Good practices experienced in Belgium, Spain, France, Italy and United Kingdom to tackle fuel poverty

EPEE project
WP4 - Deliverable 11

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INTRODUCTION

This report explains the detailed development of the working steps of EPEE project in collecting and selecting “good practices” each partner Country considers useful to give an effective contribution in tackling fuel poverty. This activities have been carried out keeping in mind that one of the expected final results of the project is to stimulate the organization and the realization of National Action Programme on fuel poverty.

Among EPEE project’s objectives identifying actions, measure and tools repeatable all across Europe. These actions, measures and tools have been selected in order to operate on the three main factors considered influencing on fuel poverty:

- energy prices (steady raise of oil prices influencing all energy prices);
- general bad energy performances of buildings (in particular the buildings occupied by vulnerable households and in the existing social housing stock);
- low incomes.

Selection of “good practices” referred also to different level of application (both at a political/institutional level and at a territorial level).
This report finally presents a thematic picture of the selected experiences and points out similarities and differences among the different Countries.

1. The meaning of a “good practice” on fuel poverty

EPEE project triggered a process of knowledge of fuel poverty based on a progressive implementation of different level of survey:

- Analysis of causes, consequences, determinant factors and impacts of fuel poverty (through the analysis of the different National situations and a European comparison to find a common approach in treating the matter);
- Survey on the each Country’s infrastructures potentially strategic in a vision of the organization of a National Action Programme on fuel poverty;
- Discussion and participated work with stakeholders and key-actors to provide a review of measures and existing mechanisms (“good practices”) able to operate in reducing fuel poverty impacts and to find proposals of “new mechanisms”.

Path of participation (see Deliverable 13 on National and European workshops) allowed to finalize a common and reliable definition of “good practice” rather than the adoption of the more ambitious meaning of “best practice”. This seemed the best choice in relation to what all the partners knew tank to the National surveys and the comparison of the different results:

- British experience, for example, reports the existence of several measures and tools to tackle fuel poverty and confirms that the local level is the best and most reliable to implement effective actions; on the other hand, this situation highlighted that too many actions may dangerously fragment the available funds;
- In France and in Belgium different useful existing measures demonstrate an interesting approach taking different aspect in account (energy, social, economic, …) and different sectors seem committed in policies potentially to be structured in an Action Programme;
- Italian situation presents and high and significant combination of tools and measures mainly operating on energy efficiency on buildings in general and social housing in particular;
- In Spain interesting opportunities exist but measures and tools well oriented to causes and factor influencing fuel poverty lack.

This is what EPEE found bout technical measures specifically addressed to the improvement of energy efficiency in buildings and to concretely promote the rational use of energy (in accordance with EPBD).
Concerning legislative and regulation tools and the wider field of financial supporting schemes and actions or tools (meaning specific allowances for the mitigation of the burden of energy costs on the available income of vulnerable households), as short-time tools in tackling fuel poverty, each Country presents similar situations in relation to the quality of the existing tools.
This picture confirms that it’s better to consider the meaning of “good practice” as an action or a measure of whom we may define effectiveness depending on their coherence in relation to the objective of eradicating causes and reduce impacts. We have to start from “good practices” and work towards an Action Programme made by effective measures operating on different thematic themes or fields.
EPEE benchmarking European analysis was oriented to identify measures, tools and mechanisms with the ability in removing causes of fuel poverty (for example,

measures related to the improvement of energy efficiency of buildings occupied by vulnerable households) or even to the reduction of their impacts (as subsidies and allowances do when they strengthen the household's income) or to the key-actors' ability in directly operating and giving support to vulnerable households and find with them all the conditions needed to face the problem on the whole (energy costs, energy efficiency, income).
This approach allowed to satisfy the original main assumption: fuel poverty is absolutely an unknown concept except for Great Britain and so it seemed a good choice to make a significant effort in searching measures that could be repeated in each Country and considered as a good basis to imagine and propose new mechanisms.
Some measure for protection of vulnerable households, established by energy regulators or implemented by energy suppliers (for example, rules for disconnection and their attention to vulnerable consumers) sometimes are consolidated (as in France or in Great Britain) whereas in other contexts , as in Spain or in Belgium and in Italy (at the moment only for electricity market), they are "good practices".
Social tariffs are a quite different matter because they are treated in different way in each partner Country and the needed requirements to this benefits vary a lot.
Discussions in French national workshop showed how the biggest energy supplier introduced a voluntary social tariff for its vulnerable customers and they may receive an allowance on energy bills. On the other hand in Italy the energy regulator established a national system of social tariff in accordance with a Decree of the Minister for Economic Development. This system is affected by the use of a quite unreliable economic indicator in the definition of vulnerable households. We may find a similar situation in Spain (even if it works with very low power) and in Belgium (where free amount of energy for vulnerable households are granted and lower bills for fuel poors exist).
These considerations remind another crucial issue within the tempt to imagine how an Action Programme for Fuel Poverty could be structured. A common need of a reliable system to measure, evaluate and monitor fuel poverty exists and it was often considered as the most important action to assure the feasibility o fan effective Action Programme.

2. General results

The results of the search and the selection of "good practices" have been organised according to the different targets because fuel poverty is a complex phenomenon and an holistic approach is needed in order to consider all the possibilities in operating in different fields to improve each conditions that may influence and impact on this new form of poverty.
Actions and measures may work towards three different targets:

- They may work to reduce energy prices for the households ("energy prices side");
- They may improve energy efficiency of buildings occupied by vulnerable households ("energy efficiency side"), including a necessary commitment and effort in educating households to the rational use of energy and energy saving;
- They may work in the social field by strengthening low incomes as possible ("households' income side").

This approach agrees with the three main aspects influencing fuel poverty as the National surveys confirmed. Fuel poverty is strongly influenced and determinated by the variable action of three different factors:

- Raise of energy prices;
- Low energy performances of building stock and of existing social housing in particular;
- Low incomes.

We crossed these three factors with different project, management and implementation level in order to differentiate, for example, National or institutional initiatives from the local ones.
The organisation of results produced a table (Table 1) that gives a thematic overview of all the “good practices” selected.

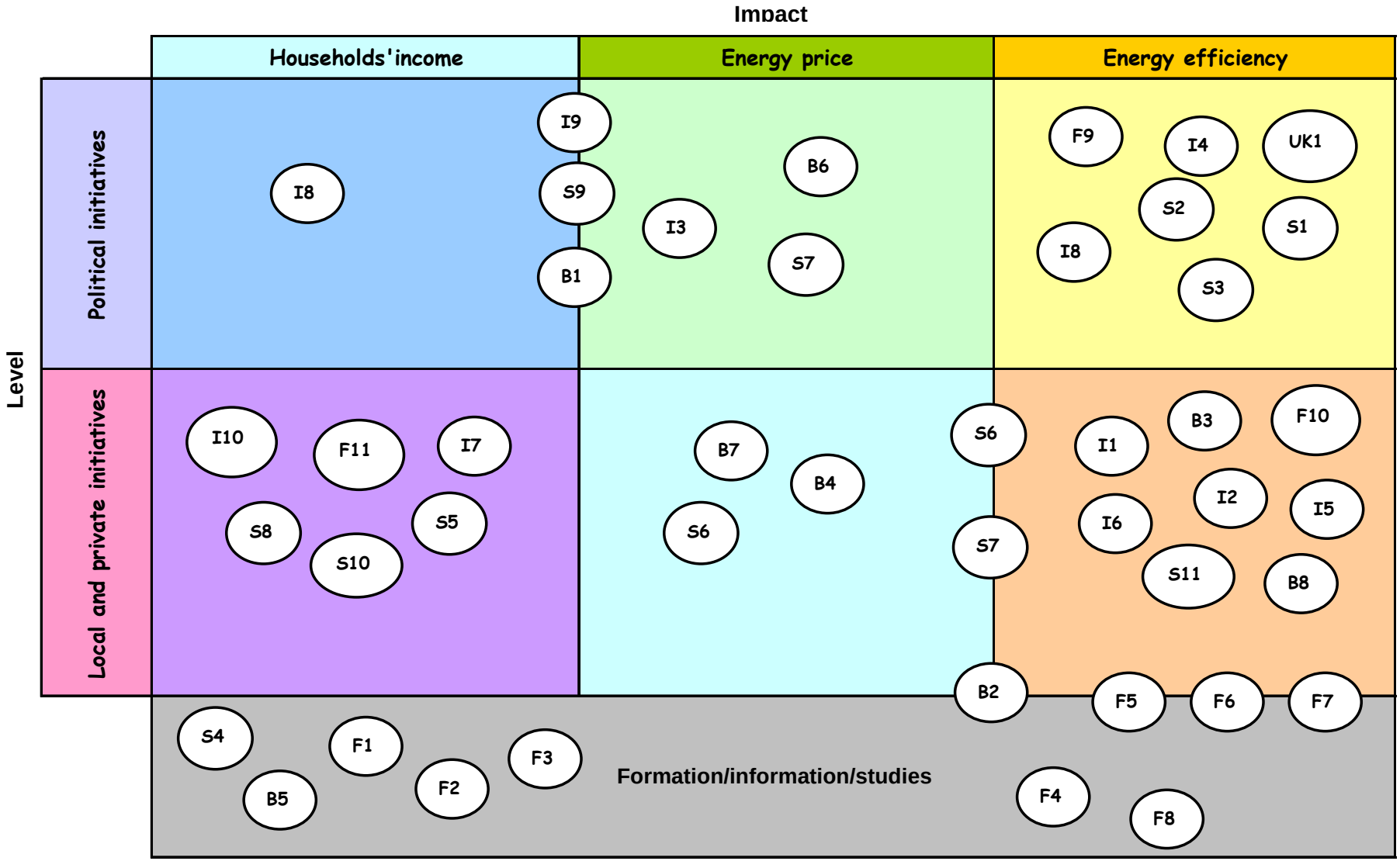


Table 1 – European good practices to tackle fuel poverty: review of the EPEE selected practices (level, impacts) per Country.
NOTE – See the detailed report in the Appendix.

Another considered thematic principle in differentiating “good practices” concerns a very important element that is transversal to the three factors mentioned above (energy cost/energy efficiency/low income): information and training besides the system of knowledge and competences are crucial and they may produce very effective “good practices” by themselves.
Obviously every “good practice” needs to be supported by a Communication and training Plan: information is necessary to make citizens, key-actors and other subjects aware of the opportunity whereas training allow to transfer to technicians, decision makers and others the needed know-how so that the measure could work with success (this is true, for example, when a measure for energy efficiency exist and it needs craftsmen are well informed about it, its requirements, …).

