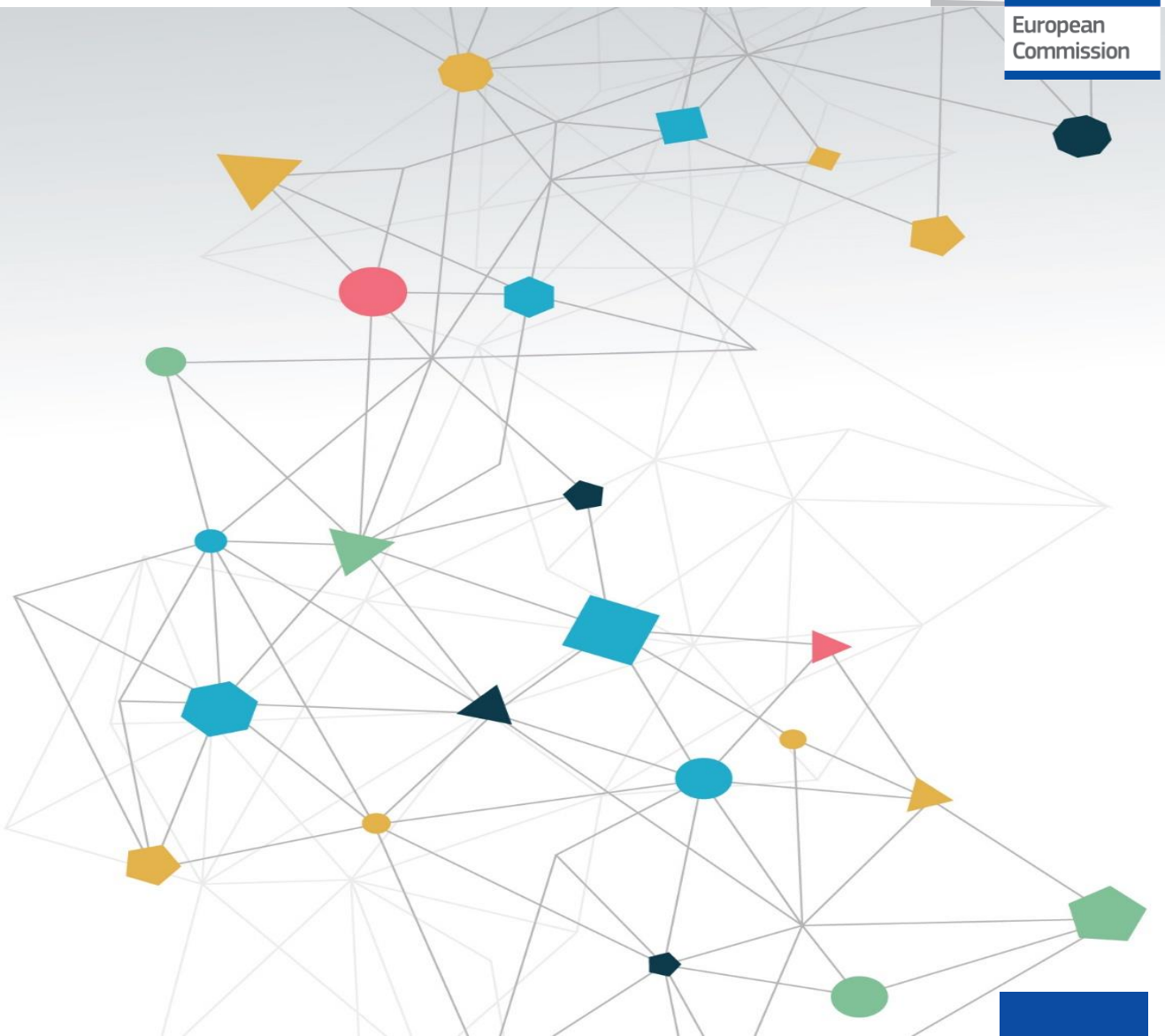

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Energy Poverty Advisory Hub -

Dora Biondani, Senior project coordinator

Climate Alliance

Dora Biondani

Climate Alliance, *Project and Campaigns*

Senior Project Coordinator

of the Energy Poverty Advisory Hub

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Climate Alliance

Climate Alliance

Climate Alliance is the largest European city network dedicated to climate action (1800+).

