



ASSIST
2GETHER

REPORT: REPLICABLE BEST PRACTICE NATIONAL AND EUROPEAN MEASURES



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1 Presentation of Assist Project

1.1 ASSIST overview and introduction

ASSIST is a 36-months European 'market activation and policy orientation' project to tackle fuel poverty and support vulnerable consumers. Its aim is to both actively engage consumers with the energy market, helping them to positively change their behaviour in relation to energy consumption as well as influence the design of policy relating to energy poverty.

Based on the conclusion of the Energy Citizens' Forum and the European Vulnerable Consumers Working Group, the project intends to combine activities addressing both energy and social dimensions as fuel poverty is not only an energy issue nor can it be tackled in isolation of the bigger issue of poverty. Specifically, the ASSIST strategic objectives are to contribute to:

- tackle fuel poverty;
- reduce the main barriers of the energy market experienced by vulnerable consumers;
- support vulnerable consumers to be more efficient with their domestic energy consumption (electricity and gas).

In order to fulfil its goals, the project foresees very diversified, but correlated, research, networking activities as well as in-field actions, consistent with the relevant national and European-wide scenarios.

ASSIST intends to create a network of innovative professional figures whose aim is to support vulnerable consumers with their domestic energy consumption, the **Home Energy Advisors (HEA's)**.

1.2 WP2 – In depth knowledge on Consumers Vulnerability / Energy Poverty

This report is one of a series of reports produced as part of Work Package 2 of the ASSIST Project. The objective of this work package is to both gain a more in-depth understanding of vulnerable consumers and energy poverty as a problem in European society and of the possible solutions to tackle it.

The statistical data gathering, analysis and survey work that form the basis of this work package will allow for fine-tuning of the activities foreseen in the forthcoming work packages (mainly WP5 - ASSIST action). This data will also be used for the production of a "Vulnerable Consumers and Fuel Poverty Report" which will effectively be a summary of the 4 reports in this series. It is anticipated that this report will represent an up-date to

SeRENADE¹ on the social phenomena of consumers vulnerability and more specifically of energy poverty and advice. It will assess how European Member States

- define the issue of energy poverty and vulnerable consumers;
- implement measures to address these issues; and
- address household energy needs and target energy efficiency measures to low-income households living in energy inefficient houses.

The analysis of the data gathered will guide the recommendations to be made by the ASSIST project for European policy changes, one that involves developing sound and efficient European policies that are also robust and effective in terms of market design. This work package will undertake a thorough analysis and mapping of consumer vulnerability and energy poverty in Europe, integrating the following aspects:

- Context of fuel poverty across Europe and the governance of the actors (who does what and how);
- Database of existing financial measures put in place in all Member States to support vulnerable consumers and alleviate / tackle energy poverty,
- Database of public initiatives carried out and on-going to tackle the problem;
- Good practices identified that can be shared across Member States;
- National market survey on vulnerable consumers / energy poverty to better understand vulnerable consumer's energy consumption, habits, knowledge and awareness on energy efficiency.

1.3 Document overview and structure

This document will result in the identification of replicable best practices. Building on the results of the previous task, the partners will identify the best measures, i.e. best results and high replicability in other regions / countries. The identification of the best practices will be based on a range of criteria including, but not exclusively, economic data [such as investment (euro) and the energy saved (euro and kWh) ratio, investments triggered in energy efficiency or RES (euro), % of energy saved with respect to energy consumptions, etc.], social data [such as the numbers of people engaged, number of people who improved their living conditions, number of people who saved energy (considering different energy saving percentages range), etc.] and policy data [such as national and European policies and strategies addressed by the action, political statements made after the end,

¹ The SeRENADE project (2006-2008) brought together several experienced advice providers to: Study and review existing advice provision in Europe; Make know-how on delivering advice easily available through an online energy advice toolkit and forum for exchange of knowledge and experience between skilled practitioners and new providers; Deliver a pro-active dissemination programme to promote the benefits of advice and the resources available. In terms of advice subject matter, the project is concerned with energy efficiency, renewable energy and sustainable transportation/mobility. Three client groups are considered: households, small and medium enterprises and local authorities.

etc.]. On the basis of the defined criteria and weights, the partners will analyse the identified measures and will rank them. AISFOR will compile the rankings from all partners and create a list of the top ranked measures. These will represent the replicable best practices. SWEA will present this activity within the full document

2 Best Practice National and European Measures

2.1 Methodology

2.1.1 Methodology of Reviewing National Initiatives

In reviewing National initiatives relevant to the work of the ASSIST project, the following criteria were used...

- **Projects that are either National or Regional (localised) within a country**
- **Projects that are targeted to households/families energy consumption**
- **Project that address in some way energy poverty and or vulnerable consumers.**
- **Projects that are linked in some way to the ASSIST activities and envisaged outputs.**
- **Most of the projects considered were recent but older projects that may be useful for Assist could be included as well.**
- **Projects that could provide or suggest some 'good practices'.**
- **Important publications in the field of Assist are regarded as projects.**

2.1.2 Methodology of Reviewing EU Initiatives

In reviewing European projects relevant to the work of the ASSIST initiative, the following criteria were used...

- **Projects that include at least 2 EU member states.**
- **Projects that are targeted to households/families energy consumption**
- **Project that address in some way energy poverty and or vulnerable consumers.**
- **Projects that are linked in some way to the ASSIST activities and envisaged outputs.**
- **Most of the projects considered were recent but older projects that may be useful for Assist could be included as well.**

- **Projects that could provide or suggest some 'good practices'.**
- **Important publications in the field of Assist are regarded as projects.**

3 Analysis of Replicable Best Practice

3.1 National Initiatives: Best Replicable Practice

Using the information collected during Deliverable 2.2 by all partner countries, the data was analysed through the creation of radar and bar charts in order to identify areas of best replicable practice. This information was then disseminated to all partner countries for consideration.

3.1.1 Italian National Initiatives

PART 1: THE PROJECT IN BRIEF						
Acronym & Title	Start/ end date:	Internet address	Countries involved	National / Regional / Local level	Summary	Common partners with ASSIST
Sportello consumatore AEEGSI	Start: 2009	http://www.sportellopericonsumatore.it/	ITALY	National	The Energy Consumer Help-Desk, run by AU, is the instrument used by the Authority (since then end of 2009) to ensure the effective processing of consumers complaints, to provide them assistance on obtaining the social bonus and to provide them with information regarding market opportunities.	AU
Eni gas e luce - Genius	Start 2017	https://enigaseluce.com/genius	ITALY	National	Eni gas e luce - Genius is a support system addressing consumers (not only Eni gas e luce clients). It provides information and support on energy consumption and suggest advanced products (bulbs, refrigerators etc) in the households in order to reduce consumptions. Could be interesting also for vulnerable consumers even if the tool is available only for digital users and needs specific e techniques info.	

Power Gift - ENEL	Start: 2016	http://www.powergift.it/	ITALY	Local	Power Gift "transforms" solar energy to solidal: it is related to households with photovoltaic panels, who can decide to donate the unused energy to any other households. The initiative is local in the sense that is exploitable only for users with a specific energy distributor (directly related to the developers of the initiative). Enel is trying to get in contact with other distributors to spread the initiative all over Italy. The donation is received as a discount on energy bills.
Diritti a Viva Voce	Start: 2011	http://www.energiadirittiavivavoce.it/	ITALY	National	The project consists in the activation of help desks open to the public, of a virtual help desk reachable through a toll-free number (800 82 12 12), together with a series of interactive tools, in order to provide consumers with information and support regarding the energy markets.
Banco dell'energia	Start: 2017	https://www.bancodellenergia.it/	ITALY	Regional	"Banco dell'Energia (established by the supplier A2A, together with AEM & ASM foundations) raises money (also together with the voluntary donations of other consumers and partners - ranging from employees to suppliers, other business and sponsors), in order to support a fully-oriented projects of recovery. The aids foreseen paths of social inclusion in a proactive way: from providing essential goods to paying a part of the energy bill, but also training for job reinsertion, for people who are in temporary economic and social vulnerability

Energia su Misura	Start: 2015	http://www.rse-web.it/notizie/Energia-su-misura---per-case-meno-im-popolari-a-Milano.page	ITALY	Local	The project involves 30 households living in social housing in Milan. It includes a monitoring phase of the energy consumption and an active phase to obtain a consumption reduction with efficient behaviours.	RSE – AISFOR
Reddito Energetico - GSE	Start: 2017	http://www.comune.porto-torres.ss.it/Comunicazione/Argomenti/Reddito-energetico	ITALY	Local	GSE and the Municipality of Porto Torres (Sardinia) signed a memorandum of understanding on 27 July 2017. The agreement will allow 100 vulnerable families to install a photovoltaic plant (power below 20 kW) on their rooftops, enabling families to save about 200 Euros a year on their bill. The Municipality will invest 500.000 € in two years through a revolving fund that will then be supported by the sale of solar electricity to the grid. The gratuitous loan relationship on the basis of which families will receive the free photovoltaic panels will last 9 years, renewable for another 9 and then a final 7. In all, not more than 25 years. Families will benefit from the Net-metering (about 200 Euros a year), while the surplus obtained from selling the energy to the electricity grid will go to the revolving fund activated by the Municipality of Porto Torres, so that also other families can benefit from the initiative.	

AMICI-ASCOPIAVE	Start: 2010	http://www.ascotrade.it/news/vendita/amici-2017-rinnovato-limpegno-sociale-del-gruppo-ascopiave-gas-scontato-alle-famiglie-con-redditi-bassi	ITALY	Regional	ASCOPIAVE has set up a campaign to guarantee discounts on vulnerable consumers (according to an income threshold – ISEE indicator) natural gas bills, allocating an amount of 1,200,000 euros (a discount of 15 euro cents for each standard cubic meter of gas, for the poorest, and of 8 € cents for the upper part within the threshold. In order to obtain the discount - additional to the Gas Bonus provided by the AEEGSI -, citizens can contact the CAFs (tax assistance centre) participating to the campaign. In the centres, vulnerable consumers can certify their annual income through the ISEE indicator, which must not exceed 25,000 euros.	
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3.1.1.1 Sportello consumatore AEEGSI

Has the project researched vulnerable consumers and energy poverty?	No
Details	Given the institutional management of the Help Desk, it can only research on its activities (phone calls, complaints) and not on broader issues of energy poverty and vulnerability
Score (1 to 5 with 5 as highest score)	1
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations
Score (1 to 5 with 5 as highest score)	5
Has the project established networking?	No
Details	It could not create an official network, given its neutral role. However, it has established relationship with Consumers Associations and tax centers in order to create smoother processes of communication and to better serve consumers
Score (1 to 5 with 5 as highest score)	3
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	The Help Desk supports vulnerable consumers asking for social bonus information, or submitting a

	complaint on the bonus. It also provides information regarding the energy market
Score (1 to 5 with 5 as highest score)	5
Has the project stimulated energy saving behavioural change?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project involved consumers' engaging strategies?	No
Details	The Authority has launched (several years ago) an advertising campaign on the Bonus and on the role of the Help Desk
Score (1 to 5 with 5 as highest score)	2
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	No
Details	The Authority has issued a research on the bonus and how to improve it to better support vulnerable consumers (also based on the Help Desk data)
Score (1 to 5 with 5 as highest score)	1
Has the project proposed best practices in any of the above mentioned fields	No
Details	/

3.1.1.2 Eni gas e luce - Genius

Has the project researched vulnerable consumers and energy poverty?	No
Details	The support programme has been specifically built to target consumers and help them to check their consumptions.
Score (1 to 5 with 5 as highest score)	1
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	It provides information training to consumers on how to reduce or improve their household energy consumptions
Score (1 to 5 with 5 as highest score)	4
Has the project established networking?	No
Details	It is a service provided by Eni gas e luce to consumers - no network foreseen
Score (1 to 5 with 5 as highest score)	1
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	The service addresses all consumers but they must be digital users. Could be useful also for vulnerable ones only if they are digital users.
Score (1 to 5 with 5 as highest	1

score)	
Has the project stimulated energy saving behavioural change?	Yes
Details	The service has brought about energy savings and has increased awareness on household energy consumptions suggesting specific products or behaviours
Score (1 to 5 with 5 as highest score)	5
Has the project involved consumers' engaging strategies?	Yes
Details	A large communication has been carried out at national level and is still ongoing
Score (1 to 5 with 5 as highest score)	4
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	No
Details	It is a market tool for digital users and can help to check consumptions. Further Genius suggests saving approaches or recommends customers specific products or behaviours
Score (1 to 5 with 5 as highest score)	1
Has the project proposed best practices in any of the above mentioned fields	No
Details	It is a market tool to support consumers in order to check their consumptions and reduce them suggesting high quality products or energetic

	behaviours
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3.1.1.3 Power Gift ENEL

Has the project researched vulnerable consumers and energy poverty?	No
Details	The recipient of the donation could be anyone, energy poors included. However, there is a specific focus, in the marketing campaign, highlighting the "charity" scope of the initiative and inviting customers to donate to people with difficulties paying the bills or choose to donate to a no-profit organization.
Score (1 to 5 with 5 as highest score)	2
Has the project provided training for energy information and advising?	No
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	/
Score (1 to 5 with 5 as highest score)	1
Has the project established networking?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes

Details	Vulnerable Consumers / Fuel Poor can receive a discount in their energy bills, when there is an energy donor. Energy donors can choose to donate to a no-profit organization instead of a person. Enel will donate 2 € to charity organizations for each subscription to the program.
Score (1 to 5 with 5 as highest score)	3
Has the project stimulated energy saving behavioural change?	Yes
Details	Owners of photovoltaic panels receive a monitoring system for their PV plant.
Score (1 to 5 with 5 as highest score)	2
Has the project involved consumers' strategies?	Yes
Details	Consumers can write to the support service for further information and there is an online service for subscribers (donors).
Score (1 to 5 with 5 as highest score)	2
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project proposed best practices in any of the above	No

mentioned fields	
Details	The project only suggests to donate to people in difficulty or to no-profit organizations.

3.1.1.4 *Diritti a Viva Voce*

Has the project researched vulnerable consumers and energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project provided training for energy information and advising?	No
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	/
Score (1 to 5 with 5 as highest score)	1
Has the project established networking?	Yes
Details	It is based on a network of Consumer Associations, sharing common help desks throughout the country
Score (1 to 5 with 5 as highest score)	3
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	It provides information in order to obtain the social bonus and how to handle complaints

Score (1 to 5 with 5 as highest score)	3
Has the project stimulated energy saving behavioural change?	Yes
Details	The help desks also provide information and advice on how to control consumers consumption and promoting energy efficiency behaviour.
Score (1 to 5 with 5 as highest score)	3
Has the project involved consumers' engaging strategies?	Yes
Details	The project offers several ways of contact: physical help desks, toll-free phone number, and even smartphone app
Score (1 to 5 with 5 as highest score)	4
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project proposed best practices in any of the above mentioned fields	No
Details	/

3.1.1.5 Banco dell'energia

Has the project researched vulnerable consumers and energy poverty?	No
Details	"68 non-profit organizations have presented partnership projects to obtain the contribution on the ""Doniamo energia"" call (total amount of 2 million €, also thanks to the support of Cariplo Foundation). Doniamo Energia will support 6,000 people in difficulty. 15 project has been selected, and the duty to identify the vulnerable and energy poor consumers is a task of the non-profit entities. These are NGOs with specific skills in poverty alleviation activities towards families and vulnerable groups
Score (1 to 5 with 5 as highest score)	1
Has the project provided training for energy information and advising?	No
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	/
Score (1 to 5 with 5 as highest score)	1
Has the project established networking?	Yes
Details	It has established a network with the banking foundation and with the regional non-profit organizations from different sectors (coop, consumers, social, religious)
Score (1 to 5 with 5 as highest score)	4
Has the project provided services for (vulnerable)	Yes

consumers / fuel poor?	
Details	through non-profit organizations, the selected projects will provide essential goods, payment of a part of the bill and full-oriented paths of recovery
Score (1 to 5 with 5 as highest score)	4
Has the project stimulated energy saving behavioural change?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project involved consumers' engaging strategies?	Yes
Details	The project has involved consumers but only in the fundraising part: then it will be up to the non-profit organizations to engage vulnerable consumers
Score (1 to 5 with 5 as highest score)	2
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project proposed best practices in any of the above mentioned fields	No

Details	
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3.1.1.6 Energia su Misura

Has the project researched vulnerable consumers and energy poverty?	Yes
Details	The subjects involved lived in social housing with low incomes and poor energy performances of the households
Score (1 to 5 with 5 as highest score)	4
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	"Consumers are provided with display showing energy consumption, educational brochures, examples of best practices, gamification-based informative systems and customized advice from the researchers involved in the project"
Score (1 to 5 with 5 as highest score)	4
Has the project established networking?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	Advisors of the activity have followed consumers directly in their homes, starting from the installation of the monitoring systems

Score (1 to 5 with 5 as highest score)	5
Has the project stimulated energy saving behavioural change?	Yes
Details	"The primary objective of the activity is to foster end user's virtuous behavior in order to stimulate energy efficiency. However, the results are that energy vulnerables don't use much energy, so the advice has been modified into how to improve their energy consumption behaviour instead of reducing energy consumption"
Score (1 to 5 with 5 as highest score)	4
Has the project involved consumers' engaging strategies?	Yes
Details	The users have been kept constantly involved in the project. Some of them have also participated to the realization of a video showing the project methodologies and outcomes
Score (1 to 5 with 5 as highest score)	3
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	Yes
Details	The coordinator of the project has contributed to the discussion about Energy Poverty in Italy and to the definition of a new metric for Energy Poverty indicators
Score (1 to 5 with 5 as highest score)	3

Has the project proposed best practices in any of the above mentioned fields	Yes
Details	The project has proposed best practices as customized advices to the involved users and users engagement.

3.1.1.7 Reddito Energetico GSE

Has the project researched vulnerable consumers and energy poverty?	No
Details	The Municipality will select the families entitled to benefit from the initiative, while GSE will carry out all is necessary to enhance the energy produced by the plants through Net-metering.
Score (1 to 5 with 5 as highest score)	1
Has the project provided training for energy information and advising?	No
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	/
Score (1 to 5 with 5 as highest score)	1
Has the project established networking?	No
Details	It is a partnership between GSE and a Municipality
Score (1 to 5 with 5 as highest score)	1

Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	Families will receive the free photovoltaic panels
Score (1 to 5 with 5 as highest score)	2
Has the project stimulated energy saving behavioural change?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project involved consumers' engaging strategies?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1

Has the project proposed best practices in any of the above mentioned fields	No
Details	/

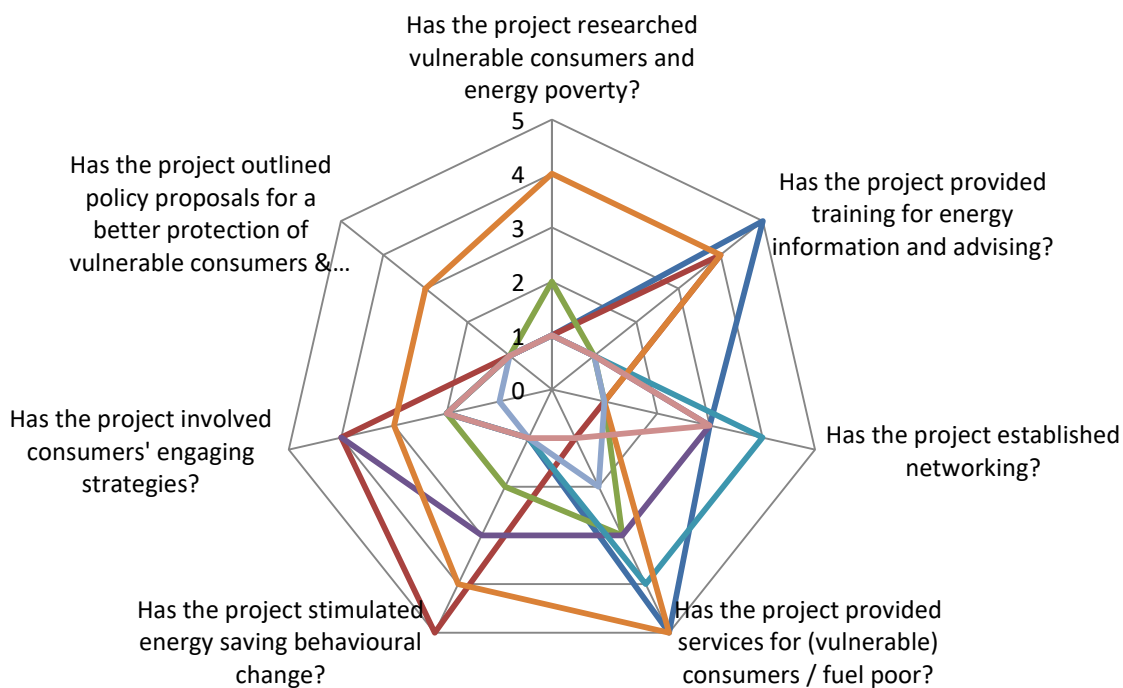
3.1.1.8 Amici ASCOPIAVE

Has the project researched vulnerable consumers and energy poverty?	No
Details	Consumers are selected based on an income indicator.
Score (1 to 5 with 5 as highest score)	1
Has the project provided training for energy information and advising?	No
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	/
Score (1 to 5 with 5 as highest score)	1
Has the project established networking?	Yes
Details	The project has established a network between the natural gas supplier and a group of CAF providers. The project involves CAF managed by the biggest trade unions and by the Catholic Association of Workers, and those managed by entrepreneurs and farmers.

