Republic of Moldova in replacing worn-out household electrical and electronic equipment with new, energy-efficient appliances, thereby contributing to reduced energy consumption, lower related expenditures, and decreased greenhouse gas emissions. At the same time, the Program contributes to meeting national commitments in the fields of energy efficiency and environmental protection.

Implementation of the Program is carried out by NCSE/CNED in cooperation with the Ministry of Energy and other institutional and financial partners. Financing is provided from the state budget through the Energy Vulnerability Reduction Fund, as well as from grants and external assistance. The support mechanism is based on the Information System "Energy Vulnerability", the "EcoVoucher" module (SIVE), which enables the automated selection of beneficiaries, voucher generation, and the monitoring of voucher redemption stages.

This report provides a summary of activities carried out in 2025, structured by voucher sessions, and offers an analysis of beneficiary categories, types of appliances redeemed, the financing sources used, and the resulting impact on energy efficiency at national level. It also highlights the challenges encountered during implementation and formulates recommendations for improving the operating mechanism in the following year.

II. INTERNAL REGULATIONS, MANUALS AND GUIDELINES

To ensure continuity and consistency in the implementation of the Home Appliances Voucher Program, NCSE/CNED applied and updated the set of operational documents developed previously, which constitute the Program's functional basis. These include the Operational Manual, the Beneficiary Selection Methodology, guidelines for retailers and beneficiaries, as well as the procedure for verification and approval of financing applications.

During the reporting period, the Program's regulatory framework was adjusted through amendments to the Regulation approved by Government Decision No. 533/2024. The amendments mainly concerned the removal of references to the "degree of energy vulnerability" and its replacement with a detailed set of eligibility criteria, applied through the Information System "Energy Vulnerability" – "EcoVoucher" module (SIVE).

In addition, the possibility to exclude retailers from the Program was introduced by decision of the Financing and Risk Committee, in accordance with the procedures set out in the Operational Manual. Following these changes, the operational documents were updated and applied uniformly across all sessions carried out in 2025.

III. PROGRAMME FINANCING

In 2025, the Home Appliances Voucher Program is implemented under the project "Energy Efficiency and Renewable Energy in the Republic of Moldova", based on the Governmental Agreement signed on 03 July 2023 between the Government of the Federal Republic of Germany and the Government of the Republic of Moldova. Within this framework, NCSE/CNED and GIZ concluded a cooperation agreement ensuring the implementation of a financial contribution of EUR 7.5 million, provided by the Government of Norway and managed through GIZ.

In 2025, the voucher value was uniform and amounted to MDL 6,000 for all beneficiaries. The voucher could be used up to a maximum of 70% of the price (excluding VAT) of the eligible appliance.

The project "Energy Efficiency and Renewable Energy in the Republic of Moldova" is included in the list of technical assistance and investment projects set out in Annex No. 1 to Government Decision No. 246/2010 (registration no.



87211373893) and, consequently, falls under international treaties providing for a VAT exemption regime with the right to deduction. In this context, the prices of eligible appliances and the voucher value are set excluding VAT.

Table 1. Available Budget (2025)

Indicator	Value
Total project budget for voucher component (EUR)	7 475 000,00
Total budget available for the voucher component (MDL)	145,762,500.00
Amount redeemed through vouchers (MDL)	146,490,963.68
Amount disbursed (MDL)	146,484,963.68

IV. STRUCTURE OF VOUCHER SESSIONS

In 2025, NCSE/CNED launched **9 voucher sessions**, in accordance with the allocated budget and the provisions of the Regulation approved by Government Decision No. 533 of 24/07/2024, as presented in the table below.

Table 2. Voucher Sessions Launched in 2025

Nr.	Session period	Total nominal value of vouchers issued (MDL)	Total vouchers issued	Final beneficiaries	Redemption rate
1	26.02.2025 - 23.03.2025	47 238 000,00	7 873	5 119	65%
2	14.04.2025 - 04.05.2025	55 980 000,00	9 330	5 957	64%
3	26.05.2025 - 15.06.2025	39 468 000,00	6 578	4 294	65%
4	07.08.2025 - 31.08.2025	57 000 000,00	9 500	5 209	55%
5	12.09.2025 - 29.09.2025	34 812 000,00	5 802	2 223	38%
6	03.10.2025 - 19.10.2025	20 208 000,00	3 368	1 967	58%
7	23.10.2025 - 09.11.2025	3 300 000,00	550	414	75%
8	21.11.2025 - 07.12.2025	2 358 000,00	393	290	74%
9	10.12.2025 - 21.12.2025	726 000,00	121	91	75%
Total		261 090 000,00	43 515	25 564	59%

The sessions were publicly announced on the official NCSE/CNED website and within the Information System “Energy Vulnerability” – “EcoVoucher” module, and their implementation was accompanied by information campaigns at national and local level.

V. BENEFICIARY PROFILE

Beneficiary selection was automated through the “EcoVoucher” module, based on eligibility criteria approved by the NCSE/CNED Council, which targeted average monthly electricity consumption and household composition. The beneficiary distribution reflects the Program’s commitment to direct financial support primarily to households in situations of extreme or very high energy vulnerability.

Vouchers were allocated based on a proportional model whereby 80% of all vouchers were allocated to households with minor children, and 20% were allocated to households with pensioners.

Within each category, beneficiaries were selected through the successive application of approved criteria related to:

- household composition (number of minor children or pensioners, as applicable);
- average monthly electricity consumption;
- global monthly income per household member.

Out of the total 25,564 vouchers redeemed, 21,207 (≈83%) were used by households with minor children, while 4,357 (≈17%) were used by households with pensioners. The difference between the allocated share and the redeemed share reflects different redemption rates between categories.



