

# Energy Vulnerability Reduction Fund (EVRF) Assessment

**Key Findings Presentation**

**May 2025**

**REACH**

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# Contents

- 01** Context and Rationale
- 02** Objectives and Methodology
- 03** Demographics
- 04** Main Findings
- 05** Key Messages

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01

# Context & Rationale

# Contextual Background

- Energy crisis in Moldova since 2019, intensified in 2021 and 2022.
- Moldova heavily dependent on energy imports, Russian gas. Now diversifying.
- EVRF establishment since 2022 – now the third year.
- Implemented by the Ministry of Labour and Social Protection (MLSP) with support of UNDP, funding from EU and several European governments.

# EVRF Energy Compensation

- Monthly compensation for energy-related expenses from November 2024 to March 2025, distributed per household.
- Cash-based. Used to be direct reduction of energy bills.
- First payment on 11-12 December 2024 (for November).
- November 2024 compensation – 300 to 800 MDL
- December 2024 compensation – 500 to 1000 MDL
- All households in Moldova (including refugees) eligible if they have IDNP and residential address and have stayed in Moldova for at least 8 months in the last 12 months.
- Application online ([compensatii.gov.md](https://compensatii.gov.md)) or through social workers (for first time applicants that use solid fuel).

# Key Definitions

**Energy vulnerability:** Defined in the law as a situation characterised by reduced access or reduced purchasing power of the HH consumer in relation to the energy resources necessary for food preparation, thermal comfort in the home and other basic needs.\*

**Energy-vulnerable HHs:** For this assessment, HHs that are spending over 10 percent of their consumption expenditure on electricity, gas and thermal energy are determined to be energy-vulnerable.\*\*

\*Parliament of the Republic of Moldova. Law No. 241 of 28 July 2022 on the Energy Vulnerability Reduction Fund, amended by LP255 on 15 November 2024, MO477-480/20.11.24 art.643; in force 20 November 2024.

\*\*Ministerul Muncii și Protecției Sociale (3 January 2025). Guvernul va compensa creșterea tarifelor la energia electrică pentru toate gospodăriile casnice eligibile, astfel încât acestea să nu plătească mai mult decât anul trecut. Accessed on 5 March 2025.

A light gray world map is centered in the background. Overlaid on the map is a complex, light gray geometric pattern of interconnected lines forming various sized triangles and polygons. The number '02' is printed in a bold, red, sans-serif font, positioned centrally over the map's landmasses.

02

# Objectives and Methodology

# Specific Objectives

- 1 Identify any **barriers** faced by potentially energy-vulnerable refugee and host community households (HHs) to **accessing the EVRF energy compensation** in the winter of 2024-2025.
- 2 Measure the extent to which refugee and host community beneficiary HHs of the EVRF energy compensation are **able to meet their energy needs** for the winter of 2024-2025.
- 3 Understand the **impact** of the EVRF energy compensation on **the living conditions and well-being** of refugee and host community beneficiary HHs during the winter of 2024-2025.
- 4 Identify how **coping strategies** employed by potentially energy-vulnerable refugee and host community HHs to meet their energy needs for the winter of 2024-2025 differ between beneficiaries and non-beneficiaries of the EVRF energy compensation.
- 5 Assess the **level of satisfaction** of refugee and host community beneficiary HHs **with the amount and mode of distribution** of the EVRF energy compensation during the winter of 2024-2025.



# Population Coverage and Data Collection



## POPULATION OF INTEREST

- **Beneficiaries** of the EVRF energy compensation
- **Non-beneficiaries** of the EVRF energy compensation
- **Refugees**, who have been displaced from Ukraine to Moldova after 24 February 2022, currently residing in Moldova.
- Moldovan members of the **host community**
- Does not include the Transnistrian region.



## COMPLETED SURVEYS

# 435

HH quantitative surveys with refugees and members of the host community via phone call or in-person

# 297

Surveys with  
beneficiaries

# 138

Surveys with  
non-beneficiaries

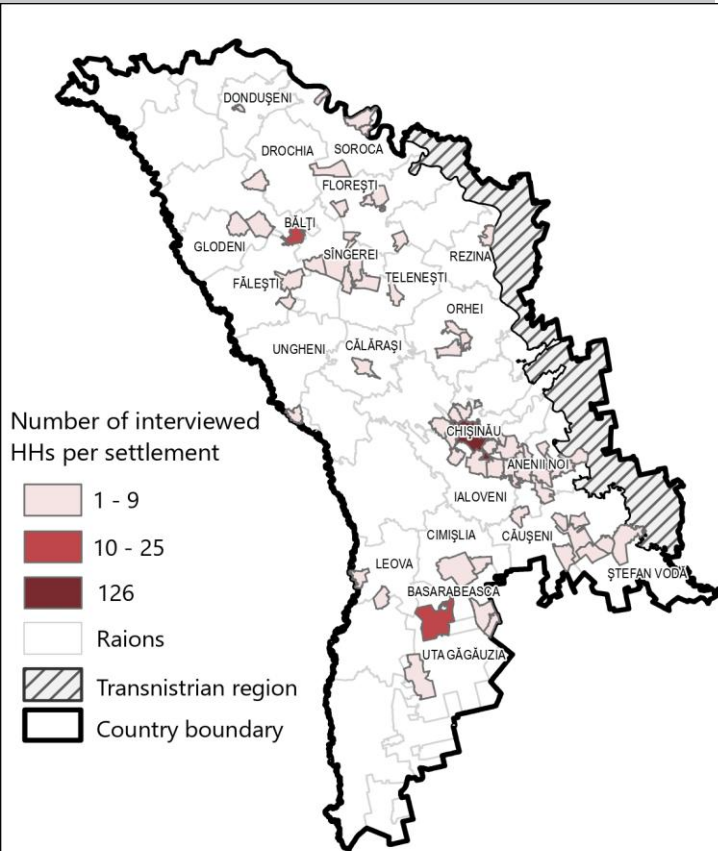


## DATA COLLECTION

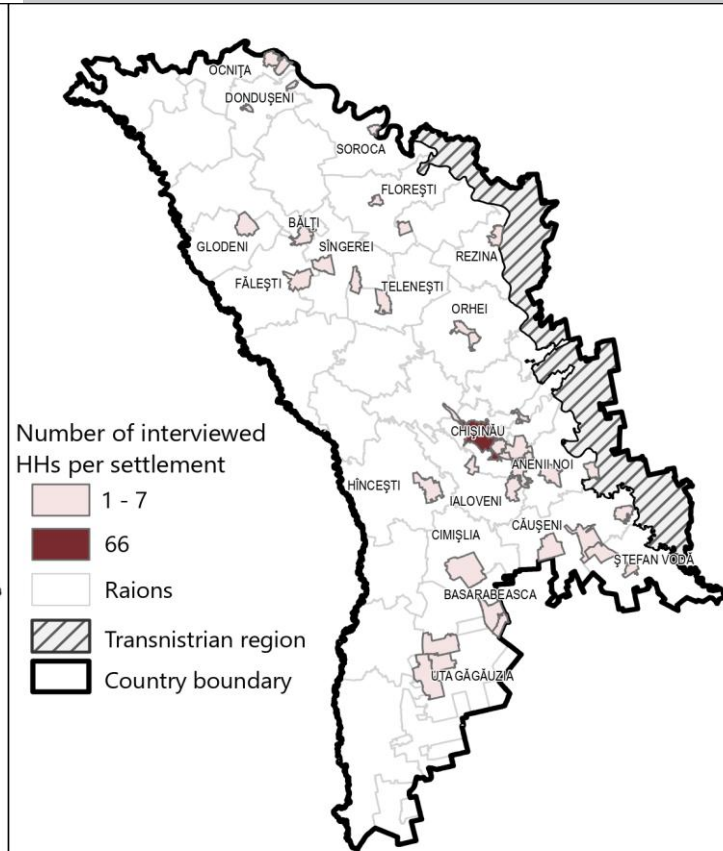
From 20 January to 7 February 2025

# Methodology and Sampling

Location of beneficiary respondents in Moldova



Location of non-beneficiary respondents in Moldova



Sampling method: Purposive sampling.

Sampling targets were determined by stratifying by **type of settlement**, **type of household**, and **region** (North, Centre and South).

Primary data was collected via **quantitative household surveys** of the populations of interest. Interviews were conducted via phone call or in-person.

An **invitation** to participate in the survey was advertised in targeted **public spaces** and **social media platforms** where the target populations were most likely to be reached.

# Key Limitations

## Findings are indicative

- As the sampling approach is not representative, findings from this assessment should be considered **indicative and not representative** of the populations of beneficiary and non-beneficiary households

## Limited ability to assess the full impact of EVRF

- At the time of data collection, only two rounds of the compensation had been distributed. As such, it is unable to capture the full impact of the program during this winter period. This is particularly relevant for November and December 2024, as only heating was compensated by the EVRF. From January 2025, eligible HHs were compensated for the rise in electricity prices as well.

## Selection bias

- The sampling approach is not representative, and the method of scoping for respondents may be impacted by selection bias. Those that signed up online are likely to have been interested in participating due to having feedback or the expectation of getting more assistance.

## Respondent bias

- This assessment relies on HHs' self-reported experiences and perspectives to evaluate the EVRF. Some respondents may have struggled to recall their HH income or expenditure details or may have been unwilling to share this information with enumerators. Additionally, their responses may have been impacted by a fear of either losing the compensation or the expectation of receiving assistance in return for participation in the interview. To mitigate this, REACH enumerators clarified to all respondents that their participation in the interview would not impact their compensation or application for the compensation in any way.

A light gray world map is centered on the page, overlaid with a faint, light gray geometric pattern of interconnected triangles. The map shows the outlines of continents and countries. The number '03' is positioned in the upper center, over the European continent.

03

# Demographics

# Demographics

Type of HH*	Beneficiary HH	Non-beneficiary HH
Refugee	99	55
Host community	198	83
<b>TOTAL</b>	<b>297</b>	<b>138</b>



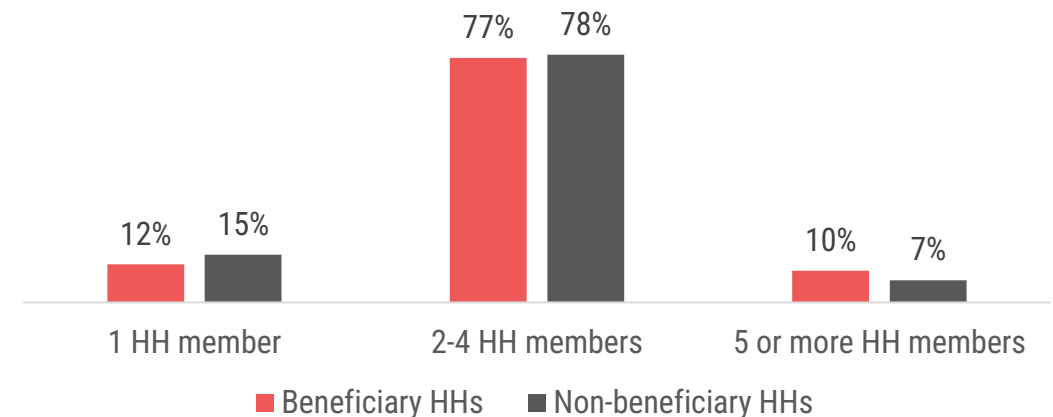
Average HH Size of **2.8**



HHs with persons with disabilities (according to WG-SS):

