



Tackling energy poverty through local actions – Inspiring cases from across Europe

Energy Poverty
Advisory Hub
2021



Tackling energy poverty through local actions

Inspiring cases from across Europe

Published by the Energy Poverty Advisory Hub

Rue Mundo-Madou
Avenue des arts 7/8
1210 Brussels | Brussels

+32 2 400 20 67
info@energypocerty.eu
energy-poverty.ec.europa.eu

November 2021

Design: REVOLVE

Cover image: REVOLVE

Energy Poverty Advisory Hub is an EU initiative by the European Commission. This document has been prepared for the European Commission; however, it only reflects the views of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

Tackling energy poverty through local actions – Inspiring cases from across Europe

Energy Poverty
Advisory Hub
2021

This report displays a series of 24 inspirational cases of how energy poverty can be alleviated at the local level. Their variety is broad and no two municipalities handle energy poverty in exactly the same way. However, we hope you will be able to find some matching challenges in your daily work and be able to add further actions to alleviate energy poverty.

The 24 cases are the result of extensive research on energy poverty by the Energy Poverty Advisory Hub (EPAH) with extraordinary support from its national partners (EPAH Antennas) and other leading experts in the field. More than 200 inspirational cases were collected during the research. The full list of examples from the research can be found on the Energy Poverty Advisory Hub website

on the EPAH online Atlas. On a running basis the Atlas will grow and continue to provide you with new input.

All the examples are chosen to cover as many situations as possible both in regard to topic and geography and aim to inspire readers to further consult additional examples on the EPAH online Atlas.

We thank all the many contributors for their input to both this publication and the EPAH online Atlas. The work shows the strength of an already existing network of energy poverty knowledge and experience in the European Union. In case your project is not yet part of the ongoing research, EPAH encourages you to also submit your inspirational work and become part of the Atlas.



Introduction	3
Contents	5
National Level	6
Audits and interventions in homes experiencing energy poverty	6
Cosy Homes in Lancashire	8
Tackle energy poverty in households with disabled people and support social integration	10
Dampoort renovates! (Dampoort KnapT OP!)	12
Energia su Misura	14
Energy Advise Points (PAE)	16
Stromspar-Check (energy-saving check)	18
Green Doctors	20
Just a Change (JAC)	22
LIGAR – Energy for All	24
Lumină pentru România (Light for Romania)	26
Fényhozók Alapítvány (LightBringers Foundation)	28
Namų ūkiai energetikos transformacijos kontekste (Households in the context of energy transformation)	30
Residential Energy Efficiency for Low Income Households (REELIH)	32
Barrio Solar – Sharing renewable energy and solidarity in the community	34
European Level	36
ASSIST – Support Network for Household Energy Saving	36
EmpowerMed – Empowering Women to Take Action Against Energy Poverty	38
ENPOR – Actions to mitigate energy poverty in the private rental sector	40
Hauts-de-France Pass Renovation	42
EnergyMeasures – Tailored measures supporting energy vulnerable households	44
Measures	46
Deep Retrofit Transforms Wexford Sheltered Housing	46
Green Pilot Urban Neighbourhood in Agia Varvara	48
Reddito Energetico	50
Slime (Service Local d’Intervention pour la Maîtrise de l’Energie)	52

Audits and interventions in homes experiencing energy poverty



The Barcelona Provincial Council organised Audits and interventions in homes in a position of vulnerability. This is a cross-departmental **initiative** promoted by the areas of Social Welfare, Environment and Housing of the Provincial Council, which offers town councils actions to enhance the energy efficiency of homes experiencing energy poverty to reduce expenditure on basic utilities (electricity, water and gas) and enhance quality of life.



Energy poverty phases:

- Diagnosis
- Planning
- Implementation
- Impact

Intervention type: Communication campaign, consumer advice, protection and empowerment, household energy efficiency and refurbishment, stakeholder engagement, transparency and information sharing



Since it began, two editions were organized with the 2021 edition reaching almost 1,200 energy audits. In line with the EU Renovation Wave and the EU Green Deal, the programme strives to:

- Improve the energy efficiency of homes, and health and comfort conditions by conducting a home energy audit.
- Reduce the costs of utilities and empower users, provide tariff-related advice to align contracts to actual needs.
- Assist in procedures with supply companies to reduce spending on utilities.
- Deliver training on efficient consumer habits and consumer rights and identify broader intervention needs to favour energy efficiency improvement.

The intervention is therefore executed by companies contracted by the Barcelona Provincial Council that coordinates and funds all aspects. The programme is **an example of good practice of an inter-administrative model (provincial council and towns) and public-private cooperation, and reaches all towns within the province of Barcelona**. The examination of social, health and energy-related aspects proposes specific solutions to align the intervention to the needs of each family and reductions in CO₂ emissions to contribute to the goals of climate change mitigation. **Ninety per cent (90%) of the beneficiaries consider the assistance received highly useful to improve their level of comfort at home.**

The programme develops the following activities:

- Actions, timetable and meetings with facilitators from local authorities are planned.
- Two visits by energy efficiency and social intervention professionals in the beneficiaries' homes are taking place. The visits include the collection of data on the social background of the beneficiaries, on the home, an energy assessment and the installation of basic elements for energy efficiency. The visits provide personalised advice for efficient consumption and guidance on adjusting contracts to meet the beneficiaries' actual needs, and tariff-related processing steps to ensure the services contracted match their actual needs and reduce utility costs.
- A report is compiled on the actions carried out for the administration of each town. Aggregate reports are prepared on all actions undertaken in each town. Sessions are organised to present the outcomes of the

interventions. The reports are uploaded to an online tool that allows actions and documents to be managed digitally and to link contractor companies, Barcelona Provincial Council and individual town councils.

With a **budget of about 500,000 euros**, it manages to: reach **5,000 people** through visits and actions, carry out about **2,000 actions** to optimise utility contracts, **reduce the cost of their utility bills by 19%**, **save 225€/year per home** on electricity bills and set up for free almost **23,000 energy efficiency elements**.

Potential challenges are related to the stakeholder's involvement, contact with beneficiaries (potential scepticism about receiving home visits), information flow between social workers and beneficiaries and follow-up after the interventions. The main weaknesses were the limited timeframe and that the proposed improvements were not implemented during phase 2.

Photo by Diputació Barcelona



**Diputació
Barcelona**



Topics: Air quality, health, behaviour, heating and cooling systems, household appliances, climate change, indoor comfort, information and awareness, insulation, economic crisis, quality of dwellings, energy access and consumption, energy audits, safety, energy efficiency, energy prices, social support, vulnerable consumers



The professionals:

- Energy efficiency technicians
- Social intervention technicians (e.g. social workers, social educators, pedagogues, psycho-pedagogues, psychologists, sociologists, social integration technicians)



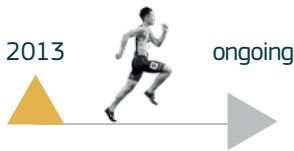
The partners: Local authority, University/ Research centre, La Factoria, Gestión y Consultoria (Private energy services company), EGM Estalvi i Eficiència Energètica (private company), SM Sistemas Medioambientales (private company)

Funding: Local funds by the Barcelona Provincial Council

Type of stakeholders: Energy supplier, general population

Benefited from the project: Children, disabled, elderly, low-income

Cosy Homes in Lancashire



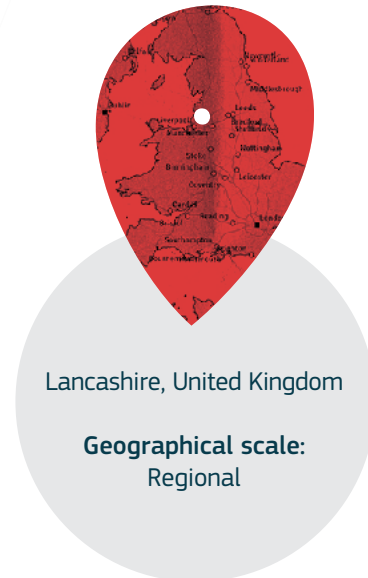
The **‘Cosy Homes in Lancashire’ (CHiL)** scheme is a countywide energy efficiency and affordable warmth initiative. CHiL was developed by 15 local authorities in Lancashire following a comprehensive energy efficiency study commissioned by Blackpool Public Health in 2013. The scheme has the backing of all the chief executives and the directors of public health and covers all council-backed energy-saving initiatives in the county. It **offers an accessible and straightforward means of accessing grants from energy companies and other sources to fund new heating measures, insulation, and renewable technologies in domestic properties.**

Energy poverty phases:

- Implementation
- Impact assessment

Intervention type: Energy access and consumption, energy audits, energy efficiency, equipment, financing schemes, consumer advice, protection, and empowerment, financial mechanisms, household energy efficiency and refurbishment, social support

Topics: Heating and cooling system, insulation



CHiL aims to be Lancashire’s **‘One-Stop Shop for Warmth’** offering help and assistance to every household in the County. The local authority acts as the contact and referral service supporting people in finding funding towards energy efficiency measures and supporting them through the process.

Three types of grants are offered through the project:

- **First-Time Central Heating** can be installed free of charge for owners, private tenants, and landlords. The funding covers the cost of installing an A-rated boiler and radiators including connection to the gas network. The scheme is aimed at residents on a low income of \leq £30,000 with savings of \leq £16,000 that have a long-term health condition.
- The **Green Homes Grant Scheme** is delivered for free to improve the energy efficiency of eligible households. The aim is to help residents improve the warmth and comfort of their homes and reduce energy bills, carbon emissions, and the levels of fuel poverty. The scheme aims to raise the energy efficiency of low-energy performance homes, including off-gas grid homes and is available to low-income households. Insulation measures are solid or cavity wall, loft, underfloor, and room in roof insulation. Renewable technologies included are air source heat pumps, solar PV, and solar thermal. The grant does not include fossil fuel heating. Only single glazed windows are eligible under this scheme.

- **Switch Supplier and Save Money** is a way for consumers to compare through a website different offers and potential savings. CHiL has partnered with Energy Angels to provide this service.

The project also offers advice regarding:

- Solar Panels
- Insulating Room in Roof Loft/Cavity/external wall
- LPG heating
- Replacing gas boilers
- Registry on the electricity north-west priority services register
- The energy efficiency of properties and through park homes by installing gas central heating.

CHiL is an excellent example of establishing working relationships between 15 local authorities and the Lancashire County Council to subsidise energy-efficiency measures for the most vulnerable households. This is a rare example of a local authority entering into a contract directly with energy companies to deliver energy-efficiency measures.

A budget of **10 million pounds** has helped **more than 10,500 residents** save money through energy-saving advice and measures. In 2016/17 CHiL helped **570 households** to have first-time central heating systems installed. Current funding allows a further **1,200 properties** to have central heating installed before 2022.