Table 3. Structure of Households that Redeemed Vouchers, by Session (2025)

Household type	Relevant household members	S1 (2025)	S2 (2025)	S3 (2025)	S4 (2025)	S5 (2025)	S6 (2025)	S7 (2025)	S8 (2025)	S9 (2025)	Total
Households with minor children	2 children	0	0	0	2 475	1 482	1 656	337	239	75	6 264
	3 children	1425	4614	3 490	1 801	173	0	0	0	0	11 503
	4 children	2059	194	41	0	211	0	0	0	0	2 505
	5 children	496	70	5	0	56	0	0	0	0	627
	6 children	143	24	0	0	10	0	0	0	0	177
	7 children	64	3	0	0	1	0	0	0	0	68
	8 children	29	4	1	0	1	0	0	0	0	35
	9 children	12	2	0	0	0	0	0	0	0	14
	10 children	8	0	0	0	1	0	0	0	0	9
	11 children	5	0	0	0	0	0	0	0	0	5
Total – households with children		4 241	4 241	4 911	3 537	4 276	1 935	1 656	337	239	75
Households with pensioners	2 pensioners	605	1032	750	933	253	311	77	51	16	4 028
	3 pensioners	267	14	7	0	35	0	0	0	0	323
	4 pensioners	6	0	0	0	0	0	0	0	0	6
Total – households with pensioners		878	878	1 046	757	933	288	311	77	51	16
GRAND TOTAL		5 119	5 119	5 957	4 294	5 209	2 223	1 967	414	290	91

To ensure equitable nationwide coverage and to monitor the Program's regional impact, a detailed analysis was carried out on the territorial distribution of issued and redeemed vouchers. The table below presents the breakdown by districts and municipalities, highlighting the total number of vouchers issued and redeemed, the percentage share of each administrative-territorial unit out of the national total issued, voucher redemption rates, as well as the ratio relative to population.

These data enable the identification of areas with high or low uptake and use of vouchers, providing a useful tool for guiding future interventions and adjusting support measures to territorial specifics.

Table 4. Geographic Distribution of Vouchers

District / municipality	Vouchers issued	% issued	Vouchers redeemed	% redeemed	Redemption rate
mun. Bălți	1809	4,2%	1099	4,8%	60,8%
mun. Chișinău	10 707	24,6%	5 644	26,7%	52,7%
r-nul Anenii Noi	1195	2,7%	705	2,6%	59,0%
r-nul Basarabasca	298	0,7%	131	0,7%	44,0%
r-nul Briceni	697	1,6%	403	1,7%	57,8%
r-nul Cahul	1636	3,8%	1040	3,6%	63,6%
r-nul Călărași	792	1,8%	548	1,7%	69,2%
r-nul Cantemir	797	1,8%	463	1,8%	58,1%
r-nul Căușeni	1091	2,5%	767	2,2%	70,3%
r-nul Cimișlia	542	1,2%	316	1,2%	58,3%
r-nul Criuleni	1276	2,9%	738	2,6%	57,8%
r-nul Dondușeni	413	0,9%	231	0,9%	55,9%
r-nul Drochia	921	2,1%	507	2,1%	55,0%
r-nul Dubăsari	407	0,9%	257	0,9%	63,1%
r-nul Edineț	875	2,0%	541	2,0%	61,8%
r-nul Fălești	1030	2,4%	665	2,4%	64,6%



District / municipality	Vouchers issued	% issued	Vouchers redeemed	% redeemed	Redemption rate
r-nul Florești	895	2,1%	528	2,1%	59,0%
r-nul Glodeni	615	1,4%	376	1,4%	61,1%
r-nul Hîncești	1428	3,3%	702	3,3%	49,2%
r-nul Ialoveni	1582	3,6%	920	3,4%	58,2%
r-nul Leova	615	1,4%	363	1,4%	59,0%
r-nul Nisporeni	680	1,6%	422	1,6%	62,1%
r-nul Ocnîța	429	1,0%	238	1,0%	55,5%
r-nul Orhei	1624	3,7%	909	3,5%	56,0%
r-nul Rezina	414	1,0%	270	1,0%	65,2%
r-nul Rîșcani	704	1,6%	466	1,6%	66,2%
r-nul Sîngerei	1069	2,5%	750	2,4%	70,2%
r-nul Șoldănești	451	1,0%	229	1,0%	50,8%
r-nul Soroca	819	1,9%	562	2,0%	68,6%
r-nul Ștefan Vodă	835	1,9%	489	1,8%	58,6%
r-nul Strășeni	1277	2,9%	782	2,8%	61,2%
r-nul Taraclia	590	1,4%	418	1,3%	70,8%
r-nul Telenești	816	1,9%	576	1,7%	70,6%
r-nul Ungheni	1390	3,2%	917	3,1%	66,0%
UTA Găgăuzia	2 796	6,4%	1592	5,9%	56,9%
Total	43 515	100,0%	25 564	100,0%	58,8%

Beneficiaries were notified through SIVE, SMS and/or e-mail, and were able to access and redeem the voucher through a simplified and digitized process.

VI. TYPES OF APPLIANCES REDEEMED

Within the Program, only household electrical and electronic equipment (EEE/EEEEs) that meets the minimum energy efficiency requirements and is included in the list approved by the NCSE/CNED Council was eligible.

Thus, during the 2025 sessions, the following appliances were eligible:

1. Refrigerators, including refrigerators with integrated freezer – energy efficiency classes A, B, C, D;
2. Washing machines – energy efficiency class A

Following the implementation of the 9 sessions, vouchers were redeemed for refrigerators – 47% and washing machines – 53%, which confirms the priority of the appliances included in the voucher scheme.

Based on the results obtained from the sessions carried out, it was found that, on average, the cost of appliances (excluding VAT) is approximately MDL 9,865.72. The analysis also revealed that the vouchers granted represent approximately 58% of the cost of appliances excluding VAT, with the difference covered by Program beneficiaries. This confirms compliance with the provisions according to which voucher financing cannot exceed 70% of the price of appliances purchased under the Program. At the same time, the nominal voucher value was redeemed at a rate of 95.5%, according to statistical data.