- 14% of beneficiary HHs
- 9% of non-beneficiary HHs

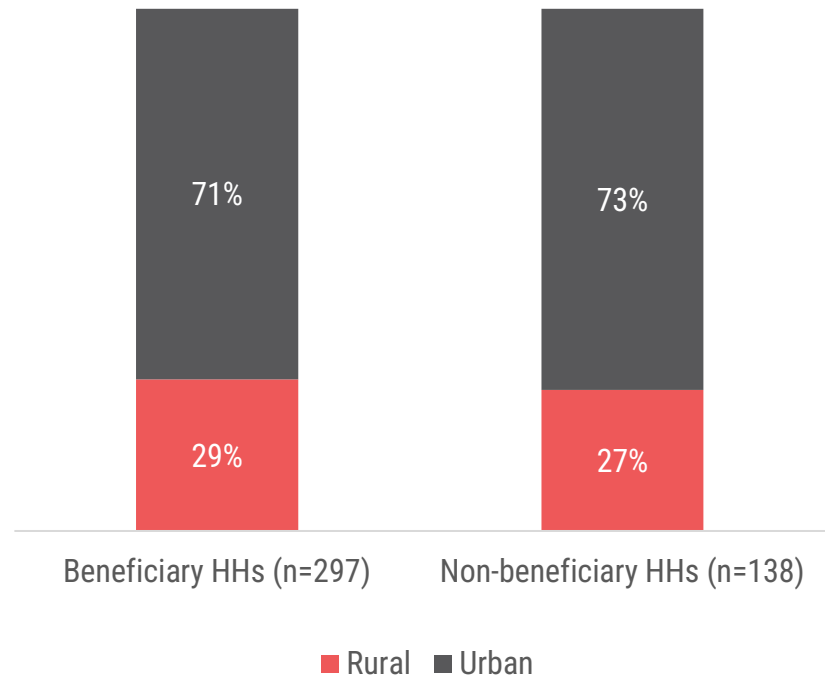
% of HHs by HH size and beneficiary status (n=435)



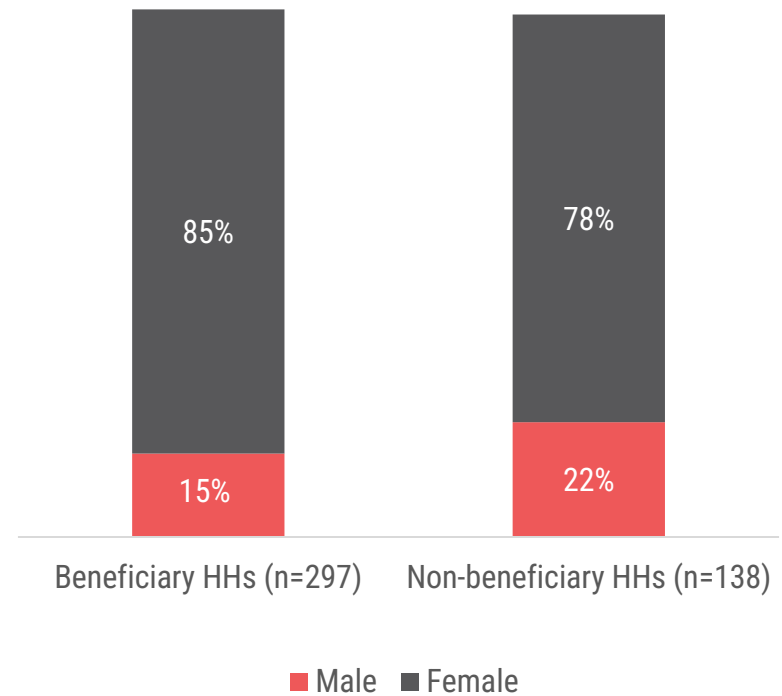
\* Host community HHs are defined here as HHs with at least one host community member with Moldovan citizenship

# Demographics

% HHs by type of settlement and beneficiary status



% respondents by gender and beneficiary status



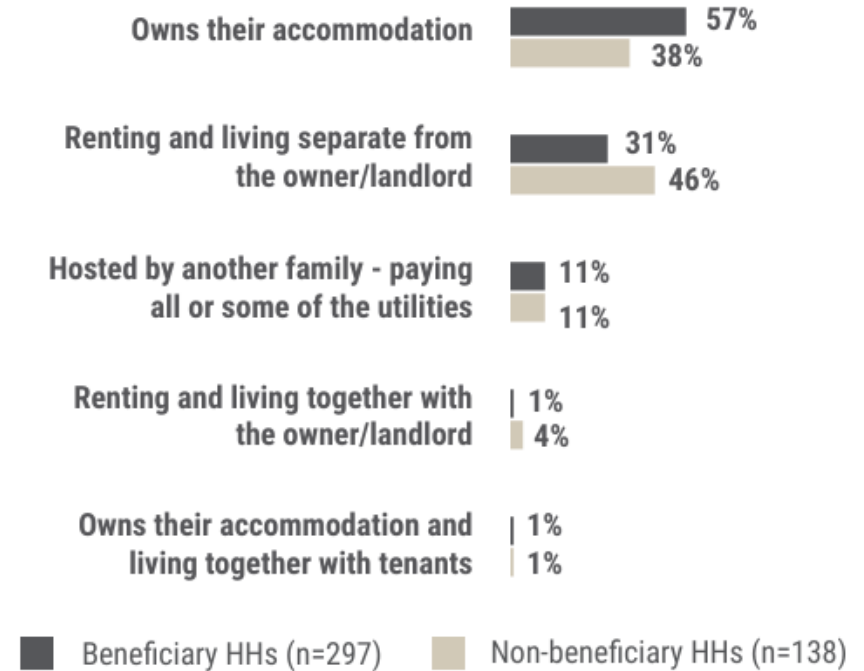
# Demographics

% of HHs by reported vulnerable groups present in the HH		Beneficiary HHs (n=297)	Non-Beneficiary HHs (n=138)
?	Children (younger than 18 years of age)	54%	60%
?	Single adult/parent with dependents	16%	19%
?	Pregnant/breastfeeding women	6%	4%
?	People with a disability*	10%	8%
?	People with a chronic illness	21%	15%
?	Older Persons (60+)	44%	17%

\*"Persons with a disability" in this variable is based on reports of respondents regarding whether there are any persons with disabilities in their HH. Disaggregations by HHs with or without people with disabilities in the rest of this analysis are NOT based on this variable and instead are based on respondents' answers to questions from the Washington Group Short Set on Functioning (see previous page).

\*\*Percentages may not add up to 100% due to rounding.

## % of HHs by type of housing tenure and beneficiary status (n=435)\*\*



**Most refugee HHs are renting and living separate from the owner/landlord (74% for beneficiary HHs, 76% for non-beneficiary HHs), while most host community HHs own their accommodation (82% for beneficiary HHs, 64% for non-beneficiary HHs)**



04

# Main Findings

1. Income
2. Energy Expenses - Nov and Dec 2024
3. Access to EVRF
4. Ability to Meet Energy Needs
5. Compensation Received
6. Coping Strategies
7. Impact on Living Conditions and Well Being
8. Beneficiary Satisfaction



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01

Income

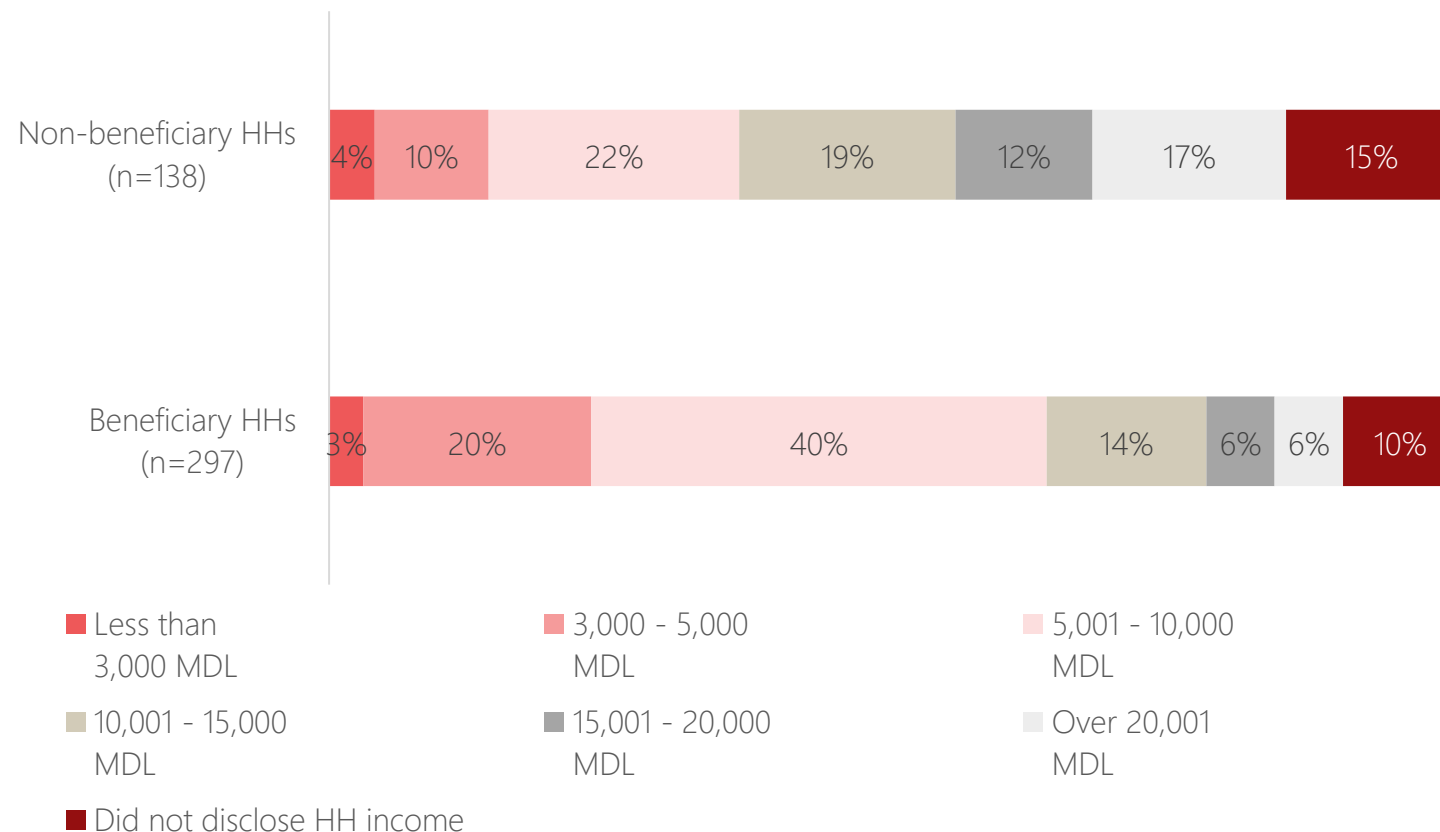
# Income

Average monthly HH income\* between November 2024 and January 2025 of HHs (in Moldovan lei) by type of HH and beneficiary status (n=393)\*\*

Type of HH	Beneficiary HHs (n=266)	Non-Beneficiary HHs (n=127)
Host community (n=243)	10,345	19,101
Refugee (n=140)	8,223	9,052
Average monthly income (MDL)	9,611	14,979

**Non-beneficiary HHs' average income is 5,000 MDL higher than that of beneficiary HHs. However, this difference is **not** seen when looking at refugee HHs, suggesting they may have faced a barrier accessing the EVRF compensation.**

% of HHs by range of monthly HH income (in Moldovan lei) between November 2024 and January 2025 and beneficiary status (n=435)



\*"Income" was defined to include income from employment, state support, pensions, or any other forms of financial assistance, except the EVRF compensation.