Photo by Erik Mclean on Unsplash



Benefited from the project: Low income, people in receipt of benefits, people with long-term health conditions or a disability



Funding: Private and national funds by the Green Homes Grant, Energy Company Obligation (ECO)

Type of stakeholders: Energy supplier, general population, local authority, national/international authority, private company



The professionals:

- Engineer
- Member of a local/national authority
- Technician

The partners: The Councils of Wyre, Borough of Pendle, Lancashire County, West Lancashire Borough, Rossendale Borough, Blackburn with Darwen Borough, Ribble Valley Borough, Lancaster City, Blackpool, Preston City, Fylde, Rossendale Borough, Chorley Borough, Burnley, Hyndburn and the Rhea Projects

Projects on a similar topic in different countries are:

- POWERPOOR
- Actions in the homes of families with energy poverty (Spain)
- Healthy Homes, Healthy People (United Kingdom)
- MCPE- Better understand energy poverty situations to treat them better (France)
- Simple Energy Advice (United Kingdom)

Tackle energy poverty in households with disabled people and support social integration



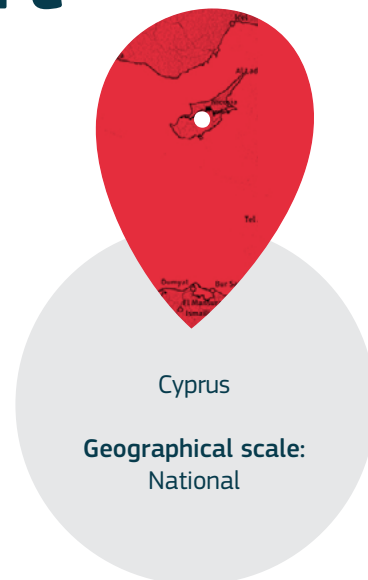
The project aims to strengthen households with disabled people economically, socially, and environmentally, and contribute to achieving national climate targets defined in the NECP. Energy poverty is affecting the social well-being of these families, producing an energy inequality that affects their living conditions. The transition to a climate-neutral economy must happen in a fair way, eliminating social exclusion. One of the main objectives of the project is to empower the social integration of vulnerable consumers and support a just energy transition.



Energy poverty phases:

- Implementation
- Impact assessment

Intervention type: Household monitoring, subsidy, technical advice, and/or intervention



To achieve these goals, the project will subsidise the implementation of small-scale energy renovations, such as thermal insulation, in 300 energy-poor and disabled households. Thermal energy retrofits can significantly impact the amelioration of energy poverty and combined with small RES installations, can dramatically reduce household energy consumption over the long-term. Further to the well-established solutions, tailored interventions will be identified (e.g., energy-efficient equipment and appliances such as air conditioning, efficient assistive technologies for disabled people).

For this purpose, a task force with relevant stakeholders will be created to identify the needs of the target group and effectively mitigate energy poverty. In addition to financial support, personalised counselling services for social and energy guidance will be offered to actively alleviate the incidence of energy poverty in households with disabilities.

The project will develop the following activities:

- Installation of roof thermal insulation
- Replacement of lighting
- Replacement or upgrading of specialised equipment
- Replacement of AC split units
- Shadings
- Energy-efficient household equipment – washing machine or/and fridge
- Subsidy percentage funding: 80%

With a budget of 1.5 million euros the project aims to achieve energy savings of at least 35% on final energy consumption (Baseline: 3900 MWh, Goal: 2535 MWh, Reduction for all 300 households: 1365MWh or 1193 tonnes CO₂).

The initiative is a good example of an action with tailored activities and measures that target households that are concurrently disabled and energy poor. Disabled households have specific energy needs that must be taken into consideration when developing such measures, and as such, the creation and implementation of an appropriate financial support mechanism is crucial for ensuring the long-term, sustainable and active alleviation of energy poverty in this group.

Challenges that can be faced while implementing such a project relate to delays in scheme preparation/ announcement and inadequate interest in participation. In this initiative, the amount available for each household could have been higher to allow the implementation of additional actions. However, similar schemes will be initiated offering synergies and more investment actions to vulnerable households. Potential challenges are related to the stakeholder's involvement, contact with beneficiaries (potential scepticism about receiving home visits), information flow between social workers and beneficiaries and follow-up after the interventions. The main weaknesses were the limited timeframe and that the proposed improvements were not implemented during phase 2.

Photo by Nayeli Dalton on Unsplash



Topics: Building insulation, household appliances, information and awareness, social support

Benefited from the project: Vulnerable population (disabled people)



Funding: Resilience and Recovery Fund of the European Union and national funds



The professionals:

- Energy experts
- Technicians
- Disabled people associations
- Energy efficiency and renewable energy associations



The partners: Union of Cyprus Communities (local authority), Cyprus Energy Agency

Type of stakeholders: Policy makers, local authorities, associations and NGOs, university

Stakeholders involved: Ministry of Energy, Ministry of Environment, Communities and Municipalities, Disabled people associations, Universities

Examples of projects under the same topic in different countries include:

- Rhodoshop (Bulgaria)
- Together towards more comfortable housing 4 (Croatia)

Dampoort renovates! (Dampoort KnapT OP!)

2014



2016



Dampoort renovates! targeted a group of people called “Noodkopers” (“captive owners”) who have purchased housing property because it was the cheaper option compared to renting. Their property was often poorly insulated and in bad condition. Ten houses were identified and the owner was offered the opportunity to apply for a €30,000 grant to make the property safer and more energy efficient. The grant has to be repaid if the owner decides to sell or rent out the property. The local authority facilitates the initiation, facilitation and screening process of the project.

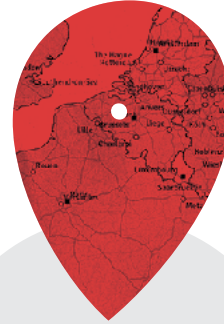


Energy poverty phases:

- Diagnosis
- Planning
- Impact assessment

Intervention type: Household energy efficiency and refurbishment

Topics: Heating and cooling systems, indoor comfort, insulation, energy access and consumption, energy efficiency, social support, financing schemes



Gent, Dampoort, Belgium

Geographical scale:
Local

The project delivers the following five activities:

- Development of a general framework. The criteria for potential beneficiaries were defined and families with low-income who lived in dwellings of substandard quality were eligible. To determine the families most in need, a scoring system including the Flemish Housing Code and a survey was developed. A framework for the renovation works as well as regulations and agreements were drafted.
- Recruitment and selection of candidates. Potential candidates were invited to apply for the project and were ultimately selected based on the previously defined selection criteria. Individual renovation plans were drafted and residents who were not selected gained access to further information programmes about housing premiums and other support measures.
- Tendering and preparation for the works. A public tender was published and quotes collected from potential contractors. Group meetings were organised in which the candidates received status updates and exchanged experiences. As a side-effect of the individual consultations and interviews with the candidates, problems beyond the scope of the project were discovered and tackled together with the project partners.
- Implementation of works. The renovation works were carried out and examined by the construction supervisor. If additional grants and/or premiums were applied for, Woonwinkel took care of the applications. Monthly

meetings of residents allowed everyone to exchange experiences and provide updates on their progress. In order to help residents with their energy bills, tips on energy saving and suppliers were shared.

- Aftercare of renovation works. Renovations are sometimes difficult to plan and some demanded aftercare. Fixed contact points were established to give people the opportunity to get answers on housing, premiums or other questions.



Benefited from the project: Energy poor, Low income



Funding: Local funds by the OCMW Gent (social welfare office Gent)



The professionals:

- Architect
- Engineer
- Member of a local/national authority
- Researcher
- Social worker
- Technician

The ICCARus project is based on this pilot project and serves the whole of Ghent. The project was scaled up to 100 dwellings.

This is an inspiring example of a project that needs relatively large initial investment but the rolling fund is self-sustainable in the long run, as the beneficiaries who sell their houses have to pay back the grant plus a share of the added value of the property.

With a **budget range of 10,000 to 1 million euros**, the project improved the average energy score of the dwellings by 275 kWh/m², from 519 kWh/m² to 244 kWh/m². As a result, each dwelling on average **saved 6,492kg CO₂/year**, and 95% of the health risks resulting from moisture, CO₂-exposure or electrocution and fire hazards were eliminated.



Photo by Mattis Ketels on Unsplash



The partners: Civil society organisation, Housing provider, Local authority, Private company, University/Research centre, Social welfare office, Chamber of commerce. Specifically: City of Gent, OCMW Gent, CLT Gent, Belfius, vzw SIVI, Samenlevingsopbouw Gent vzw, Domus Mundi vzw, REGent vzw, Bouwunie, Technologicampus Gent van KULeuven

Type of stakeholders: Private companies

Energia su Misura



Energia su Misura aims to support vulnerable families living in social housing owned by the local governments, improve energy consumption and reduce energy costs through the reading of energy bills and the installation of smart devices connected to electrical appliances and the central electricity meter.



Energy poverty phases:

- Diagnosis
- Planning
- Implementation

Intervention type: Capacity building and training, characterisation, communication campaign, consumer advice, protection and empowerment, data collection, household energy efficiency and refurbishment, policy support, stakeholder engagement, transparency and information sharing

Topics: Hard to treat homes, behaviour, indoor comfort, information and awareness, debts, quality of dwelling, energy access and consumption, energy audits, safety, energy efficiency, smart meters, energy prices, equipment, vulnerable consumers



The project is based on the following pillars:

- Consumption awareness
- Behaviour change
- Low-cost energy efficiency measures at household level
- Efficiency refurbishment at building level
- Available financial support
- Policymaker awareness

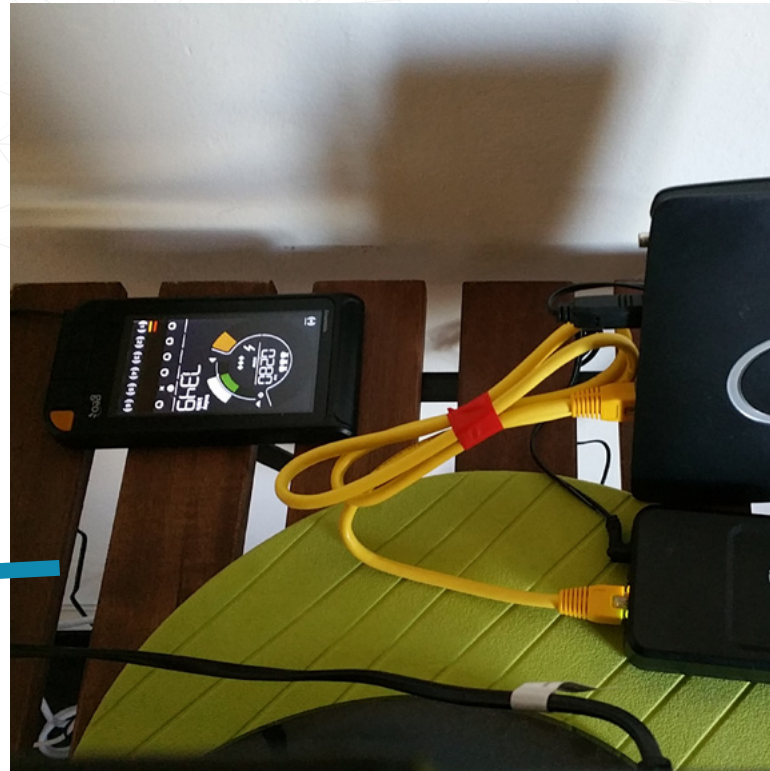
The project activities are developed as follows:

- Identifying energy poor and vulnerable families.
- Engaging the identified families in the initiative by agreeing to install an energy consumption monitoring kit and participate in the research process.
- Installing the kit and providing the first round of energy advice.
- Monitoring energy consumption and providing personalised advice according to consumption habits.
- Providing a detailed report with personalised advice.
- After the analysis of consumption patterns, households are given feedback on how to optimise their energy consumption through behavioural and low-cost energy efficiency measures. The building administrators are then informed on how to improve the overall efficiency of their buildings. The project holds public events to raise awareness about energy poverty and vulnerability and about energy efficiency, targeting either vulnerable consumers, residents of social buildings or local policymakers.