Table 5. Statistical data on types of appliances purchased using vouchers

Appliance type / energy efficiency class	S1 (2025)	S2 (2025)	S3 (2025)	S4 (2025)	S5 (2025)	S6 (2025)	S7 (2025)	S8 (2025)	S9 (2025)	Total	Share
Refrigerator	2 284	2 754	1 955	2 627	1 066	955	197	140	40	12 018	47%
A	12	6	0	30	6	10	1	1	0	66	1%
B	25	26	15	21	7	20	4	2	1	121	1%
C	217	325	281	222	147	124	12	13	3	1 344	11%
D	2 030	2 397	1 659	2 354	906	801	180	124	36	10 487	87%
Washing machine	2 835	3 203	2 339	2 582	1 157	1 012	217	150	51	13 546	53%
A	2 835	3 203	2 339	2 582	1 157	1 012	217	150	51	13 546	100%
Total	5 119	5 957	4 294	5 209	2 223	1 967	414	290	91	25 564	100%

VII. PARTNERS/RETAILERS

In 2025, the Home Appliances Voucher Program was implemented with the support of a national network of partner retailers, who made an essential contribution to delivering eligible appliances to beneficiaries. These partners complied with the eligibility criteria established by the Regulation approved by Government Decision No. 533/2024 and ensured the collection of used appliances in compliance with environmental protection requirements.

During 2025, the network of partner retailers was expanded, and the Program was implemented through a total of **9 active economic operators**, based on successive identification and validation procedures approved by NCSE/CNED.

Following the calls for identification of partner retailers under the Home Appliances Voucher Program, in 2025 the Program was implemented through a total of **9 partner economic operators**:

1. „AIEA” SRL;
2. „A Tehno Distribuție” SRL;
3. BOMBA („AV Electronic” SRL and „BM Tehnotrade” SRL);
4. „Decostar” SRL;
5. „Hi-Tech Group” SRL;
6. „Maximum Electronic” SRL;
7. „Tehno-Trend” SRL;
8. „Ultra Distribution” SRL;
9. „Ultracom Electronic” SRL.

In accordance with point 26 of the Operational Manual, a retailer is eligible to participate in the Home Appliances Voucher Program if, at the time of submitting the application file, it cumulatively meets the following eligibility criteria:

- a) sells at least one type of household electrical and electronic equipment compatible with the Program conditions;
- b) has at least one subdivision in one of the country’s regions (North, Centre and South), or sells and/or delivers appliances compatible with the Program conditions nationwide, in accordance with Law No. 284/2004 on information society services;
- c) if the retailer is a distributor of appliances under Government Decision No. 212/2018 approving the Regulation on waste electrical and electronic equipment (WEEE), it is registered in the list of producers subject to extended



producer responsibility regulations held by the Environment Agency, in accordance with Art. 12(6) of Law No. 209/2016 on waste;

d) if the retailer is a producer of appliances under Government Decision No. 212/2018, it is registered in the Automated Information System "Waste Management" in accordance with Art. 12(5)(c) of Law No. 209/2016 on waste, and provides proof of an individual system or certifies membership in a collective system for collection, treatment, recovery or disposal of products that have become waste, in accordance with Art. 12(5)(e) of Law No. 209/2016 on waste;

e) ensures the collection of used appliances;

f) complies with energy labelling requirements in accordance with Government Decision No. 1003/2014 approving the regulations on energy labelling requirements for certain energy-related products.

All stores that submitted participation applications met the eligibility criteria and Program requirements and were approved by the Financing and Risk Committee.

Through the partnership with NCSE/CNED, retailers ensured product availability in all regions of the country and contributed to promoting the Program among the population. Cumulatively, 87 branches of the 9 economic operators participated across the sessions. Retailers also entered data into the SIVE system and submitted supporting documents for voucher disbursement.

Table 6. Distribution of redeemed vouchers by partner retailer

Retailer	Number of vouchers submitted for financing	% of total	Total value of vouchers
A Tehno Distribuție SRL	62	0,24%	352 810,97
AV Electronic SRL	10 645	41,64%	60 550 495,07
BM Technotrade SRL	3945	15,43%	22 871 605,18
Decostar SRL	1	0,00%	5 069,17
Hi-Tech Group SRL	603	2,36%	3 231 235,49
Maximum Electronic SRL	2 074	8,11%	12 010 143,74
Tehno-Trend SRL	114	0,45%	681 825,75
Ultra Distribution SRL	975	3,81%	5 763 165,31
Ultracom Electronic SRL	7 145	27,95%	41 024 613,00
Total	25 564	100,00%	146 490 963,68

The widest nationwide coverage was ensured by the BOMBA retail network, represented by AV Electronic SRL and BM Technotrade SRL, which together processed **14,590 vouchers**, representing **57%** of all redeemed vouchers. Next is the Enter network (Ultracom Electronic SRL) with a share of approximately **28%**, followed by Maximum Electronic SRL, which contributed around **8%** of the total volume.

VIII. IMPACT ON ENERGY EFFICIENCY

The Home Appliances Voucher Program directly contributed to achieving national energy efficiency objectives through:

- replacement of old, inefficient appliances with modern equipment with higher energy efficiency performance;
- reduction of annual electricity consumption in beneficiary households;
- reduction of greenhouse gas emissions (CO₂);
- collection and transfer of old equipment to authorized recyclers;
- promotion of responsible and energy-aware consumption behaviours among the population.



Based on the number of vouchers redeemed and the appliances replaced in 2025, the annual energy savings were estimated using standardised efficiency benchmarks and appliance consumption profiles. The results are summarised in the table below.