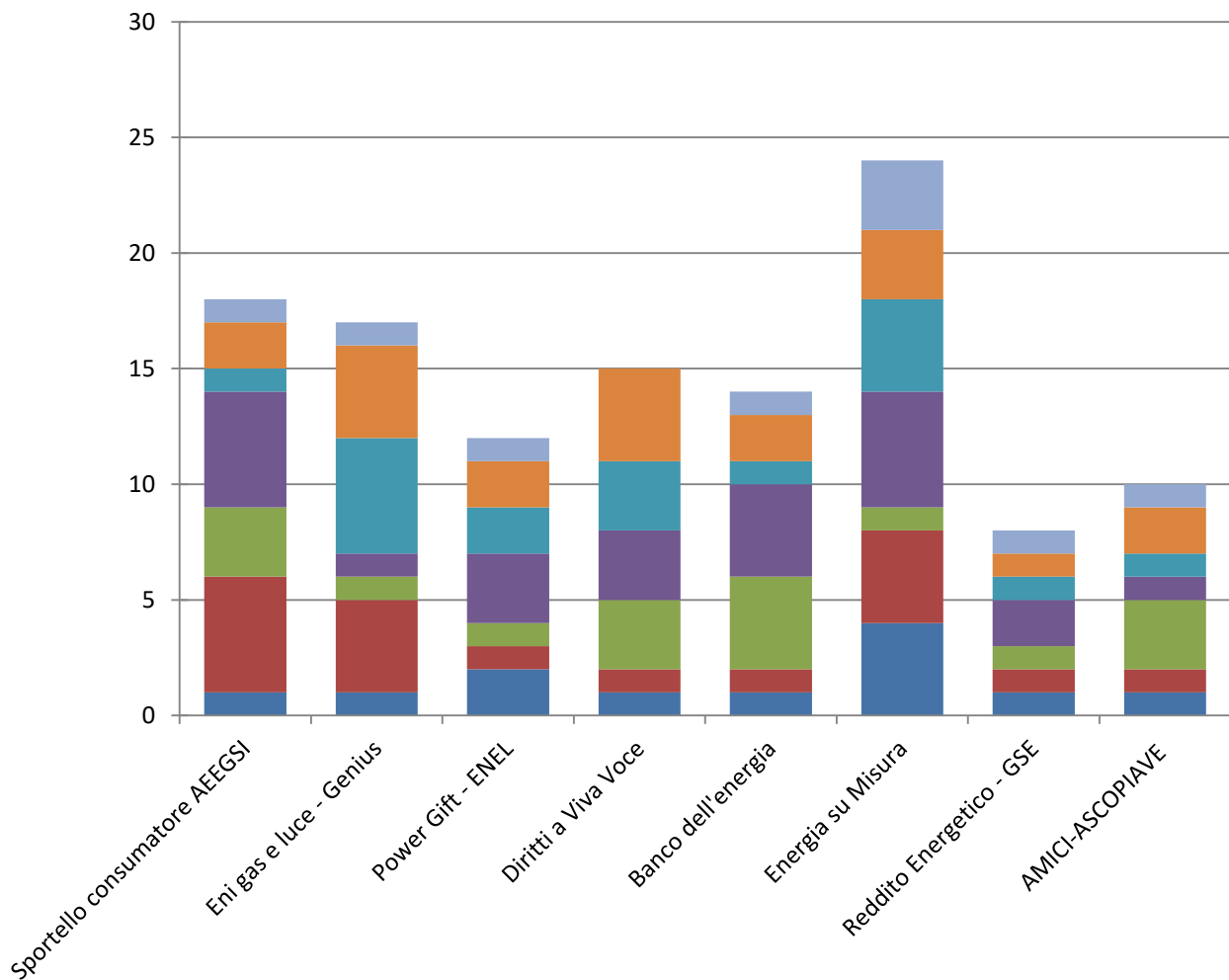
Score (1 to 5 with 5 as highest score)	3
Has the project provided services for (vulnerable) consumers / fuel poor?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project stimulated energy saving behavioural change?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project involved consumers' engaging strategies?	Yes
Details	Consumers can ask for the discount only through the tax centres, which are also entitled to help them for the social bonus discount and other economical support.
Score (1 to 5 with 5 as highest score)	2
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	No

Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project proposed best practices in any of the above mentioned fields	No
Details	/

3.1.2 Italian National Initiatives charts



- Sportello consumatore AEEGSI — Eni gas e luce - Genius — Power Gift - ENEL
- Diritti a Viva Voce — Banco dell'energia — Energia su Misura
- Reddito Energetico - GSE — AMICI-ASCOPIAVE



- Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?
- Has the project involved consumers' engaging strategies?
- Has the project stimulated energy saving behavioural change?
- Has the project provided services for (vulnerable) consumers / fuel poor?
- Has the project established networking?
- Has the project provided training for energy information and advising?
- Has the project researched vulnerable consumers and energy poverty?

3.1.3 Belgium National Initiatives

PART 1: THE PROJECT IN BRIEF						
Acronym & Title	Start/end date:	Internet address	Countries involved	National / Regional / Local level	Summary	Common partners with ASSIST
Sociale energieëfficiëntie projecten, sociaal dakisolatieproject, isolatiecoach LEVANTO	On going	https://www.energiesnoeiers.net/sociale-premies.html	BELGIUM	Regional	Improved grants for landlords of low income tenants who invest in energy efficiency measures. Initially targeted at roof insulation but extended to other energy efficiency measures.	VITO
Energielening via energiehuizen	On going		BELGIUM	Regional	Loans for energy efficiency measures with a rate of 0% for low income households	VITO
Energiescans - Energiesnoeiers	On going	https://www.energiesnoeiers.net/energiescans.html	BELGIUM	Regional	Regional network of energy efficiency auditors, who conduct energy audits and provide advice to reduce energy savings. The service is free for low income households.	VITO
Business & Poverty	2014-2017	http://i-propeller.com/our-work/business-poverty/	BELGIUM	Local	Commercial initiative to create social business models in Belgium in collaboration with industry	VITO

Dampoort Knapt Op!	2014-2015	http://cltgent.be/projecten/dampoort	BELGIUM	Local	Collective home renovation in the district Dampoort in the city of Ghent. The project specifically targeted low income homeowners. The renovations were financed using a rolling fund mechanism based on the principles of Community Land Trust (CLT). The initial investments (max. 30,000 EUR) is paid back with the surplus value of the house when the house is sold.	VITO
Collectief Goed	2015 - ...	https://collectiefgoed.be	BELGIUM	Local	Collective deep renovation of nine houses in Antwerp using a cooperative investment model (cooperation Collectief Goed). The houses will be rented to low income households after renovation.	VITO
Pilot of savings guarantee of energy efficient investments for low income households	2015 – 2017	https://www.west-vlaanderen.be/kwaliteit/welzijn_extradocumentatie/Externe%20partners/Paginas/EOS---autonoom-gemeentebedrijf-energiebesparing-Oostende.aspx	BELGIUM	Local	Collective home renovation pilot for low income households in the city of Ostend. The municipality guarantees that the energy costs saved after renovation equals the investment cost of the renovation. Targeted renovation measures are new condensing boilers or roof/attic floor insulation.	VITO
Goed Plan		http://www.heist-op-den-berg.be/www-heist-op-den-berg-be-goed-plan.html	BELGIUM	Local	"Good Plan' is a project to owners of a rental property to fix all kinds of work (also energy efficiency). From small works (that remain too long undone) to a deep renovation.	
The coordination/support is free of charge."						EANDIS

Warmer Wonen - RenBEN	2014-2017	http://www.warmerwonen.be/renben	BELGIUM	Local	The project of South-West Flanders has the ambition to create a region with "Warmer Wonen": an energy-efficient region, with a high living comfort and lower energy poverty level	EANDIS
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3.1.3.1 Sociale energieëfficiëntie projecten, sociaal dakisolatieproject, isolatiecoach LEVANTO

Has the project researched vulnerable consumers and energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project provided training for energy information and advising?	No
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	/
Score (1 to 5 with 5 as highest score)	1
Has the project established networking?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	Improved grants for investments in renovation measures for landlords of vulnerable consumers
Score (1 to 5 with 5 as highest score)	3

Has the project stimulated energy saving behavioural change?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project involved consumers' engaging strategies?	Yes
Details	Low income households could install roof insulation themselves with support of the "insulation coach"
Score (1 to 5 with 5 as highest score)	3
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project proposed best practices in any of the above mentioned fields	Yes
Details	Low income households could install roof insulation themselves with support of the "insulation coach"

3.1.3.2 Energielening via energiehuizen

Has the project researched vulnerable consumers and energy poverty?	No
Details	/

Score (1 to 5 with 5 as highest score)	1
Has the project provided training for energy information and advising?	No
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	/
Score (1 to 5 with 5 as highest score)	1
Has the project established networking?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	Energy loan with rate of 0%
Score (1 to 5 with 5 as highest score)	3
Has the project stimulated energy saving behavioural change?	No
Details	/
Score (1 to 5 with 5 as highest score)	1

Has the project involved consumers' engaging strategies?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project proposed best practices in any of the above mentioned fields	No
Details	

3.1.3.3 *Energiescans - Energiesnoeiers*

Has the project researched vulnerable consumers and energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	3
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the	People were trained to conduct energy scans /

handling of complaints to both Consumer and Utilities Associations	energy audits in residences
Score (1 to 5 with 5 as highest score)	4
Has the project established networking?	Yes
Details	There is a network on regional scale of energy efficiency auditors
Score (1 to 5 with 5 as highest score)	4
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	Free energy audit
Score (1 to 5 with 5 as highest score)	4
Has the project stimulated energy saving behavioural change?	Yes
Details	After an energy audit, the energy coach provided recommendations to save energy in addition to recommendations for renovation investments
Score (1 to 5 with 5 as highest score)	3
Has the project involved consumers' engaging strategies?	No
Details	/
Score (1 to 5 with 5 as highest score)	1

score)	
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project proposed best practices in any of the above mentioned fields	Yes
Details	

3.1.3.4 Business & Poverty

Has the project researched vulnerable consumers and energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project provided training for energy information and advising?	No
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	/
Score (1 to 5 with 5 as highest score)	1

Has the project established networking?	Yes
Details	The project creates a network of companies who are willing to invest in social businesses
Score (1 to 5 with 5 as highest score)	5
Has the project provided services for (vulnerable) consumers / fuel poor?	No
Details	No direct services, rather companies are stimulated to develop and implement these services in their practice
Score (1 to 5 with 5 as highest score)	1
Has the project stimulated energy saving behavioural change?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project involved consumers' engaging strategies?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project outlined policy proposals for a better protection of vulnerable consumers &	No

against energy poverty?	
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project proposed best practices in any of the above mentioned fields	Yes
Details	Engaging the private sector to address vulnerable consumers and energy poverty

3.1.3.5 Dampoort Knapt Op!

Has the project researched vulnerable consumers and energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project provided training for energy information and advising?	No
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	/
Score (1 to 5 with 5 as highest score)	1
Has the project established networking?	Yes
Details	The project is linked with the Community Land Trust principle, with local initiatives in other cities in

	Belgium (e.g. Brussels, Ghent)
Score (1 to 5 with 5 as highest score)	3
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	Home renovation with improved comfort and energy savings
Score (1 to 5 with 5 as highest score)	5
Has the project stimulated energy saving behavioural change?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project involved consumers' engaging strategies?	Yes
Details	Understanding the needs and wishes of the consumers was an important part of the project
Score (1 to 5 with 5 as highest score)	4
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	Yes
Details	Tailored financing solutions are necessary to be able to address this market segment with home renovations.

Score (1 to 5 with 5 as highest score)	5
Has the project proposed best practices in any of the above mentioned fields	Yes
Details	The project is a demonstration project and similar projects have been initiated in the region

3.1.3.6 Collectief Goed

Has the project researched vulnerable consumers and energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project provided training for energy information and advising?	No
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	/
Score (1 to 5 with 5 as highest score)	1
Has the project established networking?	No
Details	/
Score (1 to 5 with 5 as highest score)	1

Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	Home renovation with improved comfort and energy savings
Score (1 to 5 with 5 as highest score)	3
Has the project stimulated energy saving behavioural change?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project involved consumers' engaging strategies?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project proposed best practices in any of the above mentioned fields	Yes

Details	The project is a demonstration project
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3.1.3.7 Pilot of savings guarantee of energy efficient investments for low income households

Has the project researched vulnerable consumers and energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project provided training for energy information and advising?	No
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	/
Score (1 to 5 with 5 as highest score)	1
Has the project established networking?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	Home renovation with improved comfort and energy savings
Score (1 to 5 with 5 as highest score)	3

score)	
Has the project stimulated energy saving behavioural change?	Yes
Details	It is likely to assume that the consumers have been made conscious that their behaviour can still have an important influence on the energy consumption despite the investments in energy efficiency measures
Score (1 to 5 with 5 as highest score)	3
Has the project involved consumers' engaging strategies?	Yes
Details	Personal contact with the consumers as part of the service
Score (1 to 5 with 5 as highest score)	3
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	Yes
Details	Tailored financing solutions are necessary to be able to address this market segment with home renovations.
Score (1 to 5 with 5 as highest score)	5
Has the project proposed best practices in any of the above mentioned fields	Yes
Details	The project is a demonstration project

3.1.3.8 Good Plan

Has the project researched vulnerable consumers and energy poverty?	/
Details	/
Score (1 to 5 with 5 as highest score)	/
Has the project provided training for energy information and advising?	/
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	/
Score (1 to 5 with 5 as highest score)	/
Has the project established networking?	/
Details	/
Score (1 to 5 with 5 as highest score)	/
Has the project provided services for (vulnerable) consumers / fuel poor?	/
Details	/
Score (1 to 5 with 5 as highest score)	/
Has the project stimulated energy saving behavioural change?	/

Details	/
Score (1 to 5 with 5 as highest score)	/
Has the project involved consumers' engaging strategies?	/
Details	/
Score (1 to 5 with 5 as highest score)	/
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	/
Details	/
Score (1 to 5 with 5 as highest score)	/
Has the project proposed best practices in any of the above mentioned fields	/
Details	/

3.1.3.9 Warmer Wonen - RenBEN

Has the project researched vulnerable consumers and energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1

Has the project provided training for energy information and advising?	No
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	/
Score (1 to 5 with 5 as highest score)	1
Has the project established networking?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project provided services for (vulnerable) consumers / fuel poor?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project stimulated energy saving behavioural change?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project involved consumers' engaging strategies?	No

Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project proposed best practices in any of the above mentioned fields	No
Details	/

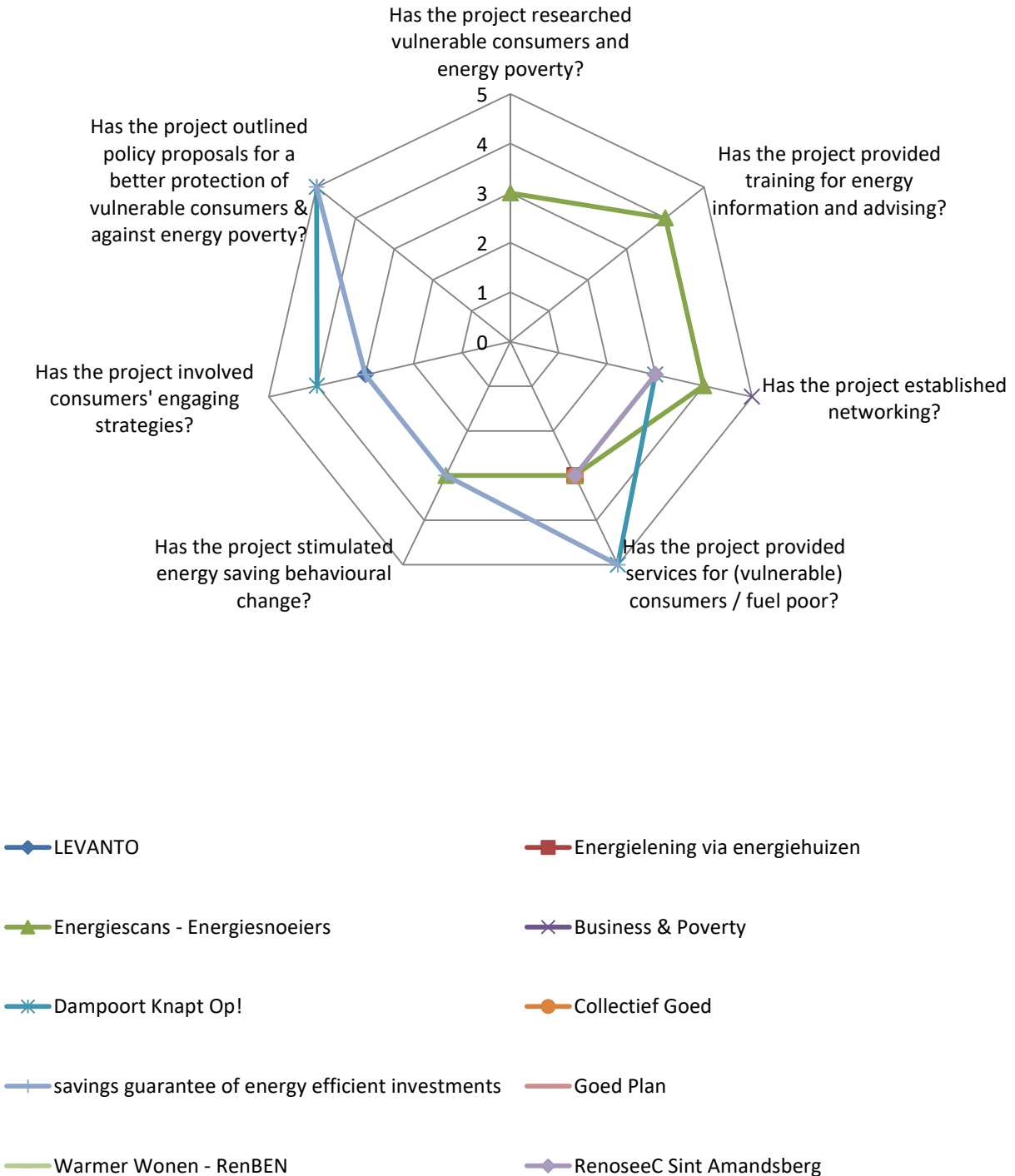
3.1.3.10 RenoseeC Sint Amandsberg

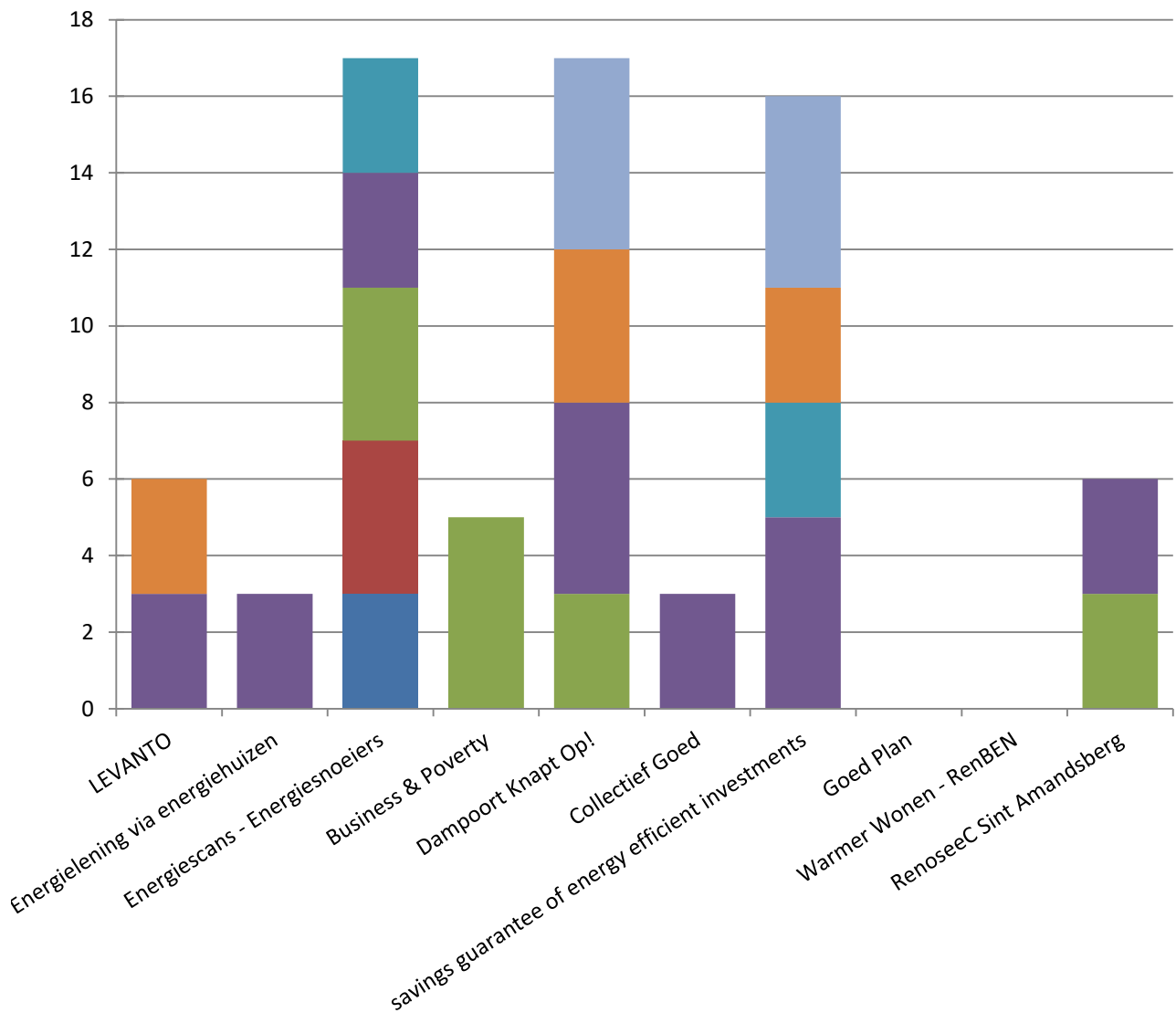
Has the project researched vulnerable consumers and energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project provided training for energy information and advising?	No
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	/
Score (1 to 5 with 5 as highest	1

score)	
Has the project established networking?	Yes
Details	Local organisations were involved in this initiative, including local authorities, NGOs, building professionals, research institutes etc.
Score (1 to 5 with 5 as highest score)	3
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	Free energy audit
Score (1 to 5 with 5 as highest score)	3
Has the project stimulated energy saving behavioural change?	Yes
Details	Door-by-door contacts, information sessions etc.
Score (1 to 5 with 5 as highest score)	3
Has the project involved consumers' engaging strategies?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project outlined policy proposals for a better protection of vulnerable consumers &	No

against energy poverty?	
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project proposed best practices in any of the above mentioned fields	No
Details	Vulnerable consumers have not been convinced to conduct a home renovation due to the lack of a supportive financing solution

3.1.4 Belgium National Initiatives charts





- Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?
- Has the project involved consumers' engaging strategies?
- Has the project stimulated energy saving behavioural change?
- Has the project provided services for (vulnerable) consumers / fuel poor?
- Has the project established networking?
- Has the project provided training for energy information and advising?
- Has the project researched vulnerable consumers and energy poverty?