3. Specific results

The analysis of specific results of the search of good practices has to consider that in any national contexts, especially in the Mediterranean ones, fuel poverty and its relations with social, economic, health, energy and environmental impacts should be connected with increasing energy consumptions and costs due to cooling in summer and the need to have a thermal comfort even in this season. Countries as Spain and Italy, but even France, have particular climatic conditions in summer and hot excesses are increasing and they represent a new critical state for vulnerable people (elderly people and children above all). In these Countries ability in keeping home adequately warm is becoming absolutely equivalent to ability in keeping home adequately cool in summer.
Cooling in summer must be considered as a urgent need to steer more clearly policies in tackling fuel poverty towards a wider concept of energy efficiency and housing comfort of buildings. New objective is an holistic approach to the energy issues of buildings and costs related (a building must be heated, lighted, got cooled and equipped with the essential appliances).
We may find a significant experience in a Spanish Plan for the prevention et in reducing impacts of excesses of hot wheather in summer: this good practice concerns a prevention programme identifying best behaviours and knowledge to avoid problems. Anyway housing summer comfort must be integrated with the most traditional issues of fuel poverty.

3.1 Good practices with an impact on “energy prices”

Continuous raising of energy prices is a common factor influencing fuel poverty as demonstrated by the results of first analysis carried out in the first phase of EPEE project.
Some Countries, where energy mix depends strongly from the import of oil and natural gas (as Italy, for example), this trend causes a lot of problems on households’ income. In Italy, for example, in the last 4 years a family had an additional expenditure of 400 € for electricity and heating and in 2007 beared an increase of 1,6% of costs for electricity and 2,3% for natural gas.
Operating on energy cost means to work with short-time measures in tackling fuel poverty and they allow just to help households in facing the raise of prices through aids and subsidies often disconnected from the more general mechanism to eradicate fuel poverty’s main causes.
A common problem in the definition of these measures concerns reliability of indicators used to evacuate the phenomenon, especially in searching the best definition of people to whom address actions and aids. There is not necessarily an equivalence between

vulnerable households or people (usually included in welfare policies) and people who live in fuel poverty conditions).

Actions to improve energy efficiency of buildings indirectly influence energy costs because they trigger an effective mechanism of reduction of energy consumptions and energy bills. In this case analysis of interventions' pay back period is crucial.
Social tariff is an important tool within practices saving an impact on energy costs. The situation in the different Partner Countries is quite varied. In Belgium, for example, an interesting mechanism matches free energy for vulnerable people with tax exemptions or sometimes a suppression of costs in the energy bill. Vulnerable people are considered who receive yet a social aid or subsidy. On the other hand, in Italy the Government with the technical support of the Energy Regulator recently set a social tariff for electricity customers. People and households living with low income can benefit of a deduction in energy bill. A problem concerns the indicator used in identifying people to whom address the benefit (ISEE, Indicator of Social and Economic Family Situation is not so reliable). Social aspects are not so well considered in the evaluation.
Actions on energy costs are also related to the protection of security of supply in case of bill arrears. Concerned to that Partner Countries have different mechanisms and some times they are considered "good practices". It's the Belgian and Spanish experience where vulnerable people enjoy particular conditions and they have granted supply of heating during winter (they are well protected by a precise national or regional Code of Commercial Quality for Energy Suppliers). Italy represents a negative experience because there's a very low level of protection for vulnerable customers.

3.2 Good practices with an impact on "energy efficiency"

Energy efficiency policies are considered the best tool to reduce energy consumptions and costs for each kind of user.

Even in a fuel poverty visions these actions allows to work in a medium or long term perspective in which renovation of the existing building stock and the new assessment of energy efficiency standards for the new buildings are actions able to reach once energy, environmental and economic targets. A problem is represented by the needed investments and the related pay back period.

Operating on energy efficiency is an action focused on the three main crucial factor influencing and producing fuel poverty: the improvement of energy performance of buildings assures a better housing comfort and an important effect in social inclusion, reduces energy consumptions and costs families bear to satisfy their energy needs. Other important benefits concern environmental performances of buildings. All these elements confirm that energy efficiency actions allow to reach a complete sustainability (energy, social, economic and environmental sustainability).
Several good practices of energy efficiency selected by EPEE in the different partner countries provide an interesting picture of initiatives related to the social housing stock (see the example of the Italian national programme for renovation of existing social housing stock with 280 Million Euro allocated), but also integrated programmes of energy auditing – energy advice – improvement of buildings energy performances.
Concerning that a french action emerges for its methodological completeness. It's the "Social fund for energy renovation (FSATME)" that tackle fuel poverty helping vulnerable households with an holistic approach. It cares about opportunities in reducing energy consumptions operating on buildings and heating plants also giving to the households important suggestions and informations to increase their awareness about rational use of

energy. Social workers are directly involved in the programme. Mechanism is very interesting because it is based on a wider vision and perspective: it cares about having all needed technical warranties for the concrete effectiveness of interventions.
The english Warm Zone has a similar approach. This is an integrated programme matching different operating levels (governmental, local, public, private) and different functions that act on the main causes of fuel poverty. Energy suppliers actively participate in the programme and they allocate a significant part of the funds. Other important stakeholders are involved as Local Authorities, social workers, craftsmen, … In a European vision this could be considered a "best practice" because it is absolutely repeated everywhere across Europe.
On the other hand energy labelling of buildings may be treated as a good practice because it is the main tool EPBD considered to increase information about energy performances of buildings. Since 2005 Italy implemented EPBD and in some Italian Regions (first of all Lombardy Region) set up new energy efficiency standards for new buildings and the existing ones. The control of buildings energy performances is both an important tool to increase citizens' awareness and an operating instrument for a concrete improvement of energy quality of buildings, especially for the social housing stock. Similar experiences are the Spanish and the Belgian one: in 2007 Spain Government established new standard for energy performance in new buildings and in Belgium guidelines for energy efficiency in social buildings exist. On a local level, experience of regional "Neighbourhood Agreements" in North of Italy emerges.

3.3 Good practices with an impact on the "household's income"

This is the most traditional field of intervention to tackle fuel poverty and in general to help vulnerable households. Even EPEE collected spot actions and measures operating in a occasional and exceptional way (contributions and subsidies to help vulnerable people to pay energy costs are the most meaningful examples). These practices can't obviously eradicate the causes of fuel poverty. In addition the risk that economic subsidies might unintentionally produce an increase of energy consumptions must be highlighted.
On the other hand tax deduction or exemption policies for energy efficiency interventions on buildings (as it happens in Italy) might be uneffective in tackling fuel poverty if a priority addressed to vulnerable people is not established.

3.4 Information and training: knowledge as a common value for an effective Action Programme

Communication and training are a fundamental component of any action programme or policy involving people, professionals, public authorities, private companies, … On the other hand these two functions may often represent good practices by themselves. In France for example a very interesting good practices concerned the training of social workers on energy issues, a relevant action related to the need of awareness social field has in relation to the fuel poverty. Another French good practice concerns information to a wide public: the idea of a "apartment witness" able to communicate best behaviours to save energy and natural resources in daily uses in house is very effective.
Communication, training, energy auditing, interventions on buildings and plants: an integrated Action Programme is needed to tackle fuel poverty. This is the way English Warm Zone and French Social Fund for Energy Efficiency in Buildings are operating. In these two cases information about rational use of energy and energy saving match direct

actions and interventions on buildings for the improvement of energy efficiency and these actions are best effective thanks to the training of the involved professionals.

APPENDIX

Good practices experienced in Belgium, France, Italy, Spain and United Kingdom to tackle fuel poverty

Belgium

France

Italy

Spain

United Kingdom

B1	SOCIAL TARIFFS FOR GAS AND ELECTRICITY

Tipology

Financial

Level

Operating Level
Laws of 20.03.2003 and 29.04.1999.

Effects on

Energy price
income

Proponent

Federal Government

Target group

Residential Protected Customers with modest incomes or in precarious situations

Definition at a Federal level

- Any subscribed final customer who can prove that himself or any person living under the same roof benefit from grants such as :
- Integration income
- Guaranteed income to old people
  (1) an allowance to disabled people after a permanent disability from work or a disability of at least 65%;
  (2) a replacement income allowance for handicapped people
  (3) an integration allowance for handicapped people
- Assistance allowance for old people
- Allowance for the assistance of a third person
- Financial social help given by a Public Social Welfare Centre (C.P.A.S.) to a person registered on the Foreign register with an authorization of unlimited stay and who, because of his nationality, cannot be considered as being entitled to social integration
- Beneficiaries of a waiting allowance, either of the guaranteed income to old people or for an allowance to handicapped people or for an assistance allowance to people, which is granted by the C.P.A.S.

Definition at the level of the Walloon Region

- Federal definition
- Refugee candidates
- People who benefit from a financial social guidance
- People followed-up by an ombudsman's approved centre of debts or under collective payment of debts.

Definition at the level of the Brussels Region

- Federal definition
- People followed-up by an ombudsman's approved centre of debts or under collective payment of debts.
- Precariousness issues are the subject of specific protection measures. There is a special and temporary protection for:
- households undergoing debt mediation
- households helped by the C.P.A.S.
- households below a certain level of income

Definition at the level of the Flemish Region

- Federal definition
- People benefiting from a budgetary guidance from the C.P.A.S.
- People having a collective payment plan of debts
- People benefiting from a raised intervention from mutual insurance.

Description of the Action

Objective
Reducing electricity and gas charges to the target group.

Contents
Social tariffs are the maximum prices per kWh for natural gas and electricity supplies to residential protected customers with low incomes or who live in precarious circumstances. These social tariffs are valid for the whole of Belgium, and they must be lower than the suppliers' prices.

For electricity, the specific social tariff includes:
- suppression of contribution of electricity network's connection1;
- exemption of the contribution for energy2;
- 500 kWh free.

For gas, there are three different tariffs:
- Social tariff A (no gas heating)
  - 556 kWh free;
  - suppression of contribution for the electricity network's connection;
  - exemption of contribution for energy.
- Social tariff B (with gas heating)
  - suppression of contribution for the electricity network's connection
  - exemption of contribution for energy.
- Social tariff C (social housing association)
  - exemption of contribution for energy.

In the Flemish Region, if the customer benefits from a social tariff, i.e. 500 kWh free, he receives free Flemish electricity only if the quantity he is entitled to via this system is higher than 500 kWh.

Expected results
Guaranteeing every person's right to energy.

Way of fund allocation
A special federal fund allows reimbursement to suppliers of the shortfall caused by social tariffs (the difference between normal and social tariffs). This fund is maintained by a federal contribution that is based on the annual cost to non-protected customers.