The estimated annual energy savings presented in this table were calculated using the internal methodology for determining energy savings, which applies standardised efficiency benchmarks and appliance-specific consumption profiles.

Table 7. Energy consumption of old vs. new appliances

Appliance	Specific energy consumption (old appliance), kWh/year	New appliance	
		Energy class	Specific energy consumption (new appliance), kWh/year
Refrigerator, incl. with integrated freezer	450	A	100
	450	B	110
	450	C	140
	450	D	180
Washing machine	200	A	46

Table 8. Annual energy saving capacity of appliances installed in 2025 (kWh/year)

Appliance	Energy class	No.	Energy savings (kWh/year)	Total energy savings (kWh/year)
Refrigerator, incl. with integrated freezer	A	66	350	23 100,00
	B	121	340	41 140,00
	C	1 344	310	416 640,00
	D	10 487	270	2 831 490,00
Total		12 018	-	3 312 370,00
Appliance	Energy class	No.	Energy savings (kWh/year)	Total energy savings (kWh/year)
Washing machine	A	13 546	154	2 086 084,00
Total		13 546	-	2 086 084,00
Total (Refrigerators + Washing machines)		25 564		5 398 454,00

In 2025, energy savings were generated through the operation of household appliances purchased with EcoVouchers distributed under:

- the UNDP in partnership with CNED-implemented pilot sessions (2022–2024),
- the voucher sessions launched by CNED in 2024, and
- the voucher sessions implemented by CNED throughout 2025.

For 2025, the estimation of annual energy savings is based on the actual number of vouchers redeemed in each session and the type of appliances replaced.

For the pilot phase and 2024 CNED sessions, savings are calculated on a full-year basis, as these appliances were already in use before 2025.

For the 2025 CNED sessions, savings are calculated from the date of voucher redemption, applying standardised consumption reduction coefficients for each appliance category. As a result, each session contributes to annual savings depending on when appliances were purchased and put into operation.

The table below summarises the total estimated annual energy savings in 2025, covering all programme sessions: the UNDP&CNED pilot phase, CNED 2024 sessions, and all CNED sessions implemented in 2025.



Tabelul 9. Energy savings generated in 2025 by appliances installed under the EcoVoucher Programme

Session	Calculation period	Redeemed vouchers	Appliance operating period	Savingsi, kWh
S UNDP	November 2023 - July 2024	7 246	annual	1 241 837
S 2024	September – November 2024	7 223	annual	1 511 120
S1 (2025)	26.02.2025 - 23.03.2025	5119	from redemption date	862 374
S2 (2025)	14.04.2025 - 04.05.2025	5957	from redemption date	860 848
S3 (2025)	26.05.2025 - 15.06.2025	4294	from redemption date	515 448
S4 (2025)	07.08.2025 - 31.08.2025	5209	from redemption date	410 545
S5 (2025)	12.09.2025 - 29.09.2025	2223	from redemption date	132 003
S6 (2025)	03.10.2025 - 19.10.2025	1967	from redemption date	93 290
S7 (2025)	23.10.2025 - 09.11.2025	414	from redemption date	14 575
S8 (2025)	21.11.2025 - 07.12.2025	290	from redemption date	5 136
S9 (2025)	10.12.2025 - 21.12.2025	91	from redemption date	1 241
Total		40 033		5 647 947

To date, approximately 40,033 vouchers have been redeemed by eligible households. Replacing old or inefficient appliances with modern, energy-efficient models has generated cumulative estimated savings of 6.55 GWh by 31.12.2025, including savings achieved in 2025 amounting to 5.65 GWh, as well as savings achieved up to 31 December 2024 amounting to 0.9 GWh

Table 10. Energy savings achieved and cumulative under the EcoVoucher Program up to 31.12.2025

	2024	Additional savings (2025)	Final results (31.12.2025)
Generated savings	0,9 GWh	+5,65 GWh	6,55 GWh
Reporting period	by 31.12.2024	01.01–31.12.2025	by 31.12.2025

By replacing more than 25,564 old and inefficient appliances—especially refrigerators and washing machines—with modern equipment of higher energy efficiency, the Program delivered tangible and immediate benefits in beneficiaries’ daily lives. Households that accessed vouchers benefited not only from better-performing appliances, but also from lower electricity consumption, resulting in lower bills and improved comfort at home.

Total energy savings calculated on the basis of available data for appliances installed in 2025 amount to approximately 5.4 million kWh per year, a significant volume reflecting the effectiveness of the measures adopted. Financially, this avoided consumption translates into annual savings of over MDL 20 million for beneficiaries—funds that can be redirected to other household needs.

Considering all appliances installed since the launch of the EcoVoucher Program to date (pilot phase, CNED 2024 sessions and 2025 sessions), the total annual energy saving capacity exceeds 8.15 million kWh, corresponding to annual financial savings of over MDL 30 million for beneficiary households.

Table 11. Estimated financial savings (bill savings)

Appliances	No. of appliances	Energy savings (kWh/year)	Average tariff (MDL/kWh)	Financial saving (MDL/year)
Total equipment installed (UNDP, 2024 + 2025)	40 033	8 151 411,45	3,69	30 078 708,25

At the same time, the reduction in electricity consumption had a significant positive environmental impact. Based on the energy savings achieved in calendar year 2025 by all EcoVoucher-supported appliances installed since the launch of the Programme (5.65 GWh) and an emission factor of 0.5 kg CO₂/kWh, the corresponding CO₂ emission reductions are estimated at approximately 2,823 tonnes of CO₂ in 2025. This result directly contributes to the Republic of Moldova’s efforts to combat climate change and transition to a cleaner energy system.



