



ASSIST
2GETHER

Support Network for Household Energy Saving

Project Guidelines 2017

ASSIST Objectives: Strategic and Specific

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



Creation, networking and action of an innovative professional figure to support vulnerable consumers in their domestic energy consumption, the Home Energy Advisor (HEA)

ASSIST Objectives: Strategic and Specific



**Contribute
to tackle
fuel poverty**

**Support vulnerable
consumers with their
domestic energy management
(reduce and / or improve
energy consumption)**



**Vulnerable
consumers**

**Fuel poor
consumers**

ASSIST Background

1. **Vulnerable Consumers Working Group (VCWG)** and Citizens' Energy Forum.
2. European Horizon2020 project **SMART-UP** "Consumers Empowerment in a Smart Meter World".
3. European FP7 project **INSIGHT-E** "An Energy think tank informing the European Commission".
4. European Erasmus+ project **ENACT** "Energy Auditing Competencies, Training and Profiles"
5. European IEE project **ACHIEVE** "ACtions in low income. Households to Improve energy efficiency through Visits and Energy diagnosis".
6. European IEE project **ENERGY AMBASSADORS** "Campaign to fight against fuel poverty and raise awareness on energy efficiency and energy savings".
7. European IEE project **SeRENADE**.
8. European IEE project **EPEE** "European fuel Poverty and Energy Efficiency".
9. European publications.
10. Ongoing European initiatives.

ASSIST Background

1. Vulnerable Consumers Working Group (VCWG) and Citizens' Energy Forum.

The European Commission established the **Citizens' Energy Forum** in 2007 and has met on an annual basis in London – last meeting in February 2016. The aim of the Forum is to create competitive, energy-efficient and fair retail markets for consumers.

Several **Working Groups** have been established to focus on issues raised in the Forum, covering topics such as **vulnerable consumers**, price transparency, and consumers as energy market agents.

Useful publications

[Vulnerable Consumer Working Group Working Paper on Energy Poverty - February 2016](#)

[Guidance document on Vulnerable Consumers – November 2013](#)
<https://ec.europa.eu/energy/en/events/citizens-energy-forum-london>

ASSIST Background

2. European Horizon2020 project SMART-UP

Duration: March 2015 to February 2013

Partners countries: FRANCE, ITALY, MALTA, SPAIN, UK

Strategic Objectives: To train 20 – 25 social workers / frontline staff in each country on social – energy issues to support vulnerable consumers and through them deliver enhanced advice to 1000 vulnerable consumers on energy efficiency. Implement a small scale pilot addressing 60 – 65 vulnerable consumers in each country to define the best mix of support activities to support vulnerable consumers on energy efficient issues (IHD, telephone call, aftercare service, energy dairy)

<http://www.smartup-project.eu>

ASSIST Background

3. European FP7 project INSIGHT

Duration: January 2017 to October 2017

Partners countries: Croatia, France, Germany, Ireland, Italy, Netherlands, Sweden, Switzerland UK

Strategic Objectives: INSIGHT_E is a European, scientific and multidisciplinary think-tank for energy which informs the European Commission and other energy stakeholders. It supports Energy policy at European level by providing advice on policy options and assessing their potential impact.

Useful publications

Measures to protect vulnerable consumers in the energy sector: an assessment of disconnection safeguards, social tariffs and financial transfers (2017)

Energy poverty and vulnerable consumers in the energy sector across the EU: analysis of policies and measures (2016)

<http://www.insightenergy.org>

ASSIST Background

4. European Erasmus+ project ENACT

Duration: September 2015 to August 2016

Partners countries: ITALY, POLAND, PORTUGAL and SPAIN

Strategic Objectives: To analyse the training, qualification and labour market related to the domestic energy efficiency and define the qualification scheme of an European energy auditor for the domestic sector and prepare, test and validate the relative training course

<http://enactplus.eu>

ASSIST Background

5. European IEE project ACHIEVE

Duration: March 2015 to February 2013

Partners countries: BULGARIA, FRANCE, GERMANY, SLOVENIA, UK

Strategic Objectives: contribute to practical (energy uses and behaviours) and structural (retrofitting buildings) solutions for reduction of fuel poverty in Europe. Long-term unemployed people, volunteers or students are mobilized and trained to develop a large-scale energy advice service towards low-income households facing difficulties with their energy bills. The service is based on home visits, which main purposes are: to understand vulnerable consumers' energy consumption, bills and habits, and to check their appliances with a set of reporting/analysing tools; 2) to distribute and install a set of free energy and water saving devices, and give advice to the households on how to implement further practical measures for saving energy; 3) to analyse which longer-term solutions can be brought to improve the households' situation, by linking local actors into a concerted local action plan.