The project was executed within the **budget range of 10,000 to 1 million euros** and involved about **30 households** through interviews and surveys, and engaged about **70 vulnerable people** in the project activities. The average energy consumption of vulnerable households was **reduced by 35% of the national average** consumption. The vulnerable households achieved energy savings of about 1% due to their involvement in the project.

It is a good example of bringing social housing tenants closer to local authorities and various other stakeholders to work together. The main challenge faced could be keeping actors on the ground involved and motivated.

Top: Energy Monitoring System installed at participant's home, RSE. Bottom: Logo RSE



Benefited from the project: Energy poor, low income



Funding: National funds from the Ministry of Economic Development



The professionals:

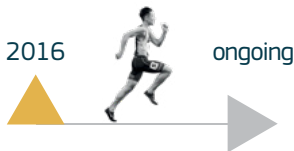
- Engineer
- Member of a local/national authority
- Researcher
- Technician
- Social actors



The partners: Comune di Milano (local authority), Metropolitana Milanese S.p.A. (social housing provider), Ministry of Economic Development (National authority), RSE S.p.A - Energy Research Institute, (University/ Research centre) and actors on the ground (e.g. AISFOR)

Type of stakeholders: General population, local authority, national/International authority, policymaker

Energy Advise Points (PAE)



Barcelona's Energy Advice Points (PAEs) aim to identify and tackle energy poverty and improve energy efficiency in Barcelona. Any citizen can contact PAEs to find out about their energy rights and receive advice on reducing the extra costs of basic supply services. In addition, the service aims to avoid energy and water cuts due to the inability of consumers to pay, guaranteeing their right to energy.

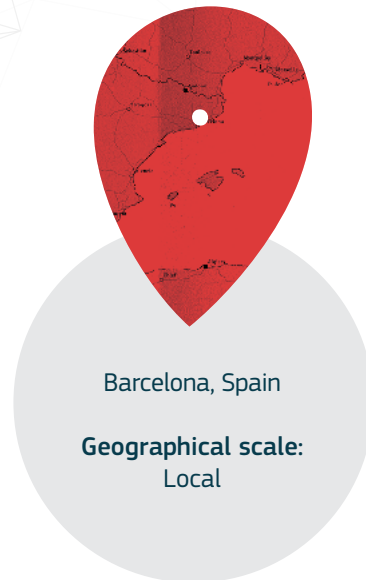


Energy poverty phases:

- Implementation

Intervention type: Capacity building and training, consumer advice, protection and empowerment, household energy efficiency and refurbishment, labour market insertion

Topics: Behaviour, debts, employment, energy access and consumption, vulnerable consumers



The objectives of the project are to:

- Detect and manage possible situations of energy poverty.
- Promote community work to combat energy poverty.
- Promote employment and improve the employability of people with difficulties in accessing the job market.
- Validate the concept of peer-to-peer workers to improve the quality of care. The peer-to-peer workers have experienced vulnerable situations and provide energy advice to affected people.

PAEs is a free municipal service driven by the philosophy that the transition to green energy can only occur when social equality and social benefits are guaranteed. It seeks social inclusion not only by mitigating energy poverty, but also by generating labour opportunities for vulnerable groups.

There are 12 Energy Advice Points (PAEs) located mostly in the housing offices of the Barcelona City Council. Each PAE team consists of 2 advisers, 2 informants, 2 energy agents and 1 coordinator. In addition, the programme hired 32 long-term unemployed people trained as energy advisers in a previous pilot project "Energia la Justa". Every year the service also hires 20 professionals with limited access to the labour market that receive 2 months of training and are employed for 10 months. Eighty per cent (80%) of the professionals have successfully returned to the job market after participating in the programme.

The advice points offer the information, support and assistance needed so that citizens can exercise their energy rights, and utility companies do not deny them access to basic services. They offer:

- Information and awareness on energy at the domestic level.
- Support and advice to vulnerable groups (e.g. consumers at risk of energy cuts).
- Energy interventions for households.
- Community-based interventions (e.g. workshops).
- Coordination of local private and public networks to guarantee the right to energy.

The project is developed within a **budget of 100,000 to 1 million euros** and every month manages to:

- Advise **2500 citizens**
- Regularise **50 supplies**
- Protect **600 citizens** by law 24/2015
- **Save 100kW** of electrical power

Energy Advice Points were run in 2017 as a pilot project but given the success of the initiative (9.5 out of 10 citizen satisfaction), the municipality of Barcelona decided to transform it into a public service coordinated by Ecoserveis and ABD with the support of civil organisations.

Due to the social conditions that arose as a consequence of the COVID-19 pandemic, the service has suffered lack of personnel and the response rate has dropped for less urgent cases.



Benefited from the project: Energy poor



Funding: Local funds from the Barcelona City Council



The professionals:

- Engineer
- Social worker
- Energy advisers

Energy Advice Points or energy offices are quite common in other Spanish regions, such as Valencia or Girona. However, the axis of occupiability is unique in Barcelona.



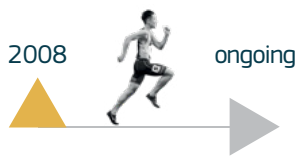
Photo by Barcelona City Hall



Partners: Barcelona City Council (local authority), energy cooperative, social cooperative, NGOs

Stakeholders: Energy companies, public administration, organized civil society, vulnerable social groups

Stromspar-Check (energy-saving check)



Stromspar Check (SSC) advisers consult low-income households in their homes all over Germany free of charge on how to save energy and water and on further issues like heating and how to include climate protection actions in their everyday life. Participating households not only save money but also contribute to climate protection and the energy transition.

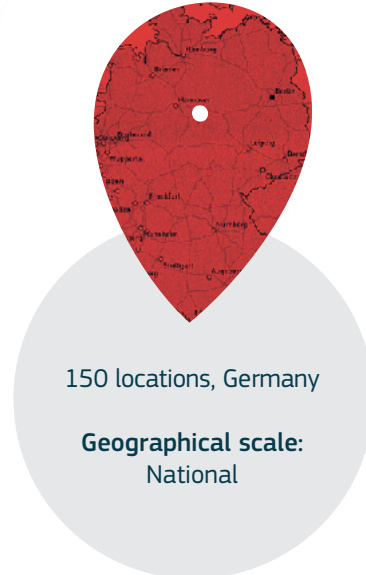


Energy poverty phases:

- Diagnosis
- Planning
- Implementation
- Impact assessment

Intervention type: Capacity building and training, characterisation, consumer advice, protection and empowerment, household energy efficiency and refurbishment, labour market insertion, monitoring and impact assessment, stakeholder engagement, transparency and information sharing

Benefited from the project: Elderly, energy poor, low income, national/local authorities



SSC advisers are formerly long-term unemployed people, who completed extensive training; they fully understand the difficult financial and social situation of the clients and are able to credibly advise them as equals. SSC advisers visit households that signed up for a check, a database calculates potential savings. SSC advisers then give practical tips on how households can save energy simply by changing their behaviour and installing energy and water-saving devices (“immediate aids”) such as LED lights, time-switches, water-saving shower heads etc.

The SSC includes 150 local projects, which are geographically balanced and involve different local welfare organisations. **The pilot project was developed by the city of Frankfurt in 2005.** Thirty (30) local projects also established the neighbourhood approach in which a physical space in a residential area is set up and residents can get information on energy savings and the SSC before a home visit. The local projects offer and conduct training in energy savings for the advisers (training concept, training manual and materials plus an online training platform) and regular workshops for mutual exchange and learning from each other (best practice etc). Socio-technical and energy-related project standards, as well as the database, are continuously developed due to project requirements, such as monitoring the desired changes, refrigerator exchange or neighbourhood-related consulting.

For the consulting itself, the installation and procurement criteria are constantly under revision and the new

consulting focus on climate protection in everyday life is being implemented. In order to better reach rural areas, the SSC develops and implements new offers based on experience gained from networking in the neighbourhood approach and extends the use of channels for consultations, such as online and telephone counselling.

The German Energy Saving Check is a successful cross-sectoral project between welfare organisations and energy and climate protection agencies. Long-term unemployed people are qualified as electricity saving advisers. They then advise low-income households on potential energy and water savings. More than 382,000 households have been advised since 2008. The cost savings per household are between 100 and 250 euros per year.

Neben Strom werden auch Wasser- und Heizenergieverbrauch gemessen und bewertet © Bundesprojekt Stromspar-Check



Topics: Heating and cooling systems, household appliances, climate change, communities, idea development/innovation, coping strategies, income, indoor comfort (thermal comfort, housing quality), information and awareness, debts, education, employment, energy access and consumption, energy efficiency, energy prices, social support, equipment, vulnerable consumers (disabled, students, tenants, public housing inhabitants)

Funding: National Funds for the German National Climate Initiative, Jobcenters, local fundraising

Type of stakeholders: Energy supplier, general population, local authority, university



The professionals:

- Engineer
- Social worker

With a budget of about 1 million euros the project has reached and consulted more than 380,000 people, save 300kg of CO2 per household after consultation, employed about 7000 electricity saving advisers and conducted 20,000 focus consultations on climate protection and resource conservation in everyday life.

YouTube:

<https://www.youtube.com/channel/UC8wGJSJopjhb3msiKGb0m6Q>

Facebook:

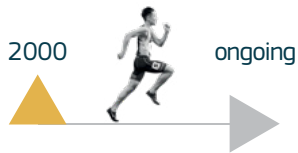
<https://www.facebook.com/stromsparcheck>



The partners: Civil society organisation, Energy agency (local and regional), Energy agency (national), National authority. In detail: Federal Ministry for the Environment, Nature Conservation and Nuclear Safety (BMU), National Climate Initiative – Germany, German Caritas Association (DCV), Federal Association of Energy and Climate Protection Agencies, Berliner Energieagentur, Energieagentur Regio Freiburg, eza! Energie- und Umweltzentrum Allgäu, prisma consult GmbH, BEKS EnergieEffizienz GmbH, Klimaschutzagentur Region Hannover, more than 100 local social welfare organisations across Germany

Related projects in other European countries include: Free Energy Scan (Flanders, Belgium), Energy Advice Points (Barcelona, Spain).

Green Doctors



Green Doctors are energy efficiency experts who visit residents in their homes across the UK, helping vulnerable households to save money on their energy bills, stay warm and improve their living conditions. With 1 in 10 households in the UK experiencing energy poverty, the service is a crucial lifeline for many residents.

Cheshire, Barnsley, Kirklees, Sunderland, Stoke, Newcastle under Lyme, Staffordshire Moorlands, Blackpool, Burnley or Rochdale, Greater Manchester, London, Northeast Manchester, London, Northeast and Yorkshire, Leeds, Bradford District, United Kingdom

Geographical scale: Local



Energy poverty phases:

- Planning
- Implementation

Intervention type: Capacity building and training, communication campaign, consumer advice, protection, and empowerment, household energy efficiency and refurbishment

Topics: Health, behaviour, heating and cooling systems, household appliances, indoor comfort, information and awareness, energy access and consumption, energy audits, energy efficiency, energy prices, social support

The service also helps reduce carbon emissions.