Financial availability
In 2006[3] , the fund totalled:
- 31,022,00 € for electricity
- 16,046,00 € for gas

[1] Regional Contribution to the 'energy fund': financing of Gas and Energy's Regional Regulator, allowance for Rational Use of Energy, allowance for production of 'clean energy', Social Guidance for in energy use.
[2] Contribution to the fund for financial balance of social security.
[3] 2006 activity report of C.R.E.G.(Gas and electricity regulation Commission)

Monitoring system
Every year, Managers of Distribution network (M.D.N) and energy suppliers submit a report to the C.R.E.G. about the number of people benefiting from the social tariff. In 2006, the totals were: • For electricity: 231.000 people (75.274 in the Walloon Region, 20,516 in the Brussels-Capital Region) • For gas: 165.000 people (28.862 in the Walloon Region, 15.187 in the Brussels-Capital Region) • In the Flemish Region, there were a total 114.328 protected customers.
Barriers/Problems
• The social tariff scheme is not yet automated, due to a lack of funds. • We consider that today 69,000 eligible people have not introduced a request for the social tariff for electricity, and 50,000 for the gas when they are. • Social tariffs apply only to gas and electricity. • Social tariffs are directed only at some groups of underprivileged people (see definition of the target group).
Key-actors involved
• C.P.A.S. • Energy suppliers • M.D.N.s • Council of Ministries • C.R.E.G
Development strategies/How to improve the action's effectiveness
• Extend social tariffs to heating oil • Make automation of social tariffs operational for the target group • Extend social tariffs to other underprivileged groups (example: people with very low income, people who are dependent on a mutual health-insurance association ....). • Reduce social tariffs
Where and how the action is repeatable
The action could be extended to countries that do not have social tariffs.

[4] "Facts and figures: How many people face a total or partial cut of energy supply?", service for the fight against poverty, insecurity and social exclusion (www.luttepauvrete.be/chiffres_energie.htm).

B2	SOCIAL GUIDANCE IN ENERGY USE (S.G.E.U.)

Tipology

Technical

Level

Operating Level

Effects on

Energy efficiency
Energy price

Proponent

Walloon Government

Target group

- Beneficiaries of social integration income = public of the C.P.A.S.
- Any person considered having priority in the field of preventive social guidance in energy use.
- People within C.P.A.S. organizations who can spread information and increase awareness: social workers, welfare workers, family helpers, domestic helpers….

Description of the Action

Objectives

- To advise, inform and increase the awareness of vulnerable people about the rational use of energy (R.U.E.).
- To help households in difficulty to save energy, and so reduce their energy bills.

Contents

Social guidance in energy use includes two types of action:

- ***Obligatory actions***

- Meetings to inform and increase awareness about:
  - R.U.E.
  - Measures for controlling energy consumption
  - Liberalization of energy supplies
  - Existing support and subsidies

These meetings can be held in collaboration with external partners.

- Individual follow-up of vulnerable households:
  - Identify consumption patterns.
  - Analyse the condition of the home, the equipment used, and the level of consumption can also be asked to an energy auditor recognized by the Walloon Region.
  - Provide advice on consumption patterns, about improving of the state of the home.…
  - Replace, if necessary, energy-hungry appliances by subsidizing the cost of other equipment.
  - Suggest to householders what work could be carried out to improve energy efficiency in the home.

- ***Optional actions***
- Distribute tools for building awareness, such as economy light bulbs, thermometers, multiple adaptor-sockets…
- Organize educational visits (park of windmill generators, cogeneration site.…)

Expected Results

Energy savings that reduce the associated costs.

Way of fund allocation

The budget allocated to social guidance in energy use is limited to 250 € per beneficiary of a social integration income (base of the calculation), with a ceiling of 50,000€ per C.PA.S.

Financial availability
In 2004, 2.85 million € was planned for social guidance in energy use. This fund is partly financed by an annual levy on the energy invoices of non-protected residential customers.
From 2008 to 2010, to implement energy guidance, the amount envisaged is:

- approximately 43 million € at federal level
- approximately 14 million € at regional level.

Monitoring system

Annual report on the execution of the social guidance energy use plan (S.G.E.U.P.).
This allows the identification of structural solutions for the problems encountered.
In 2004, 90 C.P.A.S. had their S.G.E.U.P. E accepted. But in reality[5], 42 C.P.A.S. had envisaged a G.S.E in their planning, and only 12 of these had actually implemented it.
In 2005, 43 new S.G.E.U.P. were adopted, while 16 C.P.A.S. had included it in their planning, and 3 had actually carried out it.
In 2006, 99 S.G.E.U.P. were submitted.

Barriers/Problems

- Budget amount of 250 € available only to recipients of the social integration allowance.
- Lack of overall vision on social guidance for energy use (fragmented approach)
- Lack of long-term vision
- Lack of preventive actions
- Lack of consistency between the different C.P.A.S.
- Lack of social workers' expertise, information and training about energy issues
- Some people are overlooked because they do not turn to C.P.A.S. when they are in poverty, such as when they receive social and health benefits, disabled households…
- Lack of time for social workers
- Arduous follow-up of files
- Debt mediation and S.G.E.U. services operate separately within the same C.P.A.S.
- Difficulties in obtaining from suppliers information about invoices, meters, debts…, resulting in high telephone costs due to lengthy phone calls, and a great waste of time and much additional work for welfare workers.
- Lack of social workers at the C.P.A.S., compared with the increase in the number of people living in precarious circumstances.
- Administrative red tape
- Bad quality and design of existing housing (making it difficult for tenants to follow guidance on reducing energy use)
- Combination of problems for people who ask for social guidance for energy use (hygiene, over-indebtedness, education)
- Poor budget management and scant awareness of R.U.E. by vulnerable households.

Key-actors involved

- C.P.A.S.
- The Walloon Region
- Walloon Ministry of Energy
- U.V.C.W.[6]

Development strategies/How to make the action more effective

[5] Report of the "energy afternoon" of 25 October 2006, Bond Beter Leefmilieu, and Inter-environnement Wallonie.
[6] Union of Cities and Municipalities in Wallonia.

- Encourage a comprehensive view within the C.P.A.S. of the problems of poverty, vulnerability to energy access, debt, housing, energy and health.
- Develop a long-term vision of the S.G.E.U.
- Budget for the cost of C.P.A.S. personnel to carry out the guidance.
- Extend the S.G.E.U. to other underprivileged groups (low income, handicapped, dependent on a mutual health-insurance association.…).
- Offer free energy audits within the guidance.
- Standardize the practices of social services.
- Provide tools to prevent general vulnerability.
- Greater simplification of administration
- Trend to preventive social measures, instead of curative and/or emergency measures
- Carry out a follow-up of the people approached, paying attention to their real needs
- Increase human resources (personnel)
- Train social workers and other people in the field in R.U.E., energy conservation and community social work
- Educate and inform vulnerable households about R.U.E., energy conservation, domestic management, care and maintenance of the home, energy bills, expectant parents, respecting oneself.
- Inform politicians (decision makers) about the impact of social energy guidance, and provide them with the results of feedback from this measure.

Where and how the action is repeatable

Federal level

B3	FUND FOR REDUCING THE GLOBAL COST OF ENERGY (F.R.C.G.E)

Tipology

Financial

Level

Operating Level
Royal Order, approved by the Council of Ministers 03.10.2006

Effects on

Energy efficiency

Proponent

Federal Government

Target group

The target group is divided into two categories:

- Any person wanting to carry out insulation work, or the replacement of his/her heating system by a more efficient system.
- Any person with modest income and who belongs to one of the following categories:

- First category: people entitled to higher social benefits:

  I. Widowers, widows, the disabled, pensioners, orphans;
  II. Long-term unemployed;
  III. Disabled children receiving higher family allowances;
  IV. Beneficiaries of guaranteed income for the elderly;
  V. Beneficiaries of allowances for the disabled;
  VI. Beneficiaries of social integration income;
  VII. Beneficiaries of financial social benefit equal to the social integration income[7].

  AND the annual gross income of such households cannot be greater than 13,246.34€, increased by 2,452.25€ per dependant living under the same roof.

- Second category: people with an annual gross income that is less than or equal to 11,763.02 €, increased by 2,177.65€ per dependant.
- Third category: people who benefit from either debt mediation or from a collective debt-payment plan and who are unable to pay their heating costs.
- Fourth category: people receiving guidance and social financial support from the C.P.A.S. within the framework of supplying energy to the people who are most deprived.

Description of the Action

Objectives
Facilitate the financing of energy-saving investments in dwellings by working in close cooperation with municipalities.

Contents
F.R.C.G.E., a limited company, is a subsidiary of the Société fédérale d'Investissement (S.F.I.[8]), the Federal state's investment holding company. The municipalities must designate, with the agreement of the C.P.A.S., a Local Entity (L.E.) which:

- must be an approved lending organization

[7] 'Social integration income' has replaced (since 10.01.2002) 'minimum household income'.

[8] S.F.I. (Investment Holding Company of the Federal State). One of its objectives is to promote the interests of the Belgian economy taking into account the industrial policy of the state, by supporting the creation, reorganization, or expansion of companies and cooperative enterprises.

- must have technical and financial expertise
- must cover a territory of at least 50,000 inhabitants
- is responsible for managing the individual files of reduced loans, and the intervention by a third-party investor. In this case, it acts as an ESCO[9].

Whereas reduced loans are available to the general public, the principle of a third-party investor is intended solely for people on low income. The L.E. cooperates with the C.P.A.S. in such cases.
Organizations having a social purpose also may borrow funds from an L.E. within the framework of intervention for financing structural measures that favour people with modest income. In such cases, the L.E. cannot act as an ESCO.

Expected results
It is estimated that 10 to 20 L.E. could be maintained, representing about 2,000 dwellings per year. It is assumed that each L.E. would appropriate finances for 100 to 200 dwellings per year.

Way of fund allocation
Initial capital: 2.5 million €, including 2 million € per year for operational costs (central operations and for the support of L.E.s).
A cooperation agreement is concluded between the F.R.C.G.E and the L.E. Thus, the F.R.C.G.E. can lend money to the L.E. to finance the various files of private individuals. The amounts of a loan or an investment cannot exceed 10,000 €. Any higher amount must be subject to the explicit approval of the F.R.C.G.E.
The duration for repaying a loan or an investment cannot exceed 5 years.

Monitoring system

Performance indicators
Currently, two L.E.s exist:
- One covers 5 “small” municipalities: Duffel, Berlaar, Lier, Putte and Saint Amand
- The other is in Ostend. Two other cities have requested an L.E. : Antwerp and Gent.

Barriers/Problems

Administrative red tape

Key-actors involved

- F.R.C.G.E.
- Local Entity
- Municipalities
- C.P.*A.S.*

Development strategies/How to make the action more effective

- Simplify administrative procedures.
- Extend the action to the financing of essential electrical appliances.