\*\* 42 HHs chose to not disclose their monthly HH income

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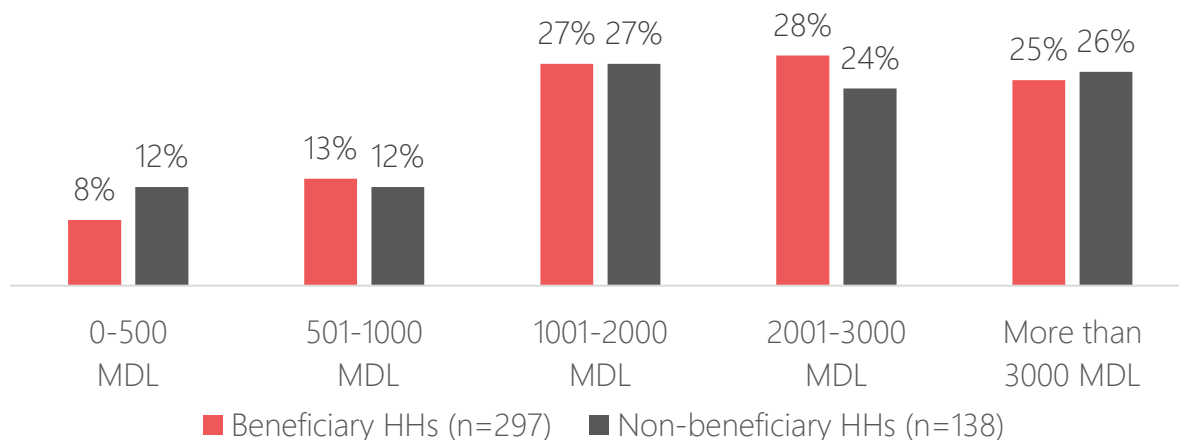
02

# Energy Expenses - Nov and Dec 2024

# Energy-Related Expenses

## November 2024

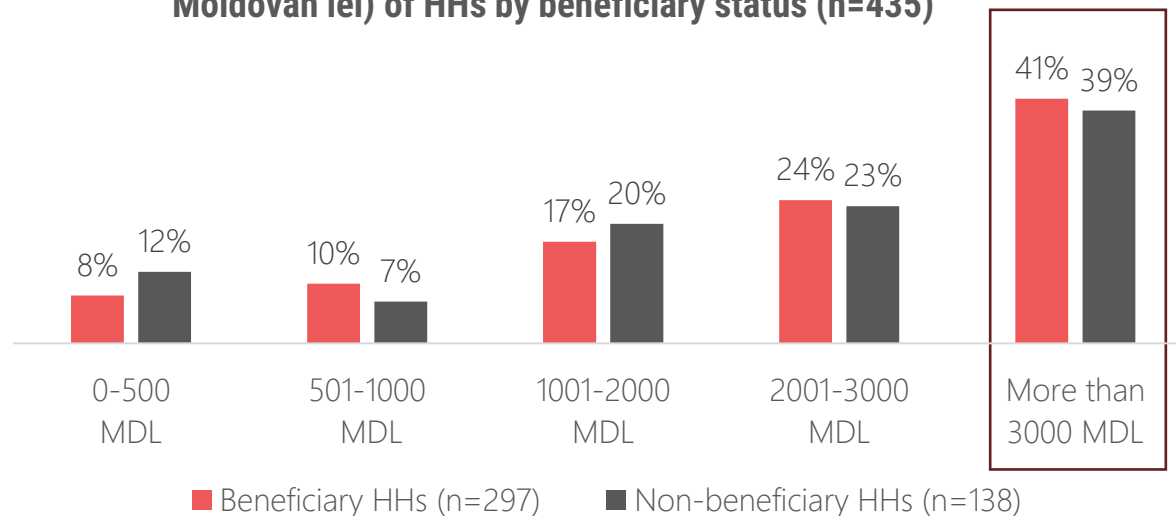
Total energy-related expenses\* for November 2024 (in Moldovan lei) of HHs by beneficiary status (n=435)



Beneficiary HHs spent an average of **2,235 MDL** and non-beneficiary HHs spent an average of **2,389 MDL** total on energy-related bills and expenses for November 2024:

## December 2024

Total energy-related expenses\* for December 2024 (in Moldovan lei) of HHs by beneficiary status (n=435)



Beneficiary HHs spent an average of **2,686 MDL** and non-beneficiary HHs spent an average of **2,574 MDL** total on energy-related bills and expenses for December 2024:

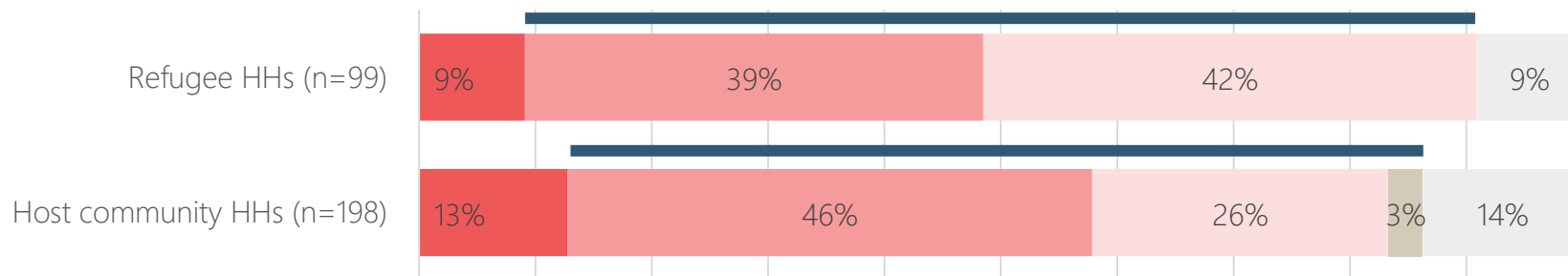
There were little differences in the total energy-related bills and expenses between beneficiary and non-beneficiary HHs in November and December 2024.

\* Total energy-related expenses is calculated by adding reported gas, electricity and heating bills/expenses for that month.

# Energy Vulnerability – Beneficiary Households

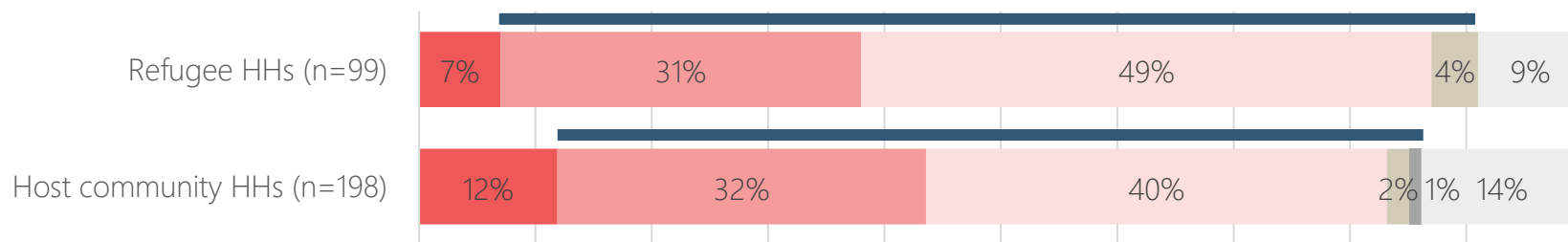
HHs that are spending over 10 percent of their consumption expenditure on electricity, gas and thermal energy are determined to be energy-vulnerable.\*

% of beneficiary HHs by % of HH expenditure\*\* spent on gas, electricity, or heating bills/expenses for **November 2024** and type of HH (n=297)\*\*\*



**82% of refugee beneficiary HHs and 73% of host community beneficiary HHs** were energy vulnerable in November 2024

% of beneficiary HHs by % of HH expenditure\*\* spent on gas, electricity, or heating bills/expenses for **December 2024** and type of HH (n=297)\*\*\*



**84% of refugee beneficiary HHs and 74% of host community beneficiary HHs** were energy vulnerable in December 2024

■ Up to 10% ■ 11% to 25% ■ 26% to 50% ■ 51% to 75% ■ More than 75% ■ Did not disclose HH income

\*Ministerul Muncii și Protecției Sociale (3 January 2025). Guvernul va compensa creșterea tarifulor la energia electrică pentru toate gospodăriile casnice eligibile, astfel încât acestea să nu plătească mai mult decât anul trecut. Accessed on 5 March 2025.

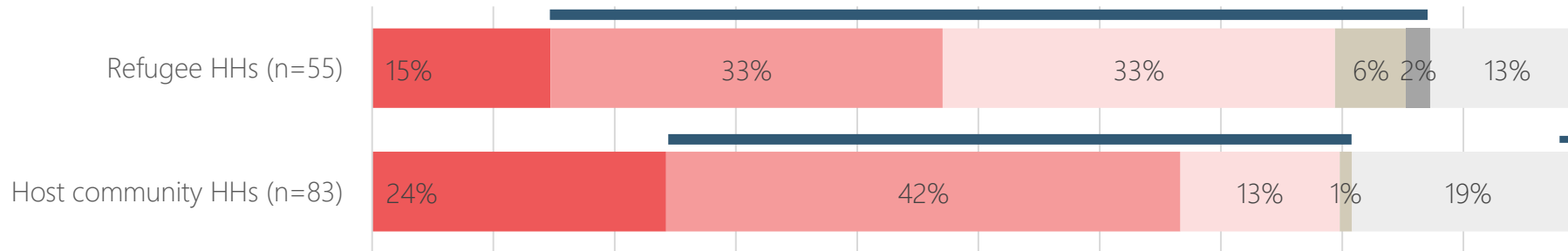
\*\*This variable is based on a calculation of the sum of reported HH gas, heating, and electricity costs for that month, divided by the sum of this amount with the reported total average monthly expense of the household for basic needs excluding utility bills between November 2024 and the time of data collection, multiplied by 100%.

\*\*\*Percentages may not add up to 100% due to rounding

# Energy Vulnerability – Non-beneficiary Households

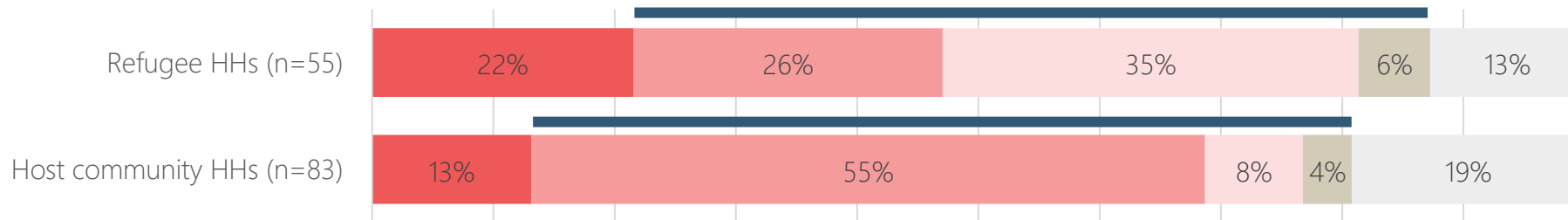
As such a high percentage of non-beneficiary HHs are energy-vulnerable, it may indicate that **barriers to accessing the EVRF compensation remain** for many energy-vulnerable HHs in Moldova.

% of non-beneficiary HHs by % of HH expenditure\* spent on gas, electricity, or heating bills/expenses for **November 2024** and type of HH (n=138)\*\*



**72% of refugee non-beneficiary HHs and 57% of host community non-beneficiary HHs** were energy vulnerable in November 2024

% of non-beneficiary HHs by % of HH expenditure\* spent on gas, electricity, or heating bills/expenses for **December 2024** and type of HH (n=138)\*\*



**65% of refugee non-beneficiary HHs and 68% of host community non-beneficiary HHs** were energy vulnerable in December 2024

■ Up to 10% ■ 11% to 25% ■ 26% to 50% ■ 51% to 75% ■ More than 75% ■ Did not disclose HH income