The service offers a set of free services when someone signs up for a Green Doctor consultation that aim to:

- Identify causes of heat loss in the home.
- Help identify and tackle damp or mould problems.
- Offer useful tips for saving energy and water whilst ensuring your home stays safe and comfortable.
- Install small energy and water efficiency measures, such as draft excluders.
- Facilitate switching energy providers to save money.
- Facilitate accessing support, such as emergency heating, government subsidies or grants, advice on energy or water debt.

Local authorities are part of the service partnership, and the initiative stands as an inspiring example of a long-term service that supports people in need with hands on solutions while taking into account the challenges of communities living in energy poverty.

Photos by Groundwork



Benefited from the project: Energy poor, low income



Funding: Private funds, national, regional, local funds by the 'Cadent Foundation Green Doctor'

Type of stakeholders: Municipalities, local authorities



The partners: Groundwork UK (charity), Cadent Foundation Green Doctor (charity), housing provider (public, social and cooperative), local authority



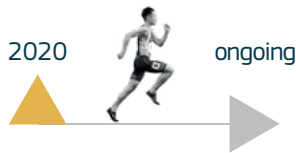
The professionals:

- Architect
- Social worker
- Technician

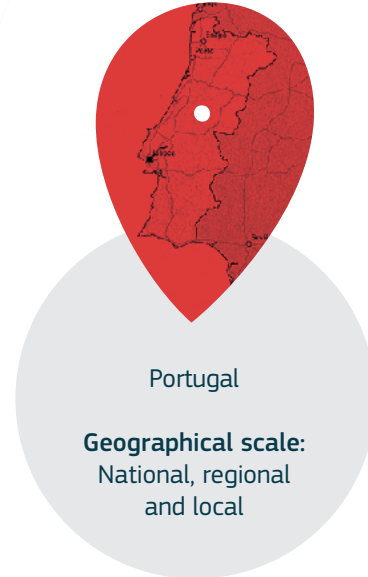


GREEN DOCTOR

Just a Change (JAC)



Just a Change is a non-profit association that rebuilds homes for people in need in Portugal and mobilises volunteers to work on the rehabilitation of houses in precarious conservation states.



Energy poverty phases:

- Diagnosis
- Planning
- Implementation
- Impact assessment

Intervention type: Capacity building and training, characterisation, communication campaign, household energy efficiency and refurbishment, monitoring and impact assessment, transparency, and information sharing

Topics: Communities, education, energy audits, energy efficiency, equipment, equity and justice, hard to treat homes, household appliances, indoor comfort, insulation, quality of dwelling, rural areas

The association develops activities around the following lines:

- **Diagnosis:** The local network of social partners maps and diagnoses families living in a state of housing poverty.
- **Mobilisation:** The association is in charge of mobilising the primary resources needed for the project's implementation.
- **Renovation:** Throughout the construction, it focuses on creating relationships with its beneficiaries and managing the affairs with the partners to enhance the social impact. During the intervention, it encourages the beneficiaries to take part in the works.
- **Follow-up:** With the network of local partners, the association ensures the changes and impact achieved during the rehabilitation works are not lost by guaranteeing every family is followed and helped in other social issues by social workers.

Activities developed include:

- Edit and publish information.
- Collaborate with partners to execute the interventions in the households.
- Promote and participate in congress, conferences, or other actions related to the association's goals.
- Fundraising activities.

JAC is a good example of an association acting at the local level with the assistance of volunteers and partnerships.

The local authority helps the association diagnose households in need, and the volunteers help renovate the houses during summer camps, boot camps, and other activities. Just a change is also a national network that allows multiple authorities and partners to collaborate and share knowledge.

Until 2020, with a **budget between 100,000 to 1 million euros**, the association renovated **almost 240 homes** and **65 social institutions** under a volunteer scheme across Portugal. In total, **more than 5,000 volunteers** and **4,500 beneficiaries** were recorded.

In 2020 alone, through partnerships with private companies, JAC was able to:

- Mobilise 37 energy technicians for voluntary work on site and skills volunteering.
- Emit 26 energy certificates for rehabilitated houses, to support and guide energy rehabilitation to be carried out in homes.
- Install photovoltaic solar systems for self-consumption.
- Install 13 cases of energy-efficient equipment.
- Increase the energy level rating of 65% of the houses analysed after the joint intervention.

Photo by Just a Change



Benefited from the project: Low income, students



Funding: Private funds, citizen funds



The professionals:

- Architect
- Engineer
- Member of a local/national authority
- Student
- Technician
- Volunteer



The partners: Charity, crowdfunding, local authority, NGO, private company: EDP, Fundação Manuel António da Mota, Portugal Inovação Social, IKEA, Prio, Leroy Merlin, Voltalia, Amorim, Schuss, Porto., Cascais, Monchique, Obidos, Sever do Vouga, Palmela, Torres Vedras, Santa Comba Dão, Arganil, Capital do Ovo, Tondela, Estrela, Campolide, Social Investors and Technicians, Management and Resources Providers

LIGAR – Energy for All



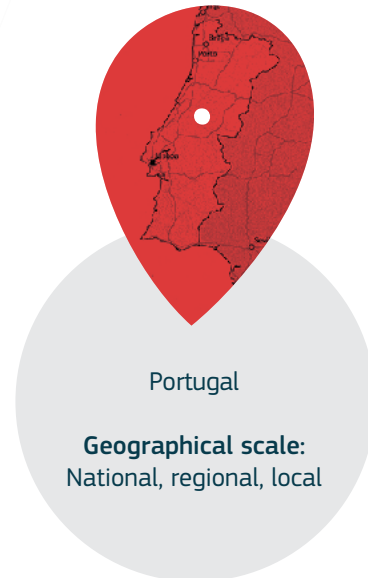
LIGAR brings together a multifaceted team of experts to develop an inclusive and comprehensive approach to tackling energy poverty, starting with the identification and mapping of hotspot regions for energy poverty vulnerability, followed by direct and in-person engagement with vulnerable consumers in selected regions to understand their situation and what can be done to better it, and finally conducting local actions in vulnerable homes for increased awareness and support through energy efficiency strategies.



Energy poverty phases:

- Diagnosis
- Planning
- Implementation

Intervention type: Capacity building and training, characterisation, consumer advice, protection and empowerment, household energy efficiency and refurbishment, stakeholders, transparency and information sharing



The project developed the following activities:

- Development of a quantitative analytical method, the Energy Poverty Vulnerability Index (EPVI), to assess and map vulnerability to energy poverty (winter and summer) that combined modelling the energy needs of buildings, energy statistics, and socio-economic indicators. Using this method, 10 of the most vulnerable regions were selected for intervention, according to their higher vulnerability levels in summer and winter, territorial typology (rural/urban), population size, and ease of access and communication with local authorities. The results were analysed in light of complementary regional indicators, such as the share of social housing, informal dwellings, and social tariff recipients, which are symptomatic of energy poverty situations.
- Implementation of an interview-based qualitative analysis in the selected regions to reach out to vulnerable consumers, characterise their situation and context, and identify intervention opportunities related to energy use in their homes. The interviews focused on: dwelling characterisation, renovation works, conservation, satisfaction with the dwelling, notion of comfort, evaluation of thermal comfort, practices for coping with the cold and the heat, domestic equipment, energy consumption and savings, family budget, impact of the economic crisis, energy supply contracts, access to information, daily habits, and household composition.

- Implementation of local actions to increase awareness in the local community and promote energy efficiency in the regions tackle the identified causes of vulnerability. The initiatives included: the development of an energy efficiency manual and an ideation contest aiming to promote innovative ideas to stimulate the awareness and involvement of local agents for energy efficiency. Capacity building and technical training were provided to energy advisers that support vulnerable consumers coping with energy poverty through daily energy efficiency strategies and personal support with bills and energy contracts.

practice, as a diverse team of experts successfully combined quantitative and regional mapping and qualitative methods based on interviews to select hotspots of vulnerability for local action and intervention opportunities, followed by local interventions in situ, thus treading the path from theory to practice. The local authorities participated as intermediaries to identify and connect the project and the local population.

With a budget of about 150,000 euros the project intervened in 10 regions, interviewed 100 individuals and completed 500 local interventions. It is an inspiring

The challenges that arose during the project were mainly related to the involvement from local stakeholders in the idea contests, data collection, engagement with the vulnerable consumers and the lack of financial support for vulnerable households for the renovation of their homes and replacement of inefficient equipment. Finally, the results and real impact of the project was challenging to monitor.

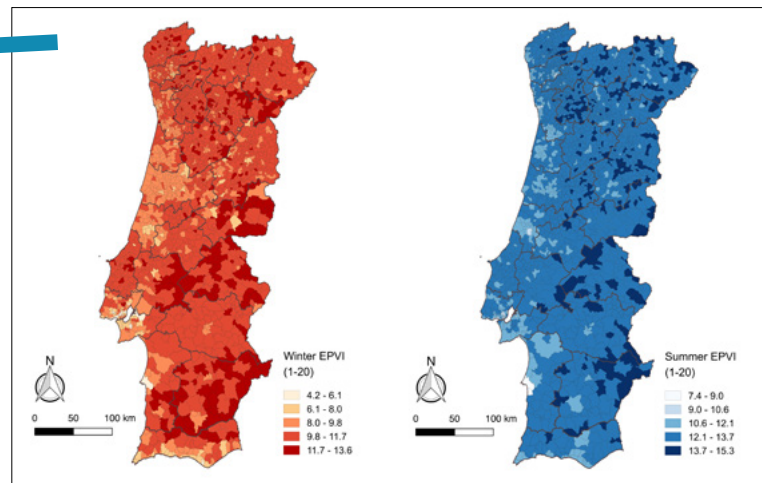
Energy Poverty Vulnerability Index (EPVI) (winter and summer), photo by Ligar



Topics: Area-based targeting, behaviour, household appliances, idea development/innovation, coping strategies, cultural factors, information and awareness, education, energy access and consumption, rural areas, energy efficiency, equipment

Benefited from the project: Energy-poor population, local authorities, energy advisers

Funding: National funds from the National Energy Services Regulator (ERSE) through the Plan For The Promotion of Efficiency of Electricity Consumption (PPEC)



The partners: Adene (national energy agency), Centre Of Digital Inclusion – CDI (NGO), Sair Da Casca (social consultancy company), FCT-NOVA (university), Social Sciences Institute – ICS (university)

Types of stakeholders: General population, national authority

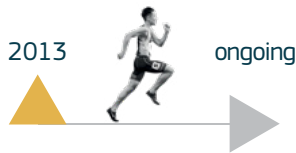


The professionals:

- Engineers
- Social scientists
- Technicians

Similar projects from other countries are: ARCAS (Portugal, France and Spain), Energy poverty indicators at the municipal scale (Barcelona, Spain), Habita_RES (Spain), Technical study of energy poverty (Madrid, Spain).