Where and how the action is repeatable

-

[9] ESCO-Energy Services Company : A person or Company providing energy services and/or other measures of improvements of the energy efficiency of installations or buildings. An ESCO accepts a certain degree of financial risk in its role. Payment for services supplied is based (wholly or partly) on the improvement of energy efficiency, with respect to other criteria of energy efficiency.

B4	PRE-PAYMENT METER FOR GAS AND ELECTRICITY

Tipology

Financial
Technical

Level

Operating Level
Order of the Walloon Government (12.4.2003)
Order of the Flemish Government (31.1.2003)

Effects on

R.U.E.
energy price

Proponent

Walloon and Flemish Governments

Target group

Any customer in payment default of energy invoices.
Any customer who has requested a pre-payment meter from the energy supplier.

Description of the Action

Objectives

- Make it possible for the customer to better control the consumption of energy via an electronic rechargeable card, or other equivalent system.
- Make the customer aware of his/her responsibility to manage energy consumption.
- Limit debts related to energy invoices.
- Support access to energy for everybody.

Contents

The customer, before being able to consume, must load the pre-payment meter with a certain amount of money. The customer then may consume electricity to the pre-paid amount.
The pre-payment meter is installed in the homes of customers who are in default of payment. The aim is to make the customer aware of his/her responsibility in managing energy consumption. Because payment is made in advance, the level of consumption is known from day to day. Consequently, the energy budget is controlled. Moreover, the pre-payment meter is an instrument that allows a supplier to have total confidence in the customer, even if previously the customer would have encountered financial difficulties. Pre-payment for suppplies thus avoids any risk of future payment default.

Expected results

Unknown

Way of fund allocation

Responsibility for the pre-payment meter and its installation

Walloon Region

- If the customer is non protected and is not in default of payment, he/she bears the installation cost. Payment can be made directly, or by instalments. If payment is by instalments, the supplier can increase the price of kWh consumed by 20% maximum to retrieve the sum due. This refunding is done every month, up to a limit of 48 months. The entire amount refunded is equal to the cost of installing the pre-payment meter, plus interest levied at the annual legal rate in force on the date of the invoice.
- If the customer is non protected, but is in default of payment, the cost of installing the pre-payment meter cannot be higher than 100 € indexed for electricity, and 150 € indexed for

gas (VAT included in both cases).

- If the customer is protected10 and is also in default of payment, the cost of installing the pre-payment 0meter is charged to the M.D.N In such a case, the pre-payment meter is always associated with a device for limiting the power delivered. The limited device of power allows a minimum supply of 6A if the protected customer does not reload the pre-payment meter in time.
- The cost of the meter is borne by the M.D.N.

Flemish Region

The cost of the pre-payment meter and its installation are assumed by M.D.N. The M.D.N. regulates the pre-payment meter so that an assistance credit to the social tariff is made available to the customer if he/she was unable to recharge the pre-payment card (50 kWh for electricity, 250 kWh for gas). This assistance credit is not free. After each recharge, part (maximum 35%) of the sum loaded goes to refunding the assistance credit (if it was used). Pre-payment meters are always associated with a limited device of power. Minimal supply in Flanders is 10A.

When the customer has repaid debts related to electricity consumption, he/she can ask the supplier to deactivate the pre-payment system, without incurring an additional charge.

Monitoring system

Performance indicators

- In 2006, in the Walloon Region, 42.450 electricity pre-payment meters were installed, 3,195 with a limited device of power, and 25.000 were active (recharged with a card)
- In 2006, in the Flemish Region, 25.405 households were equipped with an electricity pre-payment meter.

Barriers/Problems

- High cost of installing the pre-payment meter for non protected customers.
- Long distance between some card recharging points and the place where people live.
- Expenses of recharging of pre-payment card.
- Limited opening hours of card recharging points.
- Pre-payment meter for gas not yet applicable.
- Managing the recharging of cards represents a big additional workload for the C.P.A.S., which are not paid for this task.
- Cash payments are not accepted for the recharging of cards, and bank transfers generate additional expenses for customers.
- Installation of a pre-payment meter regulates the payment of future consumptions, but does not affect the problems of any debt.

Key-actors involved

- C.P.A.S.
- Energy suppliers
- M.D.N.

Development strategies/How to make the action more effective

- Decrease the percentage deducted for repayment of assistance credit when the pre-payment card is recharged (only in the Flemish Region).
- Increase the number of card recharging points.
- Automate the methods of payment.
- Eliminate the cost of recharging the pre-payment card.
- Bring budget meters for gas into use.
- Attribute to the C.P.A.S. a financial equalization from the M.D.N.s or taking on an additional mission.
- Regard the installation of pre-payment meters as a preventive action.
- Reduce the costs of installing pre-payment meters in order to increase the voluntary steps of people with payment difficulties.
- Develop a system of recharging cards that is common for electricity, gas and water.

[10] See the definition of the “protected customer” in the section “social tariffs”.

• Extend opening hours of card recharging points.
Where and how the action is repeatable
-

B5	ENERGY AND POVERTY GROUP 11

Tipology

Institutional

Level

Operating Level

Effects on

- Social
- Political
- Reduction of energy bills
- Access to energy for everybody

Proponent

- Non-profit association for developing community relationships (*"Samenlevingsopbouw Antwerpen provincie vzw")*
- Province of Antwerp branch

Target group

People in fuel poverty

Description of the Action

Objectives

- Create think-tanks/work groups around the topic of fuel poverty by bring together people who are directly concerned with these problems.
- Enable fuel poverty people to express their opinions.
- Assemble active people from the social services, politics, and the energy sector to discuss the problems and possible solutions.
- Present opinions on the various legislations (Flemish Region or Federal) concerning energy.
- Propose recommendations with regard to energy policies.

Contents

The "energy and poverty group" is an active reflection group accompanied by the non-profit association "*Samenlevingsopbouw" in the Province of Antwerp (Flemish Region).*
This one includes about 15 people in fuel poverty and social actors meets every 15 days. This project is based on citizens' rights and is active to make them respected by the European Legislation. It also fights to write the right for energy in the Constitution of each member state.
These meetings enable :

- To discuss about concrete problems, and to exchange some suggestions for good practice in this matter (cf. energy saving…).
- To collect the difficulties linked to the liberalization of energy market.
- To consult some competent advisers and administrations at the Flemish and Federal levels.
- To organise some actions and media events.

A newsletter has been published every two months since 2006, in addition to published opinions and documents on various legal texts concerning energy and poverty.

Expected results

- Make evolve the national and European legislations in the field of energy.
- Guarantee access to energy for all by giving vulnerable families a minimum amount of free energy, varied according to the composition and the needs of each family.
- Reduce, and even eliminate the suspension of energy supplies.
- Envisage the elimination of charges for pre-payment meters and the reloading of pre-payment cards.

[11] http://*www.energieenarmoede.be*

- Enable the automatic granting of social tariffs.

Way of fund allocation
The “energy and poverty group” is financed by the Flemish Region ministries of energy and health.

Monitoring systems

During preliminary drafting of the Flemish Region’s legislation covering public service obligations relating to energy, the ad hoc commission sought the voluntary opinion of the promoters of the project “Energy and Poverty”.
This was the first time that people in energy precariousness could deliver their opinion on a law. Two meetings took place with the commission.

Barriers/Problems

- Difficulties to set contacts with partners in the European Union.
- Lack of existing contacts with the European networks and the national organisations to understand the real energy problems.
- Difficulties to contact field associations in charge of the same problems in Europe
- Technical and financial challenges for small associations to work at an European level. (translation and travel costs,...)
- Difficulty to know to which European authority we have to speak to.

Key actors

- Samenlevingsopbouw Antwerpen provincie vzw
- Fuel poverty households
- Flemish Region
- C.P.A.S.
- Stakeholders
- Associations for the Fight against Poverty at National and European levels

Development strategies/How to make the action more effectives

- Take advantage of meetings held on other topics (and thus from the presence of people) to introduce, along with people in energy precariousness, the concepts of efficient use of energy and energy saving.
- Assess the consequences of the liberalization of the energy market on the life’s conditions

Where and how the action is repeatable

- Extend the concept to the other Belgian regions.

B6	CODE OF CONDUCT FOR SUPPLIERS OF GAS AND ELECTRICITY
Tipology	
Institutional	
Level	
Political level	
Effects on	
Consumers' protection	
Proponent	
Federal Government	
Target group	
Suppliers of electricity and gas.	
Description of the Action	

Objectives

- Improve protection for the consumer.
- Encourage a clearer understanding of the liberalization of the electricity and gas markets.
- Help consumers to choose their supplier wisely.

Contents

The code of good conduct for suppliers allows the regulation of:

- Price transparency
  Suppliers agree, for the convenience of customers, to put a tariff simulator on their websites.
  Simplification and harmonization of invoices for electricity and gas.
- Marketing and sales techniques
  When a sale is made over the telephone, or outside the premises of the vendor, the supplier confirms the contract in a letter addressed personally to the consumer; the consumer can then confirm the contract by return of mail.
- Changing the supplier of electricity and gas
  The new supplier takes care that the consumer does not have a contract of delivery with another supplier
- When a customer moves home
  To calculate the final invoice for the former dwelling, the supplier relies on meter totals shown on the date of removal and requests that the consumer to transmit these figures in writing (or on a durable support), and signed by the outgoing inhabitant and, if possible, the incoming inhabitant.
- General and/or special contractual conditions
  Guarantee to the consumer notice periods for terminating the contract, and the possibility of reasonably flexible payment conditions.
- Standing order of payment
  Limit the term of a standing order of payment to the duration of the contract, including the necessary delay for the calculation and payment of the final account.
- Dealing with complaints
  Suppliers agree to respond to consumers' questions and complaints
  within 10 business days.

Expected results

- Encouragement to "switch".
- Reduction in the number of people who are victims of bad practices related to the liberalization of electricity and gas.
- Protection for the consumer.

Monitoring system
The agreement of good conduct was signed by all the Belgian suppliers and the Belgian Ministry for the Protection of Consumers. The code became valid 1 July 2006.
Barriers/Problems
• No obligation for the suppliers of energy to apply the code of conduct (despite the existence of sanctions). • Managers of the distribution network escape from being covered by the code of conduct. Consequently, customers in default of payment do not benefit from protection by the code, although they are the people who need it most.
Key-actors involved
• Ministry for the protection of consumers • Suppliers of electricity and gas • Managers of the distribution network • Consumer protection organizations • Regulators of the electricity markets
Development strategies/How to make the action more effective
• Transpose this code in the texts of Belgian laws, and thus make it compulsory. • Extend the target group to M.D.N.s (managers of the distribution network). • Involve the federal mediator with complaints lodged by customers. • Establish a free phone number for complaints and requests for information relating to invoicing or to the situation of a customer.
Where and how the action is repeatable
-

B7	PROCEDURE IN THE EVENT OF PAYMENT DEFAULT FOR ELECTRICITY AND GAS

Tipology

Technical

Level

Operating Level

Effetcts on

Energy price

Proponent

Regional Government (Walloon Region)

Target group

Any customer declared to be in default of paying the invoice for electricity and/or gas, *i.e.* not having reacted to:

- initially, the supplier's reminder to pay;
- secondly, an injunction by registered mail, envisaging the installation of a pre-payment meter if no solution is found within 15 days.