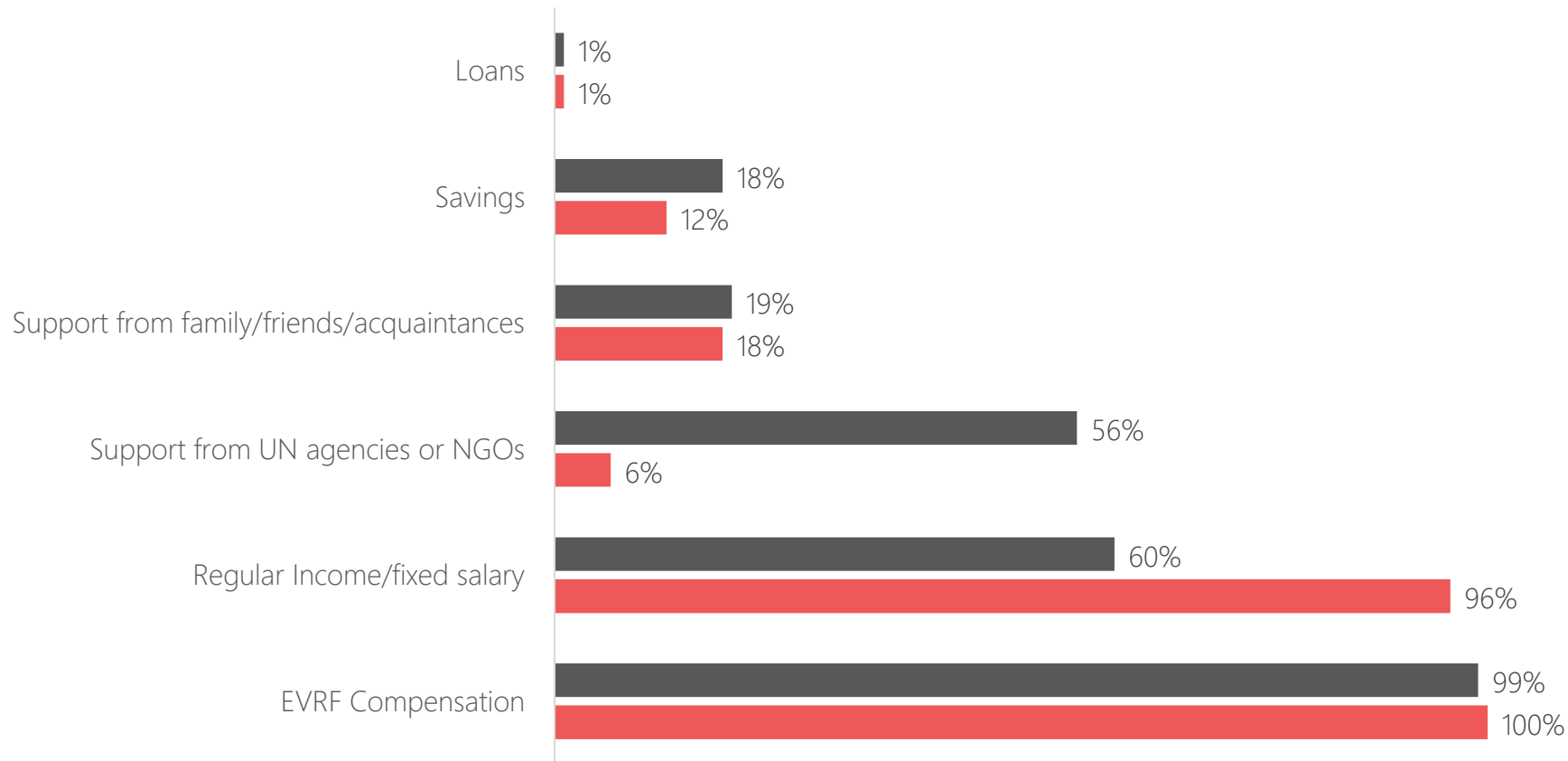
\*This variable is based on a calculation of the sum of reported HH gas, heating, and electricity costs for that month, divided by the sum of this amount with the reported total average monthly expense of the household for basic needs excluding utility bills between November 2024 and the time of data collection, multiplied by 100%.

\*\*Percentages may not add up to 100% due to rounding

# Resources Used to Pay for Energy-Related Bills/Expenses – Beneficiary HHs

% of beneficiary HHs by financial resources used to cover utility bills and heating costs by type of HH (n=295)\*

■ Refugee HH (n=97) ■ Host Community HH (n=198)



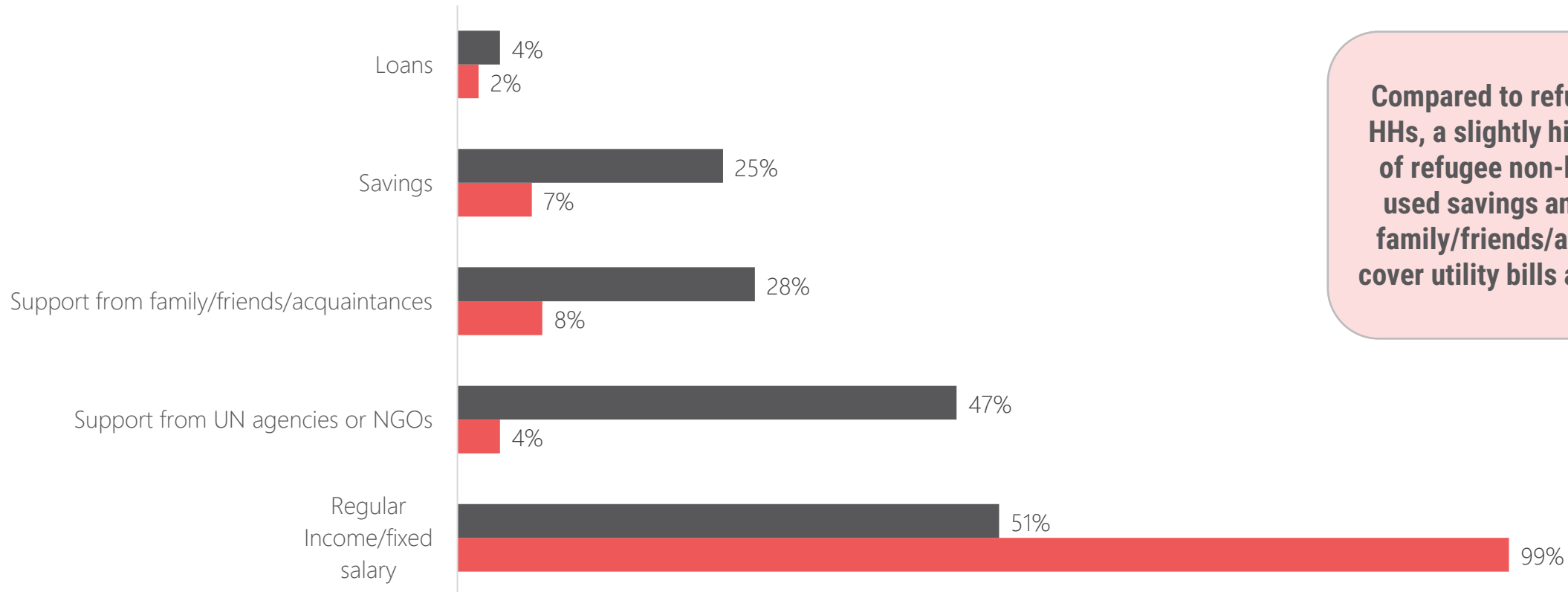
**Compared to host community HHs, a lower percentage of refugee HHs used regular income or fixed salary and a higher percentage use support from UN agencies or NGOs.**

\*Respondents could select multiple options for this question. Percentages therefore may not add up to 100%

# Resources Used to Pay for Energy-Related Bills/Expenses – Non-beneficiary HHs

% of non-beneficiary HHs by financial resources used to cover utility bills and heating costs by type of HH (n=136)\*

■ Refugee HH (n=53) ■ Host Community HH (n=83)



Compared to refugee beneficiary HHs, a slightly higher percentage of refugee non-beneficiary HHs used savings and support from family/friends/acquaintances to cover utility bills and heating costs

\*Respondents could select multiple options for this question. Percentages therefore may not add up to 100%



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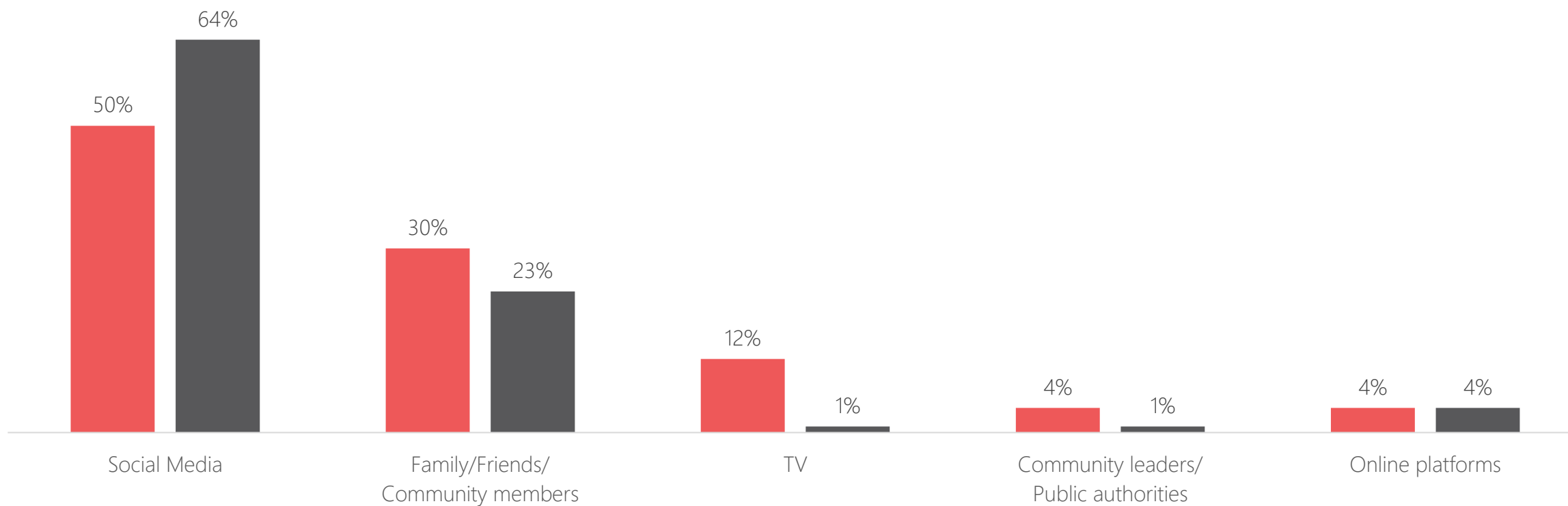
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# Access to EVRF

# Access to EVRF

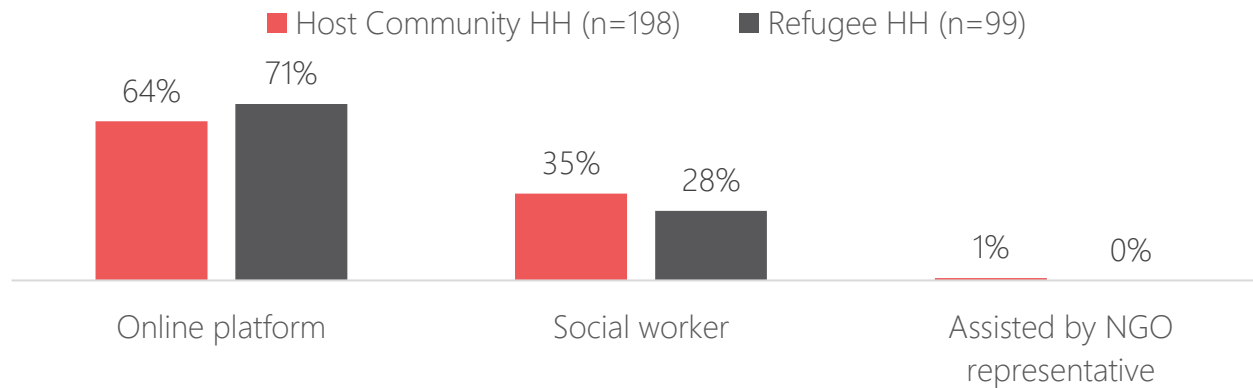
## % of respondents by how they first learned about the EVRF energy compensation and beneficiary status (n=435)

■ Beneficiary HHs (n=297) ■ Non-beneficiary HHs (n=138)



# Access to EVRF – Beneficiary Respondents

% of HHs by method of applying for EVRF energy compensation and beneficiary status (n=297)



**95%** of beneficiary HHs (n=297) were **satisfied (67%)** or **very satisfied (28%)** with the application process for the EVRF compensation

**98%** of beneficiary HHs (n=297) encountered **NO challenges** applying for energy compensation

Top 3 suggestions provided by beneficiary respondents to make the EVRF compensation more accessible to HHs like theirs

1

The amount of compensation offered should be increased (71%)

2

More clear and detailed information on how the calculation is done should be provided (22%)