Lumină pentru România (Light for Romania)



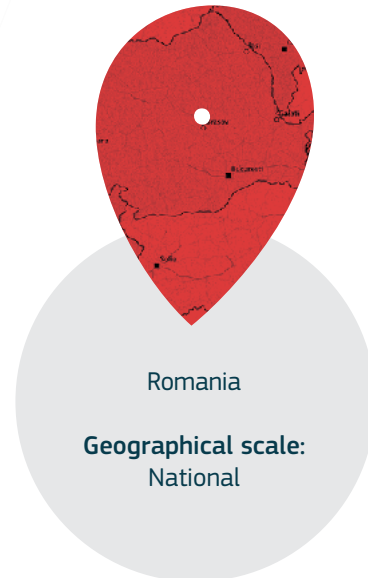
Light for Romania is a social campaign dedicated to families who live without electricity and light. The project discovered people in need via document analysis and field work. The local authorities assisted with information about people and households living without electricity. With a budget range of between **100,000 and 1 million euros** the project installed photovoltaic systems that provide free electricity to almost **250 families** and **1,000 individuals, 4 public schools and 2 churches**. In total, about **300 photovoltaic systems** were installed in **97 communes in 29 counties** in Romania.



Energy poverty phases:

- Diagnosis
- Planning
- Implementation

Intervention type: Capacity building and training, renewable energy integration



The project activities developed as follows:

- Desktop and field research, correspondence with local and central authorities in order to obtain information about residents and households that have no access to electricity.
- Budget collection for the implementation phase including the purchase, transportation and installation of photovoltaic systems.
- Installation of the photovoltaic systems. During this phase, the project conducted field research on the further needs and capacity of residents and households. Financial and technical guidance was provided to residents and households that wished to connect to the public electricity grid.
- Technical guidance was provided for the beneficiaries and monitoring for the photovoltaic systems installed.

This is an inspiring good practice of a project that provides sustainable and green energy solutions at low cost and through private and public donations to tackle energy poverty and address the needs of vulnerable consumers. In parallel, the project raises awareness on energy solutions among consumers in need. Challenges that arose during the project were related to data collection, stakeholder involvement and national regulations.

Photos by Free Miorița.



Topics: Electrification, energy access and consumption, renewable energy, rural areas, vulnerable consumers

Benefited from the project: Children, disabled, elderly, energy poor



Funding: Private funds by the Fundatia Fan Courier, Dedeman, Unicredit Bank, Nn România, Siemens Energy, Ropeco, Ikea, Cardif-Assurances, Tiab Sa, Mercedes-Benz Financial Services, private funds



The partners: Charity, commercial organisation, crowdfunding, media, NGO, private company

Type of stakeholders: General public, local authority

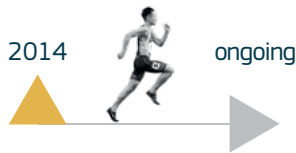


The professionals:

- Journalists
- Students



Fényhozók Alapítvány (LightBringers Foundation)



In the village of Baks and especially its Roma settlement “Mária telep”, the poorest households face difficulties in accessing energy and/or paying bills. **The Lightbringers Foundation** aims to transform Baks into a model village of an energy community involving low-income households. The project wishes to develop a distributable and adaptable model targeting lower-middle class families in the region. To reach this goal and tackle energy poverty, the project provides renewable energy solutions to households in need in Baks.



Energy poverty phases:

- Implementation

Intervention type: Capacity building and training, financial mechanisms, renewable energy integration

Topics: Climate change, human rights, communities, renewable energy, rural areas, underconsumption, vulnerable consumers, ethnicity



Dél-Alföld, Baks, Hungary

Geographical scale:
National and local

The project provides solar panels for households affected by energy poverty that have no access to electricity. The project with a **budget of between 5,000 and 10,000 euros** allows vulnerable groups to benefit from the energy transition by involving beneficiaries in the community following a model of solidarity.

The activities are developed around two axes: community development and technical assistance. The community building includes forums and recruitment and training of volunteers, field presence, a fundraising campaign, with a structured communication strategy. The technical part includes the development and installation of a solar panel system with an inverter to allow the system to operate with at least 2 household electronic devices in addition to lighting. The installation is done by selected and trained volunteers.

The project is an inspiring case of implementing an action in collaboration with the local population that improves the livelihood of vulnerable communities. The main weaknesses faced during the project were related to the small scale of the project, the lack of personnel for smooth management in a timely manner, insufficient funding and the lack of stakeholder involvement.

Photos by fenyhozok.



Benefited from the project: Children, elderly, energy-poor, segregated Roma communities



Funding: Private funds and citizen funds



The partners: Roma Versitas (civil society organization), local authority, NGO, university/research centre



The professionals:

- Social workers
- Volunteers



FÉNYHOZÓK

Namų ūkiai energetikos transformacijos kontekste

(Households in the context of energy transition)



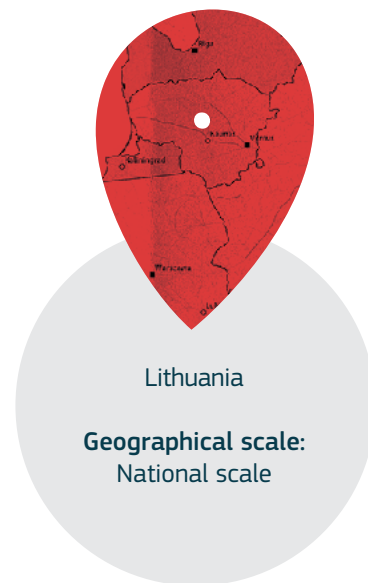
The main goal of the Households in the context of energy transition is to create a system to assess energy poverty in Lithuania and evaluate state interventions in the field of household energy, which can be used to shape the country's policy and monitor energy poverty to create the basis for evidence-based household-oriented energy policy decisions. The analysis and targeted policy measures would reduce energy poverty and achieve the general energy goals set in the National Energy Independence Strategy through the rational use of limited resources.



Energy poverty phases:

- Diagnosis

Intervention type: Characterisation, policy support, regulation, stakeholder engagement



This system is suitable to be employed in national policy-making and energy poverty situation monitoring in Lithuania. The system is based on detailed and regularly updated statistical surveys and enables policy simulations at the individual household level. Tools for energy poverty monitoring and policy analysis (ENSPA tools) created in the project ensure the practical applicability of the results. ENSPA tools allow in-depth analysis of the energy poverty situation and the simulations of policy measures to evaluate their impact on various households, income distribution, and energy poverty level.

The project results include analysis of energy poverty indicators and energy policy measures oriented towards households, practical recommendations to improve energy poverty monitoring and policy formation. Identified issues with the indicators recommended by the European Energy Poverty Observatory are relevant not only for Lithuania but also for other countries.

ENSPA tools and the analysis performed in the project will contribute to evidence-based energy policy decisions in the household sector.

The project is carried out at the national level and the implementation involved discussions with the local authorities. It is a good example of an action implemented at “diagnosis” level that aims to evaluate the current state of energy poverty in Lithuania. It is a helpful step for countries that wish to improve to improve energy poverty monitoring and policy analysis.

With a **budget of between 10,000 and 100,000 euros** the project defines two indicators for energy poverty in Lithuania. Potential challenges relate to finding and collecting data and information. Energy poverty monitoring is a continuous process that requires the collection of detailed data about households and their energy consumption features. It is not yet clear if data collection alternatives proposed by the project will be successfully implemented.

Photo by Lietuvos Energetikos Institutas.



Topics: Heating and cooling systems, income, information and awareness, law and legislation, regulation, energy efficiency, energy prices, social support, taxes and levies, financing schemes

Benefited from the project: National/local authorities, policymakers



Funding: National funds from the Research Council of Lithuania



The professionals:

- Member of a local/national authority
- Researcher



The partners: Alliance of Lithuanian Consumer Organisations (consumer association), Ministry of Energy (national authority), Lithuanian Energy Institute (University/Research centre)

Type of stakeholders: National/international authority

Residential Energy Efficiency for Low Income Households (REELIH)



The **REELIH project** is set to tackle the effects of climate change and energy poverty and improve the health and quality of life of low-income homeowners living in multi-apartment buildings in Central and Eastern Europe. The project helps establish and develop an **investment market for retrofitting** to secure the financial and political support of governments and to place increased focus on improving existing buildings by working with the local communities.



Energy poverty phases:

- Diagnosis
- Planning
- Implementation
- Impact assessment

Intervention type: Capacity building and training, consumer advice, protection and empowerment, financial mechanisms, household energy efficiency and refurbishment, policy support, regulation, stakeholder engagement, transparency and information sharing



Capacity building, training and awareness-raising helps residents to know about energy efficiency and their right to adequate housing. The project supports homeowner associations (HOAs) in forming and planning the home improvements they need to carry out and help them identify funding solutions for their renovations.

The project works with banks and local authorities. The development of a market for residential energy efficiency retrofits is one great success of the project. It creates an opportunity for low-income households to access funding and has helped to attract subsidies from local governments. Through the REELIH project, residents in HOAs have managed to repay loans, allowing them to make real improvements to their lives.

Municipalities and government bodies participate in the project with the intent of defining best practices and policy recommendations and creating subsidy systems with potential funding option for the repayment of loans.

REELIH integrates a collaborative approach combined with a focus on energy poverty mitigation that affects low-income families to achieve holistic housing improvements that have real impact on residents' life quality and the environment. The project, with a **budget range of over 1 million euros** has fully or partially renovated over **100 buildings** and over **3,500 apartments**, improving the quality of life for over **12,000 residents**.

Unlocking and transforming the market for energy efficiency renovations of multi-apartment buildings remains the biggest challenge on the way to a functioning “ecosystem” between different stakeholders: municipalities, financing organisations, utility companies and the HOAs. In the CEE region, HOAs have low quality representation and credibility

towards municipalities and banks and there is a need for mediators who can bridge the gap, build trust and facilitate the development of complex financing models between different stakeholders. Overcoming this challenge and securing financial aid are key steps for the sustainability of the project.

BiH renovation of rooftop



Topics: Behaviour, climate change, communities, energy access and consumption, energy audits, energy efficiency, equity and justice, financing schemes, heating and cooling systems, household appliances, indoor comfort, information and awareness, insulation, law and legislation, quality of dwellings, regulation

Benefited from the project: Energy poor, low income, policymakers

Funding: International funds from the United States Agency for International Development (USAID)



The professionals:

- Financing institutions
- Banks
- Municipalities
- Ministries
- Utility companies
- Maintenance companies
- Construction companies
- energy auditors



The partners: Habitat for Humanity North Macedonia, Habitat for Humanity Armenia, (NGOs) ENOVA (private company), USAID (agency)

Stakeholders: Homeowners, homeowner associations, financing institutions, banks, municipalities, ministries, utility companies, maintenance companies, construction companies, energy auditors

REELIH has motivated governments to provide subsidies for energy efficiency interventions. The Municipality of Yerevan has provided a 40% subsidy for all energy efficiency interventions. Habitat for Humanity Armenia works collaboratively to reform the national Armenian Housing Law, and create a better investment environment for homeowner associations. The Tuzla Canton local government produced a five-year plan focusing on energy use in residential buildings.