Description of the action

Objectives

- Protect customers declared to be in default of paying invoices for gas and/or electricity.
- Avoid suspensions of electricity and/or gas supply.

Contents

As soon as a customer is declared to be in default of payment, the following procedures are set up in the Walloon Region, according to whether the customer has 'protected' status or not.

- If the customer is 'non-protected': see Figure 1

- If the customer is 'protected'[12]: see Figure 2 and 3

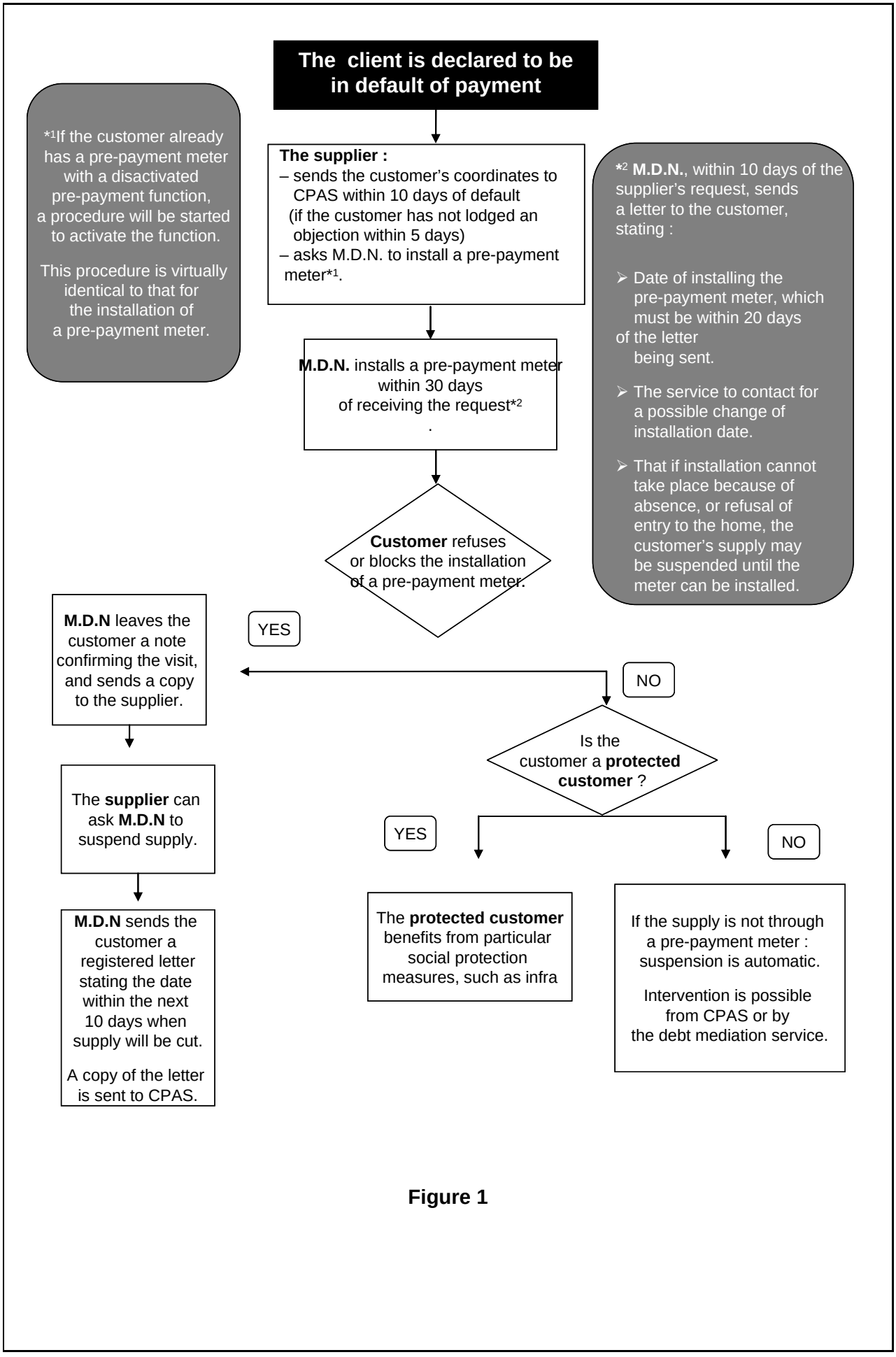

The client is declared to be in default of payment
*1If the customer already has a pre-payment meter with a disactivated pre-payment function, a procedure will be started to activate the function.
This procedure is virtually identical to that for the installation of a pre-payment meter.
The supplier :
– sends the customer's coordinates to CPAS within 10 days of default (if the customer has not lodged an objection within 5 days)
– asks M.D.N. to install a pre-payment meter*1.
*2 M.D.N., within 10 days of the supplier's request, sends a letter to the customer, stating :
➢ Date of installing the pre-payment meter, which must be within 20 days of the letter being sent.
➢ The service to contact for a possible change of installation date.
➢ That if installation cannot take place because of absence, or refusal of entry to the home, the customer's supply may be suspended until the meter can be installed.
M.D.N. installs a pre-payment meter within 30 days of receiving the request*2 .
Customer refuses or blocks the installation of a pre-payment meter.
YES
M.D.N leaves the customer a note confirming the visit, and sends a copy to the supplier.
The supplier can ask M.D.N to suspend supply.
M.D.N sends the customer a registered letter stating the date within the next 10 days when supply will be cut.
A copy of the letter is sent to CPAS.
NO
Is the customer a protected customer ?
YES
The protected customer benefits from particular social protection measures, such as infra
NO
If the supply is not through a pre-payment meter : suspension is automatic.
Intervention is possible from CPAS or by the debt mediation service.

Figure 1

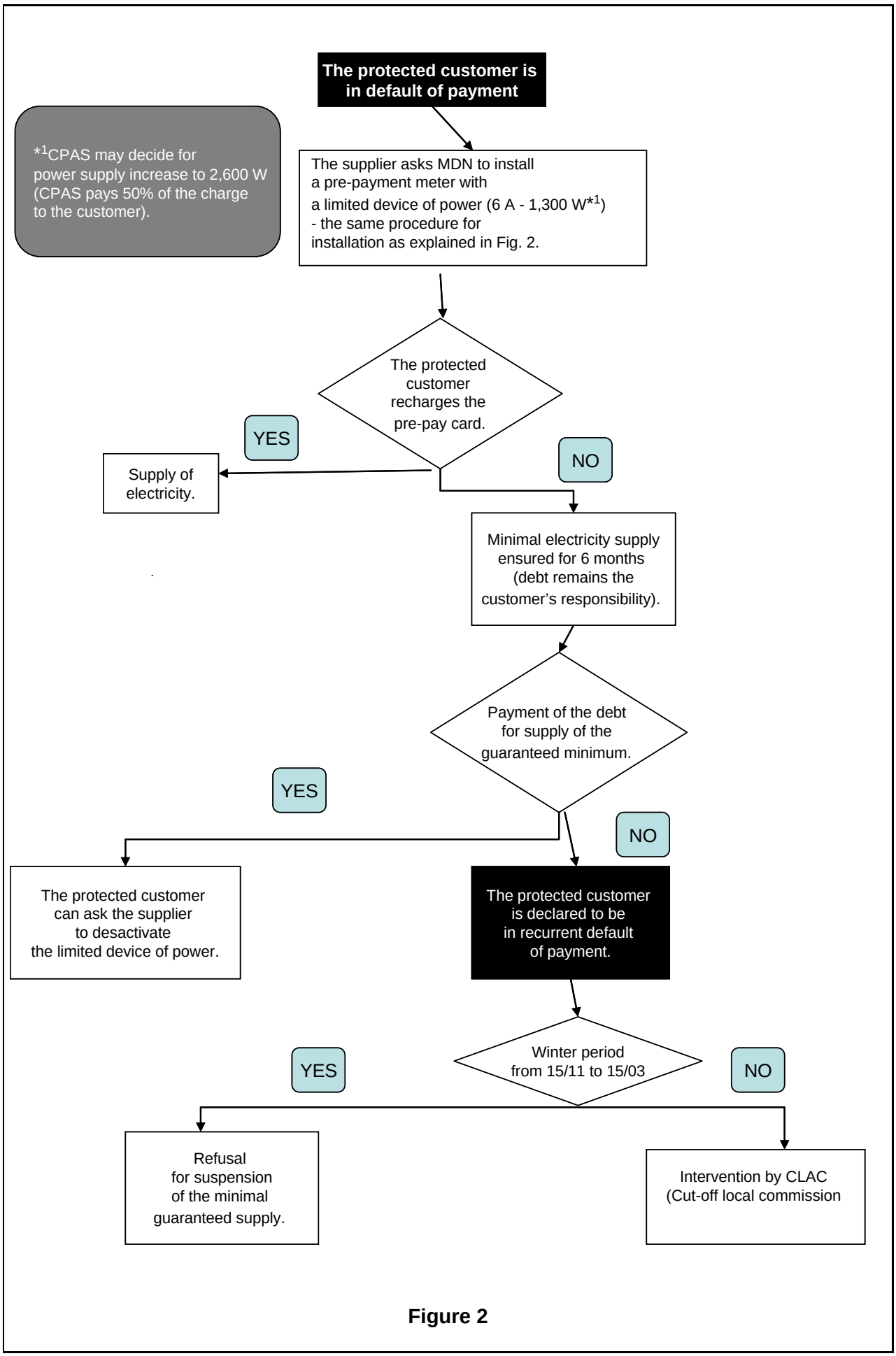

The protected customer is in default of payment
*1CPAS may decide for power supply increase to 2,600 W (CPAS pays 50% of the charge to the customer).
The supplier asks MDN to install a pre-payment meter with a limited device of power (6 A - 1,300 W*1) - the same procedure for installation as explained in Fig. 2.
The protected customer recharges the pre-pay card.
YES
Supply of electricity.
NO
Minimal electricity supply ensured for 6 months (debt remains the customer's responsibility).
Payment of the debt for supply of the guaranteed minimum.
YES
NO
The protected customer can ask the supplier to desactivate the limited device of power.
The protected customer is declared to be in recurrent default of payment.
Winter period from 15/11 to 15/03
YES
NO
Refusal for suspension of the minimal guaranteed supply.
Intervention by CLAC (Cut-off local commission