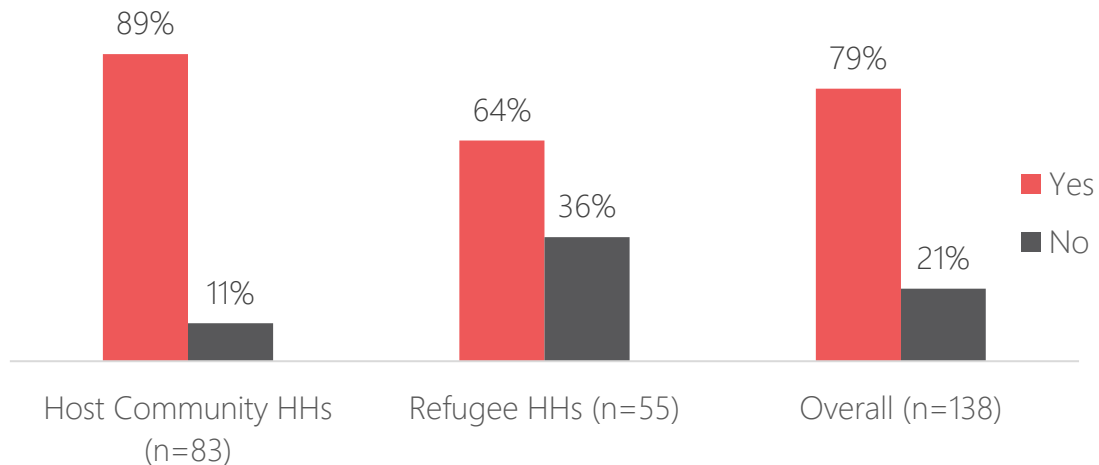
3

More clear and detailed information about the eligibility criteria should be provided (19%)

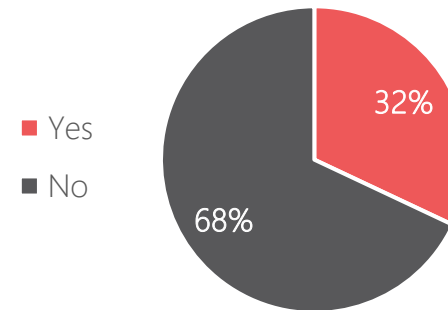
# Access to EVRF – Non-beneficiary Respondents

**21%** of all non-beneficiary respondents were not aware of the EVRF compensation prior to December 2024

% of non-beneficiary respondents who did not know about the EVRF energy compensation before December 2024 and type of HH (n=138)



% of non-beneficiary HHs by whether they applied for the EVRF energy compensation (n=138)



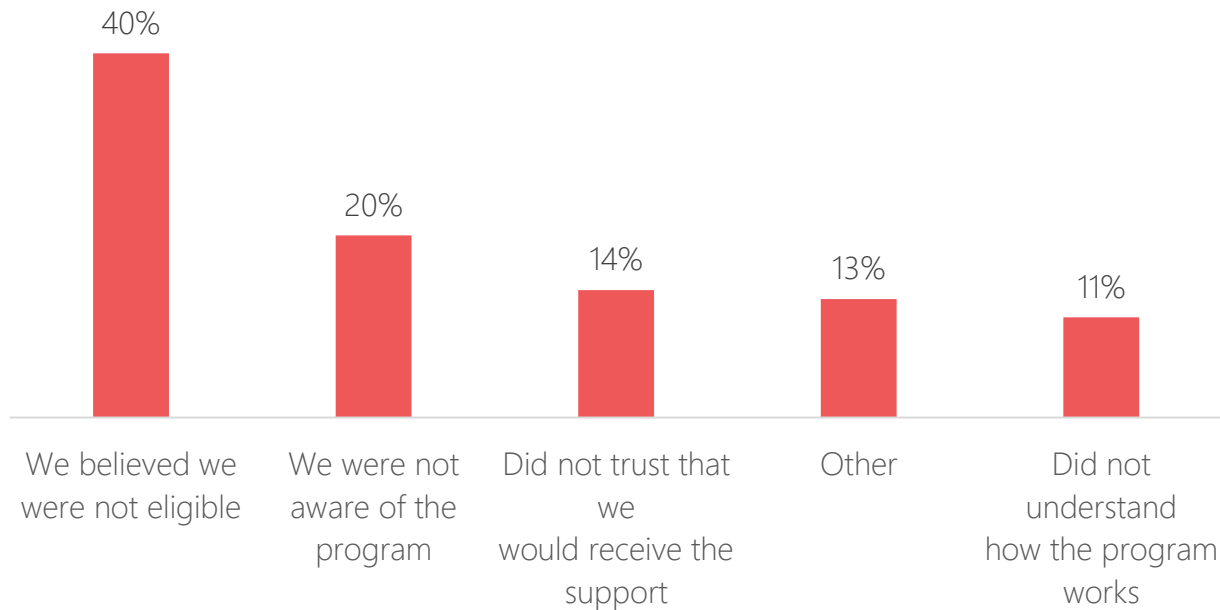
Of the 32% of non-beneficiary HHs that applied for EVRF, **23% of refugee HHs (n=55) applied** compared to **37% of host community HHs (n=83)**



**48% of non-beneficiary HHs that own their accommodation (n=54) applied** to EVRF compensation compared to **21% of non-beneficiary HHs that do not own their HH (n=84)**

# Access to EVRF – Non-beneficiary Respondents

% of non-beneficiary HHs by top 5 reasons they did not apply for the EVRF energy compensation and type of HH, among non-beneficiary HHs that did not apply for the compensation (n=94)\*



Top 3 suggestions provided by non-beneficiary respondents to make the EVRF compensation more accessible to HHs like theirs\*

- 1** More clear and detailed information about the eligibility criteria should be provided (**46%**)
- 2** The programme should be made available to a broader range of HHs (**33%**)
- 3** More clear and detailed information about how the calculation is done should be provided (**17%**)

\*Respondents could select multiple options for this question. Percentages therefore may not add up to 100%

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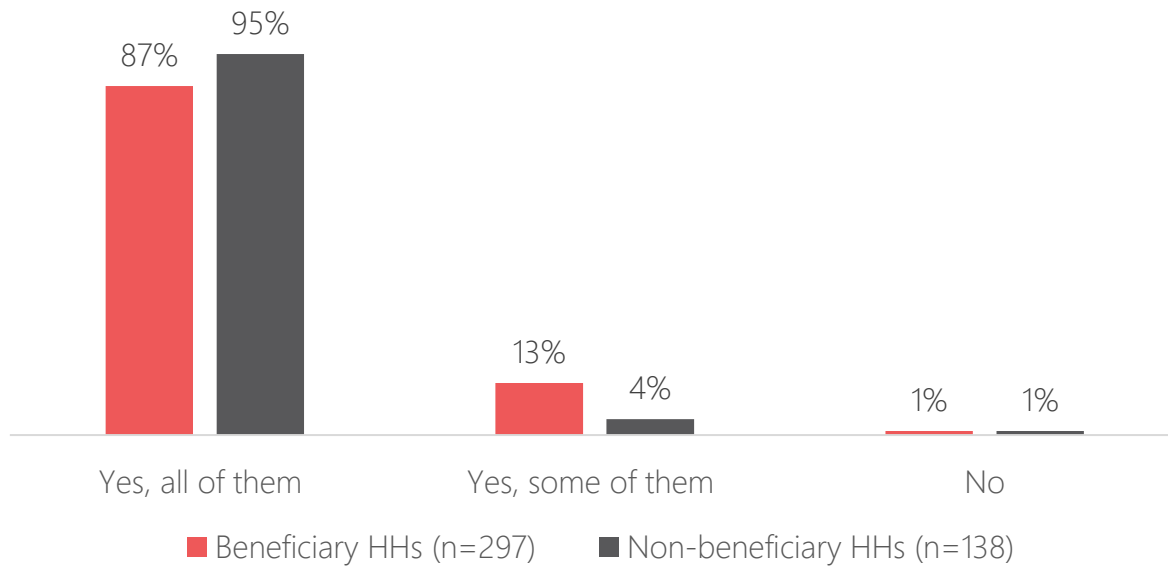
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# Ability to Meet Energy Needs

# Ability to meet energy needs

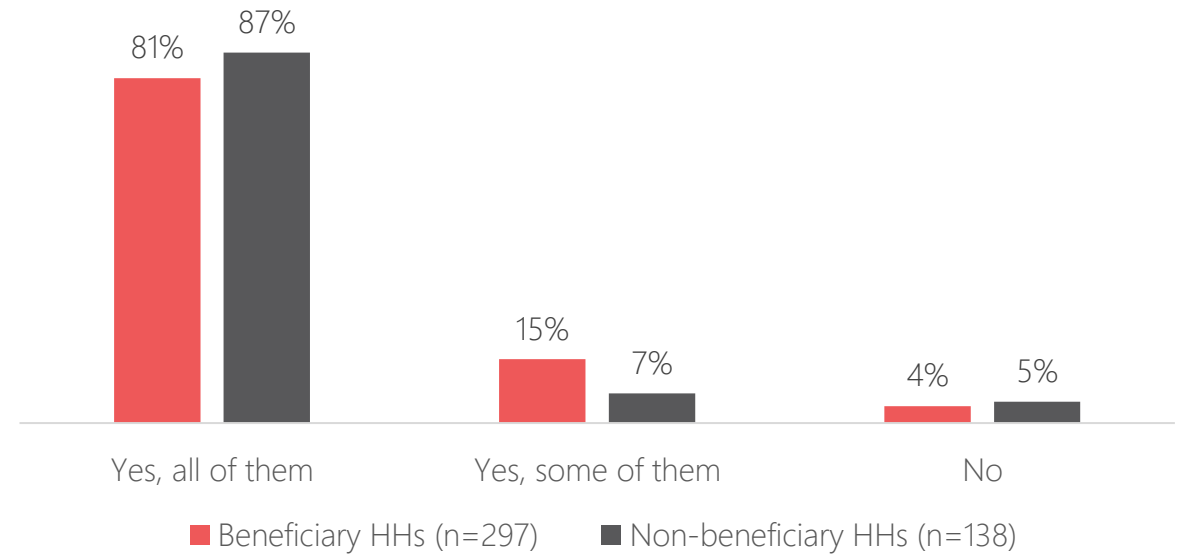
**November 2024**

% of HHs by ability to cover electricity, gas and heating bills for November 2024 and beneficiary status (n=435)



**December 2024**

% of HHs by ability to cover electricity, gas and heating bills for December 2024 and beneficiary status (n=435)



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05

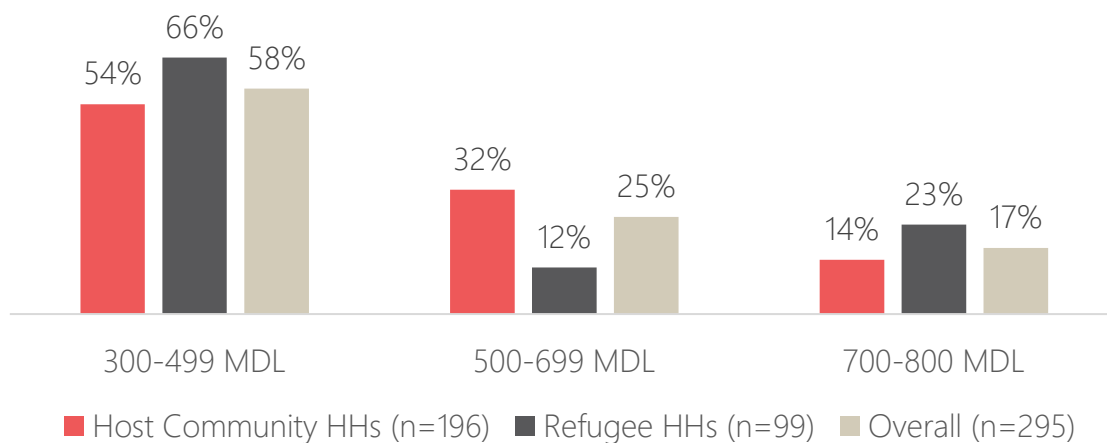
# Compensation Received



# Compensation Received

## November 2024

% of beneficiary HHs by amount of EVRF energy compensation received for November 2024 (in Moldovan lei) and type of HH (n=295)\*