Table 12. CO₂ emission reductions achieved in calendar year 2025

Appliances	No. of appliances	Energy savings (kWh/year)	Emission factor used (CO ₂ /kWh)	CO ₂ emission reduction (kg CO ₂)
Total equipment installed (UNDP, 2024 + 2025)	40 033	5 647 947,08	0,5	2 823 973,54

Beyond figures, the Program also generated an important social impact: it encouraged more responsible energy consumption behaviour among the population, contributed to better understanding of energy labels, and stimulated the purchase of appliances with lower energy consumption.

IX. MONITORING AND VERIFICATION

Throughout implementation, NCSE/CNED carried out continuous monitoring of voucher redemption and compliance with the conditions set out in the Regulation, both by beneficiaries and by partner retailers.

The monitoring mechanisms included: analysis of data recorded in the EcoVoucher platform, verification of supporting documents submitted by retailers, requests for clarifications or additional information where non-compliances were identified, phone calls with voucher beneficiaries, home visits to beneficiaries, visits to partner retail stores, and visits to collection warehouses for used equipment.

In parallel, NCSE/CNED maintained and consolidated a **Register of Funding Requests** which records the status of applications, requested and approved amounts, the number of vouchers processed, and the timelines for disbursement.

Table 13. Register of financing applications

No.	Financial request no.	Date of submission of the funding request	Retailer name	Session	Amount requested for financing (MDL)	No. of vouchers requested for financing	Amount approved by FRC (MDL)	No. of vouchers approved
1	47-EcV-07-547	11.03.2025	AV Electronic SRL	26.02-23.03.2025	1 716 366,9	298	1 716 366,86	298
2	48-EcV-07-570	12.03.2025	BM Technotrade SRL	26.02-23.03.2025	936 016,0	160	936 015,98	160
3	49-EcV-07-594	14.03.2025	AV Electronic SRL	26.02-23.03.2025	2 085 234,0	365	2 085 233,96	365
4	53-EcV-07-609	17.03.2025	BM Technotrade SRL	26.02-23.03.2025	743 690,2	127	743 690,23	127
5	55-EcV-07-689	21.03.2025	AV Electronic SRL	26.02-23.03.2025	2 103 542,1	371	2 103 542,12	371
6	56-EcV-07-700	21.03.2025	Ultra Distribution SRL	26.02-23.03.2025	784 592,8	133	784 592,83	133
7	57-EcV-07-706	24.03.2025	BM Technotrade SRL	26.02-23.03.2025	1 486 729,5	256	1 486 729,45	256
8	58-EcV-07-753	28.03.2025	AV Electronic SRL	26.02-23.03.2025	2 763 615,8	491	2 763 615,80	491
9	59-EcV-07-775	30.03.2025	AV Electronic SRL	26.02-23.03.2025	2 021 668,0	366	2 021 667,97	366
10	60-EcV-07-782	01.04.2025	Ultracom Electronic SRL	26.02-23.03.2025	500 399,0	86	500 399,00	86
11	61-EcV-07-783	01.04.2025	Ultracom Electronic SRL	26.02-23.03.2025	501 223,0	86	501 223,00	86
12	62-EcV-07-784	01.04.2025	Ultracom Electronic SRL	26.02-23.03.2025	503 270,0	87	503 270,00	87
13	63-EcV-07-785	01.04.2025	Ultracom Electronic SRL	26.02-23.03.2025	800 925,0	141	800 925,00	141
14	64-EcV-07-786	01.04.2025	Ultracom Electronic SRL	26.02-23.03.2025	883 459,0	154	883 459,00	154
15	65-EcV-07-787	01.04.2025	Ultracom Electronic SRL	26.02-23.03.2025	1 633 563,0	289	1 633 563,00	289
16	66-EcV-07-788	01.04.2025	Ultracom Electronic SRL	26.02-23.03.2025	2 234 358,0	390	2 234 358,00	390
17	67-EcV-07-789	01.04.2025	Ultracom Electronic SRL	26.02-23.03.2025	1 969 080,0	346	1 969 080,00	346
18	68-EcV-07-790	01.04.2025	AV Electronic SRL	26.02-23.03.2025	2 491 366,35	462	2 491 366,35	462
19	69-EcV-07-830	03.04.2025	BM Technotrade SRL	26.02-23.03.2025	1 767 195,85	311	1 767 195,85	311
20	70-EcV-07-861	09.04.2025	Hi-Tech Group SRL	26.02-23.03.2025	740 040,80	136	740 040,80	136
21	71-EcV-07-871	10.04.2025	Ultra Distribution SRL	26.02-23.03.2025	300 971,58	51	300 971,58	51
22	72-EcV-07-872	10.04.2025	A Tehno Distribuție SRL	26.02-23.03.2025	74 581,57	13	74 581,57	13
23	73-EcV-07-963	25.04.2025	AV Electronic SRL	14.04-04.05.2025	2 548 539,94	437	2 548 539,94	437
24	74-EcV-07-964	25.04.2025	BM Technotrade SRL	14.04-04.05.2025	1 268 546,42	217	1 268 546,42	217
25	75-EcV-07-994	02.05.2025	AV Electronic SRL	14.04-04.05.2025	2 403 441,86	415	2 403 441,86	415
26	76-EcV-07-995	02.05.2025	BM Technotrade SRL	14.04-04.05.2025	1 961 966,94	334	1 961 966,94	334
27	77-EcV-07-1016	06.05.2025	AV Electronic SRL	14.04-04.05.2025	3 834 536,56	664	3 834 536,56	664
28	78-EcV-07-1017	07.05.2025	BM Technotrade SRL	14.04-04.05.2025	1 409 455,35	240	1 409 455,35	240
29	78a-EcV-07-1096	08.05.2025	AV Electronic SRL	14.04-04.05.2025	3 207 898,62	557	3 207 898,62	557
30	79-EcV-07-1061	15.05.2025	AV Electronic SRL	14.04-04.05.2025	2 313 287,43	404	2 313 287,43	404
31	80-EcV-07-1062	15.05.2025	BM Technotrade SRL	14.04-04.05.2025	1 233 360,02	210	1 233 360,02	210
32	81-EcV-07-1079	19.05.2025	Hi-Tech Group SRL	14.04-04.05.2025	914 193,10	170	908 193,10	169
33	82-EcV-07-1086	19.05.2025	Ultracom Electronic SRL	14.04-04.05.2025	2 425 400,00	420	2 425 400,00	420
34	83-EcV-07-1087	19.05.2025	Ultracom Electronic SRL	14.04-04.05.2025	2 421 213,00	420	2 421 213,00	420
35	84-EcV-07-1088	19.05.2025	Ultracom Electronic SRL	14.04-04.05.2025	2 432 166,00	420	2 432 166,00	420
36	85-EcV-07-1089	19.05.2025	Ultracom Electronic SRL	14.04-04.05.2025	2 387 114,00	413	2 387 114,00	413
37	86-EcV-07-1119	20.05.2025	Ultracom Electronic SRL	14.04-04.05.2025	1 852 278,00	327	1 852 278,00	327