3.1.5 Spanish National Initiatives

PART 1: THE PROJECT IN BRIEF						
Acronym & Title	Start/ end date:	Internet address	Countries involved	National / Regional / Local level	Summary	Common partners with ASSIST
Pilot Punts d'Atenció a la Pobresa Energètica (Barcelona)	November 2015 - March 2016	http://www.ecoserveis.net/#nimblebox[nimble_portfolio_gal_default]/7/	Spain	Regional (Catalonia)	The project trained 100 people and employed them for 6 months as energy agents reaching 3.000 households in a situation of vulnerability in three districts in Barcelona. These agents later on focused on the optimization of energy bills and low cost energy efficiency measures for people who live in energy poverty or vulnerability condition.	Ecoserveis
Punts d'Atenció Energètica (Barcelona)	January 2017- Ongoing	http://habitatge.barcelona/ca/serveis-habitatge/tens-problemes-pagar-habitatge/drets-energetics?vnextoid=d90a1cc72cda6410VgnVCM1000001947900aRCRD&vnextchannel=d90a1cc72cda6410VgnVCM1000001947900aRCRD&lang=ca_ES%3F	Spain	Regional (Catalonia)	This project was born after the successful pilot explained before. 10 Energy Info Points cover the whole city of Barcelona. Citizens can go and ask information about energy efficiency, energy poverty, energy bills and any energy use related query. It is a universal service but it helps to identify energy poverty situations that don't reach social services or charities. Furthermore, the project will train 60 unemployed people in 2 years that will act as energy agents. One of the remarkable actions is that district offices staff team come from the pilot mentioned above.	Ecoserveis

Energia Activa	1.11.2016/30.11.2017	No	Spain	Regional (Catalonia)	Project that gave one year support and advice to 5 of the energy agents trained in initiative described in 1 to create a Cooperative of energy services. The project provided best practices in terms of social cohesion and a means to develop a bottom-up social entrepreneurship organization in the energy field. Here cooperativism is understood as a best practice to tackle a social problem (unemployment) and an environmental one (energy poverty).	Ecoserveis
Municipal employment plan (CHB) for the promotion of energy rehabilitation	01.07.2017/31.12.2017	http://www.bcn.cat/consorcihabitatge/ca/presentacio-rehabilitacio.html	Spain		The Barcelona city council had (and still has) 2 building rehabilitation grants (which if applied are aimed at enhance energy savings). These energy grants needed to be promoted and as such, the project was put in place to train 29 technicians that: (1) visited vulnerable households to conduct an energy study and (2) when appropriate promoted the use the grant. The final goal was to increase energy rehabilitation. When conducting the visits, the technicians used a simple and reliable methodology to determine the cost of the investment and its economic return.	Ecoserveis
Employment Plan (Castelldefels)	02.10.2017/30.03.2018	No	Spain		Employment plan of 4 people in order to help them get the necessary knowledge and tools to work doing energy audits and interventions in housing derived from social services. The energy audits and interventions are developed in around 125 houses.	Ecoserveis

Fuel Poverty Group	2013/on going	https://energiajusta.org/	Spain	Regional (Catalonia)	<p>The Fuel Poverty Group is a network of people and organizations who act against energy poverty. It was set up Ecoserveis, an energy and environmental non-for-profit organization and ABD, a social foundation with experience working with engaged volunteers. The project timeline was as follows:</p> <p>(1) ABD created a team of volunteers from universities, neighbourhood organizations, companies</p> <p>(2) Ecoserveis trained the volunteers on how to be energy advisors.</p> <p>(3) The volunteers became a tool for mobilization and citizen engagement against energy poverty. As such, they went to houses and explain vulnerable consumers how to increase energy efficiency at home.</p> <p>As such, The Fuel Poverty Group has developed a strategy that is based on prevention and direct action against energy poverty, by training volunteers to be energy advisors in neighborhoods, and by carrying out home visits.</p>	
Banc d'Energia		http://bancdenergia.org/			<p>The Banc d'Energia (Energy Banc) is an association that promotes energy saving and efficiency to the benefit of those who are in a situation of energy vulnerability. How does it work? Any organization or individual can contribute to the Energy Banc by donating (the money they saved up being more energy efficient). In other words, the contributions are from individuals, companies and entities that decide to dedicate some of their energy</p>	

					savings to collaborate in the fight against energy poverty. This money goes to both energy education and investments in the households.	
Passa l'energia	2017/on going	https://www.diba.cat/es/web/mediambient/passaenergia	Spain	Regional (Catalonia)	Passa l'Energia is a program of the Gerència de Serveis de Medi Ambient (Environmental Service Management Public Organism) directed to offer material and technical support to all the city councils of the Barcelona province that commit to save energy and allocate the savings to help households within their municipality that suffer from energy poverty.	
CAF-ACCIÓ	01/10/2015 to 30/11/2017	http://www.cafaccio.cat/	Spain	Regional (Catalonia)	ACAF and 'Ecoserveis' associations lead a project that aimed at combating the energy poverty in vulnerable households without depending on public and social aids. How did they do it? the project created networks of newcomers (CAF groups) from impoverished countries that were living in energy poverty conditions in 6 Catalan municipalities and gave them (1) information about best practices they could do and (2) provided resources such as LED lighting to 35 houses. Outcomes: 148 people have benefited from the so called learning interventions and 570 were directly benefited from interventions made in their homes. The participants reduced up to 50% of the invoices of basic supplies and improved comfort and applied low cost measures to tackle energy poverty.	

3.1.5.1 Pilot Punts d'Atenció a la Pobresa Energètica (Barcelona)

Has the project researched vulnerable consumers and energy poverty?	No
Details	It identified the users following social services parameters but not doing any research
Score (1 to 5 with 5 as highest score)	1
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	The project developed material to train energy advisors on energy efficiency measures, energy bills and energy use at home. The training included home visits so agents could practice what they learned. Once the training was done, they were employed and therefore they disseminated the information they learned to the different targeted households. As such, they provided a large-scale energy advice service towards low-income households facing difficulties with their energy bills.
Score (1 to 5 with 5 as highest score)	5
Has the project established networking?	Yes
Details	Networking between social and energy stakeholders and Barcelona City Council . In addition, the project also promoted networking between citizens and energy advisors and between the trained energy advisors.
Score (1 to 5 with 5 as highest score)	4
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes

Details	The project reached around 3000 vulnerable households. The energy agents visited the households to see how were their energy poverty conditions and provided them with energy efficiency information as well as information on what were the current available grants to housing rehabilitation.
Score (1 to 5 with 5 as highest score)	5
Has the project stimulated energy saving behavioural change?	Yes
Details	Behavioural change is stimulated in three ways: (1) through the training: to energy advisors that can then apply the changes in their houses; (2) to the targeted household occupants: the project shows people some small savings that they could make by installing simple devices. Through this, people are educated about the cost of specific appliances. (3) indirectly these people might motivate others with their behaviour change.
Score (1 to 5 with 5 as highest score)	4
Has the project involved consumers' strategies?	Yes
Details	One of the two main aims of the project is changing individual behaviour so vulnerable people can reduce their energy bills. The behavioural change depends on the interaction between the energy advisors and households' attitude and engagement.
Score (1 to 5 with 5 as highest score)	5
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	Yes

Details	Thanks to this pilot, Barcelona municipality prioritised energy poverty action and promoted the offices through the city.
Score (1 to 5 with 5 as highest score)	5
Has the project proposed best practices in any of the above mentioned fields	Yes
Details	It was a pilot that, due to success it was later implemented in the whole city

3.1.5.2 Punts d'Atenció Energètica (Barcelona)

Has the project researched vulnerable consumers and energy poverty?	Yes
Details	The project includes an evaluation process which include data analysis which is a practical research.
Score (1 to 5 with 5 as highest score)	5
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	Training is provided to the energy advisors who are at the energy points giving information to citizens and the agents that visit households.
Score (1 to 5 with 5 as highest score)	5
Has the project established networking?	Yes
Details	Networking between social and energy stakeholders

	and Barcelona City Council . In addition, the project also promoted networking between citizens and energy advisors and between the trained energy advisors.
Score (1 to 5 with 5 as highest score)	5
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	The project reached around 4100 vulnerable households in the first 10 months. The energy agents visit the households to see how were their energy poverty conditions and provided them with energy efficiency information as well as information on what were the current available grants to housing rehabilitation.
Score (1 to 5 with 5 as highest score)	5
Has the project stimulated energy saving behavioural change?	Yes
Details	Behavioural change is stimulated in three ways: (1) through the training: to energy advisors that can then apply the changes in their houses; (2) to the targetted household occupants: the project shows people some small savings that they could make by installing simple devices. Through this, people are educated about the cost of specific appliances. (3) indirectly these people might motivate others with their behaviour change.
Score (1 to 5 with 5 as highest score)	4
Has the project involved consumers' strategies?	Yes
Details	One of the two main aims of the project is changing

	individual behaviours so vulnerable people can reduce their energy bills. The behavioural change depends on the interaction between the energy advisors and households' attitude and engagement.
Score (1 to 5 with 5 as highest score)	5
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	Yes
Details	Thanks to the project, Barcelona municipality has valuable data on energy issues and pushes more rational and effective policies to protect those suffering from energy poverty.
Score (1 to 5 with 5 as highest score)	5
Has the project proposed best practices in any of the above mentioned fields	On going
Details	/

3.1.5.3 *Energia Activa*

Has the project researched vulnerable consumers and energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the	The project provided training to the 5 future cooperative partners. They were trained in: Billing

handling of complaints to both Consumer and Utilities Associations	2.0,2.1,3.0,3.1; Reduction of energy demand and use of energy equipment. The training also included visits to facilities, diagnostic practice exercises and visits to possible future partner organizations.
Score (1 to 5 with 5 as highest score)	5
Has the project established networking?	Yes
Details	With social entrepreneur organisations such as Labcoop and social entities (ABD).
Score (1 to 5 with 5 as highest score)	2
Has the project provided services for (vulnerable) consumers / fuel poor?	Not yet
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project stimulated energy saving behavioural change?	Yes
Details	Energy behavioural changes are introduced as part of the training. Workshops specifically include behavioural change energy efficiency measures such as: ventilation, turning of/off switches, stanby, timers, refrigerator (location), defrosting techniques, cold progames or eco-washer.
Score (1 to 5 with 5 as highest score)	1
Has the project involved consumers' engaging strategies?	No

Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project proposed best practices in any of the above mentioned fields	Yes
Details	The project provided best practices in terms of social cohesion and a means to develop a bottom-up social entrepreneurship organization in the energy field. Here cooperativism is understood as a best practice to tackle a social problem (unemployment) and an environmental one (energy poverty).

3.1.5.4 Municipal employment plan (CHB) for the promotion of energy rehabilitation

Has the project researched vulnerable consumers and energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project provided training for energy information and advising?	Yes
It has provided training for	There were two types of trainings: (1) training offered

energy information and the handling of complaints to both Consumer and Utilities Associations	to the 29 technicians and (2) visits to neighboring communities where the technicians determined the state of the households in the community. In this regard, 3 visits were made where, on the first one, general information was provided to all the neighbours, on the second, the technician met with the neighbour representative to determine what rehabilitation measures could be done and, on the third one, the energy technician did a workshop to present the rehabilitation economic viability study.
Score (1 to 5 with 5 as highest score)	5
Has the project established networking?	Yes
Details	Networking was established at two levels: (1) At an organizational level the organizations that developed the project (Ecoserveis and the Agència de l'Energia de Barcelona) strengthened the relationship among them and with the public housing consortium who funded the project. (2) At the micro level, networking took place between the energy technicians and the neighbours.
Score (1 to 5 with 5 as highest score)	3
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	The agents help vulnerable consumers submitting the refurbishment grant if eligible
Score (1 to 5 with 5 as highest score)	3
Has the project stimulated energy saving behavioural change?	No
Details	/

Score (1 to 5 with 5 as highest score)	1
Has the project involved consumers' engaging strategies?	Yes
Details	Aproximately 390 buildings (and as such their inhabitants) actively engaged with the project. The energy technicians advised on energy tariffs and on how much to spend the energy. At the moment (November 2017) 389 buildings are being considered for a third evaluation where the neighbours would chose to engage by asking for the energy grants.
Score (1 to 5 with 5 as highest score)	3
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	Partially
Details	Even if the project has not provided policy change, it has influenced the way governmental helps are shaped. The information provided helps to provide feedback to the city council. Here is important to note the importance of the communication bewteen the two NGO's that lead the project and the city council. The interaction directly influences the policy making strategies.
Score (1 to 5 with 5 as highest score)	4
Has the project proposed best practices in any of the above mentioned fields	No
Details	/

3.1.5.5 Employment Plan (Castelldefels)

Has the project researched vulnerable consumers and energy poverty?	No
Details	It is an occupational project, not linked with research, although it can be studied as a case study in a research.
Score (1 to 5 with 5 as highest score)	1
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	There were 2 different project trainings: (1) At the beginning of the project Ecoserveis hold 4 workshops that targetted interested people in Castelldefels, teh community where the project took place. (2) A 3-week specialized training was provided to 4 selected future energy agents that would afterwards go to the houses and pread the word about energy efficiency measures.
Score (1 to 5 with 5 as highest score)	5
Has the project established networking?	No
Details	/
Score (1 to 5 with 5 as highest score)	3
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	Optimization of basic supply bills and installation of low-cost material in homes
Score (1 to 5 with 5 as highest	5

score)	
Has the project stimulated energy saving behavioural change?	Yes
Details	The interventions include a part of changing habits of the users
Score (1 to 5 with 5 as highest score)	3
Has the project involved consumers' engaging strategies?	Yes
Details	Part of the project is based on changing individual behaviour. It is dependent on the interaction between trained advisers and households' behaviour and respectively on their engagement.
Score (1 to 5 with 5 as highest score)	3
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	3
Has the project proposed best practices in any of the above mentioned fields	Yes
Details	The approach of the project is considered to be based on the best practices within each household

3.1.5.6 Fuel Poverty Group

Has the project researched vulnerable consumers and energy poverty?	Yes
Details	The Fuel Poverty Group works in the community field. However some studies have been published analysing available data
Score (1 to 5 with 5 as highest score)	3
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	<p>"Since the beginning of 2013, 8 training courses for volunteer groups of around 20 people have been carried out. The volunteers attended a 10-hour training course in the specifics of energy literacy (use of energy, energy and water bills, tariffs and energy market), how to carry out assessment procedures and social approaches to informing people about strategies for reducing energy consumption.</p> <p>The volunteers were permitted to carry out three main activities with the support of the two NGOs. A minimum of 2 people were needed to organize community workshops on energy use. This also applied to managing helpdesks (individual assessments and advice for the energy poor). A further step involves conducting a simple energy audit or diagnosis "</p>
Score (1 to 5 with 5 as highest score)	5
Has the project established networking?	Yes
Details	The project has established a strong partnership between Ecoserveis, the energy NGO (which provides technical knowledge) and ABD, the social organisation that deals with sensitive social problems. The mutual learning process enriched (and continues to do so) the initiative and the future projects of both

	organizations.
Score (1 to 5 with 5 as highest score)	5
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	The energy advisory services aim to increase the self-sufficiency and dignity of the most vulnerable sections of the population. The specific services are: (1) providing vulnerable people with knowledge so they can be empowered, (2) providing energy efficiency techniques and appliances such as led lighting.
Score (1 to 5 with 5 as highest score)	5
Has the project stimulated energy saving behavioural change?	Yes
Details	The project has stimulated behavioural change in two target groups: (1) the volunteers themselves that by having to communicate the information they also become more aware of the need to be energy efficient themselves and (2) the direct beneficiaries which are the targeted vulnerable households.
Score (1 to 5 with 5 as highest score)	4
Has the project involved consumers' engaging strategies?	Yes
Details	A mailing group, monthly meetings and weekend actions/interventions are used to keep the interest and engagement of the volunteers.
Score (1 to 5 with 5 as highest score)	4

Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	Yes
Details	It was the first project promoted by organisations from different areas (ABD socla and Ecoserveis energy) and has been the seed for a better protection of vulnerable consumers.
Score (1 to 5 with 5 as highest score)	4
Has the project proposed best practices in any of the above mentioned fields	Yes
Details	It was the first project promoted by organisations from different areas (ABD socla and Ecoserveis energy) and has been the seed for a better protection of vulnerable consumers.

3.1.5.7 Banc d'Energia

Has the project researched vulnerable consumers and energy poverty?	No
Details	The project is aware of the energy situation of the users but does not research their situation per se.
Score (1 to 5 with 5 as highest score)	1
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	The project trains both (1) the organizations that want to save energy that will then donate the money to the energy bank and (2) the beneficiaries of the project (vulnerable people that cannot pay the energy bills).

Score (1 to 5 with 5 as highest score)	4
Has the project established networking?	Yes
Details	In some ways, the Energy Bank acts as a HUB for all the organizations that want to contribute to creating a "community moneybox". As such, a sense of a common goal unites all these organizations towards the goal of helping the most vulnerable. This increases the sense of community.
Score (1 to 5 with 5 as highest score)	4
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Score (1 to 5 with 5 as highest score)	4
Has the project stimulated energy saving behavioural change?	Yes
Details	Stimulating savings through behavioural change is the project's main goal. As previously detailed, the organization's aim is to incentivate both public and private organizations (as well as individuals) to save energy and use the savings to help vulnerable citizens.
Score (1 to 5 with 5 as highest score)	4
Has the project involved consumers' strategies?	Yes
Details	Customers of private and public buildings actively engage in making the buildings more energy

	efficient.
Score (1 to 5 with 5 as highest score)	3
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	3
Has the project proposed best practices in any of the above mentioned fields	Yes
Details	The project incentivates best practices both in the organizations that want to save energy and the households that are energy vulnerable.

3.1.5.8 Passa l'energia

Has the project researched vulnerable consumers and energy poverty?	Yes
Details	<p>"The first pilot tests of the program have provided some interesting conclusions:</p> <p>(1) Homes with a situation of energy poverty consume less energy than average housing. Almost half in some cases.</p> <p>(2) Consumption is lower, but there are household appliances, such as fridges, which consume much more energy than usual.</p> <p>(3) In many cases the heating of hot water is by means of electric thermo.</p> <p>(4) 90% of the homes visited have not requested the social good.</p> <p>(5) 75% of households could apply hourly discrimination and a reduction in the contracted</p>

	power, with savings of 150 to 250 € per household."
Score (1 to 5 with 5 as highest score)	2
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	Three of the 6 project goals involve advising both workers and citizens about energy efficiency and energy poverty. Specifically: (1) Involve the workers on developig energy efficiency good practices; (2) Make municipal (public) workers responsible for the success of the project (and as such train them so they can ensure the energy measures are done) (3) create awareness about energy poverty through citizens
Score (1 to 5 with 5 as highest score)	4
Has the project established networking?	Yes
Details	The project creates a network between the public entities (municipalities or local councils) and it's citizens. The network is between: (1) City Council, (2) public workers working in the city council and the public buildings where the project is developed and (3) citizens that receive the energy efficiency saving money. This practice helps to strenghten the local networks and sense of community.
Score (1 to 5 with 5 as highest score)	4
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	It provides serviced in two different types of consumers: (1) To City Councils who are able to provide best practices to it's workers and monitor the energy efficiency monthly consumption. (2) To

	vulnerable households who receive the benefits from the energy savings made by the city councils through: (a) energy audits to check if different tariffs can be applied (most users save up to 250 euros a year thanks to changing the tariffs and habits); (b) Investment on insulation; (c) installation of low energy consumption kits such as led lighting).
Score (1 to 5 with 5 as highest score)	5
Has the project stimulated energy saving behavioural change?	Yes
Details	The project stimulated energy behavioural change in three ways: (1) City council workers who were both trained and incentivised to save energy; (2) vulnerable consumers, thanks to the energy audits and information provided to them and (3) Energy agents. The project offered workshops and information talks related to energy savings and energy efficient consumption. It also developed education courses to energy agents and social workers
Score (1 to 5 with 5 as highest score)	4
Has the project involved consumers' engaging strategies?	Yes
Details	Engagement is central and key to the project. In fact, the more engaged the users working at the city council are, the more energy savings are made. Here is key to notice that the users have a huge incentive to save energy because, as mentioned, the money saved will go to vulnerable households.
Score (1 to 5 with 5 as highest score)	4
Has the project outlined policy proposals for a better protection	No

of vulnerable consumers & against energy poverty?	
Details	/
Score (1 to 5 with 5 as highest score)	2
Has the project proposed best practices in any of the above mentioned fields	Yes
Details	The second main goal of the project is to reduce the consumption of electricity, gas and water of municipal facilities thanks to the application of good practices and the involvement of workers and users. Some of the best practices that are provided are: (1) monitor the energy consumption; (2) take advantage of natural lighting; (3) make a rational use of electronic devices.