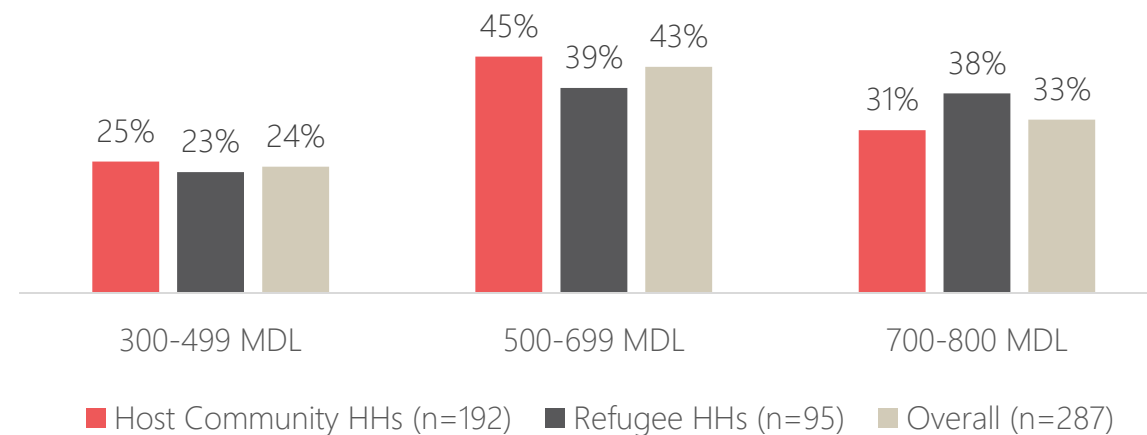
**467 MDL** average amount of EVRF energy compensation received for November 2024

\*2 HHs did not disclose the amount of EVRF compensation received in November 2024

\*\*10 HHs did not disclose the amount of EVRF compensation received in December 2024

## December 2024

% of beneficiary HHs by amount of EVRF energy compensation received for December 2024 (in Moldovan lei) and type of HH (n=287)\*\*

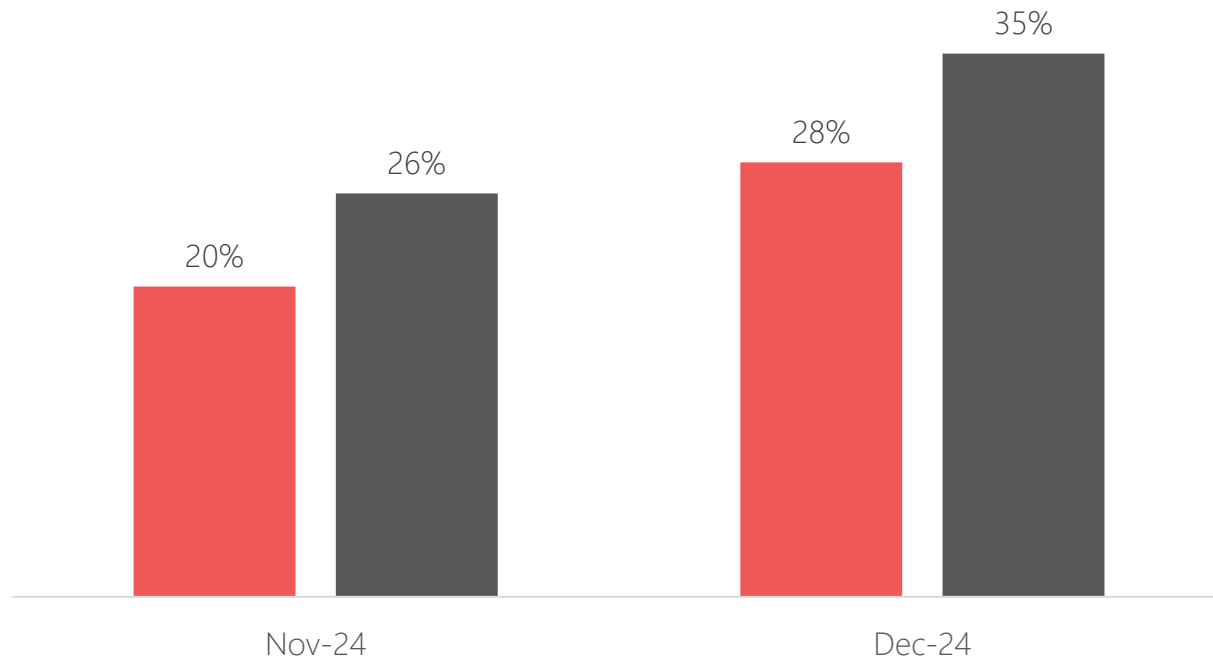


**796 MDL** average amount of EVRF energy compensation received for December 2024

# Ability to meet energy needs with EVRF compensation

Average % of total energy-related bills/expenses compensated by EVRF compensation received\*, by HH type

■ Host community HH (n=134) ■ Refugee HH (n=76)



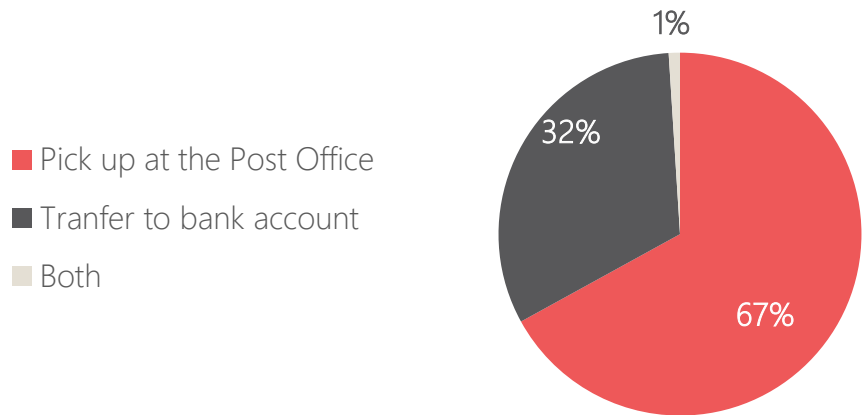
On average, **22%** of beneficiary HHs' total energy-related bills and expenses were compensated by the EVRF for November 2024 and **30%** were compensated for December 2024.

The percentage compensated was **slightly higher** among refugee HHs versus host community HHs, urban HHs compared to rural HHs, smaller HHs versus larger HHs, and HHs with lower monthly income compared to higher monthly income

\* This was calculated based on the share of the total reported bills or expenses for electricity, gas, and any other forms of heating that is covered by the amount of EVRF compensation received.

# Compensation Received

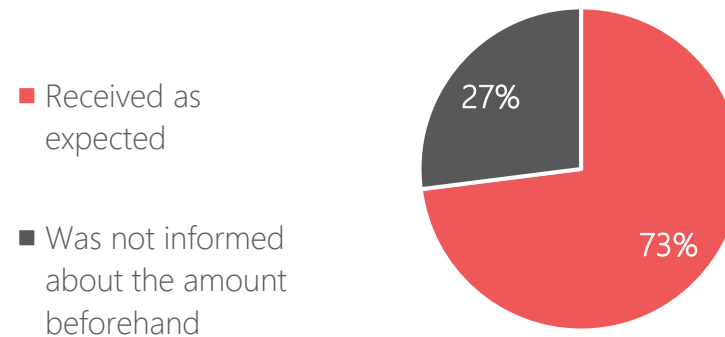
% of beneficiary HHs by method of receiving compensation  
(n=297)



**86%** of refugee HHs (n=99) versus **57%** of host community HHs (n=198) received their compensation through the post office

Among the beneficiary HHs (n=297), **99%** reported that they spent the compensation received on **utility bills and/or firewood**.

% of beneficiary HHs by expected versus received EVRF energy compensation amount for November 2024 and December 2024 (n=297)



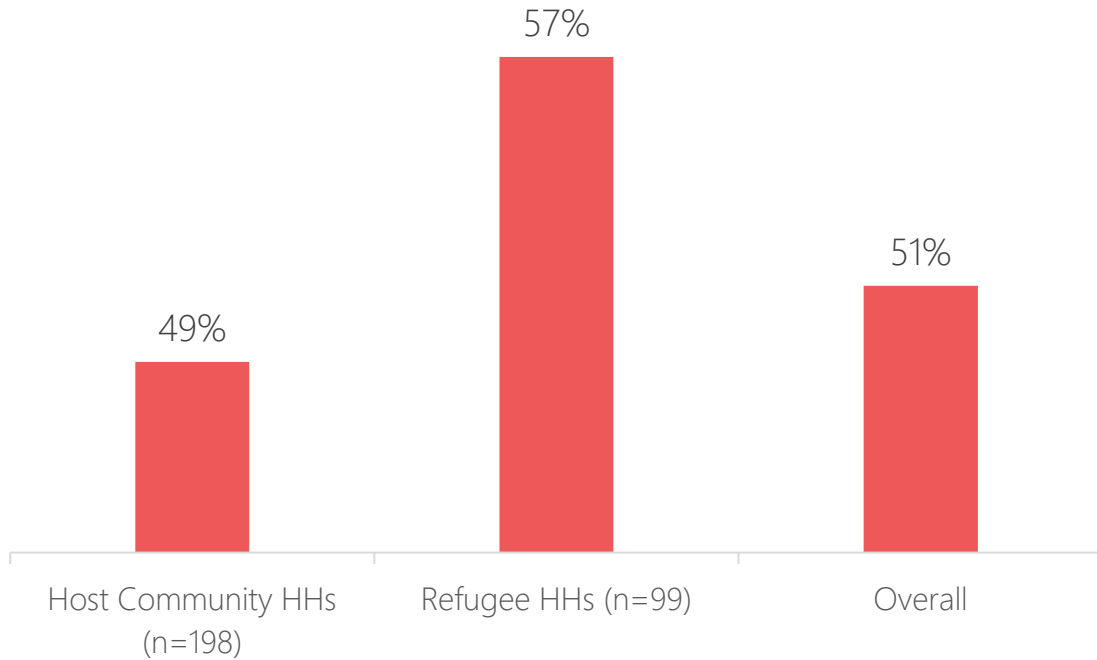
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06

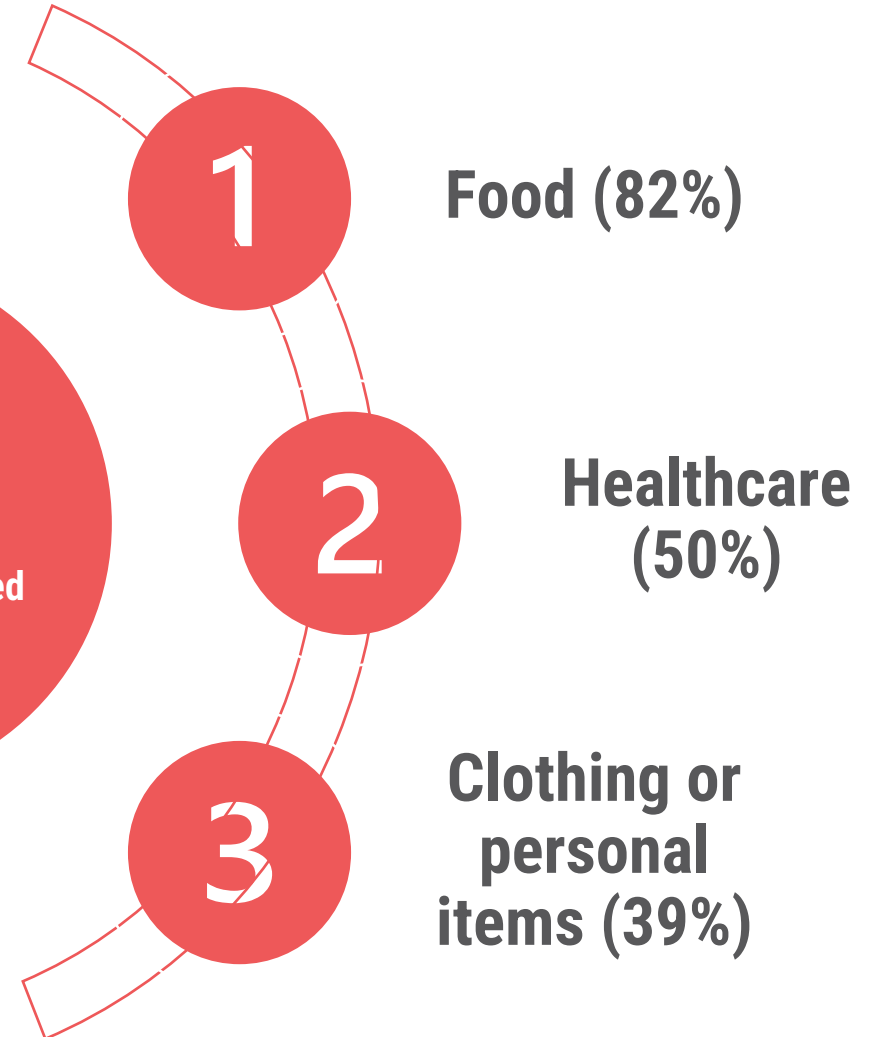
# Coping Strategies

# Coping strategies – Beneficiary HHs

% of beneficiary HHs that had to cut down on essential expenses to pay for utility bills this winter by type of HH (n=297)