USAID
FROM THE AMERICAN PEOPLE



REELIH
RESIDENTIAL ENERGY EFFICIENCY FOR
LOW-INCOME HOUSEHOLDS

Barrio Solar – Sharing renewable energy and solidarity in the community



Barrio Solar is an initiative aimed at promoting shared consumption of solar energy in neighbourhoods through the installation of photovoltaic plants for shared consumption. The first Barrio Solar experience will take place in Actur, a neighbourhood in the city of Zaragoza. Barrio Solar aims to provide clean, cheap local energy on the basis of solidarity.

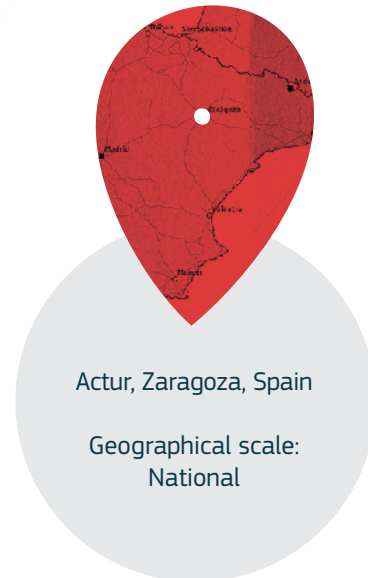


Energy poverty phases:

- Planning
- Implementation

Intervention type: Capacity building and training, characterisation, communication campaign, consumer advice, protection and empowerment, renewable energy integration, stakeholder engagement

Topics: Behaviour, climate change, indoor comfort, information and awareness, renewable energy, energy access and consumption, energy audits, energy efficiency, vulnerable consumers



Barrio Solar consists of the installation of a 100kWp photovoltaic system on the roof of a public building for consumption in the neighbourhood. Both residents and businesses that are less than 500 metres from the facility can participate without having to make any investment, only by paying a low monthly bill, with which they can benefit from saving around 30% of their energy costs.

Barrio Solar is a solidarity initiative that wishes to reach all the residents of neighbourhoods it is installed in without leaving anyone behind through free energy consumption for vulnerable consumers. Ten per cent (10%) of the energy generated through the photovoltaic system is allocated to families that experience energy poverty and is financially covered by the monthly fees of the remaining neighbours. Vulnerable families will use this solar energy without having to pay a monthly fee by benefiting from the savings on the bill that solar self-consumption generates.

Barrio Solar is an initiative that wishes to inspire an energy culture and empowerment in the neighbourhood. For this reason, and associated with the photovoltaic installation, the “Barrio Solar Office” is set up to carry out workshops, participatory processes or provide advice points on energy and sustainability to help the residents of the neighbourhood to be more energy efficient and sustainable.

The project activities are developed as follows:

- Neighbours and business participation model.
- Roof selection.
- Project dissemination and engagement of participants.
- Assessment and engagement of vulnerable people.
- Photovoltaic installations.
- Barrio Solar Office: energy advise, workshops, technical assistance.
- Monitoring of consumption results and indicators.

Barrio Solar with a **budget of 100,000 to 1 million euros** aims to involve **200 citizens** (20 of whom have experienced energy poverty) in collective PV installations, to install **100kWp PV panels**, and **reduce electricity bills by 30%** per person.

Photos by ECOCES and EDP.



Benefited from the project: Energy-poor, low-income, general public



Funding: Private funds from the Fundación EDP, Schneider Electric Foundation



The professionals:

- Engineers
- Social workers
- Technicians



The partners: ECODES (NGO) EDP (energy supplier), Zaragoza City Council (local authority), housing provider

BARRIO SOLAR®

ASSIST – Support Network for Household Energy Saving



ASSIST project offers a two-way approach to the problem of energy vulnerability.

It involves actively engaging social and energy actors to promote the effective incorporation of consumers into the energy market and the design of policies at all levels to tackle energy poverty issues from a comprehensive perspective.



Energy poverty phases:

- Diagnosis

Intervention type: Communication campaign, consumer advice, protection and empowerment, data collection, financial mechanisms, policy support, stakeholder engagement

Topics: Health, household appliances, education, energy access and consumption, energy audits, energy efficiency, social support, under consumption, financing schemes, vulnerable consumers

Benefited from the project: Energy adviser, energy poor, frontline workers, low income, practitioners



Geographical scale: Local, regional

The project develops the following activities:

The starting point is the generation of in-depth knowledge on consumer vulnerability and on energy poverty. The insights enable partners to fine-tune their activities and national and European stakeholders to deepen their knowledge and trigger future initiatives.

The training of home energy advisers (HEA) aims to provide them with knowledge on social, communication and technical aspects. The Advisers then provide energy advice to vulnerable consumers about being more efficient and/or better satisfy their energy needs.

The creation and promotion of a network of trained HEAs facilitates access for vulnerable consumers to targeted effective support measures and favours the increase of the HEAs' ability to support vulnerable consumers. Vulnerable consumers are then led hand-in-hand through an energy efficient pilot action to demonstrate that a good, domestic energy-efficient process is technically and economically feasible. The combined results of activities and the specific policy orientation tasks enable national and European stakeholders to measure their household energy needs and target energy efficiency measures to low-income households living in energy inefficient houses.

The project is a good example of setting up an efficient advisory and information service for vulnerable users and

assisting them to improve comfort levels and to save on their energy bills. The HEA network model can be replicable. Local authorities are involved too as operators of a helpdesk that delivers advice to citizens.

With a **budget of over 1 million euros**, the impact of the HEAs support activities was monitored during the project through the following indicators: (1) the Energy Saving Indicator (ESI) that assesses energy and financial savings and comfort increases, and (2) the Vulnerability Empowerment Factor (VEF) that assesses consumer confidence in dealing with energy-related issues inside their

dwellings. Through the project the addressed consumers achieved an ESI of between 2% and 7% and a VEF of 0.5.

The potential constraints are mainly related to the monitoring process. It can be complicated in some countries where there aren't digital meters available and if the monitoring period is shorter than a year and thus does not cover seasonal changes. In some cases, the indicators cannot be representative of the complete picture, especially if there are social tariffs in place. The ASSIST project has faced some challenges related to data collection, monitoring involvement from stakeholders, such as the energy-poor target group.

ASSIST logo.



The project is built on the results of: SMART-UP (funded by H2020), ACHIEVE, ENFORCE, ENERGY AMBASSADORS, Sharing Expertise in Energy Advice across Europe (SeRENADE) (funded by the Intelligent Energy for Europe) and INSIGHT_E (funded by FP7 2007–2013). The Italian project “Consumare Meno Per Vivere Meglio” builds upon the ASSIST project and foresees the creation of a one stop shop managed by trained HEAs to support the local population in fighting Energy Poverty. It will receive funding by the Compagnia San Paolo and Fondazione SNAM.



The professionals:

- Researcher
- Social worker
- Technician
- Volunteer
- Trainees (e.g., public servant consultant, energy agency employee, university student)



The partners: AISFOR (private company), RSE (research centre), Acquirente Unico (energy agency (national)), Ecoserveis (NGO), Alginet Distribución Energía Eléctrica (energy supplier), Severn Wye Energy Agency Limited (NGO), Energy Ville/VITO (research centre), Fluvius (energy supplier), EAPNH (NGO), Vaasaett (research centre), Federacja Konsumentów (NGO), Polish National Energy Conservation Agency (KAPE)



Funding: European Funds from the H2020 programme

Type of stakeholders: Development agency, energy supplier, general population, institute, local authority, national/international authority, network, policymaker, private company, public company, university, consultant agencies

EmpowerMed – Empowering Women to Take Action Against Energy Poverty



There is increasing evidence that women and women-led households are disproportionately affected by energy poverty. The main objective of **EmpowerMed** is to contribute to the energy poverty alleviation and health improvement of people affected by energy poverty in the coastal areas of Mediterranean countries, with a particular focus on women. The project implements practical solutions tailored to empower over 4,200 households of women and other vulnerable groups to manage their energy consumption and improve their access to appropriate energy resources.



Energy poverty phases:

- Diagnosis
- Planning
- Implementation,
- Impact assessment

Intervention type: Capacity building and training, communication campaign, consumer advice, protection and empowerment, data collection, monitoring and impact assessment, policy support, stakeholder engagement



Geographical scale: National, regional, local

EmpowerMed assesses the efficiency and impacts of the implemented practical energy poverty alleviation measures to formulate local, national and EU policy recommendations and promote the policy solutions at local, national and EU level among 220 decision-makers, 560 social actors, 100 utilities, 180 health experts and 100 energy poverty experts. The local authorities in pilot areas are involved in the implementation phase by connecting project activities to local actors.

EmpowerMed develops the following activities:

- **Collective advisory assemblies** that gather about 20–30 people affected by energy poverty to transfer and exchange knowledge and skills about energy use, reading energy bills, implementing simple measures for energy savings, and changing energy providers. This community approach uses the collective intelligence of the network.
- **Household visits** with energy audits, package of devices and tailor-made advice. The advisers check the energy and water bills and discuss the household's habits in energy and water use. They identify potential for saving energy and water and implement low-cost measures by installing free devices.
- A variety of **do-it-yourself solutions**, such as workshops for self-installation of photovoltaic panels, DIY reading of smart meters and DIY small low-cost measures.

- Assessing feasibility and providing support for **accessing financial schemes for energy poverty** for renovation, renewables or energy efficiency.
- **Health workshops** that help health experts and practitioners detect the health impact of energy poverty and equip them with simple measures to reduce the negative impact or direct people to further assistance programmes.
- Empower 10,200 people to tackle energy poverty.
- Achieve primary energy savings of 6.5 GWh annually.
- Reduce emissions by 1,600 tonnes of CO₂ annually.
- Train 420 key actors.
- Invest € 135,000 in sustainable energy triggered by the project.
- Achieve €780,000 in savings for households.
- Free 50 people from debt or disconnections.
- Contribute to 8 policies and measures.

EmpowerMed is a good example of the empowerment of vulnerable groups. With a budget of over **1 million euros**, the project is set to:

Some constraints during the project are related to accessing households due to the COVID-19 pandemic and trust building with vulnerable groups due to their past experiences with bureaucracy.

Acting in visit, photo by EmpowerMed.



Topics: Hard to treat homes, health, behaviour, human rights, communities, coping strategies, indoor comfort (thermal comfort, housing quality), debts, energy access and consumption, energy audits, energy efficiency, smart meters, energy prices, social support, equity and justice (gender equality, socio-economic gaps), under consumption, financing schemes, vulnerable consumers, gender

Benefited from the project: Children, disabled, elderly, energy-poor, gender-oriented, policy makers, practitioners



The professionals:

- Engineers
- Journalists
- Researchers
- Social workers
- Volunteers
- Urban planners
- Energy experts



Funding: European funds from the H2020 programme of the European Union

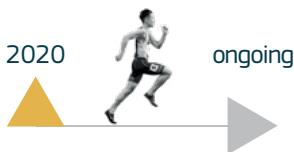
The partners: Civil society organization, health practitioners, local and national authority, media, national authority, network, NGO: ESF, UAB, IREC, Sogesca, Focus, Geres, DOOR, Milieukontakt Albania, WECF

Type of stakeholders: Energy suppliers, local authority, national/international authority, policymakers



EmpowerMed

ENPOR – Actions to mitigate energy poverty in the private rental sector



ENPOR aims to make energy vulnerability in the private rental sector (PRS) visible by conducting analyses and monitoring the dimensions of energy poverty in the PRS. ENPOR also aims to increase the capacity of decision-makers to understand and mitigate energy poverty in the PRS by adapting and testing energy efficiency support schemes to address energy poverty in the PRS.