Our members, ranging from small rural towns to cities with populations in the millions, accept climate change as a global challenge that requires local solutions.

European Commission

Energy Poverty Advisory Hub -

December 2020 – December 2024

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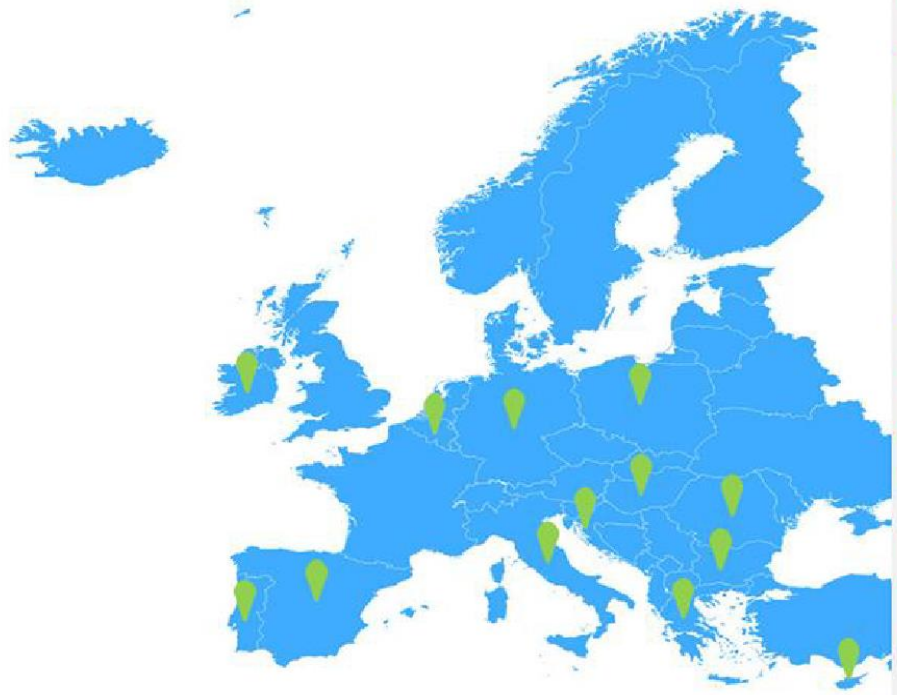

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Climate Alliance Brussels Office
GERMANY
Climate Alliance Germany Office
ITALY
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DOOR
GREECE
Anatoliki
CYPRUS
Cyprus Energy Agency
HUNGARY
Climate Alliance Hungary Office
BULGARIA
Sofia Energy Centre
ROMANIA
Ashoka
POLAND
Polish Network of Energy Cities

European Commission

European Commission

Energy Poverty Advisory Hub

Summary

- ***Energy Poverty Advisory Hub***
- ***How use EPAH services to*** start and/or proceed in the process

to tackle energy poverty

European Commission

Energy Poverty Advisory Hub

The Energy Poverty Advisory Hub, the leading EU initiative run by the European Commission at the request of the European Parliament, is a collaborative network of stakeholders aiming to eradicate Energy Poverty and accelerate the just energy transition of European local governments.