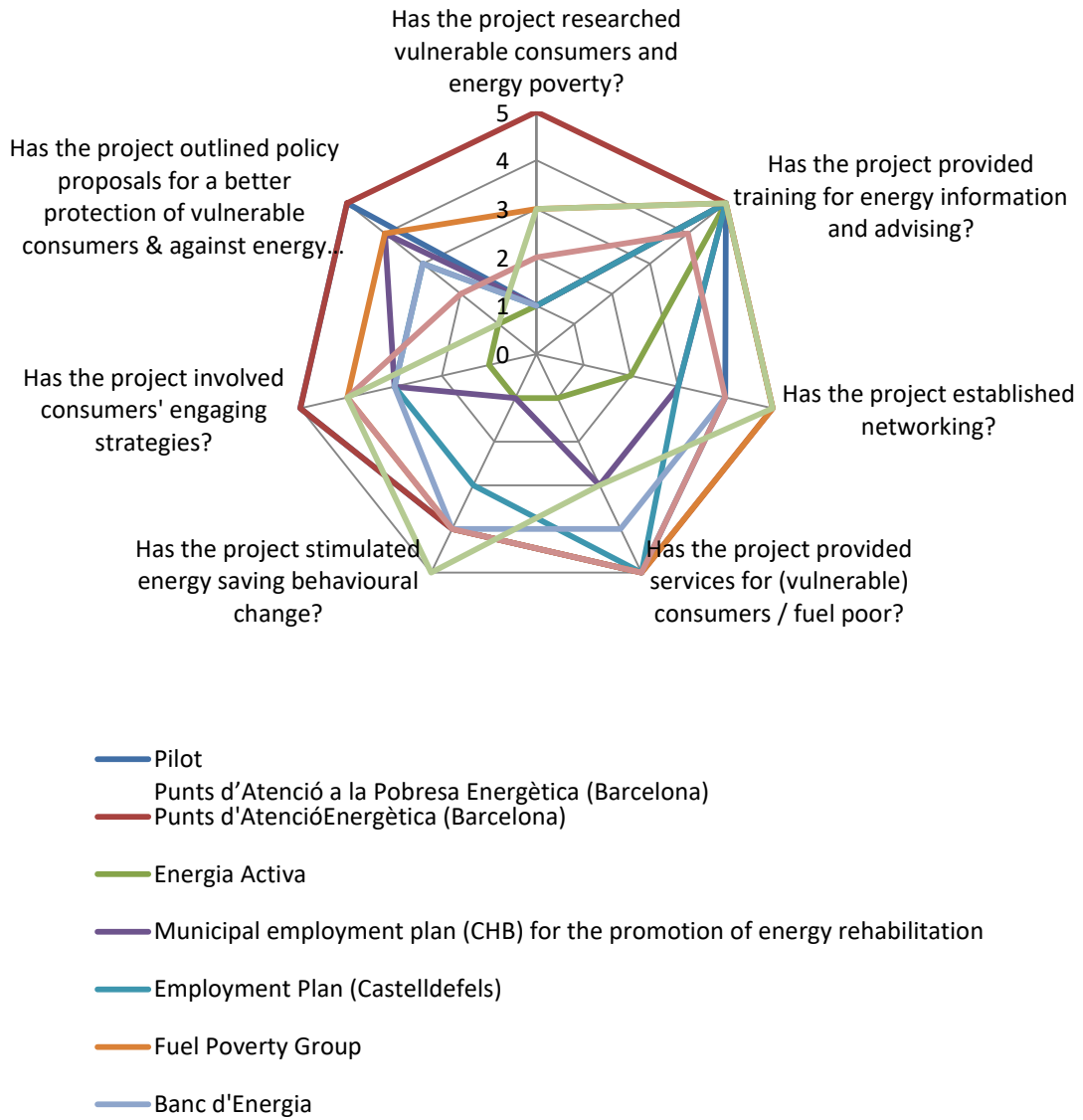
3.1.5.9 CAF-ACCIÓN

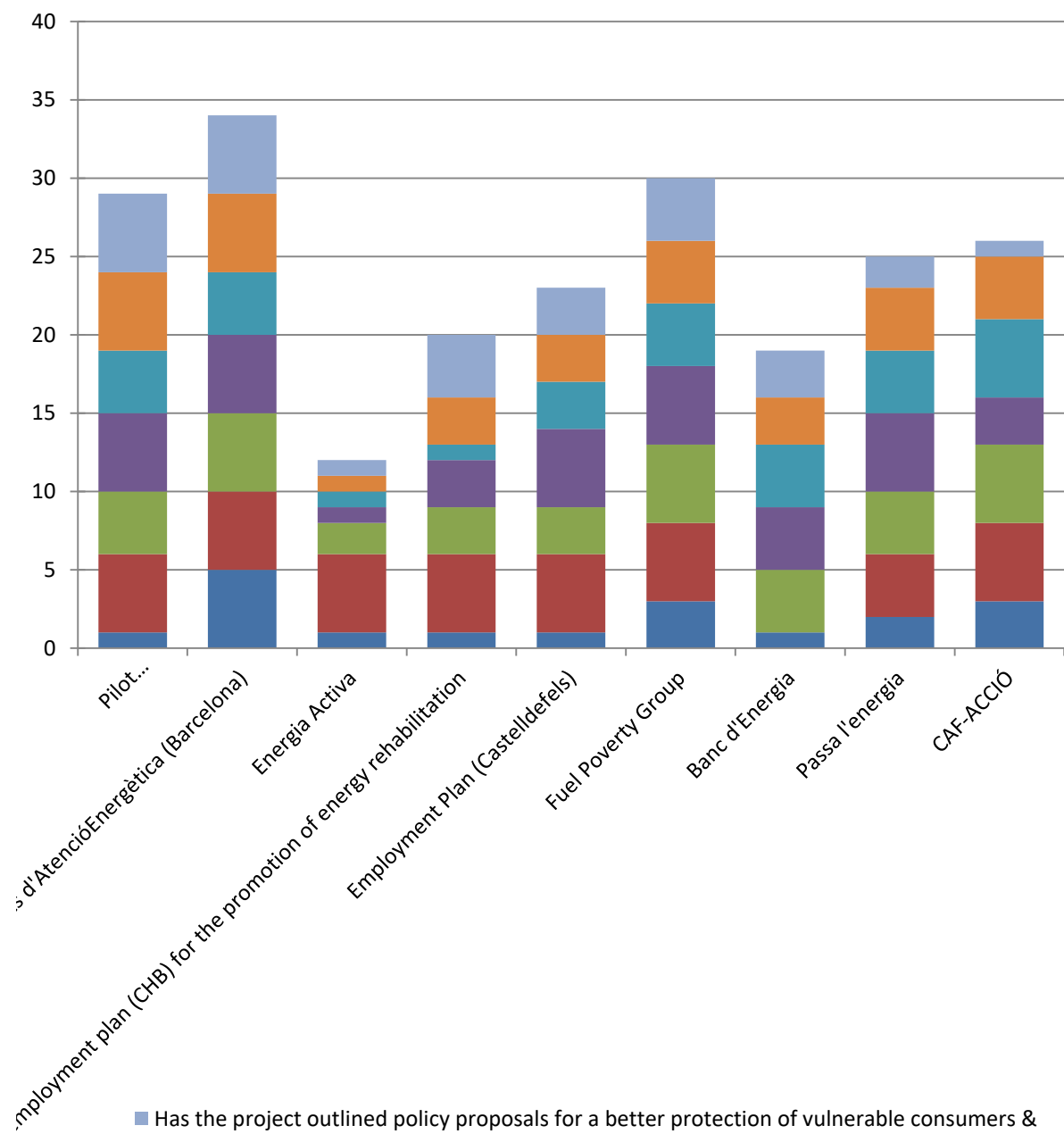
Has the project researched vulnerable consumers and energy poverty?	Yes
Details	The creation of CAF has been especially relevant for newcomers of impoverished countries due to their lack of social network, the situation of economic precariousness in which they lived and the inability to access credit banking. CAF is a community empowerment methodology that increased the resilience of communities, providing its members with tools such as practical financial education, stimulation of energy savings, a social network of trust and mutual assistance, leadership, responsibility. Newcomers from impoverished countries (North, Morocco and Algeria, and South Africa, Senegal and Mali) and South and Central America (Colombia, Honduras, Argentina ...) . The project is not a research one but with the implementation it has been possible to identify new profiles of vulnerability which is, in fact, a research
Score (1 to 5 with 5 as highest score)	3

Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	12 workshops in social spaces for vulnerable people
Score (1 to 5 with 5 as highest score)	5
Has the project established networking?	Yes
Details	Network established with: (1) Secretaria d'igualtat, migracions i ciutadania of the Generalitat de Catalunya and (2) long-term unemployment community groups and (3) migrant women community groups.
Score (1 to 5 with 5 as highest score)	5
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	Specialized energy advisors went to targeted houses and provided the following services: (1) energy diagnosis, (2) interventions of low and medium cost in the homes and (3) follow up to see how they developed.
Score (1 to 5 with 5 as highest score)	3
Has the project stimulated energy saving behavioural change?	Yes
Details	Behavioural change was stimulated in three ways: (1)

	through the diagnosis made which were explained to the households together with best practices they could implement (2) thanks to the presence of a technician, elements were introduced to change and good energy habits (i.e. new LED lighting) and (3) Information provided on the workshops (i.e. ventilation, standby, timers, best ways to defrost, eco-washer techniques)
Score (1 to 5 with 5 as highest score)	5
Has the project involved consumers' engaging strategies?	Yes
Details	CAF-ACCIÓN itself is a consumer's engaging strategy. In addition, most groups were contacted by public or social agents who had already worked with them. This previous connection was key for them to engage to the project,
Score (1 to 5 with 5 as highest score)	4
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project proposed best practices in any of the above mentioned fields	Yes
Details	CAF-ACCIÓN is in itself an innovative strategy to tackle energy poverty.

3.1.6 Spanish National Initiatives charts





- Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?
- Has the project involved consumers' engaging strategies?
- Has the project stimulated energy saving behavioural change?
- Has the project provided services for (vulnerable) consumers / fuel poor?
- Has the project established networking?
- Has the project provided training for energy information and advising?
- Has the project researched vulnerable consumers and energy poverty?

3.1.7 Polish National Initiatives

PART 1: THE PROJECT IN BRIEF						
Acronym & Title	Start/ end date:	Internet address	Countries involved	National Regional Local level	Summary	Common partners with ASSIST
Zespół do spraw ograniczenia ubóstwa energetycznego w Polsce	June 2017 -		Poland	National	Targeted group set by the Ministry of Energy in Poland to define the coherent policy in the field of energy poverty in particular: define terms concerning energy poverty, define directions for policies aimed at decreasing energy poverty, elaboration of supporting measures for consumers suffering from energy poverty	
Ubóstwo energetyczne (Energy Poverty)	01.2015-12.2018	http://ibs.org.pl/research/ubostwo-energetyczne/	Poland	National	Project set to present the factors affecting energy poverty in Poland and to identify successful policy measures to tackle the issue	

3.1.7.1 Polish National Initiatives charts

Has the project researched vulnerable consumers and energy poverty?	Yes
Details	Team has just started in June 2017 no definite outcomes presented yet
Score (1 to 5 with 5 as highest score)	1
Has the project provided training for energy information and advising?	No
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	Team has been started in June 2017 no definite outcomes presented yet
Score (1 to 5 with 5 as highest score)	2
Has the project established networking?	No
Details	Team has been started in June 2017 no definite outcomes presented yet
Score (1 to 5 with 5 as highest score)	1
Has the project provided services for (vulnerable) consumers / fuel poor?	No
Details	Team has been started in June 2017 no definite outcomes presented yet
Score (1 to 5 with 5 as highest score)	1

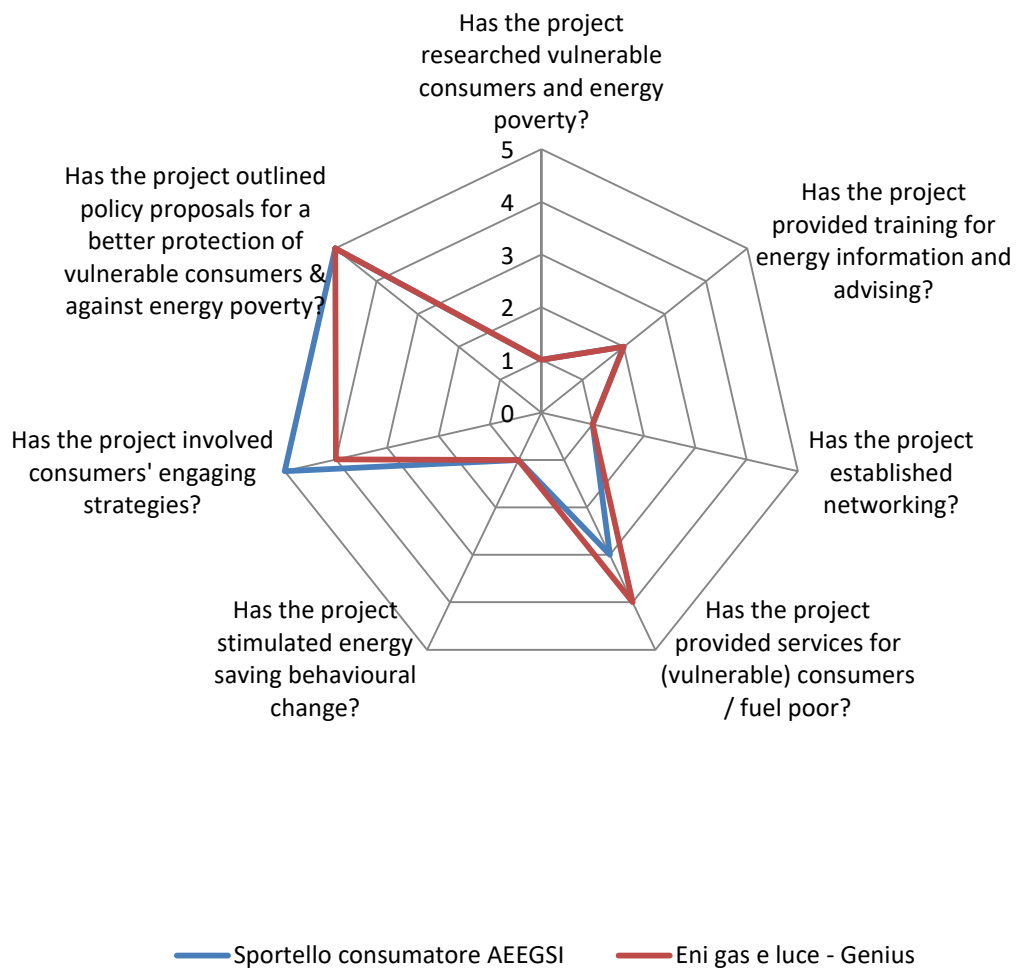
Has the project stimulated energy saving behavioural change?	No
Details	Team has been stated in June 2017 no definite outcomes presented yet
Score (1 to 5 with 5 as highest score)	1
Has the project involved consumers' engaging strategies?	No
Details	Team has been stated in June 2017 no definite outcomes presented yet
Score (1 to 5 with 5 as highest score)	1
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	No
Details	Team has been stated in June 2017 no definite outcomes presented yet
Score (1 to 5 with 5 as highest score)	1
Has the project proposed best practices in any of the above mentioned fields	No
Details	Team has been stated in June 2017 no definite outcomes presented yet

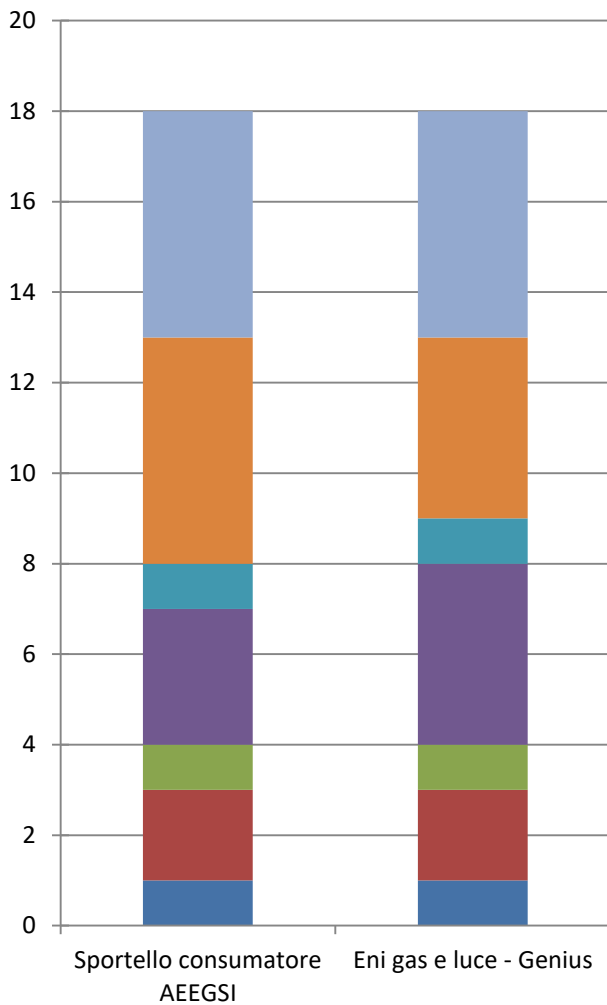
3.1.7.2 Ubóstwo energetyczne (Energy Poverty)

Has the project researched vulnerable consumers and energy poverty?	Yes, not directly
Details	Defined main parameters for Poland, not reaching directly the consumers
Score (1 to 5 with 5 as highest score)	1
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	Analysis of the situation and provide information about current status of the energy poverty
Score (1 to 5 with 5 as highest score)	2
Has the project established networking?	Yes
Details	Organised conferences related to the topic of energy poverty
Score (1 to 5 with 5 as highest score)	1
Has the project provided services for (vulnerable) consumers / fuel poor?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project stimulated energy saving behavioural	Yes

change?	
Details	There is no main aim of the project.
Score (1 to 5 with 5 as highest score)	1
Has the project involved consumers' engaging strategies?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	Yes
Details	Created reports suggesting changes and establishment of new policies (available at: http://ibs.org.pl/publications/ubostwo-energetyczne-w-polsce-diagnoza-i-rekomendacje/)
Score (1 to 5 with 5 as highest score)	5
Has the project proposed best practices in any of the above mentioned fields	Yes
Details	Created reports suggesting changes and establishment of new policies (available at: http://ibs.org.pl/publications/ubostwo-energetyczne-w-polsce-diagnoza-i-rekomendacje/)

3.1.8 Polish National Initiatives charts





- Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?
- Has the project involved consumers' engaging strategies?
- Has the project stimulated energy saving behavioural change?
- Has the project provided services for (vulnerable) consumers / fuel poor?
- Has the project established networking?
- Has the project provided training for energy information and advising?
- Has the project researched vulnerable consumers and energy poverty?

3.1.9 Finland National Initiatives

Finland does not have national initiatives that are targeted at vulnerable consumers or energy poor. Several initiatives and actions to improve household energy efficiency are in place.

Finland has national energy efficiency advising services for consumers, that are provided by national energy agency, Motiva. Motiva is government funded agency that gives consumer advice through dissemination done mostly online. Motiva also facilitates the exchange of experiences and provides materials and training for local Energy Advisors around Finland. Previously (2012-2015) Government funded also the regional energy advisors through Motiva. Currently all the regional energy agencies are independent, and Motiva no longer coordinates their work, as the government no longer funds the regional services. The local energy agencies/advisors are currently on different kind of project funding. Project are focused on topics such as renewable energy, transport and energy efficiency -depending on the projects for which they are directly funded at any time. Motiva has more long-term advisory campaigns such as “Energiatehokaskoti” (energy efficient home) that has been ongoing since 2005 or “Energiasäästöviikko” (Energy saving week) that is yearly campaign organised week 41. The Government is planning to oncrease financing on Energy advisory services so that the local energy advisory services will receive new funding for targeted projects around Finland. The designing of the local projects, which are to be implemented during the next couple of years, is currently on the way.

Energy Efficiency of housing is improved with strict building standards, but also with campaigns and projects such as “Energiahukka” -campaign that challenged the Finnish housing companies to reduce energy consumption by simple means. Energiahukka is a joint venture between the Ministry of the Environment and the real estate and construction industry, and it lasted for 2017.

3.1.10 UK National Initiatives

PART 1: THE PROJECT IN BRIEF						
Acronym & Title	Start/ end date:	Internet address	Countries involved	National / Regional / Local level	Summary	Common partners with ASSIST
Energy Company Obligation (ECO) CERO/HHCRO/FLEX		https://www.ofgem.gov.uk/environmental-programmes/eco	UK	National	Energy companies with over 250,000 customers are obliged to provide funding for measures to improve household heating and insulation etc.	SWEA
Renewable Heat Incentive (RHI)		https://www.ofgem.gov.uk/environmental-programmes/domestic-rhi	UK	National	A government financial incentive to promote the use of renewable heat. Eligible heating types include biomass boilers, ground/air source heat pumps and solar thermal.	SWEA
Winter Fuel Payment		https://www.gov.uk/winter-fuel-payment	UK	National	Funding available to help with higher fuel costs during the winter period. The funding is available for paying fuel bills directly.	SWEA
Warm Homes Discount Scheme		https://www.gov.uk/the-warm-home-discount-scheme	UK	National	The available funding is applied directly to fuel bills. Clients are notified if they are eligible.	SWEA
Energy Saving Trust		http://www.energysavingtrust.org.uk/	UK	National	Organisation helping people save energy every day. Experts speak with millions of householders every year, deliver	SWEA

					programmes for governments and provide consultancy to UK businesses and international companies. Underpinned by our pioneering world-renowned research.	
National Energy Action		http://www.nea.org.uk/	UK	National	Work across England, Wales and Northern Ireland, and with sister charity Energy Action Scotland, to ensure that everyone can afford to live in a warm, dry home. In partnership with central and local government, fuel utilities, housing providers, consumer groups and voluntary organisations, they undertake a range of activities to address the causes and treat the symptoms of fuel poverty.	SWEA

3.1.10.1 Energy Company Obligation (ECO) CERO/HHCRO/FLEX

Has the project researched vulnerable consumers and energy poverty?	Yes
Details	Government research (Ofgem) has been used to guide the setting of the eligibility criteria
Score (1 to 5 with 5 as highest score)	4
Has the project provided training for energy information and advising?	No
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	/
Score (1 to 5 with 5 as highest score)	1
Has the project established networking?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project provided services for (vulnerable) consumers / fuel poor?	No
Details	/
Score (1 to 5 with 5 as highest score)	1

Has the project stimulated energy saving behavioural change?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project involved consumers' engaging strategies?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project proposed best practices in any of the above mentioned fields	No
Details	/

3.1.10.2 Renewable Heat Incentive (RHI)

Has the project researched vulnerable consumers and energy poverty?	No
Details	/

Score (1 to 5 with 5 as highest score)	1
Has the project provided training for energy information and advising?	No
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	/
Score (1 to 5 with 5 as highest score)	1
Has the project established networking?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project provided services for (vulnerable) consumers / fuel poor?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project stimulated energy saving behavioural change?	No
Details	/
Score (1 to 5 with 5 as highest score)	1

Has the project involved consumers' engaging strategies?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project proposed best practices in any of the above mentioned fields	No
Details	/

3.1.10.3 *Winter Fuel Payment*

Has the project researched vulnerable consumers and energy poverty?	Yes
Details	Age threshold (retirement) has been used to determine the 'vulnerability' of consumers and the eligibility criteria
Score (1 to 5 with 5 as highest score)	2
Has the project provided training for energy information and	No

advising?	
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	/
Score (1 to 5 with 5 as highest score)	1
Has the project established networking?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project provided services for (vulnerable) consumers / fuel poor?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project stimulated energy saving behavioural change?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project involved consumers' engaging strategies?	No
Details	/
Score (1 to 5 with 5 as highest	1

score)	
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project proposed best practices in any of the above mentioned fields	No
Details	/

3.1.10.4 Warm Homes Discount Scheme

Has the project researched vulnerable consumers and energy poverty?	Yes
Details	Pension credit (state benefit) is the automatic qualifier for this scheme. Each energy supplier also has their own additional eligibility criteria
Score (1 to 5 with 5 as highest score)	3
Has the project provided training for energy information and advising?	No
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	/

Score (1 to 5 with 5 as highest score)	1
Has the project established networking?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project provided services for (vulnerable) consumers / fuel poor?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project stimulated energy saving behavioural change?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project involved consumers' engaging strategies?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project outlined policy proposals for a better protection of vulnerable consumers &	No

against energy poverty?	
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project proposed best practices in any of the above mentioned fields	No
Details	/

3.1.10.5 *Energy Saving Trust*

Has the project researched vulnerable consumers and energy poverty?	Yes
Details	Research that challenges conventions. We share much of our research so that the wider public can learn and benefit from it
Score (1 to 5 with 5 as highest score)	5
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	Training used to be provided but now emphasis is on advice to consumers.
Score (1 to 5 with 5 as highest score)	2
Has the project established networking?	No

Details	Networking has not been part of their offer for some time.
Score (1 to 5 with 5 as highest score)	1
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	Advice is readily available on their website on all aspects of energy saving, for home-owners and businesses. No phone line is currently offered.
Score (1 to 5 with 5 as highest score)	5
Has the project stimulated energy saving behavioural change?	Yes
Details	Case studies provided to show individual cases of behaviour change however difficult to show wider effect.
Score (1 to 5 with 5 as highest score)	4
Has the project involved consumers' engaging strategies?	Yes
Details	Limited amount of consumers directly engaging with strategies. Mostly use research to drive policy guidance and proposals.
Score (1 to 5 with 5 as highest score)	3
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	Yes

Details	Due to dialogue with consumers and households, they have developed various policy positions that provide a framework for action that is affordable and deliverable by government
Score (1 to 5 with 5 as highest score)	4
Has the project proposed best practices in any of the above mentioned fields	Yes
Details	See previous response - the project has made many recommendations to local and central government to share best practice.