Energy poverty phases:

- Policy-making
- Implementation

Intervention type: Capacity building and training, characterisation, household energy efficiency and refurbishment, monitoring and impact assessment, policy support, regulation, stakeholder engagement

Topics: Behaviour, heating and cooling systems, household appliances, coping strategies, indoor comfort, information and awareness, insulation, education, quality of dwellings, energy access and consumption, energy audits, energy efficiency, social support, vulnerable consumers



Geographical scale: National, regional, local

The project supports the adaption and implementation of ten policies in 7 member states tailored to the specific needs of the PRS and integrated into broader policy objectives. The project selects existing policies based on their significant contribution to the alleviation of energy poverty until 2030 and their integration into National Energy and Climate Plans. The selection criteria are: urban location, governance arrangements, predominant mode of financing, principal energy supply mode, energy efficiency of the housing stock, and level of political participation.

In detail the project will carry the following activities:

- Examine in-depth energy poverty policies for the PRS across the EU. Create policy factsheets and elaborate policy suggestions with politicians in so-called REACT Groups, involving all local and national stakeholders related to the specific policy.
- Monitor the dimensions of energy poverty in the PRS through the Energy Poverty Dashboard, an online tool developed to map and monitor energy poverty in Europe.
- Support tailored policies and provide guidelines for other countries by organising events for local, regional and national authorities, energy agencies and energy-poor tenants and their landlords.

The project is ongoing and a good example of collaboration in the EU energy poverty domain between landlords and tenants. The overarching aim is to make energy poverty in the private rental sector visible and quantifiable in a more inclusive context, and to support the design and implementation of tailored policies to address it. Local authorities contribute by providing insight into the local communities and their challenges.

COVID-19 has impacted the planning of physical events and the outreach to stakeholders. Local elections in Croatia in 2020/2021 resulted in a lack of interest by local authorities to participate in new projects.

With a **budget between 100,000 to 1 million euros**, the project aims to:

- Involve at least 5,000 consumers and 320,000 households.
- Establish/adjust 10 policies for energy efficiency and/or small-scale renewable energy investments and to be sustained beyond the period of EU-support.
- Trigger 135.24 GWh/year of primary energy savings.
- Trigger €58.8 million investments in energy retrofits.

ENPOR logo.



Benefited from the project: National/local authorities, policy makers, practitioners, NGOs, citizens



Funding: European funds from the Horizon2020 programme



The partners: Institute for European Energy and Climate Policy Foundation, Climate Alliance, The University of Manchester, University of Piraeus Research Centre, Društvo Za Oblikovanje Održivog Razvoja, Centre for Renewable Energy Sources and Saving Foundation, Agenzia Nazionale per le Nuove Tecnologie, L'Energia e lo Sviluppo Economico Sostenibile, Tartu Regional Energy Agency, Austrian Energy Agency, Stichting Hogeschool Utrecht, Wuppertal Institut für Klima, Umwelt, Energie gGmbH, Union Internationale de la Propriete Immobiliere

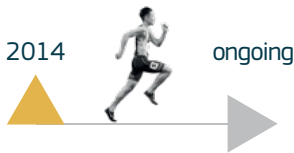


The professionals:

- Public servant
- Researcher

Type of stakeholders: Institute, local authority, network, university, policymakers

Hauts-de-France Pass Renovation

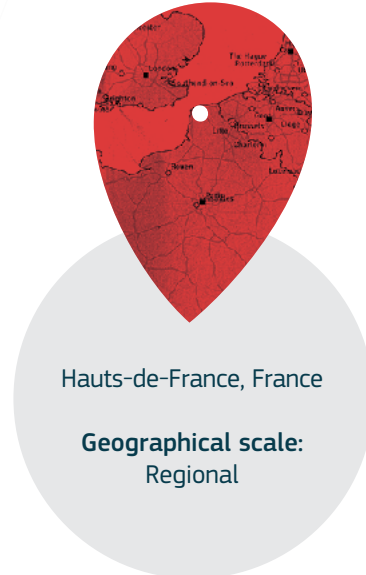


Hauts-de-France Pass Renovation is a technical and financial instrument implemented in 12 territories or communities of the region and designed by the regional Public Service for Energy Efficiency (PSEE). Founded on an innovative economic model, the PSEE advances the amount allocated to renovation works. Beneficiaries repay this advance in whole or in part through financial savings generated on their energy bill. The PSEE focuses on a virtuous, self-regulated economic model to help significantly reduce energy consumption in residential buildings and bring about local economic expansion. Different support is provided to owners, craftsmen, local authorities and innovators.



Energy poverty phases:

- Planning
- implementation
- impact assessment



The project supports owners, landlords, individuals or collective housing by providing turnkey technical support coupled with an all-inclusive financial solution. The mechanism encompasses all the phases of the renovation project from information and advice to maintenance, including the identification of financial solutions. Hauts-de-France Pass Renovation grants owners an advance on works of an average of 43,000 euros. Once the renovation is completed, the owner repays the remaining amount thanks to a monthly payment that is less or equal to the post renovation energy savings.

By acting on demand and guaranteeing payment of works, the initiative contributes to the emergence of a sustainable local market for dwelling energy renewal and the creation of job opportunities. Moreover, local authorities have access to an additional tool to serve the success of their initiatives and policies in terms of energy transition and home improvement. The different partners and third parties will be able to notify and detect potential beneficiaries, deploy support and mobilise local businesses.

For players in innovation, the PSEE has potential for experimenting and new openings thanks to the data analysis system that is included and that offers the chance to monitor the consumption of the dwelling and its owners.

The initiative is a great example of an innovative financing scheme covering a whole region, stakeholder engagement,

involvement of small and medium-sized enterprises and personalised solutions. One of its strengths lies in the intermediary role of the regional authority between property owners and building companies with long-term funding, the incentive to opt for deep renovation and the integrated nature of the service contributes to its success.

Since 2014, the project has invested about **67 million euros**, refurbished **over 800 single family houses** and **2,200 apartments** in condominiums and renovated about **600 households**. The living conditions of the beneficiaries have improved by **26%**, about **50% of energy is saved** and **63%** of houses have improved by at least 2 energy classes.

Photo by Charles Deluvio on Unsplash



A challenge faced is that 50% of the service costs were planned to be covered by energy saving certificate schemes (ESCs) and in some cases the project leaders faced difficulties in collecting the ESCs for all the owners concerned. Finally, the programme requires a high budget to be available for the services it offers.



Intervention type: Financial mechanisms, household energy efficiency and refurbishment, monitoring and impact assessment

Topics: Heating and cooling systems, indoor comfort, information and awareness, insulation, quality of dwellings, renewable energy, rural areas, energy efficiency, social support, financing schemes

Benefited from the project: Low income, all owners and co-owners, occupants or lessors of private and public residential buildings



The professionals:

- Member of a local/national authority
- Technician
- Craftsmen



Funding: European funds from the European Fund for Regional Development (ERFD) and ELENA Funds (European Local Energy Assistance), regional funds from the Picardie Regional Council.



The partners: Conseil regional Hauts-de-France (local authority)

Type of stakeholders: General population, local authorities, private companies

Due to the success of the initiative, the Picardie Pass Rénovation is the follow-up to the Hauts-de-France Pass Renovation.

EnergyMeasures – Tailored measures supporting energy vulnerable households



EnergyMeasures is working to address energy poverty in seven European countries through direct household engagements that are complemented and informed by cutting edge policy and practice innovations. The project will work with energy-poor households to improve their energy efficiency through a combination of low-cost measures and changes in energy-related behaviours and practices. Participating householders will be provided with low-cost energy measures and empowered to change their energy-related behaviours and practices through an approach that takes account of existing housing conditions and is reflective of their lived experience.



Energy poverty phases:

- Planning
- implementation

Intervention type: Consumer Advice, protection and empowerment, data collection, household energy efficiency and refurbishment, policy support



Turnhout,
Flanders,
Belgium



Burgas and
Gabrovo,
Bulgaria



Cork and
Dublin, Ireland



Eindhoven, The
Netherlands



Skopje, North
Macedonia



Biła, Bielsko,
Poland



Isles, Scotland,
United Kingdom

Geographical scale: National

The project will also work with municipalities, energy authorities, housing associations and other relevant actors to assess how current multi-level institutional contexts affect efforts to alleviate energy vulnerability in the participating countries. The assessment results will be used to develop and support the implementation of policy and practice measures which will address structural issues that combine to trap households in energy poverty.

Through this work the project contributes to reducing participant vulnerability to energy poverty, while at the same time cutting household energy consumption and associated GHG emissions.

EnergyMeasures with a budget of about **2 million euros** aims to:

- Trigger energy 'savings' (to be estimated in kWh).
- Trigger individual behaviour change.
- Build capacity through training opportunities.
- Result in the creation of new policies or strategies.

The project is ongoing at the time of writing this report is and has been selected to provide an opportunity to follow step-by-step the development and implementation of an action. COVID-19 has impacted the work plan resulting in rescheduling activities, particularly face-to-face household engagements.



Topics: Behaviour and practices, household appliances, cultural factors, information and awareness, law and legislation, energy access and consumption, energy efficiency, under consumption

Benefited from the project: Energy poor, policy makers, practitioners



The professionals:

- Social scientists
- Engineers
- Energy consultants
- Technicians
- Journalists
- Social workers
- Students



Funding: European funds from the Horizon 2020 programme



The partners: University College Cork, Energy Action CLG (charity), DuneWorks BV (private company), het Pon & Telos (university/research centre), Gemeente Eindhoven (local authority), APB Kamp C (university/research centre), Samlevingsopbouw Antwerpen (NGO), Stowarzyszenie Gmin Polska Sieć "Energie Cités" (NGO), Habidom Dooel Skopje (Housing Provider), EcoEnergy (NGO), Tighen Innse Gall Ltd (NGO), Oikoplus KG (private company)

Type of stakeholders: Energy suppliers, general population, local authorities, regional authorities, policymaker, advocacy groups, NGOs, housing associations, charities



EnergyMeasures

Tailored measures supporting energy vulnerable households

Deep Retrofit Transforms Wexford Sheltered Housing

2017



2018



The **Deep Retrofit Transforms Wexford Sheltered Housing** project retrofitted 12 x 1-bedroom bungalows, involving social housing tenants on College View, Wexford town. These 12 properties were first to benefit from the 50% grant aid through the SEAI's Deep Retrofit Pilot scheme. All homes were constructed in the early 70's and had pre-building BER ratings of F or G. All homes also had issues with inadequate ventilation and thermal bridging, resulting in mould growth on damp stains on the ceilings and internal wall surfaces.



Energy poverty phases:

- implementation
- impact assessment

Intervention type: Technical advice and/or intervention

Topics: Air quality, building insulation, energy efficiency, health, heating and cooling systems, household appliances, indoor comfort (thermal comfort, housing quality), quality of dwellings



Wexford county, Ireland

Geographical scale:
Local

Following the renovations, all homes were retrofitted to A1, A2 and A3 BER rating. Apart from the energy savings, the project is expected to have significant health benefits for the homeowners, as they will enjoy thermal comfort, cleaner, better circulated air and improved living conditions.