<https://ec.europa.eu/energy/intelligent/projects/en/projects/achieve>

ASSIST Background

6. European IEE project ENERGY AMBASSADORS

Duration: May 2009 to October 2011

Partners countries: FRANCE, UK, SWEDEN, SPAIN, ROMANIA, BULGARIA, DENMARK, GREECE, ITALY.

Strategic Objectives: To work with health and social care organizations to create a better understanding of the problems of fuel poverty, how it is linked to energy issues and can be solved by better integration and partnership work and to support social workers with energy issues

<https://ec.europa.eu/energy/intelligent/projects/en/projects/epee>

ASSIST Background

7. European IEE project SeRENADE

Duration: January 2006 to February 2008

Partners countries: AUSTRIA, BULGARIA, FRANCE, ITALY, SLOVENIA, SWEDEN, UK

Strategic Objectives: 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.

<https://ec.europa.eu/energy/intelligent/projects/en/projects/serenade>

ASSIST Background

8. European IEE project EPEE

Duration: December 2006 to November 2009

Partners countries: BELGIUM, FRANCE, ITALY, SPAIN, UK

Strategic Objectives: 'Fuel poverty' is a problem which can be tackled alongside gas emissions by retrofitting old buildings. This project focuses on low-income tenants who are victims of fuel poverty because they cannot afford to make improvements. Unless all actors get involved, both energy consumption in the home and greenhouse gas emissions will continue to rise, aggravating fuel poverty further still. Though the phenomenon is not clearly defined across Europe, there is evidence of common trends such as unpaid energy bills, disease and self-disconnecting. The underlying goal is to identify the best and most appropriate mechanisms for each national context and to make fuel poverty a priority within national and European energy policies.

<https://ec.europa.eu/energy/intelligent/projects/en/projects/epee>

ASSIST Background

9. European publications

- **Understanding consumer vulnerability in the EU's key markets (2016)**
(http://ec.europa.eu/consumers/consumer_evidence/market_studies/docs/consumer_vulnerability-factsheet_web_final_en.pdf) – factsheet
(http://ec.europa.eu/consumers/consumer_evidence/market_studies/docs/infographic_consumer_vulnerability_static_version_web_en.pdf) – infographic prepared by the EC
- **Consumer vulnerability across key markets in the European Union (2016)**
(http://ec.europa.eu/consumers/consumer_evidence/market_studies/docs/vulnerable_consumers_approved_27_01_2016_en.pdf) – Report prepared for DG Justice
- **Feasibility study to finance lowcost energy efficiency measures in low-income households from EU funds (2016)**
(https://ec.europa.eu/energy/sites/ener/files/documents/low_cost_energy_efficiency_measures_-_final_report.pdf) reported prepared for DG Energy
- **Good Practices Aiming to End Energy Poverty (2016)**
(<http://meszerics.eu/pdf/energypoverty-goodpractices.pdf>) – presentation of case studies presenting various good practices aiming at ending energy poverty - prepared by the office of MEP Tamás MESZERICs
- **Energy Poverty Handbook (2016)**
(<http://meszerics.eu/pdf/energypovertyhandbook-online.pdf>) – handbook prepared by the office of MEP Tamás MESZERICs

ASSIST Background

10. Ongoing European initiatives

European Energy Poverty Observatory (EPOV)

Duration: 40 month project, starting from December 2016,

Objective: engendering transformational change in knowledge about the extent of energy poverty in Europe, and measures to combat it

Consortium: Germany (Wuppertal Institute), Luxembourg (Intrasoft International), Netherlands (Ecofys), UK (The University of Manchester – coordinator; National Energy Action) + EU (European Policy Centre)

The core partners will also be supported by a range of other energy poverty organisations: France (Alphééis), Greece (Centre for Renewable Energy Sources and Saving), Spain (Asociación de Ciencias Ambientales, ECODES), France (Energy Action Project – EnAct; Energy Action Ltd) + EU (Housing Europe, EU Fuel Poverty Network - EUFPN)

ASSIST Overview

Call: Horizon2020 Energy Efficiency 2016 (H2020-EE-2016-2017)

Topic: EE-06-2016-2017 «Engaging private consumers towards sustainable energy»

Duration: 36 months (1 May 2017 – 30 April 2020)

Consortium: 12 partners coming from 6 countries (Belgium, Finland, Italy, Poland, Spain, UK) and 1 European network

Objectives: Contribute to tackle the main barriers of the energy market faced by vulnerable consumers through the training, networking and action of an innovative professional figure to support vulnerable consumers in their domestic energy consumption, the Vulnerable Consumers Energy Advisor (VCEA).