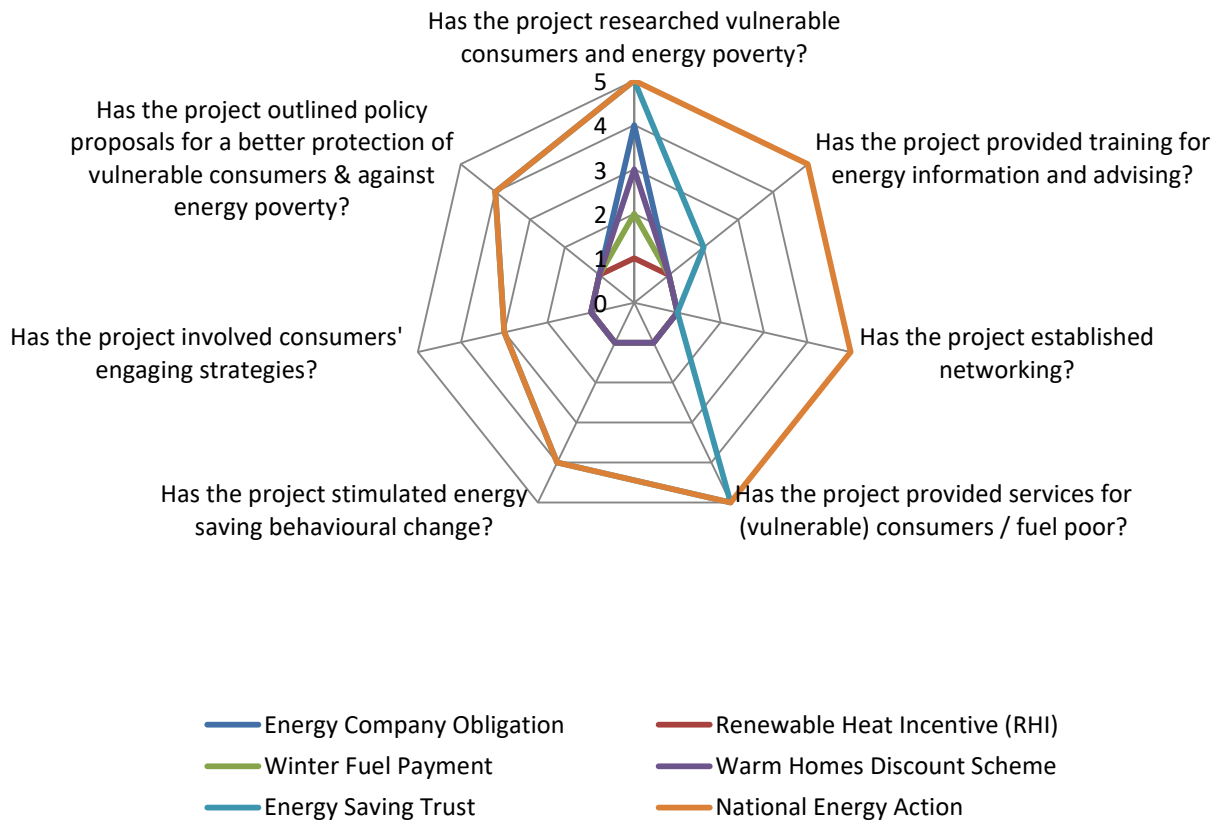
3.1.10.6 *National Energy Action*

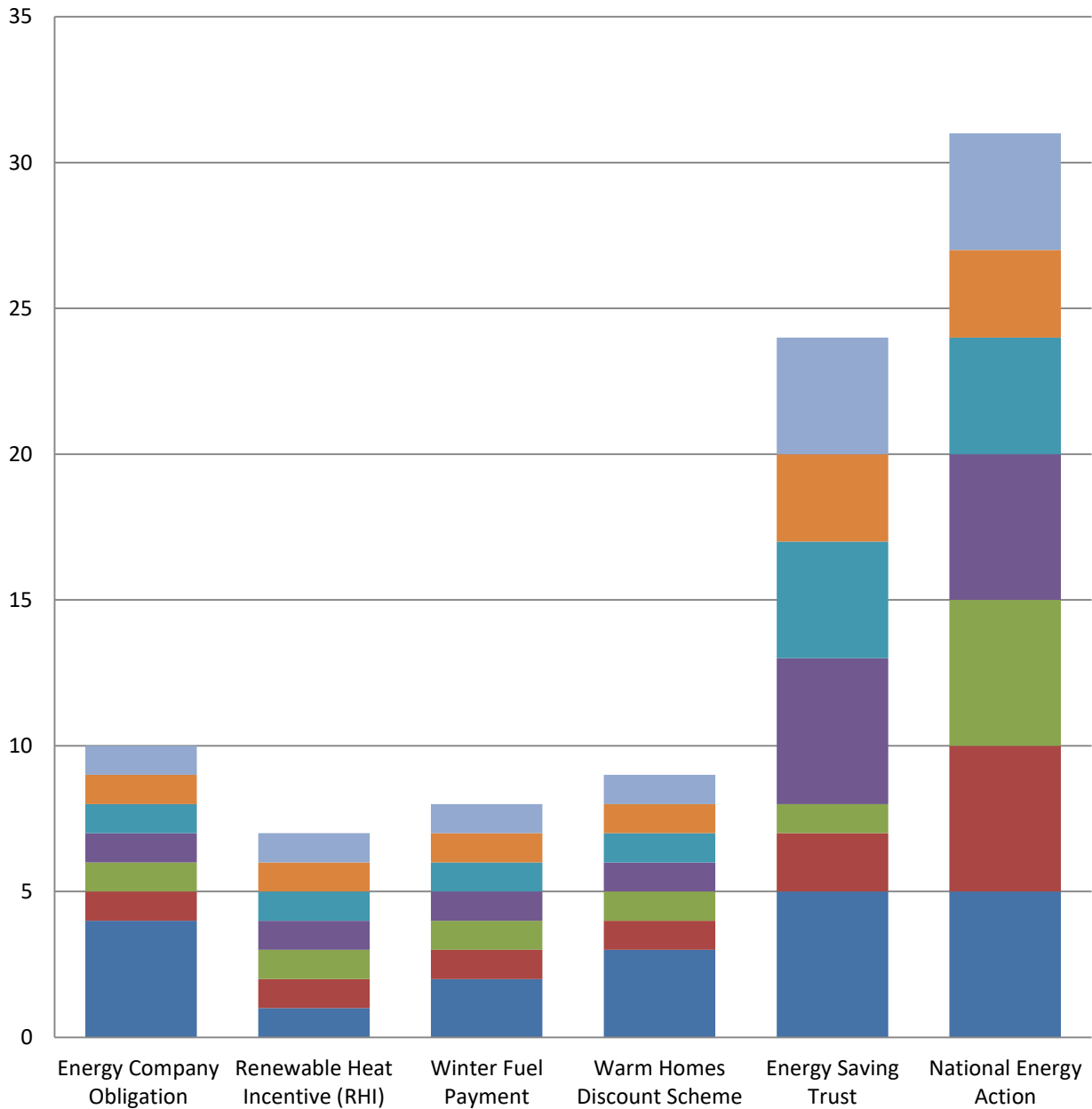
Has the project researched vulnerable consumers and energy poverty?	Yes
Details	NEA has a strong research and evaluation function, undertaking both social research examining some of the issues around fuel poverty; detailed project evaluation to support NEA's wider delivery projects; and monitoring and evaluation of the suitability of using new and innovative technologies in fuel poor households.
Score (1 to 5 with 5 as highest score)	5
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	Training is provided for a wide range of subjects to consumers and professionals working in the energy sector.

Score (1 to 5 with 5 as highest score)	5
Has the project established networking?	Yes
Details	Well-established networks are accessed and contributed to by energy advice providers as well as energy efficiency contractors and government departments.
Score (1 to 5 with 5 as highest score)	5
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	Information and advice is available through their website and various literature.
Score (1 to 5 with 5 as highest score)	5
Has the project stimulated energy saving behavioural change?	Yes
Details	Case studies provided to show individual cases of behaviour change however difficult to show wider effect.
Score (1 to 5 with 5 as highest score)	4
Has the project involved consumers' engaging strategies?	Yes
Details	Limited amount of consumers directly engaging with strategies. Mostly use research to drive policy guidance and proposals.

Score (1 to 5 with 5 as highest score)	3
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	Yes
Details	Campaigning to ensure that the needs of fuel poor households are recognised and addressed. Researching and analysing the causes and extent of fuel poverty and developing policies which will address the problem.
Score (1 to 5 with 5 as highest score)	4
Has the project proposed best practices in any of the above mentioned fields	Yes
Details	See previous response - the project has made many recommendations to local and central government to share best practice.

3.1.11 UK National Initiatives charts





- Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?
- Has the project involved consumers' engaging strategies?
- Has the project stimulated energy saving behavioural change?
- Has the project provided services for (vulnerable) consumers / fuel poor?
- Has the project established networking?
- Has the project provided training for energy information and advising?
- Has the project researched vulnerable consumers and energy poverty?

3.2 EU Action Initiatives: Best Replicable Practice

Acronym & Title	Start/ end date:	Internet address	Countries involved	Summary	Common partners with ASSIST
ACHIEVE -“ACtions in low income Households to Improve energy efficiency through Visits and Energy diagnosis”	2011-2014	http://www.geres.eu/en/achieve-acting-in-low-income-households#fiche-technique	Germany, Bulgaria, France, UK, Slovenia	ACHIEVE aims to help Europeans to reduce fuel poverty by practical and structural solutions. By analysing and learning from best practises throughout Europe, it developed a mixture of actions plans and practical solutions to identify those in most need in specific areas, evaluate options and reduce fuel poverty and carbon emissions. Home visits to households that have difficulties in affording basic energy needs were intended to analyse with the households their energy and water consumption, and identify the everyday actions that can have a real impact to reduce it. Visits also provided an opportunity for the household to install small energy efficient and water-saving equipment. The project offers for the households support and motivation towards a better management of their energy use and bills. ACHIEVE partners also identified complementary structural measures at the building scale, and supported householders to address these. The project is supportes by Intelligent Energy Europe. Overall budget: 1.307.536,00 € (EU contribution: 75,00 %)	SWEA - Severn Wye Energy Agency (Royaume-Uni)
BECA - Balanced European Conservation Approach – ICT services for resource saving in social housing	01.2011 - 12.2013	http://www.beca-project.eu/home.html	Germany, Sweden, Spain, Italy, Czech Republic, Bulgaria, Serbia.	The Project addresses the need to substantially reduce the overall demand for energy and water across EU social housing. BECA develops a set of innovative services for resource use awareness and resource management, addressing energy & water and including all key energy forms - electricity, gas and heating. The project involves strong activities in Eastern Europe as	No

			<p>Pilots of BECA services are located at 7 sites in 7 countries: Sweden (Örebro); Spain (Manresa); Germany (Darmstadt); Italy (Torino); Czech Rep. (Havirov); Bulgaria (Ruse); Serbia (Belgrade).</p>	<p>well as in the North, South and West of the EU. Partners provide ICT-based energy management and energy awareness services directly to social housing tenants and service operators. Services address approx. 5,000 social housing tenants across 7 sites in 7 European countries; The aim is to achieve sustained reductions in resource use through usable ICT-based services directly to tenants, as well as by effective monitoring and control of local power generation and, for district heating, the full heat delivery chain. Intensive work addressed the need to optimise services for tenants and maximise impact on resource use behaviour; The project is partially funded under the ICT Policy Support Programme (ICT PSP) as part of the Competitiveness and Innovation Framework Programme by the European Community.</p>	
<p>Citizens' Energy Forum: the Vulnerable Consumers Working Group</p>	<p>Established by EC in 2007</p>	<p>European Commission website</p>	<p>EU member states</p>	<p>"Aiming to improve the operation of retail markets in order to yield benefits for both electricity and gas consumers the European Commission established the Citizens' Energy Forum (also known as the London Forum) as a regulatory platform to help deliver competitive, energy efficient and fair retail markets for consumers; The Citizens' Energy Forum brings together national consumer organisations, industry representatives, national regulators and government authorities to work on key issues such as switching energy suppliers, user-friendly billing, smart metering, or protecting vulnerable groups. A special Vulnerable Consumer Working Group (VCWG) is established engaged with energy poverty and vulnerable consumers, invited to 'explore the potential for common approaches across the EU to vulnerability and energy poverty definitions and</p>	

				<p>policies'. The VCWG works around two main objectives: (i) increasing transparency in the identification and measuring of consumer vulnerability and energy poverty; and (ii) providing targeted assistance to protect the most vulnerable and tackle energy poverty."</p>	
<p>EC-LINC -Energy Check for Low Income Households</p>	<p>04.2011 -02.2014</p>	<p>"The project site seems expired. Information could be found on: http://www.berliner-e-agentur.de/en/node/2518 (in German); https://ec.europa.eu/energy/intelligent/projects/en/.../ec-linc; www.changeworks.org.uk/.../Energy_Check_for_Low_Incom..; https://www.gesobau.de/.../Projektbeschreibung_EC-Link_2012 (in German)</p>	<p>Austria, Denmark, Germany, Hungary and UK</p>	<p>The project "Energy-Check for Low Income Households" (EC-LINC) established tailored information and consultation approaches to assist low income households in saving energy and water at home. No- and low-cost measures have been combined within an advice service that is especially designed to bring practical knowledge on energy efficiency and viable tips to households who may be in fuel poverty. During the home visits, advice was provided on the efficient use of energy and water. Small devices such as compact fluorescent lamps (CFLs) and tap aerators were provided for free. Each household received an individual household report with a description of their potential savings and further tips for changing behaviour. Overall budget: 806.636,00 € (EU contribution: 75,00 %) More details: https://www.energiaklub.hu/files/study/energiaklub_poverty_or_fuel_poverty.pdf</p>	<p>No</p>
<p>EMPOWERING - Empowering customers to save energy by informative billing</p>	<p>04.2013 - 03.2016</p>	<p>www.iee-empowering.eu</p>	<p>Spain, Austria, France, Italy, Belgium</p>	<p>EMPOWERING aims at helping customers to save energy by positively manage their energy consumption. The project targets energy savings and increased customer satisfaction on a basis of more detailed information. It brings together 4 European energy utilities and an international team of university researchers, social scientists, local authorities and energy experts for developing and providing insight based services and online tools to encourage customers to save more energy. The informational services are: • comparison with similar households • indications of performance improvements over time; •</p>	<p>No</p>

				consumption-weather dependence; • detailed consumption visualisation and breakdown; • personalised energy saving tips; • alerts (high consumption, high bill, extreme temperature, etc.)	
EMPOWERING - Empowering customers to save energy by informative billing	04.2013 – 03.2016	www.iee-empowering.eu	Spain, Austria, France, Italy, Belgium	EMPOWERING aims at helping customers to save energy by positively manage their energy consumption. The project targets energy savings and increased customer satisfaction on a basis of more detailed information. It brings together 4 European energy utilities and an international team of university researchers, social scientists, local authorities and energy experts for developing and providing insight based services and online tools to encourage customers to save more energy. The informational services are: • comparison with similar households • indications of performance improvements over time; • consumption-weather dependence; • detailed consumption visualisation and breakdown; • personalised energy saving tips; • alerts (high consumption, high bill, extreme temperature, etc.)	No
EN2 - Energy Neighbourhoods2: The Energy Challenge	04.2011 - 10.2013	http://www.simpla-project.eu/media/47811/intelligent_energy_europe_-_energy_neighbourhoods2_-_the_energy_challenge_-_2014-07-17.pdf	Germany, Austria, Belgium, Bulgaria, Greece, Ireland, Italy, Latvia, Poland, Slovenia, Sweden, UK, France, Spain, Romania, Hungary	EN2 was a successor of an earlier Energy Neighborhood project and built on the idea of an energy saving bet between cities and citizens. Cities challenged their citizens in two consecutive years to save at least 9% energy in 4 months compared to the previous year. The approach combined a competition on local, national and EU level with measures, such as training for households and municipalities, consumption monitoring and local climate campaigns. Throughout the process, knowledge was provided to all participating households and information events were organised. Participating households were supported by specially trained "Energy Masters" - volunteers from the neighborhood that motivated, supervised monitoring and provided materials. Local authorities were supported by the partners to implement the project. The	SWEA (UK); KAPE (PL)

				project's main results are considered to be reduced energy consumption in private households and raised awareness for energy efficient products and climate protection policies.	
ENERGY AMBASSADORS "Campaign to fight against fuel poverty and raise awareness on energy efficiency and energy savings"	05.2009 – 10.2011	http://spme.ro/en/nd/63/energy-ambassadors-and8211-campaign-to-fight-against-fuel-poverty-and-raise-awareness-on-energy-efficiency-and-energy-savings ; https://ec.europa.eu/energy/intelligent/projects/en/projects/energy-ambassadors	France, Denmark, UK, Sweden, Greece, Italy, Romania, Bulgaria, Spain	Dealing with energy issues in a context of social difficulties the project looks for solutions for the concerned people to save money and energy, and to gain other benefits as comfort and health improvement. The Main objectives of the project are: 1/ To implement sustainable and practical solutions to fight against fuel poverty and generate energy savings in households; 2/ To duplicate and adapt the French Energy Ambassadors concept: phone advices, home visits, trainings, conferences; 3/ To aware and inform our final target group on energy savings and to achieve behavior changes; 4/ To train professionals working with this public on energy savings and energy efficiency; 5/ To enable an exchange of knowledge and experience among the Energy Ambassadors and the Consortium partners; 6/ To transfer, replicate and sustain the Energy Ambassadors Campaigns in other regions and other social organizations.	SWEA (UK); Ecoservies (Spain)
FIESTA - Family Intelligent Energy Saving Targeted Action	10.2014 - 09.2017	http://www.fiesta-audit.eu/en/ ; https://ec.europa.eu/energy/intelligent/projects/en/projects/fiesta	Italy, Spain, Croatia, Bulgaria, Cyprus	FIESTA aims to lead families with children to save energy at home, acting both on their energy consumption behaviour and on their purchasing decisions. As the need for cooling is a growing issue to be faced urgently, the project focuses on cooling and heating solutions which offer significant domestic saving potential. With the support of 20 partners (6 technical partners and 14 municipalities), FIESTA involves 5 countries with a Mediterranean climate that require extensive use of air conditioning systems. Energy Help Desks are established in the municipalities providing support and door to door energy audits for families. Specific actions towards schools, social housing residents, heating and cooling retailers and	No (many of the partners are municipalities)

				installers are envisaged. To attract additional beneficiaries, several FIESTA lotteries are organized and consumers' purchasing groups are created to foster families' investments. In particular the main results achieved are the following: 1.300 audits performed; 27 workshops for social housing residents organized; 173 workshops for schools done; 15 workshops for retailers and installers of heating and cooling systems organized; 10 FIESTA prize giving ceremonies; 10 Consumer purchasing groups established.	
REACH – Reduce Energy use And Change Habits	03.2014 - 02.2017	http://reach-energy.eu/	Bulgaria, Croatia, Macedonia, Slovenia	The aim of REACH is to contribute to fuel poverty abatement at practical and structural level, to empower fuel poor households (vulnerable consumers) to take actions to save energy and change their habits, and to establish fuel poverty as an issue that demands structural solutions (tailor-made policies and measures) at local, national and EU level. Promotion campaigns for visits to fuel poor households were implemented together with local actors in 5 pilot areas. After conduction of visits and provision of energy saving toolkits and advices to fuel poor households, the results were evaluated and recommendations were addressed to decision makers. Target groups: energy poor households; local actors that can help address energy poverty; local, national & EU level decision makers.	No
SMART-UP– Vulnerable consumer empowerment in a smart meter world	03.2015 – 02.2018	https://www.smartup-project.eu/	France, Italy, Spain, UK, Malta	An European project exploring opportunities to fight the economic and social phenomenon of the "energetic poverty" (fuel poverty). The overarching aim of SMART-UP is to encourage the active use of Smart Meters and In-House Displays by vulnerable customers in those Member States where the roll-out of Smart Meters has been embarked upon.	AISFOR (It); Ecoserveis (Spain)
SERENADE - Sharing Expertise in Energy Advice	01.2006 – 02.2008	https://ec.europa.eu/energy/intelligent/projects/en/projects/serena	UK, Austria, Bulgaria, France,	The SERENADE project brings together several experienced advice providers to: Study and review existing advice provision in Europe; Make know-how on	SWEA (UK, co-ordinator)

across Europe		de	Italy, Slovenia, Sweden	delivering advice easily available through an online energy advice toolkit and forum for exchange of knowledge and experience between skilled practitioners and new providers; Deliver a pro-active dissemination programme to promote the benefits of advice and the resources available In terms of advice subject matter, the project is concerned with energy efficiency, renewable energy and sustainable transportation/mobility. Three client groups are considered: households, small and medium enterprises and local authorities. The project has three elements: a study of the provision of energy advice in Europe; an online energy advice toolkit; a programme of dissemination to reach stakeholders across the Community, to promote the benefits of good quality energy advice and the availability of resources to help both new and existing providers, including an online energy advice forum. It is intended that this will form the basis for a thematic network.	
TRIME - Trias Mores Energetica	09.2014 – 08.2017	https://ec.europa.eu/energy/intelligent/projects/en/projects/trime	UK, France, the Netherlands, Spain, Belgium	The project focus is on residents of social housing as a distinct group of consumers. The project tries to engage residents to empower and motivate them to save energy, facilitating an active change in their consumption and purchasing behaviour. Behaviour change amongst residents is achieved in 2 ways: 1) Energy consumption is addressed by developing 60 trained Energy Ambassadors to encourage the residents to save energy, and create a multiplier among the chosen consumer group; 2) Changing purchasing behaviour through enabling residents to purchase low cost, low energy using appliances. This is achieved through developing business models that provide for the sale of refurbished appliances, the rental of appliances and the manufacturing of new energy efficient appliances that are low cost to buy. TRIME also aims to achieve a change in the purchasing behaviour of social housing companies by a mobilisation of	No

				investment of €20 million in sustainable energy by EU stakeholders.	
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Acronym & Project Title	Summary: Type of action					
	Information engagement of consumers	Information and engagement of stakeholders	Consumers protection measures	Financial support	Policy orientation	Job market / professional training
ACHIEVE - "Actions in low income Households to Improve energy efficiency through Visits and Energy diagnosis"	Yes, the project is based on involving consumers	Yes: municipalitie; other local authorities actors; organisations specialised in energy advising, consumers associations, organisations willing to offer mediation services		Yes: Distribute and install a set of free energy and water saving devices (light bulbs, thermometers and thermostats, weather stripping for windows and doors, transparent insulation foil for simple-glazing, tap aerators, dual-flow flush mechanism, shower timers...)		Yes: energy advizers