No.	Financial request no.	Date of submission of the funding request	Retailer name	Session	Amount requested for financing (MDL)	No. of vouchers requested for financing	Amount approved by FRC (MDL)	No. of vouchers approved
38	87-EcV-07-1163	30.05.2025	A Tehno Distribuție SRL	14.04-04.05.2025	103 473,25	18	103 473,25	18
39	88-EcV-07-1212	03.06.2025	Ultra Distribution SRL	14.04-04.05.2025	1 168 300,64	197	1 168 300,64	197
40	89-EcV-07-1250	06.06.2025	AV Electronic SRL	26.05-15.06.2025	3 783 752,24	656	3 783 752,24	656
41	90-EcV-07-1251	06.06.2025	BM Technotrade SRL	26.05-15.06.2025	931 987,31	160	931 987,31	160
42	91-EcV-07-1253	09.06.2025	Ultra Distribution SRL	14.04-04.05.2025	556 738,92	94	556 738,92	94
43	92-EcV-07-1345	13.06.2025	AV Electronic SRL	26.05-15.06.2025	2 168 981,34	384	2 168 981,34	384
44	93-EcV-07-1346	16.06.2025	BM Technotrade SRL	26.05-15.06.2025	1 015 341,55	174	1 015 341,55	174
45	94-EcV-07-1445	20.06.2025	AV Electronic SRL	26.05-15.06.2025	2 421 691,04	429	2 421 691,04	429
46	95-EcV-07-1446	20.06.2025	BM Technotrade SRL	26.05-15.06.2025	813 806,50	141	813 806,50	141
47	96-EcV-07-1464	24.06.2025	AV Electronic SRL	26.05-15.06.2025	1 693 864,41	301	1 693 864,41	301
48	97-EcV-07-1465	24.06.2025	AV Electronic SRL	26.05-15.06.2025	824 000,66	145	824 000,66	145
49	98-EcV-07-1466	24.06.2025	BM Technotrade SRL	26.05-15.06.2025	455 367,56	79	455 367,56	79
50	99-EcV-07-1478	25.06.2025	Hi-Tech Group SRL	26.05-15.06.2025	490 311,98	94	490 311,98	94
51	100-EcV-07-1508	27.06.2025	Tehno-Trend SRL	26.05-15.06.2025	162 000,00	27	162 000,00	27
52	101-EcV-07-1558	02.07.2025	Ultracom Electronic SRL	26.05-15.06.2025	6 857 004,00	1 208	6 857 004,00	1 208
53	102-EcV-07-1573	03.07.2025	Ultra Distribution SRL	26.05-15.06.2025	716 581,58	120	716 581,58	120
54	103-EcV-07-1675	14.07.2025	Maximum Electronic SRL	26.05-15.06.2025	2 134 610,85	370	2 134 610,85	370
55	104-EcV-07-1690	15.07.2025	A Tehno Distribuție SRL	26.05-15.06.2025	31 375,67	6	31 375,67	6
56	105-EcV-07-2006	18.08.2025	AV Electronic SRL	07.08-31.08.2025	1 826 422,20	320	1 826 422,20	320
57	106-EcV-07-2034	21.08.2025	BM Technotrade SRL	07.08-31.08.2025	877 332,05	154	877 332,05	154
58	107-EcV-07-2035	21.08.2025	AV Electronic SRL	07.08-31.08.2025	1 787 403,59	316	1 787 403,59	316
59	108-EcV-07-2091	28.08.2025	AV Electronic SRL	07.08-31.08.2025	2 116 401,74	380	2 116 401,74	380
60	109-EcV-07-2092	28.08.2025	BM Technotrade SRL	07.08-31.08.2025	961 165,38	167	961 165,38	167
61	110-EcV-07-2117	02.09.2025	AV Electronic SRL	07.08-31.08.2025	2 067 954,07	366	2 067 954,07	366
63	112-EcV-07-2129	03.09.2025	BM Technotrade SRL	07.08-31.08.2025	1 522 766,44	265	1 522 766,44	265
64	113-EcV-07-2168	04.09.2025	AV Electronic SRL	07.08-31.08.2025	2 165 686,52	380	2 165 686,52	380
65	114-EcV-07-2213	10.09.2025	AV Electronic SRL	07.08-31.08.2025	1 949 342,03	347	1 949 342,03	347
66	115-EcV-07-2214	10.09.2025	BM Technotrade SRL	07.08-31.08.2025	857 173,72	151	857 173,72	151
67	116-EcV-07-2248	11.09.2025	Tehno-Trend SRL	07.08-31.08.2025	288 000,00	48	288 000,00	48
68	117-EcV-07-2261	12.09.2025	Ultracom Electronic SRL	07.08-31.08.2025	7 031 795,00	1 225	7 031 795,00	1 225
69	118-EcV-07-2263	12.09.2025	Hi-Tech Group SRL	07.08-31.08.2025	579 599,32	111	579 599,32	111
70	119-EcV-07-2335	18.09.2025	Maximum Electronic SRL	07.08-31.08.2025	4 491 550,82	780	4 491 550,82	780
71	120-EcV-07-2374	23.09.2025	AV Electronic SRL	12.09-29.09.2025	1 188 374,62	206	1 188 374,62	206
72	121-EcV-07-2382	23.09.2025	Ultra Distribution SRL	07.08-31.08.2025	1 094 463,08	187	1 094 463,08	187
73	122-EcV-07-2416	29.09.2025	BM Technotrade SRL	12.09-29.09.2025	898 016,58	155	898 016,58	155
74	123-EcV-07-2417	29.09.2025	AV Electronic SRL	12.09-29.09.2025	1 082 406,27	189	1 082 406,27	189
75	124-EcV-07-2425	30.09.2025	A Tehno Distribuție SRL	07.08-31.08.2025	70 302,41	12	70 302,41	12
76	125-EcV-07-2485	02.10.2025	AV Electronic SRL	12.09-29.09.2025	1 044 131,30	183	1 044 131,30	183
77	126-EcV-07-2486	02.10.2025	BM Technotrade SRL	12.09-29.09.2025	708 335,82	124	708 335,82	124
78	127-EcV-07-2535	09.10.2025	AV Electronic SRL	12.09-29.09.2025	1 335 486,59	235	1 335 486,59	235
79	128-EcV-07-2538	09.10.2025	BM Technotrade SRL	12.09-29.09.2025	382 240,67	66	382 240,67	66
80	129-EcV-07-2597	17.10.2025	Ultracom Electronic SRL	12.09-29.09.2025	2 906 535,00	500	2 906 535,00	500
81	130-EcV-07-2608	20.10.2025	AV Electronic SRL	03.10-19.10.2025	1 582 462,17	274	1 582 462,17	274
82	131-EcV-07-2611	20.10.2025	BM Technotrade SRL	03.10-19.10.2025	669 713,57	114	669 713,57	114
83	132-EcV-07-2616	20.10.2025	Tehno-Trend SRL	12.09-29.09.2025	136 829,25	23	136 829,25	23
84	133-EcV-07-2632	22.10.2025	A Tehno Distribuție SRL	12.09-29.09.2025	39 252,41	7	39 252,41	7
85	134-EcV-07-2652	24.10.2025	Hi-Tech Group SRL	12.09-29.09.2025	238 968,72	44	238 968,72	44
86	135-EcV-07-2656	24.10.2025	AV Electronic SRL	03.10-19.10.2025	1 530 962,60	265	1 530 962,60	265
87	136-EcV-07-2661	24.10.2025	BM Technotrade SRL	03.10-19.10.2025	895 367,13	154	895 367,13	154
88	137-EcV-07-2675	27.10.2025	Maximum Electronic SRL	12.09-29.09.2025	2 417 552,09	414	2 417 552,09	414
89	138-EcV-07-2716	29.10.2025	BM Technotrade SRL	03.10-19.10.2025	388 645,74	66	388 645,74	66
90	139-EcV-07-2717	29.10.2025	AV Electronic SRL	03.10-19.10.2025	799 359,91	140	799 359,91	140
91	140-EcV-07-2767	03.11.2025	A Tehno Distribuție SRL	03.10-19.10.2025	27 825,66	5	27 825,66	5
92	141-EcV-07-2790	04.11.2025	Tehno-Trend SRL	03.10-19.10.2025	89 163,75	15	89 163,75	15
93	142-EcV-07-2805	06.11.2025	Ultra Distribution SRL	12.09-29.09.2025	450 808,59	77	450 808,59	77
94	143-EcV-07-2812	06.11.2025	Maximum Electronic SRL	03.10-19.10.2025	2 113 862,83	362	2 113 862,83	362
95	144-EcV-07-2819	07.11.2025	Hi-Tech Group SRL	03.10-19.10.2025	173 687,58	31	173 687,58	31
96	145-EcV-07-2886	14.11.2025	Tehno-Trend SRL	23.10-09.11.2025	5 832,75	1	5 832,75	1
97	146-EcV-07-2890	17.11.2025	AV Electronic SRL	23.10-09.11.2025	857 738,21	150	857 738,21	150
98	147-EcV-07-2891	17.11.2025	BM Technotrade SRL	23.10-09.11.2025	329 296,58	57	329 296,58	57
99	148-EcV-07-2923	18.11.2025	Ultracom Electronic SRL	03.10-19.10.2025	2 626 947,00	452	2 626 947,00	452
100	149-EcV-07-2963	21.11.2025	A Tehno Distribuție SRL	23.10-09.11.2025	6 000,00	1	6 000,00	1
101	150-EcV-07-2977	25.11.2025	Ultra Distribution SRL	03.10-19.10.2025	530 675,92	89	530 675,92	89
102	151-EcV-07-3011	28.11.2025	Hi-Tech Group SRL	23.10-09.11.2025	62 398,83	11	62 398,83	11
103	152-EcV-07-3059	04.12.2025	Ultra Distribution SRL	23.10-09.11.2025	94 032,17	16	94 032,17	16
104	153-EcV-07-3071	05.12.2025	Maximum Electronic SRL	23.10-09.11.2025	523 595,50	91	523 595,50	91
105	154-EcV-07-3104	09.12.2025	Ultracom Electronic SRL	23.10-09.11.2025	511 944,00	87	511 944,00	87
106	155-EcV-07-3126	11.12.2025	Decostar SRL	21.11-07.12.2025	5 069,17	1	5 069,17	1
107	156-EcV-07-3141	12.12.2025	Hi-Tech Group SRL	21.11-07.12.2025	21 841,58	4	21 841,58	4
108	157-EcV-07-3168	15.12.2025	AV Electronic SRL	21.11-07.12.2025	628 146,84	113	628 146,84	113
109	158-EcV-07-3169	15.12.2025	BM Technotrade SRL	21.11-07.12.2025	268 341,83	47	268 341,83	47
110	159-EcV-07-3184	17.12.2025	Ultracom Electronic SRL	21.11-07.12.2025	392 194,00	68	392 194,00	68