Cordis info: http://lot4.cordis.europa.eu/project/rcn/209995_en.html

Website: www.assist2gether.eu

ASSIST Overview

Project Consortium

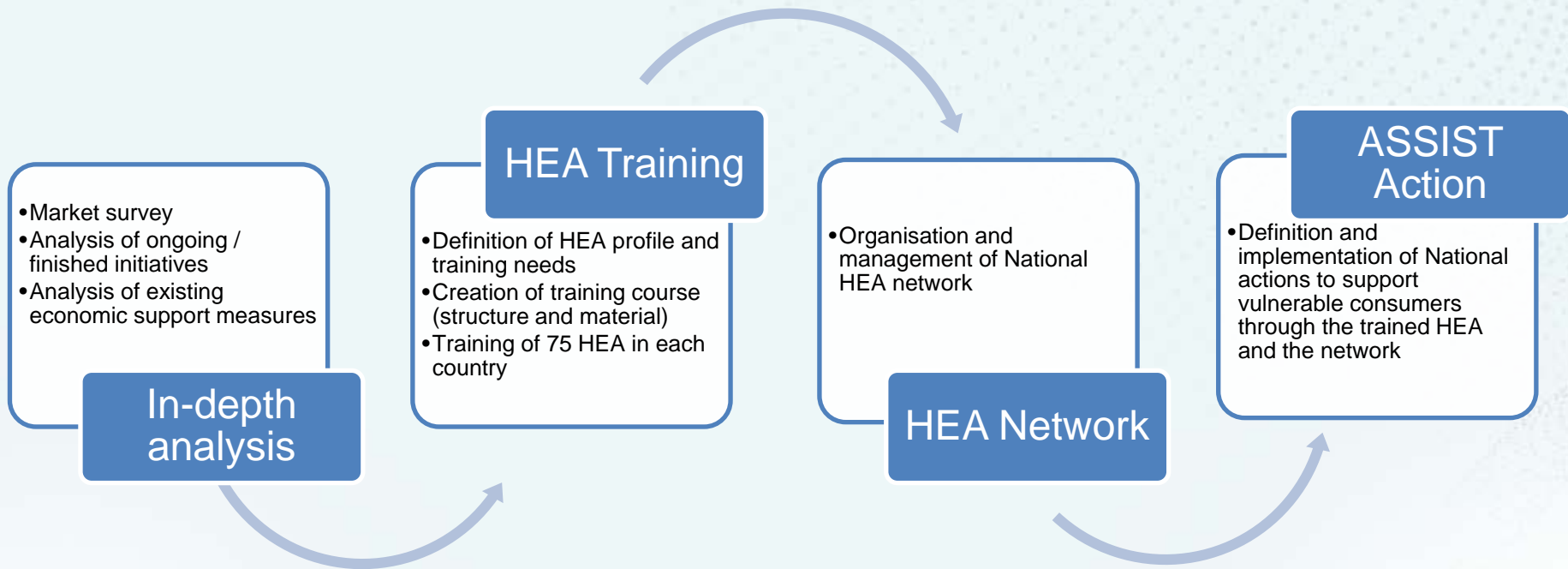
- 12 partners.
- 6 countries + 1 European association.
- Representing different stakeholders of the energy and social sector.