BECA - Balanced European Conservation Approach – ICT services for resource saving in social housing	Yes, tenants of social housing	Yes - housing managers				
Citizens' Energy Forum: the Vulnerable Consumers Working Group	Yes	Yes -involvement of wide network of stakeholdesr	Yes		Yes	
EC-LINC -Energy Check for Low Income Households	Yes, On-site energy consultations in low-income households					Training for social workers
EMPOWERING - Empowering customers to save energy by informative billing	Yes. The project helps utilities to deploy informative efficiency feedback services to their customers reliably and cost-effectively. The ambition is to provide services to 344,000 households in four pilot sites	Yes, it involves different stakeholders and networking among them	No	No	Indirect	Yes, staff training

EN2 - Energy Neighbourhoods2: The Energy Challenge	Yes – the project provided information and involvement of consumers in order to lead to changed consumer behaviour. A web-based calculation tool provided an overview of the energy savings achieved by each household and functioned as an important control instrument	Yes – local authorities are actively involved	Indirectly – by stimulating reduction of energy consumption			Yes – specially trained “Energy Masters” to support the behavioural change of households
ENERGY AMBASSADORS “Campaign to fight against fuel poverty and raise awareness on energy efficiency and energy savings”	Yes: 18000 energy poor people have been reached with energy saving advices.	Yes: 300 social workers have been trained and have become energy ambassadors. 18000 people have been reached with energy saving advices.	Yes: Information and advising	No	Yes	Yes
FIESTA - Family Intelligent Energy Saving Targeted Action	Yes	Yes	Yes	Indirect – lottery	Yes with regard of improving information and access to it	Yes – advisors

<p>REACH – Reduce Energy use And Change Habits</p>	<p>Empowered households to reduce their energy use and provided at least 400 of them with further support for tackling their problems</p>	<p>1600 Engage decision-makers in tackling poverty as an issue that demands structural tailor-made solutions, provide them with recommendations for addressing the problem and create a platform for concerted formulation of structural solutions at national and EU level</p>	<p>160 Energy audit and consulting, instalment of energy and water saving devices. An average household, where energy advising was implemented, saved 108,87 EUR per year only on the of installed devices; additionally the visits impact on more rational use of energy, changing of habits, etc.</p>	<p>Yes, provision & instalment of energy saving tools</p>	<p>Yes, of recommendation s</p>	<p>Yes. 2 trainings for 50 energy advisers in each country. Every adviser had to implement an energy audit in his own household (as part of the training) in the week following the training and send the report to the person in charge of EN-SVET network.</p>
<p>SMART-UP– Vulnerable consumer empowerment in a smart meter world</p>	<p>Yes. Information and advice to consumers. Support to VC both in terms of infrastructure at their disposal (smart meter and in-home display to monitor energy consumption) and in terms of direct assistance to deepen domestic energy consumption and behaviors and habits.</p>	<p>Yes. Social workers and other frontline staff in contact with vulnerable consumers</p>	<p>Increase awareness of vulnerable families on household energy consumption and to help them in adopting new energy efficient consumption habits through training of and assistance / information from social workers and energy technicians (e.g. installer of smart meters)</p>	<p>Yes</p>	<p>Yes. advise Policy</p>	<p>Training installers for frontline staff : Training packages in English, French, Italian, Spanish and Maltese</p>

<p>SERENADE - Sharing Expertise in Energy Advice across Europe</p>	<p>Yes. Information about the real scope of energy advice provision in Europe is produced. Increased awareness of the benefits of energy advice, the skills and tools required and the methodologies that may be used. A resource to enable good quality provision of energy advice to be extended across the Community, through provision of a toolkit and links to established and successful services. An improvement in the overall quality of the energy advice services provided by the partners, by learning from each other</p>	<p>Yes. The project establishes an ongoing platform for exchange of information and experience on energy advice</p>	<p>To some extent. Indirectly – throughout a better information</p>	<p>No</p>	<p>Yes. Good quality energy advice is essential to the achievement of sustainable energy objectives, to motivate and enable consumers to install energy efficiency measures, purchase energy efficient products, and change behaviour.</p>	<p>No</p>
<p>TRIME - Trias Mores Energetica</p>	<p>Yes. The project engages consumers by empowering and motivating them to save energy, facilitating an active change in their consumption and purchasing behaviour</p>	<p>Yes. Social housing companies</p>	<p>Yes. Through information, advise and motivation</p>	<p>No</p>	<p>No</p>	<p>Yes. 60 trained Energy Ambassadors</p>

3.2.1.1 ACHIEVE -“ACtions in low income Households to Improve energy efficiency through Visits and Energy diagnosis”

Has the project researched vulnerable consumers and energy poverty?	Yes
Details	ACHIEVE defines a fuel poor household as one that has a difficulty, or sometimes inability, to be able to afford its basic energy needs". The recruitment of low income households is based on receivers of different kinds of social benefits (like social assistance, housing benefits, people living in institutions, etc.), depending on the normative framework of the respective country. (Useful material available online: ""Achieve_leaflet_en.pdf"") "
Score (1 to 5 with 5 as highest score)	4
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	"The project used a training module for energy advising, by training in: communication, customer treatment, computer, security standards, energy and water saving. Long-term unemployed people, volunteers or students were mobilized and trained to develop a large-scale energy advice service towards low-income households facing difficulties with their energy bills. (Useful material available online: ""Guidelines: Introducing Advisory Services on How to Save Energy For Low-income Households"") "
Score (1 to 5 with 5 as highest score)	4
Has the project established networking?	Yes
Details	At EU level - between project partners and at national level – between different stakeholders.

	Proposed cooperation partners: Social departments; Energy / environment authorities; Municipal authorities & utilities; Welfare organisations; Tenants' association; Professional energy advisory service companies; Environment protection associations; Energy suppliers. The project is considered as a catalyst for cooperation in the social, environmental, educational, and practical areas.
Score (1 to 5 with 5 as highest score)	3
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	ACHIEVE will identify households that are most vulnerable to fuel poverty and work with them to implement suitable steps to reduce unnecessary energy use and costs. The service is based on home visits, which main purposes are: <ul style="list-style-type: none"> • to understand vulnerable consumers' energy consumption, bills and habits, and to check their appliances with a set of reporting/analysing tools; The project works with home owners, tenants, landlords and any other relevant organisations.
Score (1 to 5 with 5 as highest score)	5
Has the project stimulated energy saving behavioural change?	Yes
Details	The project shows people some small savings that they could make by installing simple devices. Through this, people are educated about the cost of specific appliances and will motivate others to go further with their own behaviour change.
Score (1 to 5 with 5 as highest score)	4
Has the project involved	Yes

consumers' strategies?	engaging	
Details		"The project is based on changing individual behaviour. It is dependent on the interaction between trained advisers and households' behaviour and respectively on their engagement. Another effect of the project is better connecting of tenants and landlords and informing and motivating them to identify structural solutions to the fuel poverty problem."
Score (1 to 5 with 5 as highest score)		3
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?		Not directly
Details		The recommendations concern the way low income households are addressed, trainees are recruited and training is provided, home visits are adequately addressed, cooperation is enhanced, etc. That is the recommendations of the project are mainly linked to possible improvements in the undertaken activities.
Score (1 to 5 with 5 as highest score)		3
Has the project proposed best practices in any of the above mentioned fields		Partially
Details		The approach of the project is considered to be based on the best practices throughout Europe.
Score (1 to 5 with 5 as highest score)		3

3.2.1.2 BECA - Balanced European Conservation Approach – ICT services for resource saving in social housing

Has the project researched vulnerable consumers and energy poverty?	Yes
Detail	The target group are tenants of social housing who could be directly considered vulnerable consumers
Score (1 to 5 with 5 as highest score)	3
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	The project provides services for resource use awareness and resource management. More concretely by: a) Resource Use Awareness Services aimed at different ways the tenants to be made aware of their energy and water consumption in near real time – by web service, human coaching & paper based information, including tips and advice on energy reduction; and b) Resource Management Services – aimed at different services for housing managers to improve the energy management in a set of dwellings – by web service, opportunities for adjustment of energy consumption/production and integrating renewable energy.
Score (1 to 5 with 5 as highest score)	3
Has the project established networking?	Yes
Details	At EU level – between project partners: at national level – between partners and tenants. The consortium, led by social housing providers and public authorities includes global ICT and service providers and distribution network operators working with local consultants and specialist advisors to carry out all steps in service implementation.
Score (1 to 5 with 5 as highest score)	3

Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	Services for resource use awareness and resource management will be investigated with tenants and staff and service prototypes based on initial use cases will be subject to user testing within the first year of the project. Service requirements are investigated with tenants and staff and service prototypes based on initial use cases are subject to user testing within the first year of the project. Results are used to finalise service design in a second iteration of use case definition and service specification lasting some 8 months, cumulating in implementation of operational services at all the 7 pilot sites. Pilots at sites operate for at least 14 months.
Score (1 to 5 with 5 as highest score)	3
Has the project stimulated energy saving behavioural change?	Yes
Details	According to the project final report the actions resulted in "achieved 15% savings for heating, 11% for cold water and 17% for hot water. Savings amount to 570MWh which equals 177 tons of CO2 per year. Financial pay-off is achieved by most stakeholders during the first 3 years and by almost all stakeholders after ten year across seven pilot sites in seven countries. The socio-economic net benefit for the BECA project, extrapolated for ten years, amounts to €1.7Million in pilot buildings alone."
Score (1 to 5 with 5 as highest score)	4
Has the project involved consumers' engaging strategies?	Yes
Details	Mainly tenants and staff

Score (1 to 5 with 5 as highest score)	3
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	Not directly
Details	The final report of BECA projects provide conclusions and recommendations in several areas concerning: a) the ability to apply the BECA solution; b) the approach and results; c) the impact and d) the exploitation.
Score (1 to 5 with 5 as highest score)	2
Has the project proposed best practices in any of the above mentioned fields	Partially
Details	A key result of the project is considered to be the provision of a 'Guide for replication' (see: http://beca-project.eu/fileadmin/beca/documents/beca_final_report_final.pdf)
Score (1 to 5 with 5 as highest score)	1

3.2.1.3 Citizens' Energy Forum: the Vulnerable Consumers Working Group

Has the project researched vulnerable consumers and energy poverty?	Yes
Details	"The Citizens' Energy Forum is one of the best providers of

	information, analyses and knowledge concerning the causes of energy poverty and opportunities for policy measures aiming at reducing energy poverty. The VCWG produced Working paper on energy poverty 2016. (http://ec.europa.eu/energy/sites/ener/files/documents/Working%20Paper%20on%20Energy%20Poverty.pdf). The document presents definitions of energy poverty in different MSs and projects. The VCWG provided in 2013 Guidance Document on Vulnerable Consumers. (http://ec.europa.eu/energy/sites/ener/files/documents/20140106_vulnerable_consumer_report_0.pdf). "
Score (1 to 5 with 5 as highest score)	5
Has the project provided training for energy information and advising?	No
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	/
Score (1 to 5 with 5 as highest score)	1
Has the project established networking?	Yes
Details	The Citizens' Energy Forum brings together national consumer organisations, industry representatives, national regulators and government authorities.
Score (1 to 5 with 5 as highest score)	5
Has the project provided services for (vulnerable)	Not directly, but could influence the developments in the area

consumers / fuel poor?	
Details	The project generates important ideas for improving the situation of (vulnerable) consumers / fuel poor.
Score (1 to 5 with 5 as highest score)	3
Has the project stimulated energy saving behavioural change?	Not directly
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project involved consumers' engaging strategies?	Yes
Details	The project involves national consumer organisations and in this way allows consumers participation in the Forum. Very important is the idea for Energy Union with citizens at its core. The Commissioner Miguel Arias Cañete called for a market that works for consumers, not just producers; a new phase of open and freely available information; and for consumers to have full power to make their own energy choices.
Score (1 to 5 with 5 as highest score)	4
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	Yes
Details	"The Forum outlines important directions of policy actions. Miguel Arias Cañete, European Commissioner for Climate Action and Energy, said reforming energy markets, improving access to

	<p>information on energy prices and costs, and strengthening consumer power are all key areas for action. The VCWG recommends: a) Measuring energy poverty; b) Better information of the housing stock; c) Tackling energy poverty requires a combination of policies, dealing with the causes and the symptoms of energy poverty; d) A common understanding of the concept of energy poverty will help MS States, civil society and industry to start a dialogue about energy poverty and how to tackle it. Such definition should be simple, focus on the problem of affordability and allow sufficient flexibility to be relevant across MS. "</p>
Score (1 to 5 with 5 as highest score)	5
Has the project proposed best practices in any of the above mentioned fields	Yes
Details	"Rich variety of different good practices presented. For example, the Working Paper on Energy Poverty of the Vulnerable Consumer Working Group (VCWG) (http://ec.europa.eu/energy/sites/ener/files/documents/Working%20Paper%20on%20Energy%20Poverty.pdf) proposes – Good practices mitigating and tackling energy poverty in four categories: Financial measures; Consumer protection; Market-centred; Energy efficiency measures for buildings"
Score (1 to 5 with 5 as highest score)	5

3.2.1.4 EC-LINC -Energy Check for Low Income Households

Has the project researched vulnerable consumers and energy poverty?	Yes
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Details	The project aims at: - Development and implementation of replicable energy consultation schemes tailored for low-income households to achieve significant and quantifiable savings of electric power, water and heating energy through low-or-no-cost-measures; - Raising awareness for the rational use of energy in low-income households in direct consultation in their homes through immediate action and installation of small saving devices; - Advice concerning costeffectiveness of highly efficient appliances and support schemes. Recruitment of low income households by group (Austria - immigrants) and/or municipalities and local social organization
Score (1 to 5 with 5 as highest score)	3
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	The project established tailored information and consultation approaches to assist low income households in saving energy and water at home; Dedicated advisory service for low income households in saving electric power, heating energy and water; On-site consultations in 1600 low-income households (250 in Hungary) https://www.energiaklub.hu/files/brochure/ec_linc_brochure_2014.pdf The project provided short training to energy advisers. In some of the projects, long-term unemployed were trained to become energy advisers.
Score (1 to 5 with 5 as highest score)	4
Has the project established networking?	Yes
Details	The activities of different partners had different focus: Strong networks for Higher Efficiency in Austria; Energy saving checks and roof insulation in Flanders; Energy saving checks in Berlin; ‘Reduce your bills’ in Hungary; Tackling fuel poverty in UK. The strong networks in Austria included regional governments, municipalities engaged in energy efficiency or fuel poverty, social institutions, educational and housing associations, religious or cultural communities and helpdesks for immigrants – who were the basic

	focus; However all the partners managed to cooperate with different stakeholders in the project implementation.
Score (1 to 5 with 5 as highest score)	3
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	The advice service was especially designed to bring practical knowledge on energy efficiency and viable tips to households who may be in fuel poverty. During the home visits, advice was provided on the efficient use of energy and water.
Score (1 to 5 with 5 as highest score)	3
Has the project stimulated energy saving behavioural change?	Yes
Details	The aim of the project was to create preconditions (information, knowledge) for energy saving behaviour of low income households.
Score (1 to 5 with 5 as highest score)	2
Has the project involved consumers' engaging strategies?	Yes
Details	"At the level of energy consumption behaviour of low income households. Still ""The methodology of home energy check developed in this project

	helps substantially with families/households with low but acceptable living standards, but it is not suitable for households in deep poverty with special living standards. The latter group needs specific support and specific information. """, according to the Hungarian partner in the project."
Score (1 to 5 with 5 as highest score)	3
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	No, at national level. Partially, at communal level.
Details	- Diffusion of tested approaches on national (NEEAPs) and EU level, incl. materials for realising replication projects; - The Project contributes to bridging the gap between the EU policies for energy efficiency in private households and the special needs of low-income households
Score (1 to 5 with 5 as highest score)	3
Has the project proposed best practices in any of the above mentioned fields	Partially
Details	The project didn't identify best practices, but it tested and proposed approaches to solving the problem: In Austria - the best strategy was to promote the service together with the heating subsidies; In Hungary - the cooperation of actors of different sectors; In UK - advice focused on fuel debt and working with energy suppliers.
Score (1 to 5 with 5 as highest score)	3

3.2.1.5 EMPOWERING - Empowering customers to save energy by informative billing

Has the project researched vulnerable consumers and energy poverty?	Yes, to some extent – by percentiles:
Details	“the customers with low consumption (0-20 percentiles) have slightly increased their energy consumption.”
Score (1 to 5 with 5 as highest score)	3
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	Staff training manual, documentation and e-learning course; http://iee-empowering.eu/en/wp-content/uploads/2013/09/EMPOWERING_D5.1.pdf
Score (1 to 5 with 5 as highest score)	4
Has the project established networking?	Yes
Details	EMPOWERING brings together energy suppliers, researchers, local authorities and consultants for developing and implementing informative billing & online services adapted to the European market.
Score (1 to 5 with 5 as highest score)	4
Has the project provided services for (vulnerable) consumers / fuel poor?	Not specifically
Details	However: “The more detailed analysis of the savings

	by the consumption level of the users showed predominantly higher savings for the upper consumption segments of customers.” (p.8); “A deeper look at the distribution of savings in function of the consumption level is shown in Figure 8. It indicates higher savings for the customers in the upper consumption segments (60-100 percentiles), while the customers with low consumption (0-20 percentiles) have slightly increased their energy consumption.” (p.25); http://iee-empowering.eu/en/wp-content/uploads/2013/08/EMPOWERING_D6.4.pdf
Score (1 to 5 with 5 as highest score)	4
Has the project stimulated energy saving behavioural change?	Yes
Details	The project implements user centred informative services which provide utility customers with a clear analysis of their energy consumption and personalised advice for their specific household, helping them to save energy and money. Energy savings above 5% in the experimental group are reported, clarifying that active customers interested in the services have been included and extrapolations should be careful. http://iee-empowering.eu/en/wp-content/uploads/2013/08/EMPOWERING_D6.4.pdf
Score (1 to 5 with 5 as highest score)	4
Has the project involved consumers' strategies?	Yes
Details	As shown by the name, empowering the customers is basic aim of the project. Empowering is understood as providing periodic reports by billing online information services. The reports include meaningful comparative information about whether someones' consumption is higher or lower than similar households and specific advices, suggesting what could be checked or improved (on the basis of

	deeper insight into use: which is the largest single energy use in someone's household and how this consumption could be reduced; which tariff is best; how energy is used by month, day, hour, etc.) (See: Final report on utility sector engagement and potential replication; http://iee-empowering.eu/en/wp-content/uploads/2013/08/EMPOWERING_D7.5.pdf)
Score (1 to 5 with 5 as highest score)	4
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	Yes. The recommendations are linked to improvement of information and behavioural aspects but are not specifically concerned with vulnerable consumers and against energy poverty
Details	<p>"The basic conclusion is that the improvement of the behavioural aspects in the energy use has considerable potential. "Advanced informative services offered by the utility companies demonstrated to achieve energy savings up to 20%. The personal motivation of the users seems to play also an important role and customers that actively register for the services achieve better results.</p> <p>The personal motivation for energy savings is based on different reasons and money-saving is only a part of them. In the developed European countries the environmental concerns, social norms and technological curiosity are other powerful reasons over which the future services should diversify in order to achieve greater impact." (p. 65) http://iee-empowering.eu/en/wp-content/uploads/2013/08/EMPOWERING_D6.4.pdf"</p>
Score (1 to 5 with 5 as highest score)	4
Has the project proposed best practices in any of the above mentioned fields	No
Details	
Score (1 to 5 with 5 as highest score)	1

3.2.1.6 EN2 - Energy Neighbourhoods2: The Energy Challenge

Has the project researched vulnerable consumers and energy poverty?	No specific focus
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	Specific training for 'energy masters' & training of involved households
Score (1 to 5 with 5 as highest score)	4
Has the project established networking?	Yes
Details	Households, local authorities and intermediaries
Score (1 to 5 with 5 as highest score)	4
Has the project provided services for (vulnerable) consumers / fuel poor?	Indirectly
Details	Informational services for consumers addressing neighbourhoods; not specifically addressing vulnerable consumers and/or fuel poor
Score (1 to 5 with 5 as highest score)	3

Has the project stimulated energy saving behavioural change?	Yes
Details	“Measurable reduced energy consumption and CO2 savings: 830 energy neighbourhoods representing 8626 households with 22420 households members participated in the campaign. On average, energy savings of 8.94% and 12.94% were achieved in the 1st and 2nd campaign year. Compared to the previous years, the neighbourhoods saved 5735 MWh and 2425t CO2.” (p. 1) http://www.simpla-project.eu/media/47811/intelligent_energy_europe_-_energy_neighbourhoods2_-_the_energy_challenge_-_2014-07-17.pdf .
Score (1 to 5 with 5 as highest score)	5
Has the project involved consumers' engaging strategies?	Yes
Details	/
Score (1 to 5 with 5 as highest score)	4
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project proposed best practices in any of the above mentioned fields	No
Details	/