The project activities developed by the Wexford County Council, with project management assistance from 3CEA include:

- Installing roof/attic and external wall insulation as a system and upgrading the ventilation within the existing roof space to ensure there are no issues post works. The result was a reduction in the thermal bridging at key junctions.
- Increasing insulation in the walls (external wall insulation upgrades) to reduce the building heat demand and associated emissions.
- Installing airtight solutions – specific membranes and airtight tape was utilised throughout, with specific attention to key junctions such as window/door reveals.
- Reducing the heat loss indicator (HLI), following the fabric measures, enabled a heat pump to be installed, including time, temperature and zone control.

The project is a good example of innovative technology and community engagement. To participate in the scheme all homes had to have a pre-air tightness test and a pre-building energy rating (BER) completed to establish the

current energy efficiency of the dwellings. Using the DEAP software, energy-efficient measures were identified in order to achieve the required minimum A3 rating post works.

With a total **budget of 368,000 euros and 25,000 euros per household**, the project achieved:

- Space heating and hot water costs of 25.50 euros per month per dwelling.
- NZEB energy and carbon targets in 10 out of the 12 dwellings.

- High satisfaction levels in relation to the locality, the overall functional performance and appearance of the houses.
- BER ratings in 8 out of 12 of the dwellings of: A in three cases, B1 in four cases, C1 in one case.

Some difficulties included a number of tenants being reluctant to give up the heating systems they were used to and achieving airtightness.

Electric generation from solar panel, 3CEA



Benefited from the project: Owners, vulnerable population



Funding: National funds from the SEAI



The partners: Local authority, research centre, energy agency, private companies through the Dublin City Council, University College Dublin, Three Counties Energy Agency (3CEA), DCI Energy Efficient Solutions, Jeff O'Toole, Pw Thermal Building Solutions Ltd, Isover, Weatherglaze, LCC Group, Daikin, Aldes, ACTIV8 Solar Energies



The professionals:

- Architect
- Engineer
- Researcher
- Member of a local authority

Some examples of projects under the same topic in different countries: Green Neighbourhood in Agia Varvara (Greece), Grants For Social Insulation Projects For Rental Buildings (Belgium), Energiesprong network (Netherlands), Winterization (Romania).

Green Pilot Urban Neighbourhood in Agia Varvara



The project foresees the creation of a sustainable residential urban unit of “almost zero energy balance” in a building block in the municipality of Agia Varvara, traditionally inhabited by low-income citizens. The goal is to exploit the potential for energy savings and prospects for the significant improvement of the local microclimate and environment.



Energy poverty phases:

- Planning and Implementation

Intervention type: Subsidy, communication campaign, household energy efficiency and refurbishment, data collection

Topics: communities, energy access and consumption, energy efficiency, equity and justice, hard to treat homes



The selected buildings are given an energy upgrade, using techniques and systems to achieve savings and employ renewable energy sources (e.g. cooling and heating using geothermal energy), to provide reduced and rationalised energy consumption along with reduced gas emissions. Materials, systems, and methodologies are used that present the lowest possible environmental costs. At the same time, the urban environment of the area is requalified and upgraded to improve the microclimate, avoid the climatic burden of the buildings and to improve the thermal and visual comfort of the citizens.

After checking the static adequacy of the building, external thermal insulation is installed, and old window and door frames were replaced with new, high-quality ones with energy glazing. Moreover, the inhabitants were engaged in a training programme leveraging the local workforce of a low-income society and creating growth prospects.

The municipality helped identify the public buildings to refurbish. The success of the Green Neighbourhood is based on the active participation of its residents, who, at the end of the project, will be charged almost zero for the energy-related costs. Moreover, the project will bring a set of economic, social and environmental benefits, upgrading the quality of life of the residents. At the same time, it will offer jobs and hands-on training.

One building has been successfully refurbished as a pilot project. From the simulations carried out, it has been concluded that with the use of insulation and double glazing, a **reduction of 75% in heating energy and 35% in cooling energy** is possible (according to TRNSYS but a lower percentage or even negative results are reported when using two simpler methods under Standard 13790) if there is use of sunlight shading and occasional night cooling.

Photos by the Centre for Renewable Resources and Energy Saving.



Benefited from the project: General population, Housing providers.



Funding: National Funds from ESPA, European funds from the Operational Programme 'Environment and Sustainable Development' (EPPERAA)



The professionals:

- Engineers
- Architects
- Urban experts



The partners: Centre for Renewable Resources and Energy Saving (public institution), Municipality of Agia Varvara

Type of stakeholders: Citizens

Reddito Energetico



In 2019, the Municipality of Porto Torres launched a revolving fund assigning resources to vulnerable citizens through a tender. Thanks to the resources of the fund (€ 8,000), the selected families have purchased small solar PV plants (<20 kW of installed capacity) and are experimenting with the advantages of self-consumption, while the municipality is restoring the fund by selling the surplus electricity produced to the grid.



Energy poverty phases:

- Implementation

Intervention type: Energy bill support, renewable energy, social support

The first action is the allocation of non-repayable public funding for the installation of photovoltaic in the most vulnerable households. The families can then start the activity of auto-consumption, while the energy which is not consumed is sold directly to the public grid and the revenues paid into the revolving fund, which will be used to finance the installation of new photovoltaic systems. The families selected are also involved in capacity building activities related to the responsible consumption of energy.

This project is a good measure to combat energy poverty, helping vulnerable households to reduce energy bills by consuming electricity produced by on-site PV systems purchased thanks to the revolving fund created by the Municipality. The fund is fed through revenues from the sale of the surplus electricity injected into the grid. At the same time, the measure promotes the development of clean energy systems. The good results of the measure induced the Italian Government to replicate it at the national level.

With a **budget of about 500,000 euros** the project achieved a discrete success in two years, causing the Italian government to apply the model in other regions (starting in Puglia) and finally rolling it out nationwide. In 2019, 50 PV systems have been installed in Porto Torres with a **saving of 9,000 euros for vulnerable consumers** in terms of energy bills and reducing CO₂ emissions by 65 tonnes. In the first year of activity, the revolving fund received 6,000 euros from the sale of the surplus generated.

The main challenge faced during the project is related to the estimation of energy produced and consumed by households that proved to be inaccurate (albeit less than expected).

Photo by Bill Mead on Unsplash

Topics: Energy bill support, renewable energy, social support



Benefited from the project: General population with specific advantages for vulnerable consumers



Funding: Local funds from the Municipality of Porto Torres

Type of partners: Energy company



The partners: Municipality of Porto Torres, Gestore Servizi Energetici GSE S.p.a (energy company)

Type of stakeholders: Citizens



The professionals:

- Engineers
- Social operators

Slime (Service Local d'Intervention pour la Maîtrise de l'Énergie)



Slimes are one-stop shops detecting energy poverty, implementing energy audits but also social diagnostics for identified households and helping the householders by redirecting them towards existing sustainable and adapted solutions to climb out of energy poverty situations. The selected households receive a visit from Slime advisors to conduct a socio-technical audit. They evaluate the household's needs according to their revenue, the building's thermal envelope, home appliances, etc. They suggest building retrofits, a change in their energy contracts, link households to entities capable of helping them alleviate their energy poverty.

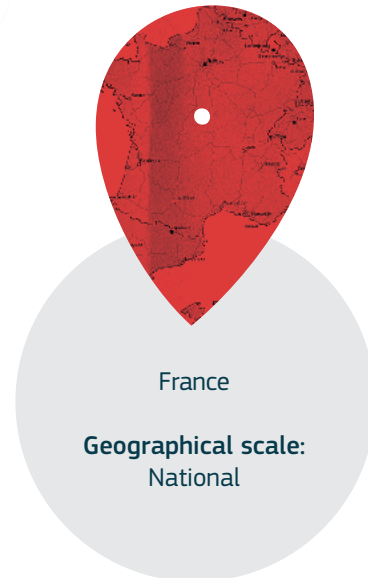


Energy poverty phases:

- Diagnosis
- Planning
- Implementation
- Impact assessment

Intervention type: Household monitoring, technical advice and/or intervention

Topics: Information and awareness, social support, technical support



The intervention methodology and budget allocation of the Slime programme is designed nationally by CLER (a non-profit association), and deployed locally by authorities in Slime schemes (50 to this day). The implementation of the Slime methodology by a local authority is co-financed by the ESC scheme.

The activities developed include:

- Designing the scheme by local authorities.
- Responding to CLER's call for applications by the local authority.
- Validating the scheme by CLER, if the methodology presented corresponds to that of Slime.
- Launching the scheme and actions.
- Annual validation by CLER of the local authority's expenditure, the number of visits made and the conformity of the actions.
- Payment to CLER of the corresponding sums by the funding partners at national level ("the obliged" in the ESCs scheme).
- Redistribution by CLER to the local authorities of the sums paid.

Slime is a good example of action on the local level to identify vulnerable households, and to organise the ecosystem of local actors. They guarantee individual monitoring and tailored help on more than one subject to guide people out of energy poverty. Advisers look at

the households' needs and provide an extensive range of responses, from installing small saving devices like low-consumption light bulbs to help in the renovation process of inefficient buildings. Beyond the local point of view, Slime is part of a large, national network allowing collaboration and knowledge sharing between multiple authorities. The existence of the energy certificates funding scheme is also an upside for reducing the necessary budget for local authorities, which directly contributes to launching the scheme locally.



Photo by Slime.

Authorities in France can participate in the call for tenders launched by CLER to create their own Slime. Projects under the same topic include: Energy Advice Points (Spain), Energy Advisory Office (Spain), Energy Advisory Point of Santa Coloma de Gramenet City (Spain), Green Doctors (United Kingdom).

Benefited from the project: Low-income households, local and regional authorities



Type of funding: Private funding from energy providers ("the obliged" within the frame of the Energy Savings Certificates Scheme (ESCs) and controlled by the Ministry of Ecological Transition)



The professionals:

- Members of a local authority
- Social workers
- Technician

With an annual budget of about 110,000 euros per Slime community, the project has:

- Benefited **52,000 fuel-poor households**.
- **Saved an average of 170 euros in water and energy costs** in annual household bills.
- Carried out the first action for 84% of the beneficiary households.
- Carried out **retrofitting works for 46% of the households**.

The deployment of Slime depends partly on the availability of relevant locally certified actors. A collective looking to create a Slime needs to ensure that it can count on skilled stakeholders in the area, otherwise, it will need to train a workforce to become advisers.



Type of stakeholders: Local authorities, associations, social landlords, energy providers

Type of partners: Civil society organisations, local authorities, energy transition networks, energy supplier, social housing landlords: French Agency for Ecological Transition (ADEME), National energy poverty observatory (ONPE), AG2R La Mondiale, Abbé Pierre Foundation, The National Housing Agency (ANAH), two energy sociologists: Christophe Beslay and Marie-Christine Zélem, Macif Foundation, Schneider Electric Foundation, Solinergy Endowment Fund, Solinergy Endowment Fund, Ministry of The Ecological Transition

SLIME Un premier pas
contre la précarité
énergétique