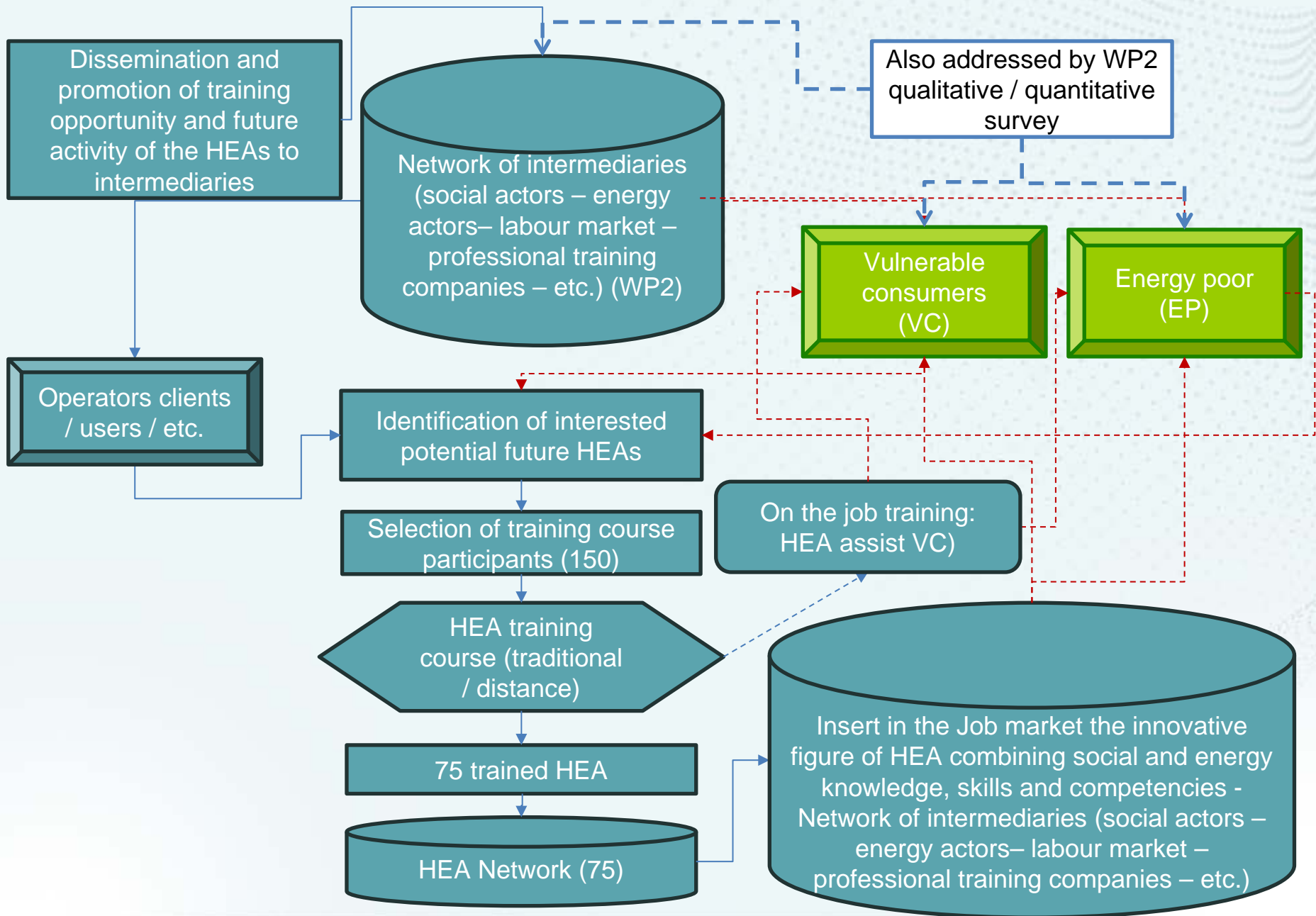
ASSIST Overview

Project Consortium

- AISFOR Srl Italy
- RICERCA SUL SISTEMA ENERGETICO S.P.A. Italy
- ACQUIRENTE UNICO S.P.A. Italy
- ASOCIACIÓN ECOSERVEIS Spain
- ALGINET DISTRIBUCIÓN ENERGÍA ELÉCTRICA SOCIEDAD LIMITADA Spain
- SEVERN WYE ENERGY AGENCY LTD. UK
- FEDERACJA KONSUMENTOW STOWARZYSZENIE Poland
- KRAJOWA AGENCJA POSZANOWANIA ENERGII SPOLKA AKCYJNA Poland
- VLAAMSE INSTELLING VOOR TECHNOLOGISCH ONDERZOEK N.V. Belgium
- Eandis cvba Belgium
- VAASAETT LTD AB OY Finland
- RESEAU EUROPEEN DES ASSOCIATIONS DE LUTTE CONTRE LA PAUVRETE ET L'EXCLUSION SOCIALE AISBL European