EU
Energy Poverty
Advisory Hub

European Commission

Vision

Eradicate energy poverty and accelerate the just energy transition of European local governments

Mission

To be the center of energy poverty experience and expertise in Europe

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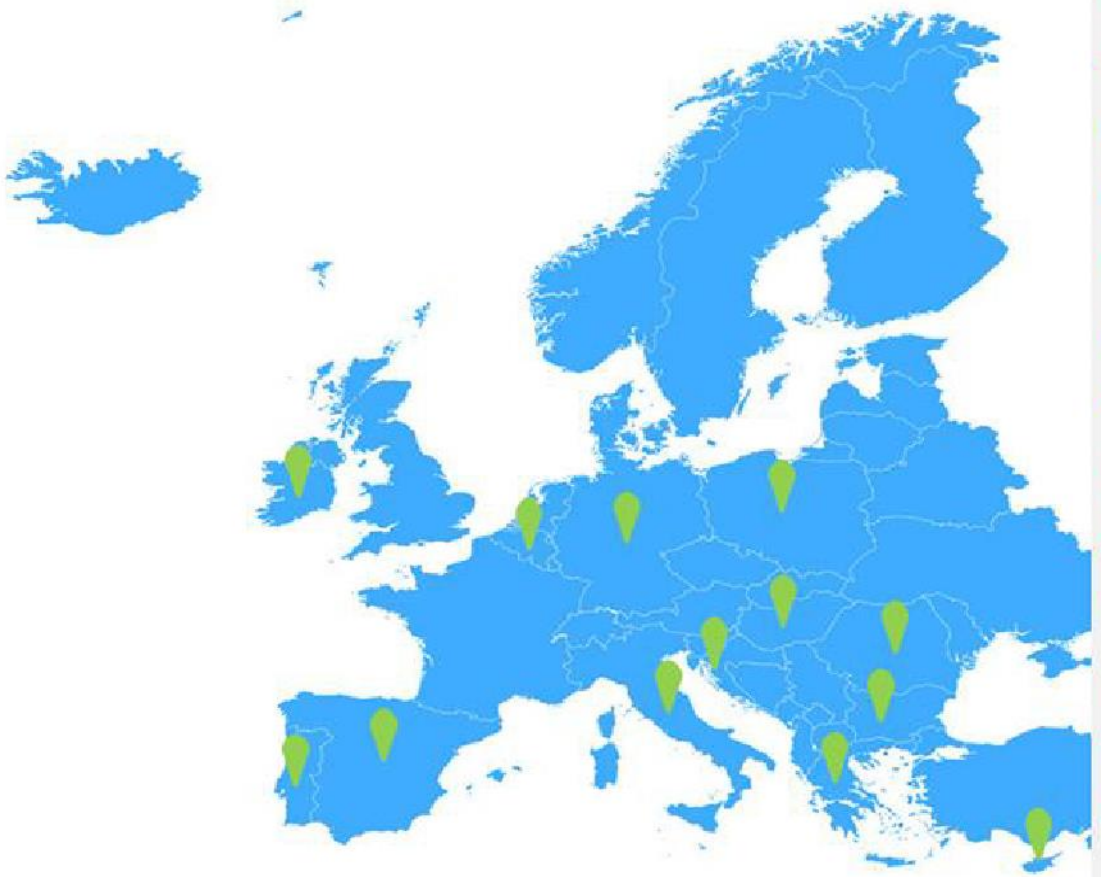

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Foundation

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What we do

Focus on local level

Create synergies with all layers of governance

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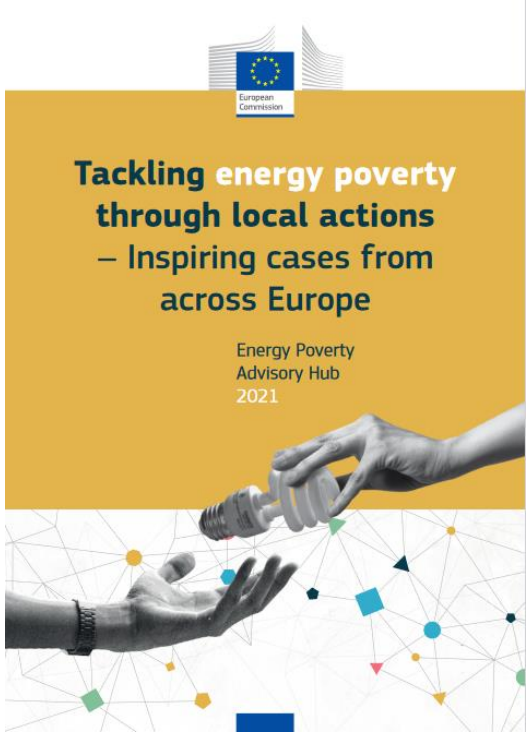
What we do