Score (1 to 5 with 5 as highest score)	1
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3.2.1.7 ENERGY AMBASSADORS “Campaign to fight against fuel poverty and raise awareness on energy efficiency and energy savings”

Has the project researched vulnerable consumers and energy poverty?	Yes
Details	The first target group is the social actors (from local authorities, social or healthcare organizations, social housing organizations, etc.), energy providers, owners and tenants (individuals, private and public companies). The final target group is the people in a situation of fuel poverty and/or with low income (unemployed people, elderly people, new immigrants, single parent families, etc.)
Score (1 to 5 with 5 as highest score)	3
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	"Energy Ambassadors Guide: (Symptoms; Heating Information; Damp Page; Insulation) Advises for vulnerable consumers https://ec.europa.eu/energy/intelligent/projects/sites/iee-projects/files/projects/documents/energy_ambassadors_energy_ambassadors_guide_en.pdf "
Score (1 to 5 with 5 as highest score)	5

Has the project established networking?	Yes
Details	"Each partner has organized at least 2 or 3 EA committees and 2 public seminars together with the social workers. Networking of Energy Ambassadors experts with social workers, social housing promoters, architects, etc... at the local level and between countries. Energy Ambassadors has demonstrated the real need for a creating and maintaining a collaborative working relationship between energy specialists and social workers. https://ec.europa.eu/energy/intelligent/projects/en/projects/energy-ambassador "
Score (1 to 5 with 5 as highest score)	4
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	"Around 18000 people have been reached by home visits, meetings at the office and events; https://ec.europa.eu/energy/intelligent/projects/en/projects/energy-ambassador
Score (1 to 5 with 5 as highest score)	5
Has the project stimulated energy saving behavioural change?	Yes
Details	4500 MWh have been saved through advices on behavioral changes, given by social workers and energy experts to vulnerable groups for them to apply in their homes; https://ec.europa.eu/energy/intelligent/projects/en/projects/energy-ambassadors

Score (1 to 5 with 5 as highest score)	5
Has the project involved consumers' engaging strategies?	Yes
Details	Advising consumers for energy saving strategies
Score (1 to 5 with 5 as highest score)	4
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	Yes
Details	EU legislation and funding should reflect the need for: 1. end-users engagement, empowerment and protection in the energy transition; 2. respect for the diversity of the solutions and approaches to energy efficiency (and production) around the EU; 3. reliable long-term financial support and further investigation of potential new tools and sources of finance; 4. Actions on the rehabilitation/renovation and building which is already a component within EU policy, and must be encouraged; https://ec.europa.eu/energy/intelligent/projects/sites/iee-projects/files/projects/documents/energy_ambassadors_brochure_en_nl.pdf
Score (1 to 5 with 5 as highest score)	4
Has the project proposed best practices in any of the above mentioned fields	No
Details	

Score (1 to 5 with 5 as highest score)	1
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3.2.1.8 FIESTA - Family Intelligent Energy Saving Targeted Action

Has the project researched vulnerable consumers and energy poverty?	Not researched, but addressed in someway
Details	"Families with children are at the core of the FIESTA project, aiming to cut their energy consumption and related emissions by fostering improvements in their daily habits to make them more energy-efficient and particularly in their use of heating and cooling systems at home. Particular attention was paid to the involvement of vulnerable consumers (such as families with low income, living in social housing and similar) in all project activities."
Score (1 to 5 with 5 as highest score)	3
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	A comprehensive package of tools essential for the Energy Help Desk's performance has been realized which includes: the 2FIESTA Energy Efficiency Guide for Households, the Guidebook for FIESTA advisors, the Energy Advisory Spreadsheet and a set of FIESTA Animations (available in 5 different languages); FIESTA has trained 28 energy advisors in a dedicated common session on the basis of the Guidebook for FIESTA advisors; http://www.fiesta-audit.eu/media/46433/fiesta_en_low.pdf
Score (1 to 5 with 5 as highest score)	5
Has the project established networking?	Yes

Details	A wide range of local stakeholders (schools, social housing bodies, consumers and environmental associations, heating and cooling-devices' retailers and installers, energy agencies and similar) were actively involved in the project activities to enlarge the number of targeted people informed and lay the ground for the exploitation of project initiatives, including after the end of the project; http://www.fiesta-audit.eu/en/the-project/
Score (1 to 5 with 5 as highest score)	4
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	FIESTA Energy Help Desks provide families with free-of-charge, door-to-door assistance on home energy issues. They help families understand how much energy they use and assess whether their energy consumption level is excessive; http://www.fiesta-audit.eu/en/services/
Score (1 to 5 with 5 as highest score)	4
Has the project stimulated energy saving behavioural change?	Yes
Details	At the end of the project, 2.100 home energy audits were performed in 14 different cities, with estimated energy savings amounting to 328 toe/year and estimated greenhouse gas emissions' reduction amounting to 1.130 tCO ₂ .
Score (1 to 5 with 5 as highest score)	4
Has the project involved consumers' engaging strategies?	Yes
Details	It depends on the activity of consumers

Score (1 to 5 with 5 as highest score)	4
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	Yes, within the access and improvement of information
Details	EHDs must be placed in the most visible and accessible spot in the Municipality; FIESTA stands visibility should be maximized by going out on public spaces and choosing events with high concentration of people; Considering audits by the customers point of view and highlight the benefits families can gain: saving energy, money and winning interesting prizes; Consumer associations and building managers should be involved too. They can spread the word about FIESTA's EHD as a new resource in energy saving and management.
Score (1 to 5 with 5 as highest score)	2
Has the project proposed best practices in any of the above mentioned fields	Yes, linked to replication of the project
Details	Project partners discussed about the project replication strategy in four roundtables, exchanging ideas and proposals on how to replicate the FIESTA model in other interested municipalities; Around 700.000 people are informed about the project and, thanks to the active involvement of the European Association ICLEI, 3.000 local authorities are informed about the project and from these, circa 30 local authorities will commit to replicate the FIESTA model
Score (1 to 5 with 5 as highest score)	3

3.2.1.9 REACH – Reduce Energy use And Change Habits

Has the project researched vulnerable consumers and energy poverty?	Yes
Details	Yes, a report was issued for each country - Providing an overview of the situation in the field of energy poverty at the national level of partner countries and at the local level for pilot areas. http://reach-energy.eu/publications . It is considered that "energy poverty affects mostly low-income households – retired people, unemployed or poorly paid, dependent on social benefits. Their economic disadvantage is often matched with poor energy efficiency of their homes."
Score (1 to 5 with 5 as highest score)	3
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	20 local actors engaged in local actions, 20 trained teachers and 250 trained energy advisors
Score (1 to 5 with 5 as highest score)	4
Has the project established networking?	Yes
Details	The website is well-developed and includes full information of the work in all four countries, with links to partners: http://reach-energy.eu/
Score (1 to 5 with 5 as highest score)	3

Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	Energy audit and consulting, energy saving toolkits: http://reach-energy.eu/wordpress/wp-content/uploads/2014/09/Focus_bringing-REACH-to-national-level.pdf
Score (1 to 5 with 5 as highest score)	4
Has the project stimulated energy saving behavioural change?	Yes
Details	Through energy consulting and advices to vulnerable consumers, as well as instalment of energy saving tools
Score (1 to 5 with 5 as highest score)	4
Has the project involved consumers' engaging strategies?	Yes
Details	It is based on involving consumers in energy saving behaviour.
Score (1 to 5 with 5 as highest score)	4
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	Yes
Details	The project provides recommendations to decision makers: Need to establish energy poverty as an issue that demands tailor-made policies and measures at local, national, and EU level. General awareness raising, information or financial assistance programs do not meet the needs of the energy poor households. Hence it is necessary to

	adjust those mechanisms by re-thinking the communication, advising and support for the households facing this problem.
Score (1 to 5 with 5 as highest score)	4
Has the project proposed best practices in any of the above mentioned fields	Yes
Details	The project is considered as a best practice.
Score (1 to 5 with 5 as highest score)	3

3.2.1.10 SMART-UP – Vulnerable consumer empowerment in a smart meter world

Has the project researched vulnerable consumers and energy poverty?	Yes
Details	Involvement of 1000 vulnerable consumers in a large scale pilot and 130 in a small scale social research to tackle fuel poverty.
Score (1 to 5 with 5 as highest score)	4
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	A training action addressed to social workers and / or energy operators; Information and advice to consumers https://www.smartup-project.eu/wp-content/uploads/2017/03/D4.1_final_160222_reduced.pdf
Score (1 to 5 with 5 as highest score)	5

Has the project established networking?	Yes
Details	Networks have been created with social operators
Score (1 to 5 with 5 as highest score)	4
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	Through better information
Score (1 to 5 with 5 as highest score)	4
Has the project stimulated energy saving behavioural change?	Yes
Details	Enables vulnerable consumers to make significant energy savings, reduce their fuel bills and seize further opportunities that may be offered by demand-response services
Score (1 to 5 with 5 as highest score)	4
Has the project involved consumers' engaging strategies?	Yes
Details	Empowering vulnerable consumers through better information
Score (1 to 5 with 5 as highest score)	3
Has the project outlined policy proposals for a better protection of vulnerable	Yes

consumers & against energy poverty?	
Details	Vulnerable households are more severely affected by energy price increases <i>f</i> Vulnerable households needs to be carefully examined and behavioural changes need to be accompanied by measures to improve energy efficiency of homes. <i>f</i> Decision makers should pay ample attention to equity aspect of the expected future price increase that will affect certain households more severely and could widen the existing “energy gap” and inequality among households.
Score (1 to 5 with 5 as highest score)	4
Has the project proposed best practices in any of the above mentioned fields	Yes
Details	Training guidelines for social operators and modalities to advice vulnerable consumers
Score (1 to 5 with 5 as highest score)	2

3.2.1.11 SERENADE - Sharing Expertise in Energy Advice across Europe

Has the project researched vulnerable consumers and energy poverty?	Indirectly
Details	As far as the level of advising in countries with different levels of vulnerable consumers is studied.
Score (1 to 5 with 5 as highest score)	3
Has the project provided training for energy information and advising?	Partially

It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	Providing information concerning the level and approaches for advising in EU
Score (1 to 5 with 5 as highest score)	3
Has the project established networking?	Yes
Details	Networking with social operators
Score (1 to 5 with 5 as highest score)	4
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	<ul style="list-style-type: none"> • Facilitating the achievement of the potential take-up of measures, by helping citizens to identify, prioritise, finance and practically implement the actions relevant to their situation; • Ensuring that the potential savings from concrete measures are fully realised; • Helping consumers to understand how to combine technologies; • Providing impartial help in a market that is very competitive both in terms of energy supply and the growing market for energy efficiency and related services; • Helping consumers to take care of their homes, achieving the right temperature and humidity levels and avoiding damp and mould growth from condensation
Score (1 to 5 with 5 as highest score)	3
Has the project stimulated energy saving behavioural change?	Indirectly
Details	The project contributes to energy saving behavioural change

Score (1 to 5 with 5 as highest score)	3
Has the project involved consumers' strategies? engaging	Not directly but contributes to it
Details	"The provision of a focussed process to help consumers to take the steps from awareness of serious environmental problems to positive action in their everyday lives: • Enabling consumers of all kinds to assess the impact of their actions and choices with regard to their household, business and municipal economy, comfort and health, as well as the global environment; • Facilitating the achievement of the potential take-up of measures, by helping citizens to identify, prioritise, finance and practically implement the actions relevant to their situation; • Ensuring that the potential savings from concrete measures are fully realised. "
Score (1 to 5 with 5 as highest score)	3
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	Indirectly
Details	Energy advice is identified as an essential accompaniment to most other policy tools to enable their effective implementation. It is also essential where there is a lack of effective policy. It has an impact upon: • citizen's behaviour; • sustainable energy use in housing, SMEs & public buildings. Energy advice supports European, national, regional, local policy objectives: • to take action on climate change and reduce carbon emissions; • to increase the rational use of energy; • to reduce fuel poverty and fuel debt; • to improve comfort levels and protect health; • to protect the most vulnerable in society; etc.
Score (1 to 5 with 5 as highest score)	3

Has the project proposed best practices in any of the above mentioned fields	Yes
Details	The energy advice programmes that exist are categorised as: Networks of local delivery agents with central coordination; Centralised, information-oriented; Consultancy-based (such as audits); Services for specific target groups only (such as apartment-owners or families on low income); Project-based (tending to be short term); Ad-hoc/occasional (such as local energy agencies with small personnel resources).
Score (1 to 5 with 5 as highest score)	4

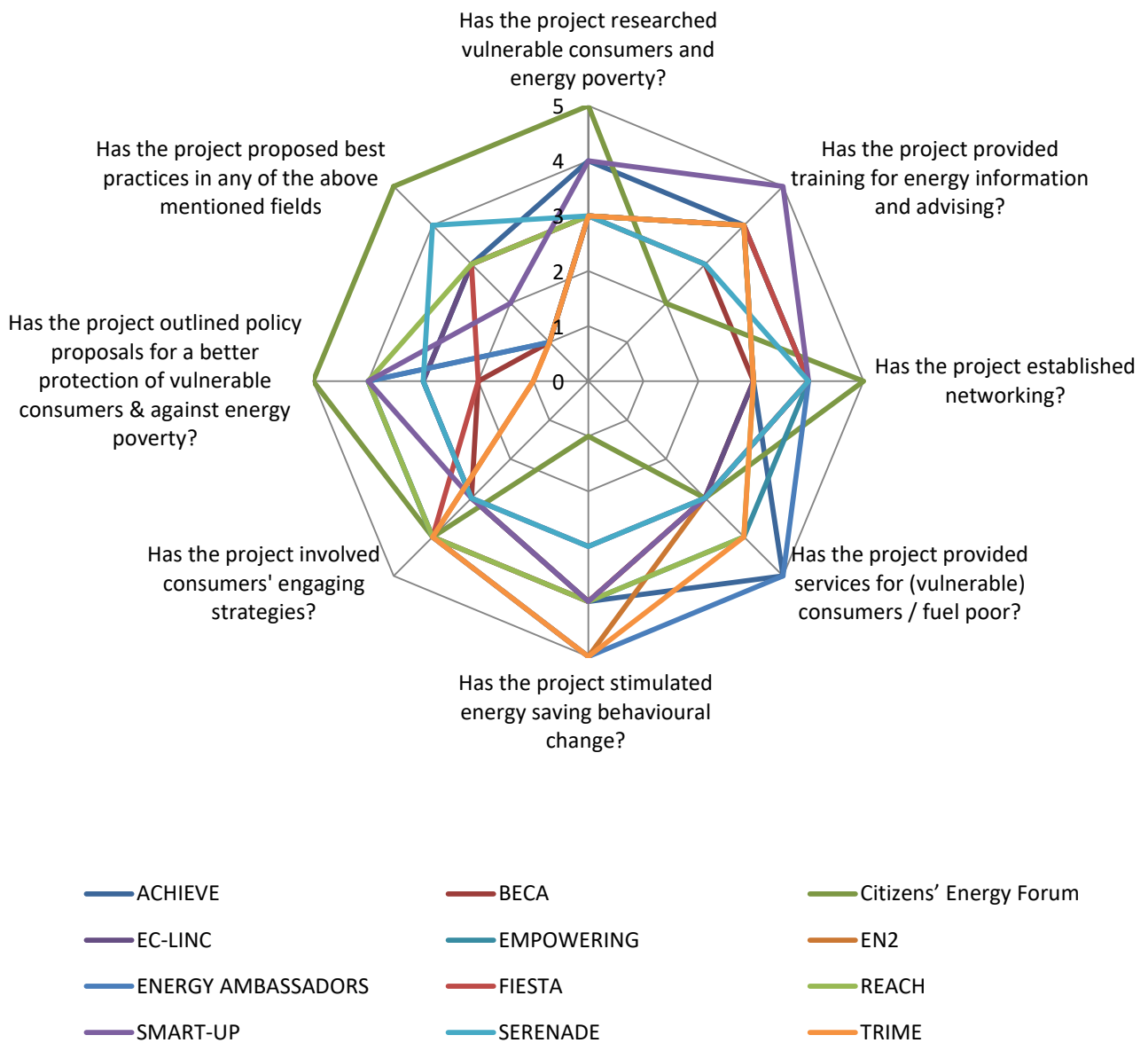
3.2.1.12 *TRIME - Trias Mores Energetica*

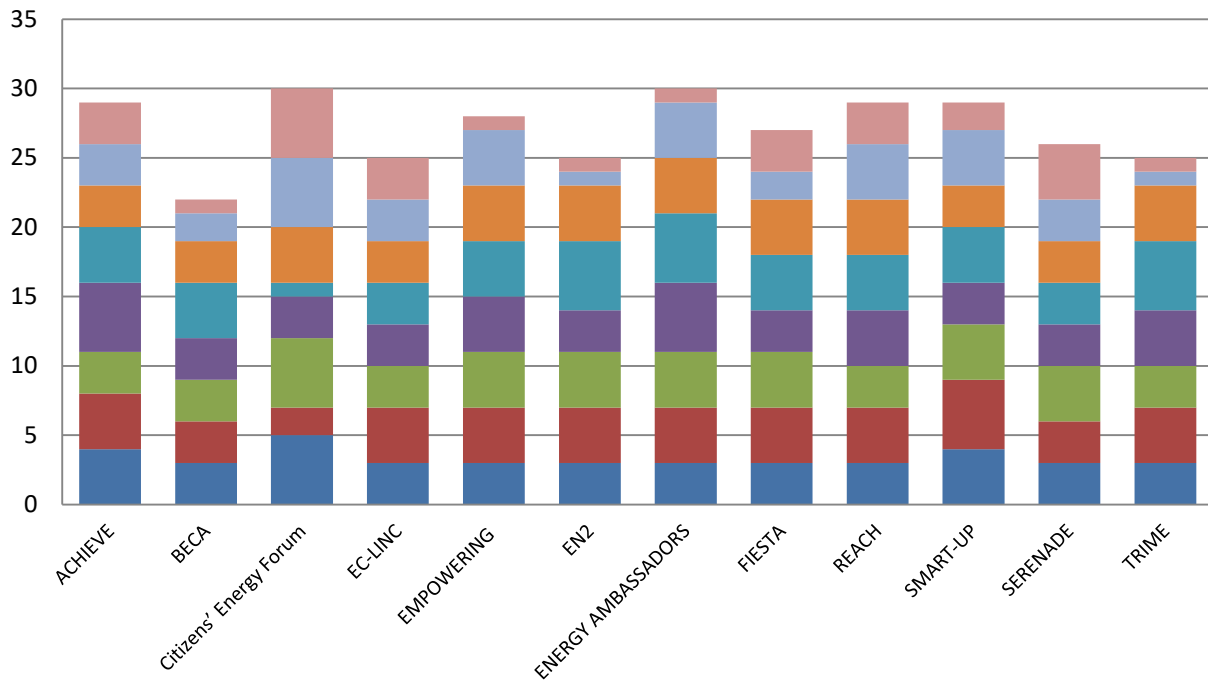
Has the project researched vulnerable consumers and energy poverty?	Yes
Details	Report on household appliances of social housing residents: http://www.trime-eu.org/wp-content/uploads/2017/07/Report-on-findings-of-purchasing-behaviour-of-residents.pdf
Score (1 to 5 with 5 as highest score)	3
Has the project provided training for energy information and advising?	Yes
It has provided training for energy information and the handling of complaints to both Consumer and Utilities Associations	Energy Ambassadors; Social Housing staff; Households to save energy at home: http://www.trime-eu.org/resources/?filter=energyambassador ; http://www.trime-eu.org/wp-content/uploads/2016/12/Training-material-for-SHO-staff.pdf ; http://www.trime-eu.org/challenge/

Score (1 to 5 with 5 as highest score)	4
Has the project established networking?	Yes
Details	Yes between participants. The project created a network of tenants that volunteered to be Energy Ambassadors who then support their neighbours to save energy.
Score (1 to 5 with 5 as highest score)	3
Has the project provided services for (vulnerable) consumers / fuel poor?	Yes
Details	3,875 residents (970-1600 households) in the 7 TRIME pilot sites are advised by the Energy Ambassadors of the potential to change their energy consumption behaviour facilitating a change of behaviour and a resultant 9% energy saving for those residents. Specific primary energy savings will be 3.5 GWh for heating and 2.9 GWh for electricity.
Score (1 to 5 with 5 as highest score)	4
Has the project stimulated energy saving behavioural change?	Yes through information and training
Details	Residents replace 100 fridges and 100 washers annually during the 3 year project period expected to result in a total primary energy saving in the 2nd and 3rd year of the project of 2 GWh; 100 Households on the Eigen Haard site and 100 households on the second pilot site rent appliances during the project; 200 additional social housing companies will encourage 1,250 of their residents to change their energy consumption behavior resulting in a 9% energy saving for those residents. Specific primary energy savings will be 1.1 GWh for heating and 0.9 GWh for electricity: http://www.trime-eu.org/wp-

	content/uploads/2017/09/Presentation-of-TRIME-results-31Aug2017.pdf
Score (1 to 5 with 5 as highest score)	5
Has the project involved consumers' engaging strategies?	Yes, the project is based on involving consumers
Details	/
Score (1 to 5 with 5 as highest score)	4
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1
Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?	No
Details	/
Score (1 to 5 with 5 as highest score)	1

3.3 EU Action Initiatives: charts





- Has the project proposed best practices in any of the above mentioned fields
- Has the project outlined policy proposals for a better protection of vulnerable consumers & against energy poverty?
- Has the project involved consumers' engaging strategies?
- Has the project stimulated energy saving behavioural change?
- Has the project provided services for (vulnerable) consumers / fuel poor?
- Has the project established networking?
- Has the project provided training for energy information and advising?