ASSIST Activity





ASSIST Activity

In depth knowledge on consumers vulnerability / fuel poverty

- Mapping of starting point
- Analysing existing financial measures
- Analysing ongoing – past measures
- Identification of replicable best practices
- National survey on vulnerable consumers / energy poverty
- Vulnerable consumers and fuel poverty report

ASSIST Activity

Results for in-depth analysis

- Best practice guide on financial measures – August 2017
- Report on «National and European measures addressing vulnerable consumers and energy poverty» - August 2017
- Report on «Replicable best practice National and European measures» - October 2017
- European market survey on vulnerable consumers needs, expectation and interest - October 2017
- D2.5 Vulnerable Consumers and Fuel Poverty Report – December 2017

ASSIST Activity

Indicators in-depth analysis

	Per Country	Per Project
Best practices identified		5
Stakeholders engaged in qualitative survey	20	120
Consumers reached in quantitative survey	300	1.800
Consumers feedback in quantitative survey	150	900
Report on “Vulnerable Consumers and Fuel Poverty Report”		1
National quali / quantitative market surveys	1	6

ASSIST Activity

Home Energy Advisors (HEA) Training (4-18)

- Defining training programme and preparing training material
- Selecting participants
- Delivering training sessions

ASSIST Activity

Home Energy Advisors (HEA) Training Results

- VCEA Qualification Scheme – February 2018
- VCEA Training Guidelines – February 2018
- Public VCEA Training Report (M18) – October 2018
- Confidential VCEA Training Report – October 2018

ASSIST Activity

Home Energy Advisors Training Indicators

	Per Country	Per Project
Invited to register	150	750
HEA trained	75	381*
HEA training courses	4	21**

* In UK only 6 HEA will be trained >> $75 \times 5 + 6$

** In UK only 1 course will be held >> $4 \times 5 + 1$

ASSIST Activity

Home Energy Advisors (HEA) Network

- Structuring the European / National Network
- ICT Environment of the HEA Network
- Managing / monitoring the HEA Network
- Promoting the HEA

ASSIST Activity

Home Energy Advisors (HEA) Network Results

- HEA Network Guidelines – April 2018
- ASSIST ICT System – April 2018
- ASSIST ICT System Manual – April 2018
- HEA Network Monitoring Mechanism for Saved Energy and Increased Comfort Level – April 2018
- HEA Training Follow-up Report – April 2020
- Final Report on HEA Network Activity and Saved Energy and Increased Comfort Level - April 2020

ASSIST Activity

Home Energy Advisors (HEA) Network Indicators

		Per Country	Per Project
WP4	VCEA network members	75	381*
	VC addressed by the daily work of the VCEA network	5.000	30.000
	VC supported by the VCEA Network (soft advice)	2.000	12.000
	Primary energy saved by the soft advice of the VCEA Network activity for 2 years (2%)	400.000 kWh	2.400.000 kWh

ASSIST Action

- Vulnerable consumers / energy poor market segmentation.
- Designing and initiating ASSIST action.
- Delivering the ASSIST action.
- Monitoring, evaluating of results and conclusions.