Research & practical guides



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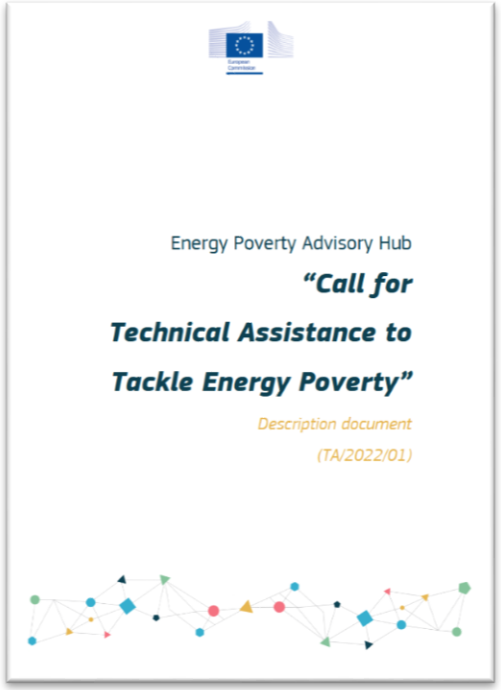
What we do

Direct support



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What we do

E-learning and knowledge sharing

Introduction to energy poverty and the EPAH – Introductory course

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Open to all
Available now
Estimated effort: 1 hour
Alternative languages:
Italian
Spanish

Join the course

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What we do

Building a collaborative network

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Energy Poverty

Energy Poverty

According to the European Commission:

"energy poverty is a situation in which households are unable to access essential energy services."

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Energy Poverty – A socio-technical challenge

Heating

Cooling

Vulnerable consumers

Wellbeing

Social inclusion

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Energy Poverty Challenges

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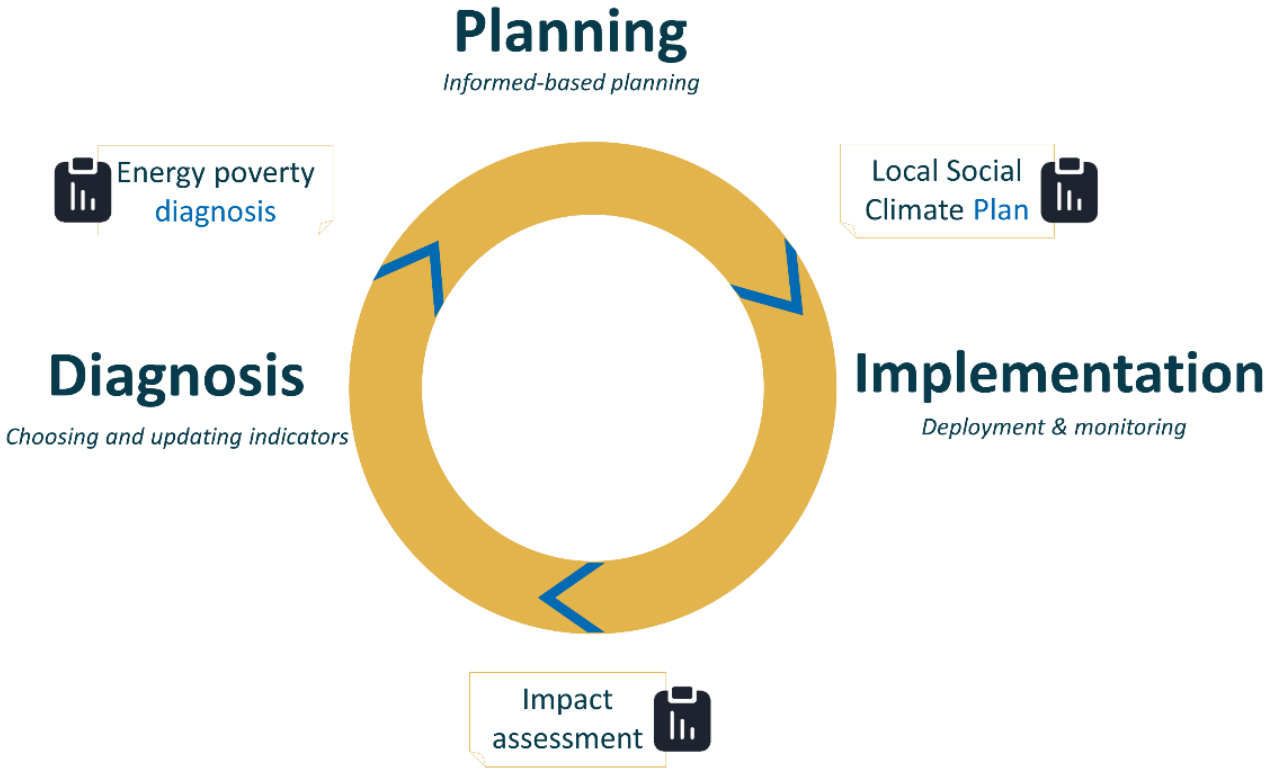
Local Solutions