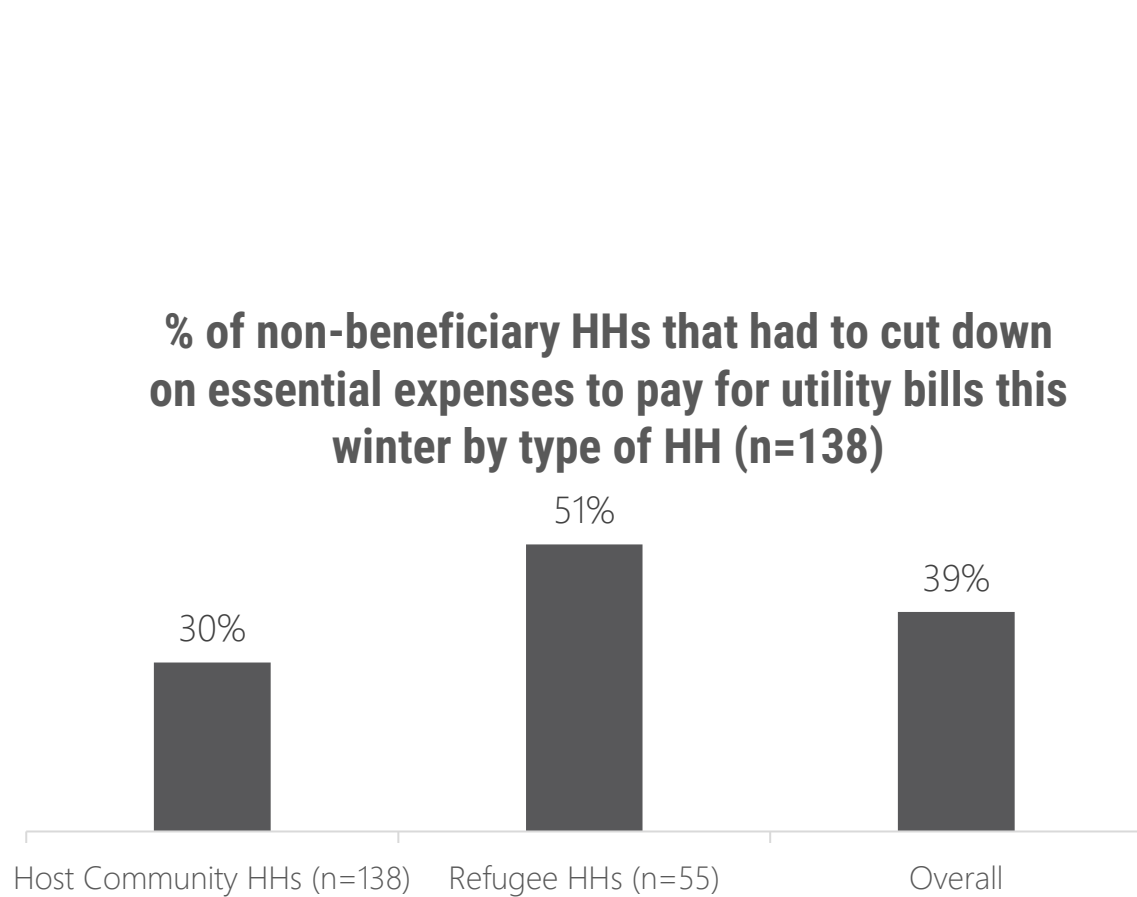


Of beneficiary HHs that cut down on essential expenses (n=152), the top 3 expenses they needed to reduce were\*:



\*Respondents could select multiple options for this question.

# Coping strategies – Non-beneficiary HHs



*\*Respondents could select multiple options for this question.*

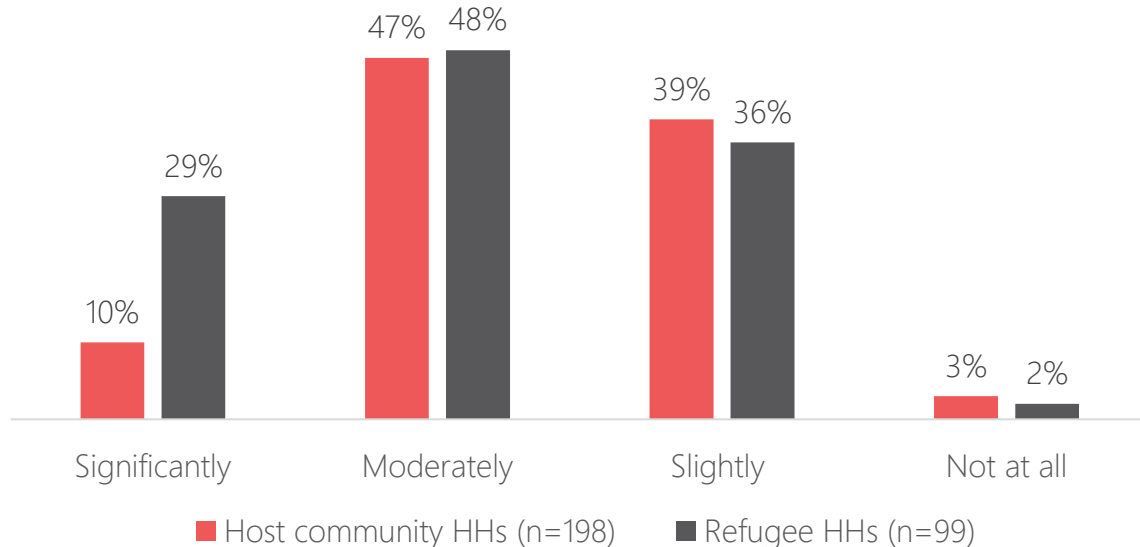


07

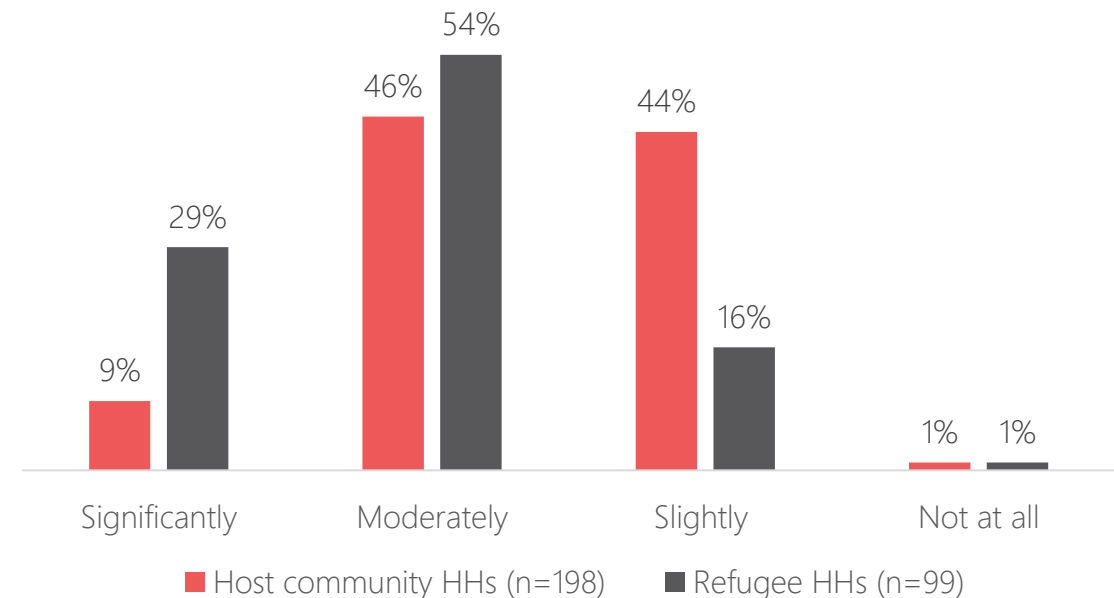
# Impact on Living Conditions and Well Being

# Impact on living conditions and well being – Beneficiary HHs

% of beneficiary HHs by the extent to which the compensation reduced their financial burden during winter and type of HH (n=297)\*



% of beneficiary HHs by the extent to which the compensation aided in meeting their needs and type of HH (n=297)



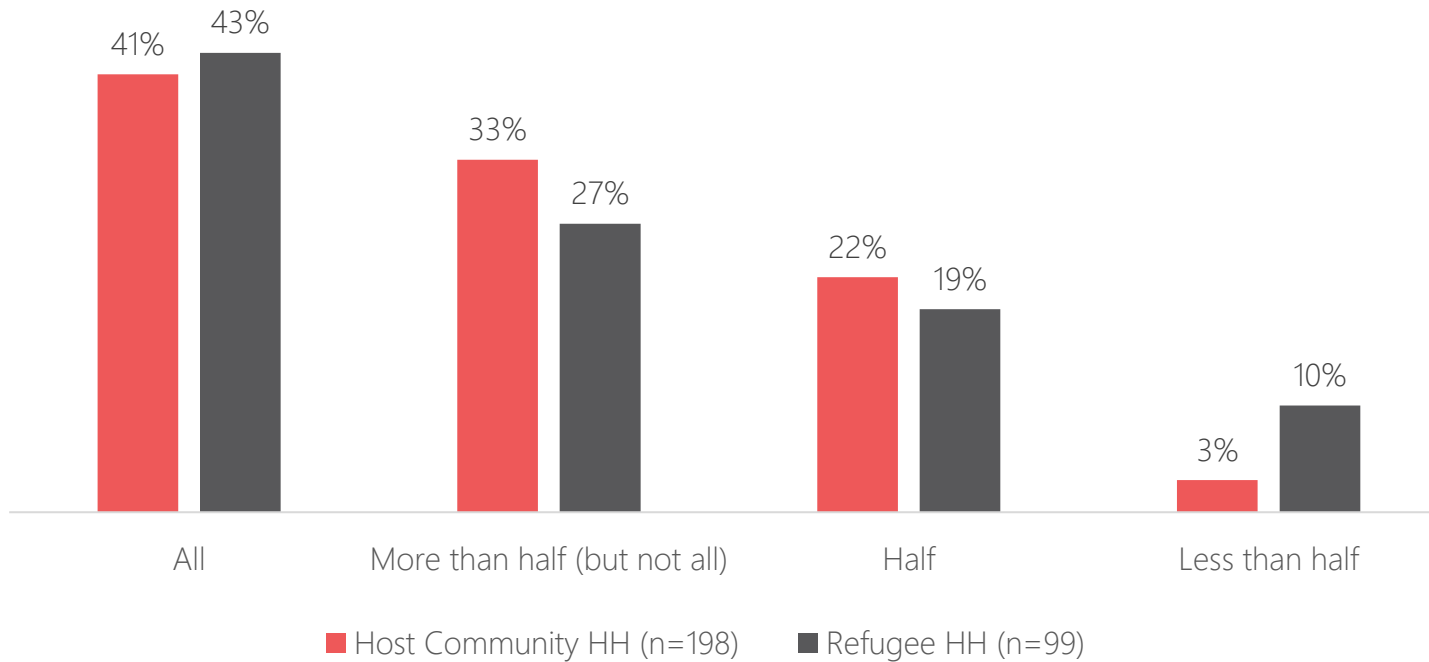
**Overall, refugee beneficiary HHs in the winter of 2024-2025 perceived a greater positive impact of the EVRF compensation they received than host community HHs**