Figure 2

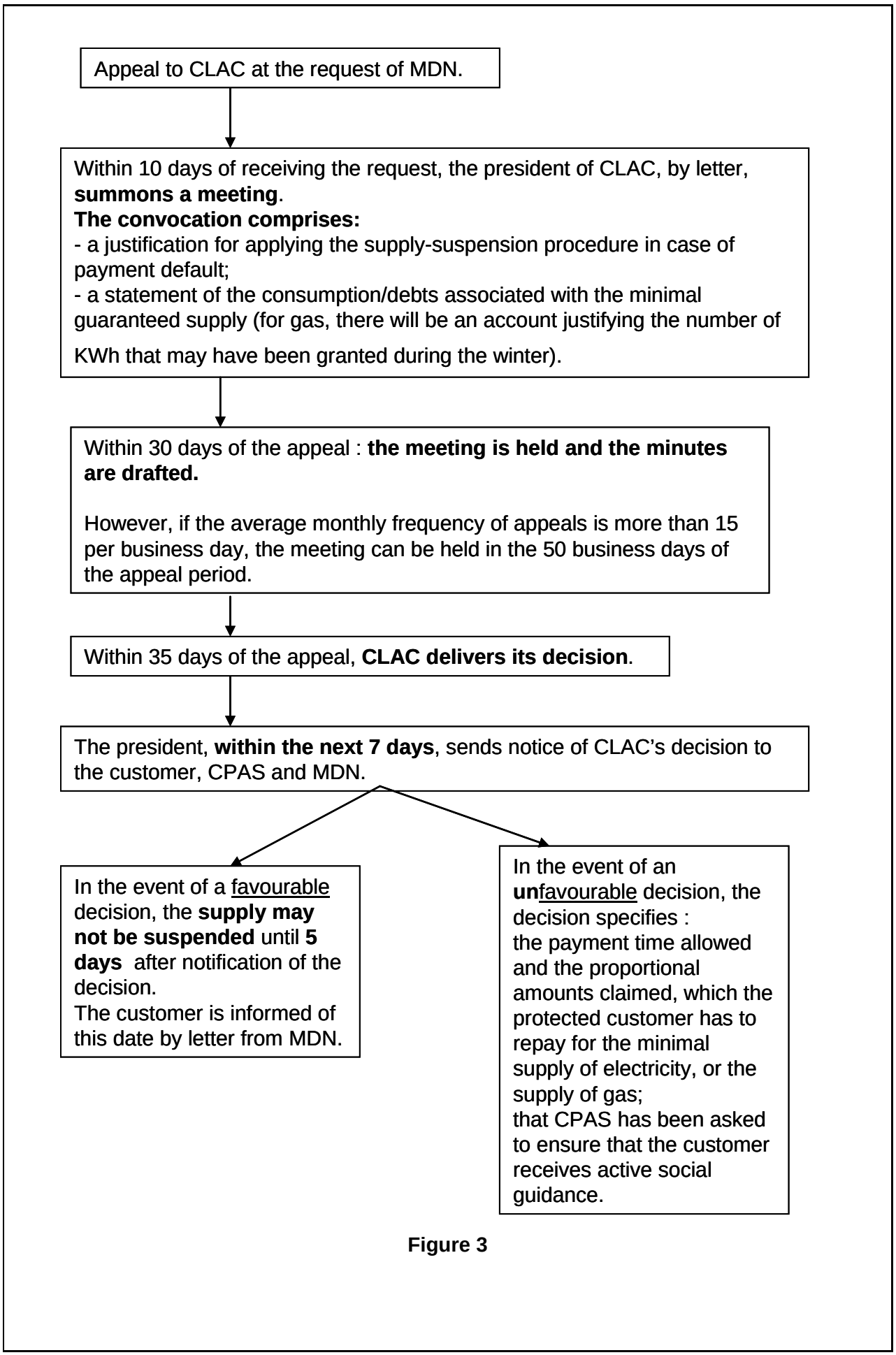

Appeal to CLAC at the request of MDN.
Within 10 days of receiving the request, the president of CLAC, by letter, **summons a meeting**.
The convocation comprises:
- a justification for applying the supply-suspension procedure in case of payment default;
- a statement of the consumption/debts associated with the minimal guaranteed supply (for gas, there will be an account justifying the number of KWh that may have been granted during the winter).
Within 30 days of the appeal : **the meeting is held and the minutes are drafted.**
However, if the average monthly frequency of appeals is more than 15 per business day, the meeting can be held in the 50 business days of the appeal period.
Within 35 days of the appeal, **CLAC delivers its decision**.
The president, **within the next 7 days**, sends notice of CLAC's decision to the customer, CPAS and MDN.
In the event of a favourable decision, the **supply may not be suspended** until **5 days** after notification of the decision.
The customer is informed of this date by letter from MDN.
In the event of an **un**favourable decision, the decision specifies :
the payment time allowed and the proportional amounts claimed, which the protected customer has to repay for the minimal supply of electricity, or the supply of gas;
that CPAS has been asked to ensure that the customer receives active social guidance.

Figure 3

Expected results
Reduction in the number of electricity and gas service suspensions.
Monitoring system
-
Barriers/Problems
• Procedures vary according to the Region and the status of the customer. • When supply has been cut, there is no assured follow-up of the customer. • Absence of a preliminary social inquiry into any supply cut. • Difficulty in meeting with the CLAC (Cut-off Local Commission), due to lack of manpower. • Lack of information provided to customers about procedures leading to suspension of supply. • The procedures always envisages supply cuts in certain cases. • Ignorance of the procedures by some social workers.
Key actors
• C.L.A.C. • Suppliers • M.D.N. • The Regions • C.P.A.S. • Debt mediation services
Development strategies/How to make the action more effective
• Guarantee access to electricity and gas for all, and thus prohibit supply cuts that are demanded by the procedure. • Federalize the procedure. • Standardize the procedure, irrespective of a customer's status. • Foresee a social inquiry in the event of non-payment, so that social and financial guidance can be proposed.
Where and how the action is repeatable
-

B8	COMPREHENSIVE APPROACH OF THE R.U.E. TO THE CREATION OR RENOVATION OF SOCIAL HOUSING
Type	
Institutional	
Level	
Operating Level	
Effects on	
Energy efficiency Energy price	
Proponent	
Social housing associations	
Target group	
Social housing Associations	
Description of the Action	

Objectives

- Improve the energy efficiency (E.E.) of social housing.
- Decrease energy costs for tenants.
- Decrease the financial charges on tenants.
- Develop the awareness of tenants and caretakers of social housing to R.U.E. (rational use of energy, the efficient use of energy.
- Support social diversity.

Contents

Currently, any social housing creation or renovation must be carried out according to the R.U.E.

From the actions carried out in this field, we focus here on two of them: “Logement Molenbeekois” (Brussels-Capital Region), and “Toit et Moi” (Walloon Region).

Concerning renovations, the following points should be noted[13] :

- The architectural integration of the project with the existing setting.
- The design quality of the project with regard to the living comfort of future tenants.
- The technical quality of the project (heating system, ventilation, heat and sound insulation….).
- Respect of ecological standards and the incorporation of aspects that enable the project to provide an improved living standard:
- Insulating roofs and facades and affixing exterior wood finishings to increase heat insulation.
- Incorporating a collective boiler room to produce hot water for household use, independent of the central-heating system.
- Installing a ventilation system to cope with the increased insulation of the buildings.
- The choice of high quality materials also takes their behaviour over time, and their potential for recycling.
- The performance of solutions and materials, from the standpoint of building maintenance, will lessen the charges to be paid by tenants.
- A social advantage will be that the hand-over to tenants will provide opportunity to make them aware, as far as possible, of the need to incorporate R.U.E. in their daily lives.
- Training a caretaker on the spot will help to ensure the previous point.

Expected results

- Improve the comfort of future tenants.
- Decrease the cost of heating while providing greater comfort (20 to 35% economy for gas heating)
- Reduced pollution, including lower CO_2 emissions, in comparison with the amount of

- combustion gases emitted by the old heating installations.
- To make tenants aware of the increasing influence of R.U.E. in their daily lives.
- The renovation of existing assets.
- Creation of a snowball effect in the sector.

Fund allocation
Financed by the Regions.

Monitoring system

-

Barriers / Problems

- High cost of renovations and/or constructions.
- The energy efficiency of social housing is inadequate.
- Difficulties transforming existing buildings into 'low energy' buildings.
- Housing standards sometimes too strict for certain criteria.
- Lack of awareness about R.U.E. by contractors and other building trades people. Consequently, poor response to the schedules of requirements.
- Very little follow-up control during construction of residences that the specifications
- are being observed (E.E. regulations, quality of work by experts).
- Lack of awareness by tenants of R.U.E. guidelines.
- Misuse by tenants of housing (ventilation, maintenance…).
- Difficulties in assessing how much tenants contribute to the good use of
- residences.
- Difficulties in renovating to R.U.E. requirements if buildings are classified as
- "inheritance".
- Objectives of various administrations can be in contradiction during the renovations of
- buildings.
- Increase in rent following an investment in R.U.E.

Key actors

- Regional housing associations
- Public service real estate companies
- Regions
- Social Renting Agencies

Development strategies/How to improve the action's effectiveness

- Impose a K30 standard for renovation or construction of social housing (the current directive insists on K45).
- Set down directions for use and a book of maintenance that can be used by the occupants of housing.
- Increase the number of awareness actions, further implicating tenants with R.U.E., optimizing to the maximum the investments made in the housing.
- Develop synergies with welfare workers responsible for social energy guidance at the public social welfare centres (Walloon and Brussels-Capital Regions).
- Develop interested groups for training around the topic of R.U.E. with architects, contractors and other building trades.
- Strengthen the follow-up control of specifications.
- Develop tools for evaluating the good use of housing (R.U.E.).
- Remain alert to the consistency of objectives of the various official administrations (a comprehensive approach to environmental and housing problems).
- Prevent an increase in rents of renovated housing.
- Allot the most energy-efficient housing to the most energy-vulnerable households.