EPAH methodology

The planning phase focuses on action planning.

The diagnosis the base-line scenario of energy poverty in a specific time and location.



The implementing phase constitutes the actual deployment of the Local Social Climate Plan.

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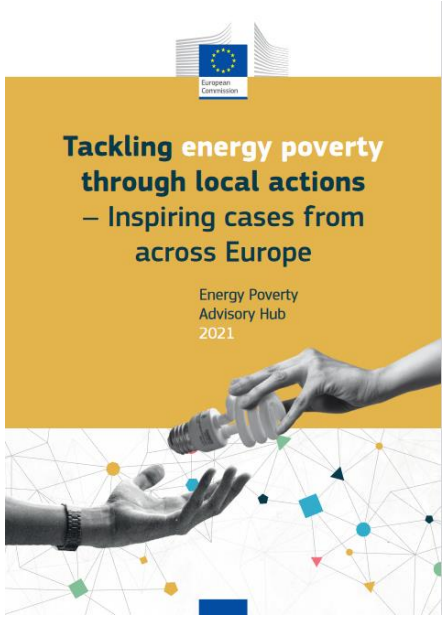
Already available: Inspiring local solutions

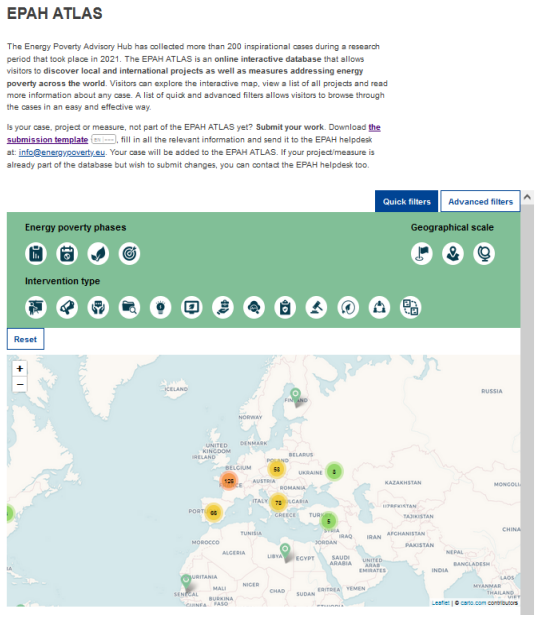
The report

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



[Available in 27 languages]

The [EPAH ATLAS]



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Already available: Inspiring local solutions

8 TACKLING ENERGY POVERTY THROUGH LOCAL ACTIONS – INSPIRING CASES FROM ACROSS EUROPE.

National Level 9

Audits and interventions in homes experiencing energy poverty

2020 2021

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.