\* The percentages do not add up to 100% due to rounding



# Impact on living conditions and well being – Beneficiary HHs

% of beneficiary HHs by the extent to which they are able to meet their basic needs and type of HH (n=297)\*



Among beneficiary HHs that could not meet all their basic needs (n=173), the top 4 needs HHs reported they could not meet were\*\*:

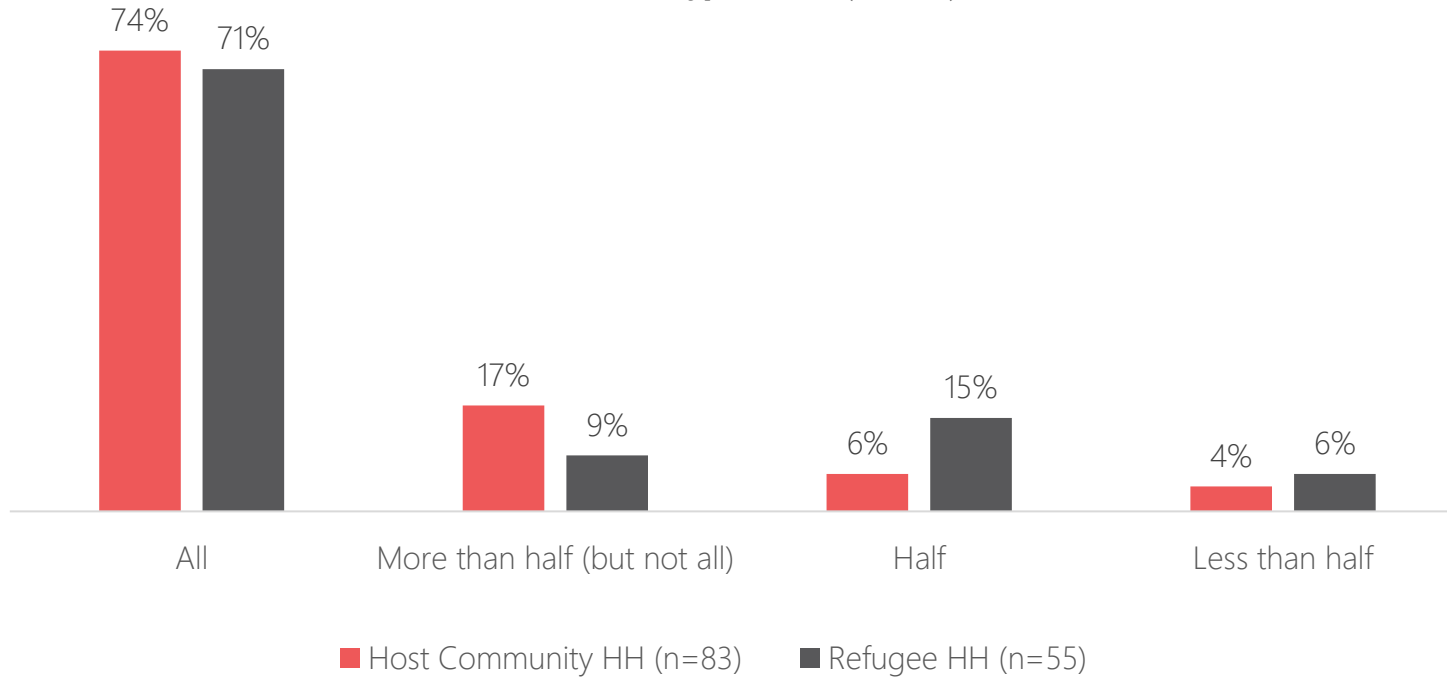
- 1 Access to healthcare services and medication (58%)
- 2 Access to sufficient and nutritious food (48%)
- 3 Access to electricity, gas, or heating (27%)
- 4 Appropriate clothing for different weather conditions (21%)

\* The percentages do not add up to 100% due to rounding

\*\* Respondents could select multiple options for this question. Percentages therefore may not add up to 100%

# Impact on living conditions and well being – Non-beneficiary HHs

% of non-beneficiary HHs by the extent to which they are able to meet their basic needs and type of HH (n=138)\*



Among non-beneficiary HHs that could not meet all their basic needs (n=38), the top 4 needs HHs reported they could not meet were\*\*:

1

Access to healthcare services and medication (42%)

2

Access to sufficient and nutritious food (40%)

3

Adequate housing conditions (40%)

4

Appropriate clothing for different weather conditions (29%)

Findings suggest that **beneficiary HHs, despite receiving the EVRF compensation, are less able to meet all their basic needs** compared to non-beneficiary HHs

\* The percentages do not add up to 100% due to rounding

\*\* Respondents could select multiple options for this question. Percentages therefore may not add up to 100%

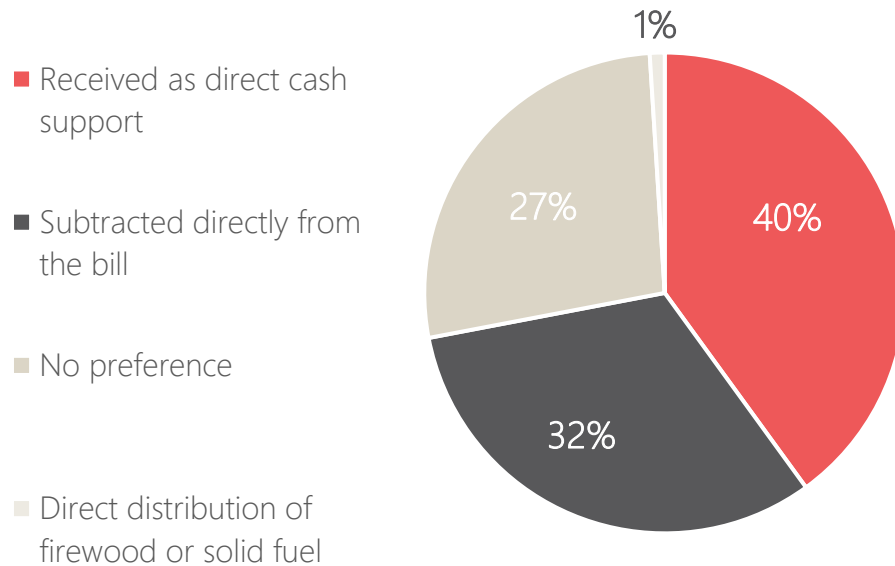
A light gray world map is centered in the background. Overlaid on the map is a complex, light gray geometric pattern of interconnected lines forming various sized triangles and polygons. The number '08' is positioned in the upper center of the image, over the European continent.

08

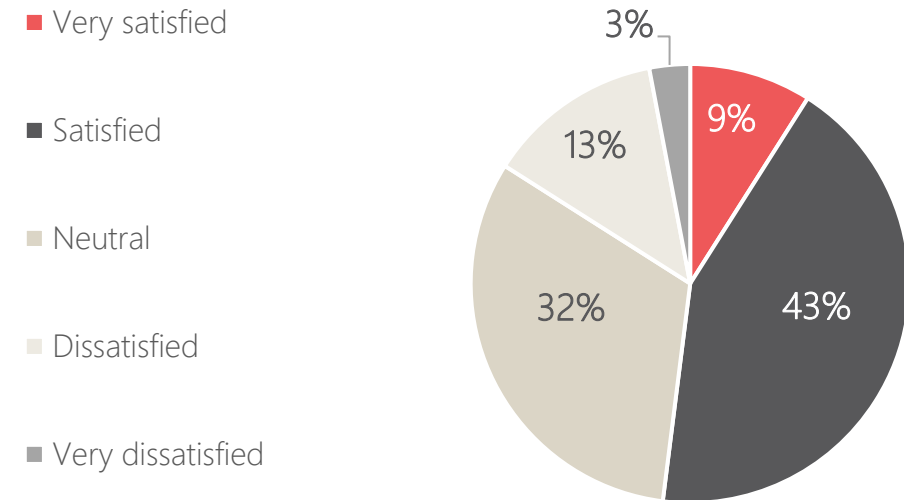
# Beneficiary Satisfaction

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% of beneficiary HHs by preferred method of receiving energy compensation (n=297)



% of beneficiary HHs by the extent to which they are satisfied with the amount of compensation received (n=297)

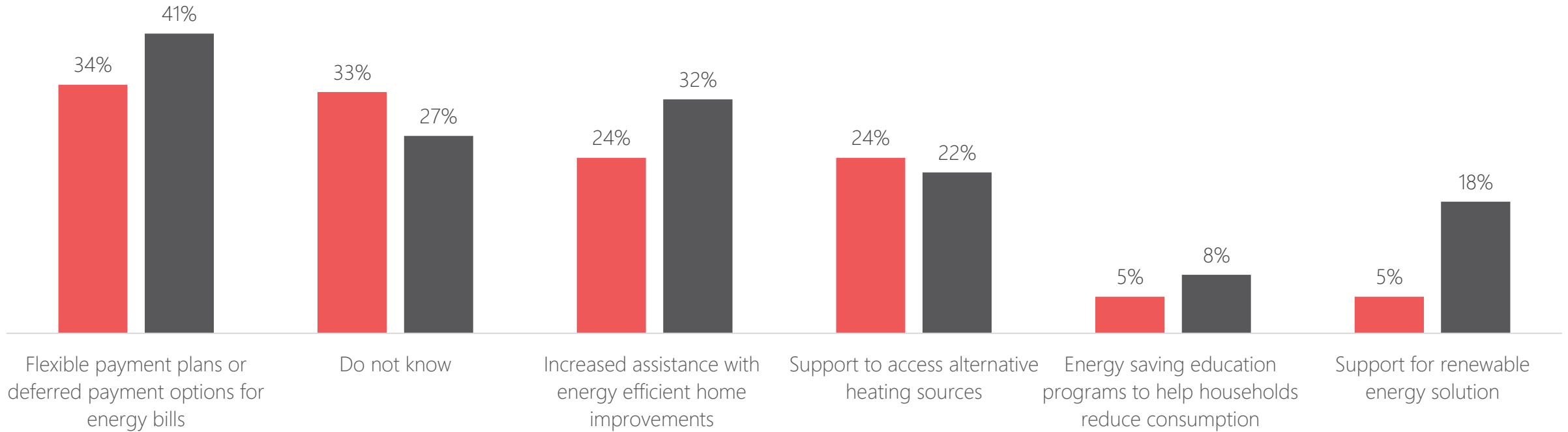


Notably, **51%** of refugee HHs prefer receiving it as cash and about **26%** prefer subtraction from the bill. In comparison, host community beneficiary HHs were more equally split between receiving it as cash (**35%**) and direct subtraction from the bill (**35%**)

# Respondent Recommendations

**% of respondents by additional forms of assistance they believe should be provided to help households cope with energy costs and beneficiary status (n=435)\***

■ Beneficiary HHs ■ Non-beneficiary HHs



*\*Respondents could select multiple options for this question. Percentages therefore may not add up to 100%*

A light gray world map is centered on the slide, overlaid with a faint, light gray geometric pattern of interconnected lines forming various polygonal shapes. The map shows the continents of North America, South America, Europe, Africa, Asia, and Australia. The text '05' is positioned above the main title.

05

# Key Messages

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EVRF improved energy access and reduced financial stress, especially for refugee HHs, but many still could not meet all basic needs

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Awareness gaps persist, particularly among refugee HHs – over one-third were unaware of the program before December

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Over 60% of non-beneficiary HHs were likely energy-vulnerable, yet many did not apply due to eligibility confusion or lack of information

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Coping measures – such as reducing food or healthcare spending – were widespread even among EVRF recipients, highlighting gaps in coverage

# Thank you for your attention!



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