ASSIST Action

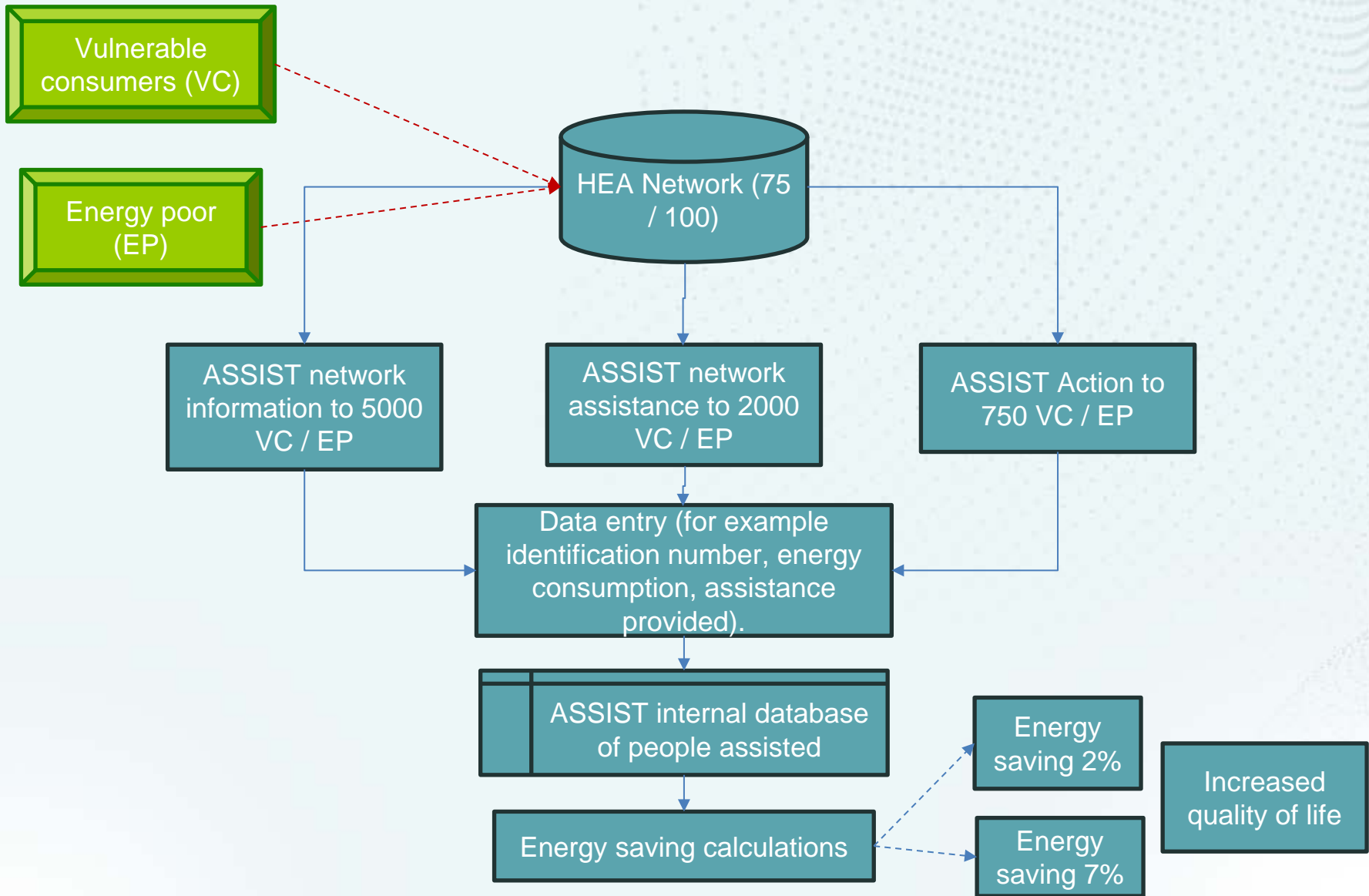
Results

- Vulnerable Consumers Market Segmentation Report – November 2017
- ASSIST Action National Reports – January 2020
- ASSIST Action Report – October 2018
- Final ASSIST Action Report – April 2020

ASSIST Action

Indicators

		Per Country	Per Project
	VC addressed through the market segmentation	150	900
	Workshops (think tank events) for the definition of the action	2	12
	Number of stakeholders invited at each action definition workshop	15	90
	2 gether4vulnerability actions	1	6
	Vulnerable consumers engaged in 2gether4vulnerability action	750	4.500
	SWOT analysis of action	1	6
	Primary energy saved by the action in 1.5 years (7%)	393.750 kWh	2.362.500 kWh
WP4 + WP5	Primary energy saved by the action and network	793.750 kWh	4.762.500 kWh



ASSIST Action

Communicating energy efficiency to vulnerable consumers

- Energy efficiency tools for vulnerable consumers.
- Managing helpdesk and creating database of barriers / complaints and solutions / EE behavioural tips.
- Creating virtual community of vulnerable consumers.

ASSIST Action

Communicating energy efficiency to vulnerable consumers.

Results

- Videos / Tutorials – April 2018
- Domestic energy efficiency factsheets informative folder – April 2018
- Factsheets – April 2018
- Database of complaints and questions – March 2020
- Virtual community of vulnerable consumers – July 2018

ASSIST Action

**Communicating energy efficiency to vulnerable consumers.
Indicators**

	Per Country	Per Project
Tutorials / videos on EE behavioural tips	10	60
Domestic informative folder	1	6
EE factsheets	10	60
Helpdesk s first contact of the HEA Network	1	6
Database of complaints / questions	1	6
Virtual community of vulnerable consumers	1	6
VC engaged in the virtual community	2.000 - 3.000	12.000 - 15.000
Organisation of event addressing VC	2	12
VC participating in each event	50 - 100	300 - 600

ASSIST Action

Policy Orientation

- National and European Vulnerable Consumers Steering Committee.
- Promoting market actor's dialogue.
- Vulnerable Consumers Protection Framework Paper.