Barcelona, Catalunya, Spain

Geographical scale: Regional

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 CO_2 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.

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:

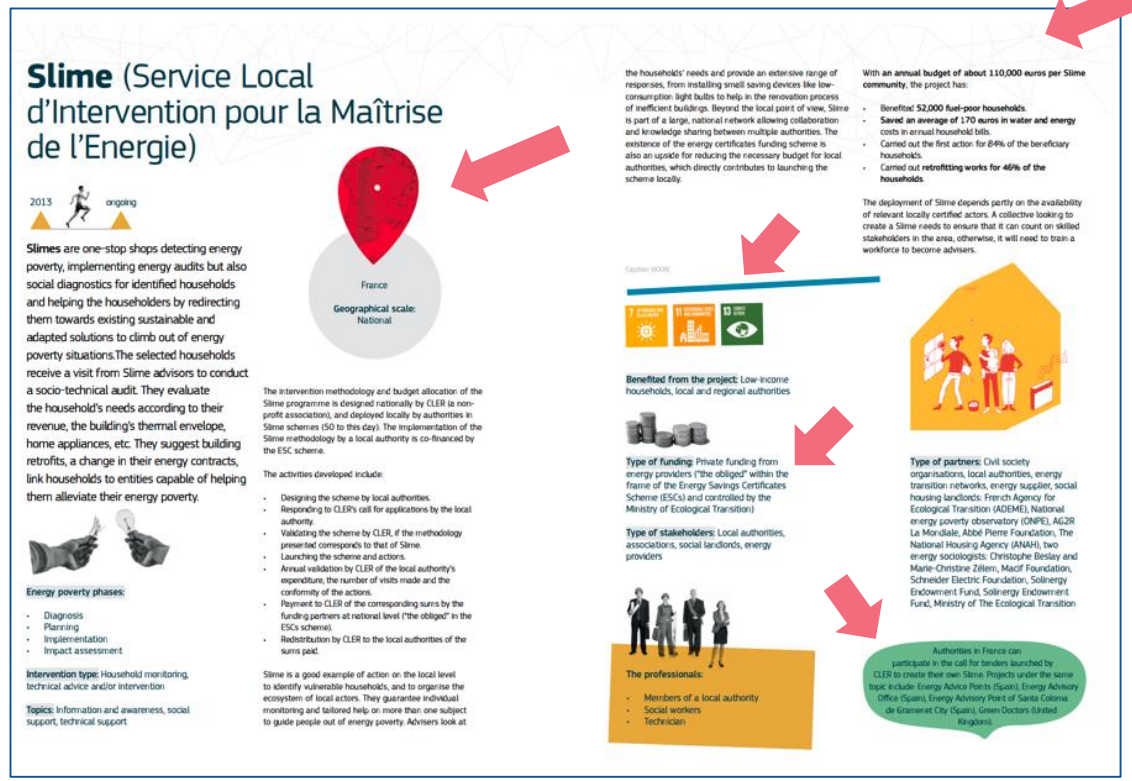
- Energy efficiency technicians
- Social intervention technicians (e.g. social workers, social educators, pedagogues, psycho-pedagogues, psychologists, sociologists, social integration technicians)

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



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

2013 ongoing

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.

France

Geographical scale: National

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.

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.

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)

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

The professionals:

- Members of a local authority
- Social workers
- Technician

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

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 Port of Santa Coloma de Gramenet City (Spain), Green Doctors (United Kingdom).