3.4 EU Action Initiatives: Best Replicable Practice

Acronym & Project Title	Start/ end date:	Internet address	Countries involved	Summary	Common partners with ASSIST
Energy Poverty Handbook (office of Tamasz Meszerics, MEP)	Publication: October 2016, Brussels	http://meszerics.eu/pdf/energypoverthyhandbook-online.pdf	EU wide	Articles presenting research results of studies of energy poverty, its cause, consequences and approaches and instruments to alleviate it.	EAPN
Energy poverty in the European Union: landscapes of vulnerability	Author: Stefan Bouzarovsky; Paper, August 2013		EU wide	Review of debates and academic research of energy poverty; identification of groups, places and spaces vulnerable to a lack of adequate energy services in the home.	No

<p>EVALUATE - Energy Vulnerability and Urban Transitions in Europe</p>	<p>03.2013 - 02.2017</p>	<p>https://urban-energy.org/evaluate/</p>	<p>The project involves a comparative study of eight urban districts within four ECE cities: Gdańsk (Poland), Prague (Czech Republic), Budapest (Hungary) and Skopje (Republic of Macedonia).</p>	<p>EVALUATE is a five-year European Research Council funded project, underway since March 2013. It aims to investigate the character, prevalence and evolution of energy poverty in European cities. It uses a vulnerability framework to study energy poverty, meaning that the project's emphasis is on the risk factors that may make a given household, community, city or country susceptible to energy poverty.</p>	<p>No</p>
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<p>EVENT - Energy Vulnerability and Alternative Economies in Northern Greece</p>	<p>07.2013 – 08.2014</p>	<p>https://urban-energy.org/event/</p>	<p>UK & Greece</p>	<p>The project tries to push the boundaries of existing knowledge about the driving forces of fuel poverty in Europe, by investigating the social, economic and spatial underpinnings of this condition through an energy vulnerability lens. Energy vulnerability is seen as the propensity of a household to lack a socially- and materially-necessitated level of energy services in the home. EVENT was based in Greece, a country which has recently experienced the rapid expansion of fuel poverty, incl. in the midincome strata. As a result of the economic crisis, the unravelling of corporate-led forms of universal energy provision has been accompanied by the emergence of new household practices in this country's informal economy. The project explains the socio- technical production of fuel poverty in Greece and Europe more generally; develops an explanatory framework for the driving forces of energy vulnerability, incorporating dimensions such as energy affordability, energy efficiency, access to infrastructure, features of the housing stock, as well as household energy needs and practices; considers assets and alternative economic practices used by vulnerable households.</p>	<p>No</p>
<p>EPEE “European fuel Poverty and Energy Efficiency”</p>	<p>12.2006 – 10.2009</p>	<p>https://ec.europa.eu/energy/intelligent/projects/en/projects/epee; http://www.precarite-energetique.org/</p>	<p>Belgium, France, Italy, Spain, UK</p>	<p>The EPEE project led to the following main results: An analysis of fuel poverty situations in the different partners' Country; An analysis of the current policies to address fuel poverty and to identify best practices.</p>	<p>ECOSERVEIS</p>

EPOV - European Energy Poverty Observatory	12.2016 – 03.2020	http://fuelpoverty.eu/about/epov/	UK as an administrator of the website, all countries participate with information	The project aims to develop a new European Energy Poverty Observatory (EPOV). The EPOV project is scheduled to last 40 months, and is implemented by a pan-European consortium of 13 organisations, including universities, advocacy groups, think tanks, and the business sector. The University of Manchester leads the consortium. The overarching aim of the EPOV is to engender transformational change in the availability of information about the socio-economic extent of energy poverty in Europe, and measures to combat it.	
EMIN 1 – European Minimum Income Network	2013-2014	https://emin-eu.net/	All EU countries + Norway, Iceland, Serbia, Macedonia	The European Minimum Income Network (EMIN) is an informal Network of organisations and individuals committed to achieve the progressive realisation of the right to adequate, accessible and enabling Minimum Income Schemes. EMIN unites various experts, professionals, academics and diverse entities active in the fight against poverty and social exclusion. EMIN is organised at EU and national levels, in all the Member States of the European Union and also in Iceland, Norway, Macedonia (FYROM) and Serbia. It aims to build consensus and take the necessary steps towards the progressive realisation of adequate and accessible minimum income schemes in EU Member States. EMIN1 includes review of the minimum income schemes in all involved countries, incl. social assistance for energy poverty.	EAPN

INSIGHT-E - “An Energy think tank informing the European Commission”	2014 - 02.2017	http://www.insightenergy.org/	UK, Germany, Belgium, France, Italy, Croatia, Ireland, Netherland, Sweden	INSIGHT_E provides decision makers from the European Commission with unbiased policy advice and insights on policy options, including an assessment of their potential impact. Moreover, it brings to the attention of policy makers new trends in technology as well as the objectives and activities of important stakeholders that have a key voice in European energy policy-making. The INSIGHT_E consortium is comprised of a multidisciplinary team of experts, representing various sectors: academia, research centres, consultancies, one think tank, one stakeholder organization and one of the Knowledge and Innovation Community of the European Institute of Technology. They are experienced in delivering high quality policy advice and have access to a large network of stakeholders.	
NATCONSUMERS - NATural Language energy for Promoting CONSUMER Sustainable Behaviour	05. 2015 – 06.2017	http://natconsumers.eu/	Hungary, UK, Italy, Spain, Norway, Finland, Greece, Belgium	The NATCONSUMERS project aims to address the EU need in the Europe 2020 strategy for reduction of the primary energy use by 20% by 2020, as well as the 20% of greenhouse emission, by proposing integral measures and activities that promote energy saving in domestic area. Starting point: Most energy efficiency measures implemented in Europe involve technological interventions. In spite some of them were successful many of them failed due to low user engagement and participation since they were ignoring the different factors affecting user behaviour. NATCONSUMERS promotes energy saving in domestic area through raising consumer awareness on energy as a daily life concerns, and provoking direct actions by making consumption visible and summarising it into	RSE (IT); VAASAETT (FI)

				tailored tips for energy consumption.	
Good Practices Aiming to End Energy Poverty (office of Tamazs Meszerics, MEP)	Publication: 2016 Brussels	http://meszerics.eu/pdf/energypoverty-goodpractices.pdf	Good practices from different EU and Europe	A collection of good practices, created as a side project of the Energy Poverty Handbook. The booklet presents projects delivering large scale physical interventions, offering energy advice, smart metering or financial support for energy poor households and finally bottom-up projects which actively involve the concerned households. Each case study provides an overview of the projects (and contacts with the leaderorganisation), presents the results and discusses lessons learnt through the projects. Success factors and elements of sustainability are also reviewed. The case studies are collected by Anna Bajomi (trainee, office of Tamás Meszerics MEP) and Viola Shanini (trainee, EAPN).	EAPN

Acronym & Project Title	Summary: Type of action					
	Information and engagement of consumers	Information and engagement of stakeholders	Consumers protection measures	Financial support	Policy orientation	Job market / professional training
Energy Poverty Handbook (office of Tamasz Meszerics, MEP)	The publication's goal is to stimulate production of better research and citizens' participation in energy poverty alleviation by providing better information concerning energy poverty.	Yes. All stakeholders can profit of the information	Yes. Regulation related to energy poverty and vulnerable consumers is presented and analyzed. The lack of official definition and specific legislative programme to address energy poverty at EU level is stressed	No	Yes. The project analyses key issues of policies for alleviation of energy poverty. Tools to tackle energy poverty are presented	No
Energy poverty in the European Union: landscapes of vulnerability	No	Partially. Mainly for policy makers and researchers	No. Review of measures, but not proposals	No	Yes. Information is useful for improving of policies	No
EVALUATE – Energy Vulnerability and Urban Transitions in Europe						

EVENT – Energy Vulnerability and Alternative Economies in Northern Greece	Yes. Ethnographic case study of the experience of energy vulnerability	Yes. Interviews with decision makers	Indirectly – through policy recommendations	No	Yes	No
EPEE “European fuel Poverty and Energy Efficiency”	Yes, indirectly through research	Yes. Guides for local and EU stakeholders	Indirectly, recommendations concern how vulnerable consumers should be better protected	No	Yes. The project is set to deliver general and specific policy guidelines for each of the countries covered	No
EPOV - European Energy Poverty Observatory	Not clear	Yes, including many partners	Yes, indirectly through policy recommendations	No	Yes	No
EMIN 1 – European Minimum Income Network	Yes. Interviews with people at social assistance and income poverty, incl. asking them for proposals & recommendations	Yes. NGOs. Social workers, local authorities, tradeunions, researchers, decision makers, etc.	Indirectly	No	Yes	No

INSIGHT-E - “An Energy think tank informing the European Commission”	No	Yes, incl. bilateral discussions with energy poverty stakeholders (academics, government or public administration officials, various practitioners) in the 28 EU Member States. These exchanges have helped inform the preparation of the individual country profiles on which the report is based.	No	No	Yes, analyses policies and provides advices on policy-making	No
NATCONSUMERS - NATural Language energy for Promoting CONSUMER Sustainable Behaviour	Yes. NATCONSUMERS provides residential energy consumers with specific actions to reduce their energy consumption and costs, based on their needs. Information and consumer feedback is an essential element in changing consumers' attitudes.	Yes. Key stakeholders: Energy Advice Centers; Distribution Companies; Energy Retailers; Charity Organizations, research community; policy makers	Yes. The project supports the implementation of novel services for the residential segment such as personalised consumption feedback using natural language, dynamic pricing schemes, and demand response programmes and provides information for better legislation.		Yes. Provision of information for improving the legislation	Yes. A Handbook is elaborated with the purpose to provide a step-by-step guide to the NATCONSUMERS mechanism. The Handbook allows the methodology to be replicated and adapted by different market actors and provides a background to good advice provision.

Good Practices Aiming to End Energy Poverty (office of Tamasz Meszerics, MEP)	Yes, in most of the case studies	Yes, networking in all the case studies	Yes, including a law in one of the case studies	Yes, in some cases	Yes, in some cases direct and in others indirect	in some of the case studies
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3.5 EU Mixed Initiatives: Best Replicable Practice

Acronym & Project Title	Start/end date:	Internet address	Countries involved	Summary	Common partners with ASSIST
ENACT – Energy Auditors Competences, Training and Profiles	09.2014 – 08.2016	http://www.enactplus.eu/eng ; http://www.aisfor.it/progetti-24-enact	Italy, Portugal, Poland, Spain	ENACT aims to contribute to the definition and implementation of a common frame of the green professional qualification and competences of Energy Auditors (according to the European Directive 2010/31/EU - EPBD recast), defining the skills and professional profile at European level of an expert on energy issues and to meet the Article 17 on the independent experts. This is a research project to analyse the legislation and the situation in the various European countries concerning professional figures in the sector of energy auditing, basing on comparative analysis, to define common competences of an European figure.	AISFOR (IT; co-ordinator); KAPE (PL)

<p>ENFORCE project: European Network for the Energy Performance Certification of Building</p>	<p>09.2009 – 08.2012</p>	<p>http://www.buildup.eu/en/explere/links/enforce-project-european-network-energy-performance-certification-buildings; https://ec.europa.eu/energy/intelligent/projects/en/projects/enforce</p>	<p>Italy, Portugal, Spain, Slovenia, Greece</p>	<p>The ENFORCE project intends to give final consumers independent, qualified, information and assistance on energy certification of their buildings, allowing them to make informed decisions, thus aiding the diffusion of energy certification (Energy Performance of Buildings Directive 2002/91/EC); It tackles obstacles to intelligent patterns of energy use by: carrying out 6 national studies on the steps and experience in introducing new legislation, plus a European comparative study on replicable best-practice; creating a trans-national network of trained energy auditors, operating under a common code of conduct, to assist final consumers on energy performance related topics; operating a call-center for consumers as a first contact point, providing the requested information and access to the network of auditors; launching an information campaign to promote the call-center and network services, thus qualify the market.</p>	<p>No</p>
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<p>FINSH - Financial and Support Instruments for Fuel Poverty in Social Housing</p>	<p>01.12.2007 – 31.05.2010</p>	<p>The website of the project has expired; https://ec.europa.eu/energy/intelligent/projects/en/projects/finsh</p>	<p>France, Germany, Italy, Poland, UK</p>	<p>The aim of the project FinSH was to develop relevant support schemes to address financial and social barriers to access to energy efficiency retrofitting in social housing. It contributed to the reduction of fuel poverty and to the increase of energy saving in social housing in Europe. One key feature of the project is to combine financial, social and energy approaches. The project includes both analysis of financial products to foster energy efficiency retrofitting and development of practical support guidelines to increase the access to these financial products for fuel-poor households and social housing companies. This could aid organisations throughout Europe working with social housing tenants who are at risk of fuel poverty, to encourage them participate to energy efficiency programmes and measures. The project works closely with banks, energy and social experts and with relevant current EU and national initiatives.</p>	<p>KAPE (PL) & SWEA (UK)</p>
<p>DOMINO - Connecting Europe, Saving Energy</p>	<p>03.2016 – 10.2018</p>	<p>https://www.dominoenergy.eu/en/project</p>	<p>Germany, Italy, Belgium, Bulgaria</p>	<p>An EU project within the framework of the Horizon 2020 research and innovation programme. "The goal of the DOMINO Challenge is to promote awareness of private electricity consumption and, at the same time, to spread knowledge of simple yet effective energy-saving measures that contribute to increased energy efficiency and real savings for households. Alongside the direct influence on the energy consumption patterns of the participating households, DOMINO will also generate research data. This data will be evaluated after the energy-saving game comes to an end, with recommendations for action to be passed along to politicians and policy-makers."</p>	<p>No</p>

SPIRIT - Energising Faith Communities	03.2014 – 11.2016	http://www.spirit-project.eu/	UK, Ireland, Italy, France, Austria, Sweden, Czech Republic, Belgium	A partnership has been established and a standard methodology has been tested for the delivery of energy saving behaviour change campaigns via faith based networks that is applicable on a pan-European basis. Seven of the project partners undertook an average of 105 domestic demonstration energy assessments and advice sessions (led by professional advisers) in the homes of members of faith based networks – 734 in total. Each of the partners trained an average of 58 members of the faith based networks with which they were engaged to become volunteer energy champions – 405 volunteers in total, trained through 61 sessions. Once the volunteers were trained, the partners provided ongoing management, administration and support functions that assisted them in undertaking a total of 4,714 domestic energy advice sessions for other members of their faith networks	No
Step_by_Step - Step by step commitments for energy saving	03.2015 – 02.2018	http://cordis.europa.eu/result/rcn/195138_en.html	Italy, Belgium, Germany, Poland, Spain	Step by Step aims at reducing energy consumption of households and encouraging to invest in energy efficient products and/or high quality renewable energy products. This is done by provoking behavioral change through intensive accompaniment of participating households.	No

<p>PROMISE - Promoting best practices to support energy efficient consumer behaviour on European islands</p>	<p>Italy, Denmark, Iceland, Greece, Spain, UK</p>	<p>http://ec.europa.eu/energy/intelligent/projects/en/projects/promise#lesson</p>	<p>Italy, Denmark, Iceland, Greece, Spain, UK</p>	<p>By sharing information and experience, energy agencies from Samsø (Denmark), Iceland, Rhodes (Greece) and Tenerife (Spain) aimed to promote tried-and tested methods for reducing the energy consumption of households. Knowledge has been transferred through capacity building workshops, EASWs (European Awareness Scenario Workshops) and awareness raising campaigns accomplished in each target island, i.e. Iceland, Rhodes, Tenerife. Each awareness campaign addressed targeted groups of island households, included at least 35 home energy checks in each target island and made use of energy efficiency tools developed throughout the project. Public authorities, both local and national, have been involved and policy recommendations with concrete action lines have been elaborated that favour energy efficient consumer behaviour. A European awareness campaign disseminated project achievements to a wide network of islands and involved six new islands as so-called 'island buddies' in the project.</p>	<p>No</p>
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USMARTC ONSUMER - You are a Smart Consumer	03.2014 – 02.2017	http://www.usmartconsumer.eu/	United Kingdom, Poland, Austria, Italy, Germany, Poland, Netherlands	The project is aimed at enhancing European households (tenants and owners) based on the improved information facilities of their smart meter, informing and involving them in the innovative services that help them save electric, gas or district heating energy and get user-friendly interfaces. The project focuses on Member States where energy savings are an issue in the national business case for smart meters. By now information services that can be provided to consumers start emerging in the market. The aim is to help create the right market conditions and help send targeted information to consumers in the partner countries. The project focuses on concrete actions from households to generate estimable impacts in terms of savings. During the action, the needs of vulnerable consumers will get special attention.	Aisfor (IT)
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Acronym & Project Title	Summary: Type of action					
	Information and engagement of consumers	Information and engagement of stakeholders	Consumers protection measures	Financial support	Policy orientation	Job market / professional training
ENACT – Energy Auditors Competences, Training and Profiles	No	Yes	Indirectly	No	Yes	Yes. Definition of skills and professional figure of the “ENACT Energy Auditor”; Development of programs and training resources; Development and implementation of the ICT system, including modules and tools; validation of the system and the program; definition of the final profile and training programs.

<p>ENFORCE project: European Network for the Energy Performance Certification of Building</p>	<p>Activating in each participating country a call-center to offer a telephone advice and provide the consumer with the requested information; A web portal activated; https://ec.europa.eu/energy/intelligent/projects/sites/iee-projects/files/projects/documents/the_enforce_experience_en.pdf</p>	<p>Creating a trans-national network of independent, third-party expert energy auditors to assist final consumers; This network is composed by young people having achieved a technical degree and trained through intensive courses; The network is open;</p>				<p>Training courses organised in the participant countries attended by professionals and junior actors; https://ec.europa.eu/energy/intelligent/projects/sites/iee-projects/files/projects/documents/the_enforce_experience_en.pdf</p>
<p>FINSH - Financial and Support Instruments for Fuel Poverty in Social Housing</p>	<p>Yes. Fuel poor households are involved in the implementation of energy efficiency measures</p>	<p>Yes. Involvement of financial institutions, social landlords, energy and social experts. Promotion of sustainability in retrofitting programme. Information about legislative framework and existing financial products and related necessary social schemes to increase energy efficient retrofit in social housing.</p>	<p>No directly</p>	<p>Yes. Development of relevant financial products for tenants and social housing actors.</p>		<p>Methodological tools focusing on financial and/or social support for fuel poor households (notably a guidance package) and social housing associations</p>

DOMINO - Connecting Europe, Saving Energy						
SPIRIT - Energising Faith Communities	Yes. A total of 4,714 domestic energy advice sessions for other members of their faith networks.	Partially. Mainly consumers	No			Improving environmental impact of energy consumption No
Step_by_Step - Step by step commitments for energy saving	Yes. The households are regularly encouraged to try energy-savings actions. The interventions are based on a behavioral strategy and a web based system for behavioral change is being deployed.	Partially. Mainly consumers	Yes. Tailored justifications, commitment and collective challenges are used to encourage energy-related investment.	No		Yes. Step by Step contributes to achieving the EU 20-20-20 targets by reducing energy consumption of households and encouraging green energy investments. Energy saving interventions are launched in 4 European areas: Gent (Belgium), Cefalú (Italy), L'Alcúdia (Spain) and Warsaw (Poland). Yes. Operational teams were recruited and trained in order to perform door to door and phone accompaniment. Accompaniment strategy was defined and communication contents were produced (letters, posters...)

<p>PROMISE - Promoting best practices to support energy efficient consumer behaviour on European islands</p>						
<p>USMARTCONSUMER - You are a Smart Consumer</p>	<p>Yes</p>	<p>Yes. A strong involvement of consumer associations, energy/service suppliers and market promoters has been agreed, facilitating networking and knowledge transfer among key actors, increasing market growth, transparency and confidence in the energy services market for small consumers.</p>	<p>Yes. Directly empowerment 220.000 householders to benefit from smart meters services, saving average 10 % energy at their homes during project lifetime, over 125.000 MWh/year, in a cost-effective way.</p>		<p>Yes. Supports the implementation of smart metering to consumers under EU energy market legislation in the Third Energy Package</p>	

4 Conclusions

So what can we learn from the analysis of the projects and initiatives already operating through Europe? As we have seen in reports 2.1 and 2.2, there is a wide range of projects tackling many different aspects of energy poverty. These of course do not stand alone, isolated from other important projects to reduce poverty in general or reduce energy usage. There are many overlapping elements that work hand in hand with other projects focusing on wider issues.

It is useful to look at the strengths and weaknesses of both the National, and then EU initiatives separately. As has been discussed in the previous reports, identifying and defining energy poverty is not a simple task, especially with so many differences in the economic, demographic and climatic landscapes for each country. What works well in one country would not be appropriate in another. But best practice can be identified in each individual country, and the strengths and weaknesses of EU projects can also be compared and analysed.

4.1 National Initiatives

- In Italy there is a wide range of initiatives available and clear areas of strengths and weaknesses. The strengths include the Training for Energy Information and Advising (Sportello consumatore AEEGSI), the provision of Services for Vulnerable / Fuel Poor (Sportello consumatore AEEGSI) and Affecting Behaviour Change (Eni gase luce – Genius). Weaknesses could be identified in the areas of Research and Policy. The best performing initiative overall is Energia su Misura.
- It is clear from the data from Belgium that there are several areas of provision that are not catered for at all by many of the initiatives. There is a good number of initiatives available however it seems that these all concentrate on very specific areas of energy poverty work. The highest performing initiative overall is Dampoort Knapt Op! that scored well in 5 of the 7 areas identified. The areas with least coverage are Research and Training for Energy Information and Advising.
- Spain has a wide range of initiatives available however some of those analysed are regional. The highest performing initiative, that incidentally performed well across all areas of the analysis, is Punts d'Atencio a la Pobresa Energetica (Barcelona). Although this scheme performed well in all areas of service and support, it is a regional scheme. The second strongest performing initiative (again across all areas) and highest performing national initiative is Fuel Poverty Group.
- From the two initiatives studied in Poland, it appears that they are quite polarized in terms of strengths and weaknesses. Where the initiatives performed well was in the areas of Policy, Consumer Engagement and in Providing Services to the vulnerable and fuel poor. Improvements can be made however in the areas of Affecting

Behavioural Change, Networking, Training for Energy Information and Advising, and Research.

- The situation in Finland is markedly different from in the other partner countries as there aren't any national initiatives targeting vulnerable consumers of energy poor households specifically. Instead there are initiatives in place advising on energy efficiency. This service is provided by Motiva.
- UK projects have a clear distinction between those that offer purely financial assistance and those that offer advisory or supportive services to vulnerable clients. Those projects that offer financial assistance, although they have based their eligibility criteria on research, do not offer any advisory services once the funding has been provided. One suggestion would be to combine certain elements of both types of project to ensure a more rounded service for vulnerable clients.

4.2 EU Initiatives

Summarizing, the review of the selected EU projects depicts clear gaps as far as energy poverty reduction is concerned (between researches and interventions; social and energy stakeholders; consumer protection measures and measures aimed to adapt behaviour; informing and empowering consumers, etc.). However the review suggests as well many different opportunities to fill in these gaps on the basis of accumulated experience.



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