ASSIST Action

Policy Orientation Results

- National and European Vulnerable Consumers Steering Committee – September 2017
- Final VCSC roundtables and stakeholders workshops report – April 2020
- Final «Vulnerable Consumers Protection Framework Paper» – April 2020

ASSIST Action

Policy Orientation Indicators

	Per Country	Per Project
National VC Steering Committee (VCSC)	1	6
European VC Steering Committee (VCSC)		1
Members of the national VCSC	10	60
Members of the EU VCSC		10
National VCSC roundtables	3	18
European VCSC roundtables		3
National stakeholders workshops	3	18
Citations / statements from National Institutions	2	12
Citations / statements from European Institutions		2
Vulnerable Consumers Protection Framework Paper		1

ASSIST Action

Communication and Dissemination

- Communication and dissemination strategy.
- Website and social media.
- Communication material.
- Articles, press release and press review.
- European conferences.

ASSIST Action

Communication and Dissemination Results

- Visual concept summary – July 2017
- Project website – October 2017
- Project communication material - October 2017
- Two European conferences – October 2018 and February 2020
- Conclusive project presentation for European conference – February 2020
- Final report on communication activities – April 2020

ASSIST Action

Communication and Dissemination Indicators

	Per Country	Per Project
Visual concept		1
Website - multilingual sections		1
Templates for communication material		1
Press release		1
Articles		
Organisation of European Conferences		2
Participants in each European conference		