Where and how the action is repeatable

-

F1	LOCAL AREA DIAGNOSIS
Tipology	
Technical	
Proponent	
Local stakeholders: • local authorities; • non-profit associations; • energy utilities; • Social housing owners.	
Target group	
The target group will mainly depend on the reasons why one carry on the study. For instance, partners of the local « housing solidarity funds » (FSL – for Fonds Solidarité pour le Logement) will focus on the people who received financial in the frame of the FSL. If actions are planned within the social housing framework, then the target group will be social housing tenants on the local area. If actions are planned with the local social services, then the target group could be the beneficiaries of the social services.	
Description of the Action	
The objective is to better understand a local area, a target group before to organise a a specific actions. To collect data and studies in order to better define the defined local area or target group : • Socio-economics (poverty indicators, economic statistics…) • Geography (share of urban/rural areas, housing type, energy performance of the buildings…) • Partnership (local stakeholders, analysis of their current or potential involvement to fight against fuel poverty) Some Regions have initiate that type of action : Poitou-Charentes, Rhône-Alpes et Nord-Pas-de-Calais.	
Monitoring system	
• Did the study enable the partners to better understand their target group or local area ? • How the action plan is linked to the local area diagnosis ?	
Barriers - Problems	
Data are not always available. It is necessary to cross data from different files which requires statisical skills and specific softwares. Crossing data is not always possible.	
Key Actors involved	
• Local authorities • INSEE (National Institutes for Statistics and Economic Evaluation) • ANAH (National Agency for Housing)	
Development strategies - How to improve the action's effectiveness	
To disseminate the diagnosis in order to benefit from the comments of the local stakeholders. Update regularly the diagnosis results	
Where and how the action is repeatable	
Everywhere. A national methodological guide might be necessary.	

F2	EVALUATION OF A MEASURE
Tipology	
Technique: Survey, field study, campaign measurement, statistical analysis.	
Proponent	
Actors of the territory: associations, councils, regions, etc..	
Target group	
The public concerned by a measure (for example, the FSL) and the community or body responsible for its implementation.	
Description of the Action	
Collect elements to measure the impact of a device on the situation. For example, monitoring of FSL over several years would know the recurrence of applications for financial assistance for the payment of energy bills, and know what percentage of total applications these situations represent. Interviews with these families can then refine the knowledge of the causes of unpaid: limited resources, poor condition of buildings, poor management of equipment…	
Monitoring system	
Is the study lead to a better understanding of the territory ? And the public? What measures have been put in place ? Have the conditions for granting aid changed?	
Barriers - Problems	
Collection of data (the need to keep in touch with families). Data Access (confidentiality is the rule in social work).	
Key Actors involved	
Institutions involved in the implementation of the measure.	
Development strategies - How to improve the action's effectiveness	
Restitution of results, integration of the evaluation in the processus of the measure. Annual publication on the website of the collectivity.	
Where and how the action is repeatable	
On the whole national territory. The provision on the Internet facilitates the reproduction of the action	

F3	PRACTICAL GUIDE FOR THE USE OF THE FAMILIES

Tipology

Action carried out locally

Proponent

- Organizations, associations, institutions which interact directly with families and which can disseminate the information to them :Professionals of the social action: Welfare officer, Adviser in Social and Family Economy, local Association of district, charity Association,
- Professionals of energy : Local Energy Information Centers, local energy agencies,
- Housing Managers : Social housing corporations (in France : Office HLM), Managers of joint ownerships,
- Fund of family allowance.

Target group

Public far away from animation places, diffuse public in rural areas
Public present in the places of awareness

Description of the Action

Many people feel powerless in front of the great challenges of climate change and the improving of the use of energy. They think that as individuals, they can't do anything to change the situation or they have difficulties to deal with these changes. Efficiency is a vast concept that households sometimes confuse with loss or rationing the energy. On the contrary, households are encouraged to improve their energy management and reflect on how they use it to improve their comfort while improving their use of energy. To make easier and funnier this learning, many local associations, energy agencies, general advice, municipal services have addressed the issue of communication families. They have developed practical guides for families which are tools of communication very effective in educating families.
The information guides about energy saving in housing include:

- Explanations on the behaviors and purchasing practices;
- Advices directly applicable by families on all positions possible to save energy (water, electricity, lighting, multimedia, heating, insulation…);
- Messages which must be visual, clear and concretely illustrated.

It is important that local structures develop the document because it allows them to take ownership of the document and therefore better explain the content.
These guides are often distributed to families thanks to social workers, landlords, housing associations, which are directly linked to households.
Many guides of these kind addressed to households exist in France, here are a few :

- The practical Guide "How reduce our consumptions of energy and water while preserving the environment ?" that accompanies the exhibition "the Sparing House" of the Rhone-Alps area is downloadable in pdf version
  www.ale-lyon.org/download/rubriques/guide_la_maison_econome.pdf
- Cards "gestures simple" are downloadable on the site of Quercy Energies.
  http://www.quercy-energies.fr/index.php?option=com_content&task=view&id=89&Itemid=139
  Seven cards are available according to following topics: Card-index heating; Card-index economies ; Card-index water ; Card-index electricity ; Card-index frying pan with oil ; Card-index kitchen ; Summary card.
- Posters and guides on water and energy saving
  http://www.precarite-energie.org/spip.php?article71
- The small guide of energy saving in the house (Poitou Charentes) of about thirty pages is directly addressed to the families. It is conceived to be understood by all, quite illustrated, simple and complete. If one takes all advices it contains, a better comfort in housing and in water and energy saving is ensured. The guide is divided into five chapters: Live well in its

housing ; Heating ; Domestic equipments ; Lighting ; Water.
Each one is illustrated with concrete examples, for example in the section “live Well in our housing" one of the councils is to draw the thick curtains the evening. But if we don’t have thick curtains? Well it is easy to manufacture some! And guides explain us in only one page how to create ourselves some curtains. We can also learn how to manufacture a roll of door to prevent the air from passing through, how to pose glass wool in our attic, how to insulate our water-heater…http://www.precarite-energie.org/spip.php?article82

Monitoring system

We don’t have basic national data indicating the number of households having that have improved their comfort or decreased their energy expenditure thanks to the councils provided by the practical guides. However, on a local scale, we can measure the good reception of these guides and their effects on the families concerned thanks to the following indicators:

- Number of diffused specimens
- Inquire into the changes of behaviors
- Return on the amount of the bills (drops effective or not)

It is also important to check the adequacy between the support of communication and the households waiting, the level of knowledge of the households on the energy management and water in order to sufficiently popularize information for the targeted public. With this intention, one can check:

- The appreciation of the document by people in charge of distributing them
- Interest of families who have test the document (did they find it useful? Comprehensible?)

Barriers - Problems

Format (guide, plate, cards, etc…) and messages choices must be in agreement with the public, the objectives targeted and the mode of diffusion of documents. It is thus necessary to undertake a deliberation of the upstream distribution.
During the distribution of documents, it is important that people who present this guide at families are informed of it contents. In order to present interest and to accompany the distribution.
Beware of difficulties to understand (illiteracy, bad comprehension of the French language…)

Key Actors involved

Organizations at the origin of the project (organizations, associations, institutions which interact directly with the families and which can disseminate information to them, cf. stakeholders)
People in charge of distributing the document (welfare officer, social workers, financial backers, advisors information-energy…)

Development strategies - How to improve the action’s effectiveness

Share experiences in the organization itself, for example in the Family Allowance Fund.
In each department, make systematic the distribution of practical guides to the use of families with the support of the local structures.
In order to improve the diffusion of the guides, it could be planned to diffuse them via Internet by granting a free reproduction rights. Thus, cities’ Web sites, social centers and schools could download these guides whenever they need.

Where and how the action is repeatable

All the networks concerned (associative or institutional) can adapt these tools and adapt them locally.

F4	EVENTS TO SENSITIZE HOUSEHOLDS

Tipology

Local: by targeting the users of a social center, the people from a local area
Social: by targeting a quite precise public

Proponent

Professionals of the social action : Welfare officer, Adviser in Social and Family Economy, local Association of district, caritative Association
Professional of energy : Local Energy Information Centers, Local Energy Agencies (Save agencies), energy suppliers
Housing Manager : public or private housing
According to cases', a partnership is set up between the various local actors to create a synergy of the taken action

Target group

- Households living in districts concerned with a Contract Urbain de Cohésion Social (urban and social project aiming at reducing the inequalities between territories).
- Households in over-indebtedness, public of the PDALPD (Departmental Plan of Action for the Housing of the Underprivileged People). Based on a need assessment, the PDALPD defines the objectives and the means in order to allow the people in difficulty to reach a decent housing with water, energy, phone supply.
- Tenants of the social housing
- Children at school

Description of the Action

These actions aim at:

- understanding ones invoices of water and electricity ;
- to learn how to save energy without reducing its comfort ;
- to specify the cost ratio/benefit: for example while changing his bulbs by lamps with low consumption, how much will one gain in consumption and thus on his electric invoice?
- to be able to improve its comfort and its quality of life.
- They can take various aspects:
- Workshop of domestic economy ;
- Meetings ;
- Exhibition ;
- Theater play.

They must be very concrete, visual, and if possible funny. The messages must be simple to understand.

Monitoring system

- Which is the level of awareness of the public social housing company ?
- Evaluation of the implication of local associations, the partnerships set up
- A number of people having attended the various actions.
- Follow-up of consumption after a certain time
- Notoriety of the action in the district

Barriers - Problems

- Great heterogeneity of the targeted public in term of practices, way of life
- Difficulty of making come public on these sets of themes,
- Difficult comprehension due to the complexity of the material environment
- Difficulty of reading or of understanding French
- Limit of the eco-behavior messages (the problem is not always the behavior!)
- Limits of the tenant (do not have many means of action vis-a-vis the owner)

Key Actors involved

The partnership with the social housing companies is essential.
To join to the project associations already present locally

Development strategies - How to improve the action's effectiveness

• Animations for the sensitizing of the households will gain to be based on a diagnosis of territory (Cf. case study n°1). It is necessary to well know specificities of the territory :
  • Consumption of energy by setting up simplified energy diagnoses, follow-up campaigns of consumption,
  • rates the unpaid ones in the district,
  • the age, the type of residences,
• To include these actions in the energy policy of the city

Where and how the action is repeatable
On each territory. A multi-partnership action increases chances of success of this type of operation.

F5	APARTMENT WITNESS

Tipology

Technical

Proponent

- Professionals for social action: Social, Economic Advisor for Social and Family Association local neighborhood Charitable Association
- Energy professionals: Adviser Info Energy, Agency local energy, Espace Info Energy
- Manager property: HLM Office, Mayor of condominiums

A partnership is highly desirable to provide a housing, equip this housing with all the furnitures that a household usually owns, and conduct visits in this apartment witness.

Target group

- Dwellings seeking information on energy conservation and energy efficiency in this housing.
- Dwellings guided by social services or local agencies for energy awareness and energy savings gestures.
- Students and school groups

Description of the Action

Realization of a witness apartment (5 rooms, with all modern facilities) is a real housing. It is a scale model to understand concretely energy consumption.