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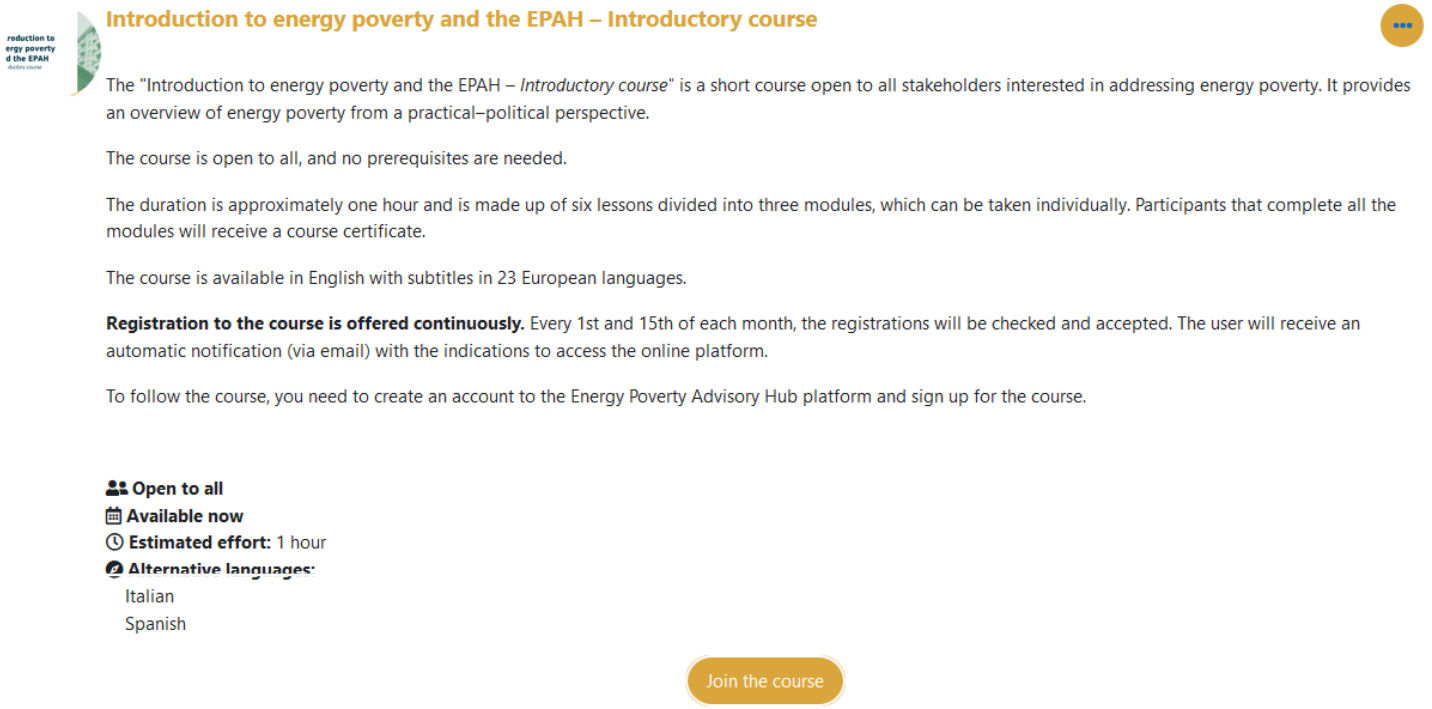
Already available: Introductory Course

The
Introduction to energy poverty and the EPAH – Introductory course



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Open to all
Available now
Estimated effort: 1 hour
Alternative languages:
Italian
Spanish

Join the course

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Already available: Bringing Energy Poverty Research Into Local Practice

The
Bringing Energy Poverty Research into Local Practice: Exploring Subnational Scale Analyses

Scientific literature review of studies that delve into energy poverty assessment and the identification and targeting of the energy-poor population at subnational spatial scales (smaller than national)

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EPAH newsletter social and helpdesk active

European Commission

More content to come

Handbooks

An action-oriented guide to start taking concrete action to combat energy poverty. With different information on:

- how to diagnose your local energy poverty situation
- how to plan your actions to reduce energy poverty
- how to implement your actions

Ongoing research on indicators and build on the experience in the upcoming years

European Commission

Events

Different conferences, webinars and events will be organized in different countries around Europe with the purpose to increase awareness about energy poverty and boost exchange of expertise and knowledge.

European Commission

Keep in touch

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dora.biondani@energypoverty.eu

WEBSITE

www.energypoverty.eu