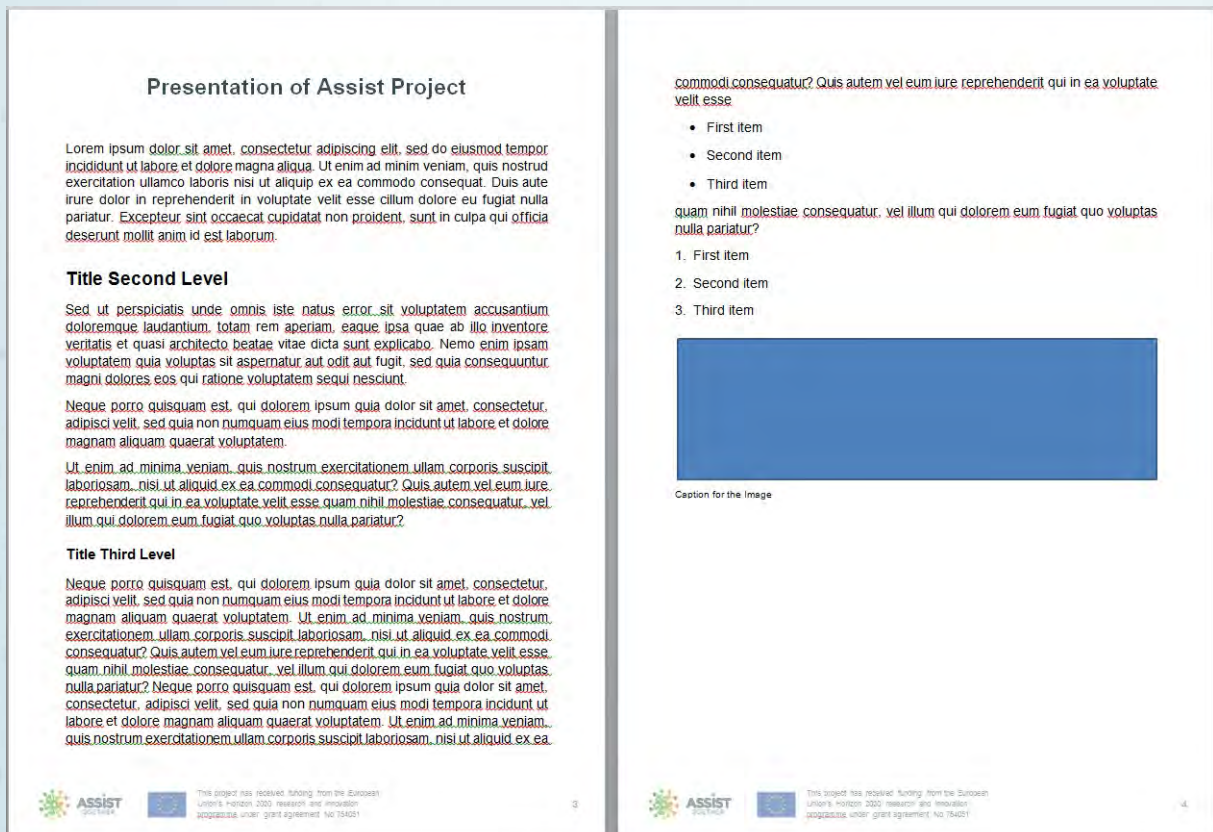
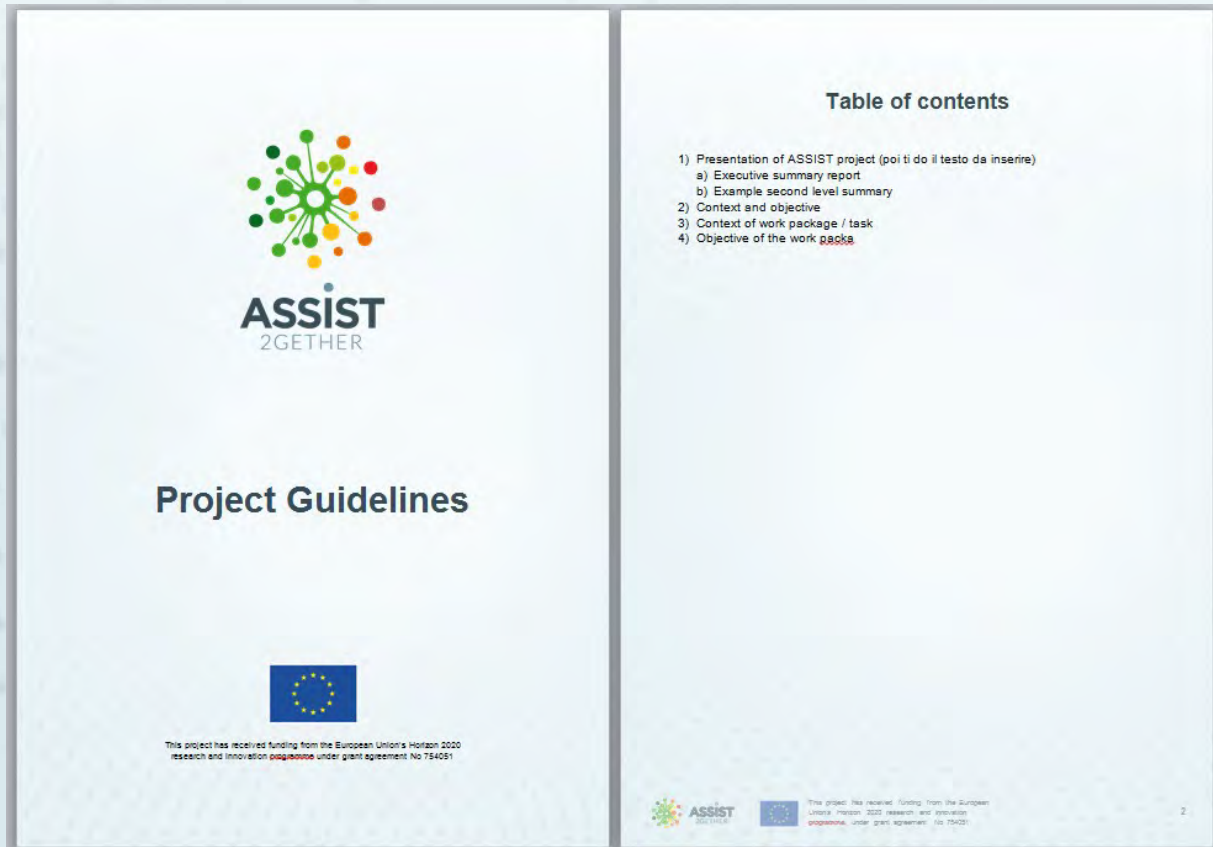
www.assist2gether.eu




This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 754051

5. Templates

Word document template



Factsheet template



Factsheet of Assist Project

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- Third item

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Caption for the Image



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