No.	Financial request no.	Date of submission of the funding request	Retailer name	Session	Amount requested for financing (MDL)	No. of vouchers requested for financing	Amount approved by FRC (MDL)	No. of vouchers approved
111	160-EcV-07-3196	18.12.2025	Maximum Electronic SRL	21.11-07.12.2025	282 881,15	49	282 881,15	49
112	161-EcV-07-3199	19.12.2025	Ultra Distribution SRL	21.11-07.12.2025	48 000,00	8	48 000,00	8
113	162-EcV-07-3245	24.12.2025	Ultracom Electronic SRL	10.12 - 21.12.2025	153 746,00	26	153 746,00	26
114	163-EcV-07-3246	24.12.2025	AV Electronic SRL	10.12 - 21.12.2025	206 429,25	36	206 429,25	36
115	164-EcV-07-3249	24.12.2025	BM Technotrade SRL	10.12 - 21.12.2025	89 746,51	16	89 746,51	16
116	165-EcV-07-3251	24.12.2025	Maximum Electronic SRL	10.12 - 21.12.2025	46 090,50	8	46 090,50	8
117	166-EcV-07-3252	26.12.2025	Hi-Tech Group SRL	10.12 - 21.12.2025	10 193,58	2	10 193,58	2
118	167-EcV-07-3255	26.12.2025	Ultra Distribution SRL	10.12 - 21.12.2025	18 000,00	3	18 000,00	3

Despite the high volume of applications managed within a relatively short timeframe, more than **25,000 vouchers** were processed and approved, with a total approved value exceeding **MDL 146 million**, demonstrating strengthened administrative capacity and effective inter-institutional coordination.

X. COMMUNICATION AND OUTREACH ACTIVITIES

The main objective of communication activities related to the EcoVoucher Program was to inform the general public about the benefits of the Program, the application process, eligibility criteria, and its impact on household energy efficiency. To this end, NCSE/CNED implemented a broad and diversified communication campaign designed to reach as many citizens as possible and guide them towards sustainable and energy-efficient solutions.

Specific objectives

- Increase awareness and understanding of the EcoVoucher Program;
- Promote the use of energy-efficient household appliances;
- Encourage citizen participation and facilitate access to clear and useful information;
- Increase voucher redemption rates.

Activities carried out

1. Events and presentations

- Organization of press conferences for the launch of the EcoVoucher Program sessions in 2025;
- Information workshops dedicated to representatives of CUPS;
- Organization of more than 15 field visits.

2. Online and media communication

- Publication of 3 press releases on the launch and voucher redemption progress;
- Creation and publication of over 30 posts on NCSE/CNED official channels (Facebook, website), including useful information, application steps, FAQs, and real examples;
- Over 100 media appearances and mentions, including the republication of press releases and interviews with NCSE/CNED representatives;
- Participation in more than 20 TV and radio programs, including Moldova 1, TVR Moldova, TV8, etc.;
- Promotion of 5 EcoVoucher beneficiary success stories;
- Creation of a dedicated section on the NCSE/CNED website with regular updates on voucher redemption rates.

3. Media campaigns

- Production of an explanatory video spot on the application process;
- Broadcasting of audio and video spots for 3 weeks at national and regional level;
- Production and publication of 5 inspirational videos featuring success stories, available on YouTube, Facebook and the website.

4. Information materials

- Development and distribution of informative posters and stickers placed in partner stores, district councils and territorial offices of the Public Services Agency;
- Creation and dissemination of over 30 infographics and online visual materials.

5. Public assistance and interaction



- Handling of more than 16,000 phone calls via the NCSE/CNED Green Line;
- Responses to over 700 requests received by e-mail and social media;
- Continuous updating of the Questions and Answers section on the Program's online platform.

Results and impact

- A significant increase in the number of beneficiaries in subsequent sessions, directly correlated with intensified communication activities;
- Over 1 million people reached through various media channels;
- Strengthened public trust in the EcoVoucher initiative and its messaging;
- Active involvement of beneficiaries in promoting the Program through real and authentic testimonials.

One of the key communication activities in 2025 was the organization of the EcoVoucher Caravan, through which NCSE/CNED ensured direct public outreach at local level. Between 8 September and 29 October 2025, the Caravan visited 36 localities across all regions of the Republic of Moldova, including the municipality of Bălți, UTA Găgăuzia and localities in the Dubăsari district. NCSE/CNED teams travelled over 9,000 km and organized information sessions and practical demonstrations on efficient energy use, interpretation of energy labels, and the benefits of replacing old appliances with efficient models. Over 30,000 people participated in these activities, benefiting from practical information and direct support for accessing the EcoVoucher Program.

XI. CHALLENGES AND RECOMMENDATIONS

During implementation of the Program in 2025, a number of challenges were identified, including:

- inconsistencies in the SIVE database regarding beneficiary contact information;
- low redemption rates in certain regions due to logistical constraints and limited awareness;
- changes in the regulatory framework governing energy vulnerability;
- the need for an adaptation period for newly enrolled retailers;
- increased processing times for financing applications during peak periods.

To improve the efficiency of the Program in 2026, NCSE/CNED proposes:

- reviewing and optimizing the operational procedures set out in the implementation manual;
- intensifying communication and public awareness activities;
- actively involving social assistants and SIVE registrars in disseminating information to potential beneficiaries;
- developing and implementing additional information-system functionalities to reduce administrative burden and accelerate processing.