- Explanation of energy consumption (electricity, gas and water) of each household equipment (heating, lighting, washing machine…)
- Explanation of different ways to achieve energy savings by optimizing facilities, equipment purchases (by choosing product that consume less energy), and by a change of behavior.
- It is important that households be able to see direct savings. Encourage the use of the "etiquette energie" (tag with the energy consumption of the product)
- Visualization of the impact on the greenhouse effect.

Monitoring system

- Number of visitors
- Types of visitors (spontaneous visit, on the advice…)
- Questionnaire to exit inspection to identify the intentions of change
- Monitoring of consumption of these visitors after a certain period

Barriers - Problems

Difficulty to find a local to achieve the exposition of the witness apartment. The location of the witness apartment must be carefully considered: ease of access, identification of possible visitors, close to a local structure already in place.
Need an animator (moderator) on the spot that explains the animation.
The need to regularly update the information (energy costs constantly increase).

Key Actors involved

- Social service
- Local Agency for Energy, Space of Energy Info

It is important to involve NGOs already present locally

Development strategies - How to improve the action's effectiveness

- Encourage public donors (city hall, region, department…) to provide a "housing witness"
- Include this action in the energy policy of the city
- Improve and develop this type of action through dissemination
- Relying on spaces Info Energy to promote this type of action

Where and how the action is repeatable

It seems clever to realize this witness apartment in areas where rates of unpaid energy bills are high.
Wherever there is a willingness to provide tools for understanding the energy bill is present, this action is repeatable.

F6	TEACHING GUIDE FOR PROFESSIONALS

Tipology

Communication
Developing and disseminating Guide on Energy in housing

Proponent

ADEME, Association, Local Energy Info centre

Target group

- Professionals for Social Action: Social workers, social assistants, Advisors in social and familial economy
- Energy Professionals: Energy Advisors, Thermal engineer, territorial or local Community in charge of energy / climate change policy.

Description of the Action

Development and dissemination of a training manual containing:

- A basic understanding of the energy market, and the various equipment concerned by energy efficiency (energy management)
- Ways to identify dysfunction related to buildings, equipment, user behavior (analysis of invoices, rapid diagnosis of buildings, equipment operating conditions)
- Examples of best suited solutions for encountered situations
- Practical advices and concrete examples
- Only one guide has been realized in France :
- The Little Guide of Energy (Midi-Pyrenees) contains a wealth of practical advice, explanations on prices, markets, how to calculate energy consumed, how to read EDF and GDF bills ... and it deals with these issues in deep.
- The following headings are found in these guides:
- Energy in all it kind
- Energy and precariousness : a difficult cohabitation
- Housing consumptions : consumptions which unaware themselves
- Count energy, a common denominator : kilowatt-hour (kWh)
- Prices of energies: the great variation?
- EDF/GDF bills : key reading
- Contrasted prices… in an exemplary stability
- Isolate: gain!
- Isolators: forget preconception ideas!
- Heating: eater of energy at home
- Domestic hot water: small attentions make great economies
- Water: an invaluable resource to preserve
- Electric household appliances: make your accounts!
- Lighting: fluocompactes in pole position!
- Light vigils: the research of hidden consumption…
- Financing of works : tracks to hide consumption
- Legislation of habitat: do not play with fire!
- Energy, safety, health
- Some precise details…
- Useful contacts

This guide is downloadable on the web (http://www.precarite-energie.org/spip.php?article81)

Monitoring system

Qualitative assessment on the part of recipients of the guide.
Effective actions led by social workers based on guide recommendations
Implementation of "energy management approach" for fuel poverty households

Barriers - Problems
The distribution of these guides should be part of a more comprehensive outreach to be effective.
Key Actors involved
• General Council, • Familial allowance Case, • Communal Centre for Social Action, • Local Energy Info Centre
Development strategies - How to improve the action's effectiveness
• Wider dissemination of the guides via the Internet, • Free rights reproduction
Where and how the action is repeatable
Action must be launched at a national level, with the possibility of more local action (customization guide with the partners' logos, insertion coordinates structures or resource persons at Regional, area or local level).

F7	TRAINING FOR PROFESSIONALS IN THE ENERGY SECTOR
Tipology	
Institutional Training on issues related to fuel poverty (or energy precariousness)	
Proponent	
ADEME, ANAH (National Agency for housing), associations specialized in energy efficiency… Trainings are carried out by specialized trainers (firms, NGOs, associations).	
Target group	
Professionals of the energy sector: Info Energy Advisors, energy efficiency advisors…	
Description of the Action	
One or several days of training with the aim of: • facilitate the identification of situations of precariousness; • improve the knowledge about the family in situation of fuel poverty and devices related to social action (including in the field of housing); • to propose solutions to situations encountered; • to share experiences in the different fields concerned by the fuel poverty.	
Monitoring system	
• Evaluation questionnaire at the end of training. • Number of people trained. • Monitoring of trainees, actions planned or implemented as a result of training. • Willingness to work in network after training especially with professionnal from the social action.	
Barriers - Problems	
Discrepancy of initial knowledge.	
Key Actors involved	
ADEME, ANAH	
Development strategies - How to improve the action's effectiveness	
Create in each department of France a network of trainers.	
Where and how the action is repeatable	
Create in each department of France a training for trainers. These trainings could be brought by ADEME and ANAH in partnership with General Councils, CAF and CCAS.	

F8	TRAINING OF PROFESSIONALS IN THE SOCIAL ACTION

Tipology

Institutional
Training on issues related to fuel poverty (or energy precariousness)

Proponent

- ADEME
- Councils (Conseils généraux)
- Family allowances (Caisses d'allocations familiales - CAF)
- National centre for the public governance (Centre national de la fonction publique territoriale - CNFPT)

Trainings are carried out by specialized trainers (firms, NGOs, associations).

Target group

Professionals for social action : social assistants (AS), councilors in social economy and family (CESF),…
Professionals in social housing: Associations specialized in renting, leaders of social housing, responsibles of social housing stocks, guardians of buildings.

Description of the Action

One or several days of training with the aim of:

- Provide basic information on the energy market, energy management;
- Provide ways to identify dysfunction related to buildings, equipment, the behavior (analysis of invoices, brief diagnostic buildings, equipment);
- To propose solutions to situations encountered;
- To share experiences in the different fields concerned by the fuel poverty.

In the example of training given by ADEME, there are 2 types of training implemented:

- A 4-day training to the consultants and family social economy and housing consultants. The training is organized directly by ADEME with trainers at a rate of 2 to 4 courses per year;
- A 2-day training for social assistants provided by a network of trainers referenced by ADEME. These trainers have been trained (in June 2007) and received the whole kit training.

Monitoring system

Evaluation questionnaire at the end of training.
Number of people trained.
Monitoring of trainees, actions planned or implemented as a result of training.
Willingness to work in network after training.

Barriers - Problems

Discrepancy of initial knowledge.
Means of action of the CESF and social assistants (AS) are limited (time available).

Key Actors involved

- General Councils
- Regional Councils
- Local Government
- Family Allowance (Caisses d'allocations familiales- CAF)
- Communal of social action (Centres communaux d'action sociale - CCAS)

Development strategies - How to improve the action's effectiveness

Integration into the initial training of social work of a module on the energy precariousness (fuel poverty) and actions to control energy.

Where and how the action is repeatable

Create in each department of France a training for trainers.

F9	CREATION OF SOCIAL FUNDS TO FINANCE RENOVATION WORK AND ENERGY EFFICIENCY MEASURES (FSATME)

Tipology

- Institutional
- Financial
- Technique

Proponent

- General Council
- Community (municipality, a community of common)
- Family Allowances Fund
- Association working in the field of housing or the energy efficiency

Target group

Household in situation mainly of unpaid bills or using social services, and among these households particularly those corresponding to certain criteria such as:

- In situation of over consumption of energy;
- Living in house in poor condition (especially concerning the energy performance);
- Using an heating equipment and/or equipment for hot water obsolete;
- Using an expensive energy.

Dwellings beyond the possibilities of helping to improve the existing state of the building:

- Minimum income
- Single
- Auto-rehabilitation…

Description of the Action

Objective

- Improve the state of the thermal properties of buildings of low-income people to reduce their energy bill
- Improve the confort (temperature, humidity…)

Content

Detection of households by different means:

- When using the Solidarity Fund Housing Department for clearance of debts
- By social workers in the sector (AS, CESF…) who are faced with a situation proved housing in poor condition energy or energy bills too high in terms of housing

Visit of an energy advisor mandated by the fund for an energy audit and a plan of recommendations for improvement works.

Establishment of estimates by the family, whether or not accompanied by social worker.

Filling of the project application to obtain a financial help by the social fund and to provide personal assistance by social workers and local associations.

Passage in committee for awarding aid agreement

Achievement of work by the household, or a company, organization helping with auto-rehabilitation.

Monitoring compliance work and their good performance by the energy efficiency advisor back with the committee.

Financial package

Call for Solidarity Housing Fund (FSL), contribution of the General Council, CAF, intermunicipalities, ADEME… for creation of a specific envelope.

Mobilization of a systematic classics aid (ANAH, CRAM, complementary pension funds, loan, CAF)…

Existing devices

About a dozen devices have been introduced in a dozen of department:

- Fonds Solidarité Logement (Eau, Énergie et Téléphone) de l'Aisne (02)
- Auto-amélioration des logements des bénéficiaires du RMI - Ardennes (08)
- Fonds de soutien aux actions sociales de l'OPATB des Crêtes pré-ardennaises - Ardennes (08)
- Fonds d'aide à la maîtrise de l'énergie - Ariège (09)
- Fonds solidarité pour la maîtrise de l'énergie - Drôme (26)
- Aide préventive à la maîtrise de l'énergie dans le cadre du FSL de Haute-Garonne (31)
- Action Insertion Énergie - Gers (32)
- Volet prévention du Fonds de Solidarité Logement - Gironde (33)
- Fonds d'aide aux travaux de maîtrise de l'eau et de l'énergie - Hérault (34)
- Fonds Social d'aide aux Travaux de Maîtrise de l'Énergie - Jura (39)
- Fonds d'aide aux locataires et propriétaires occupants - Loire (42)
- Fonds social départemental d'aide à la maîtrise de l'énergie - Lot (46)
- Volet préventif du Fonds départemental de l'énergie - Oise (60)
- Action Structurante Énergie du FSL - Deux-Sèvres (79)
- Politique d'action sociale de la Caisse d'Allocation Familiale de la Vienne en faveur de la maîtrise de l'énergie - Vienne (86)

Monitoring system

Indicators :

- Lowering of energy bill
- Exiting the cycle of unpaid energy
- Improved comfort
- Social evaluation (impact on ownership housing, impact on the pathway…)

The analysis may be made during the energy audit, after the completion of work and on the basis of interviews with households receiving at least one year after the completion of work.

Barriers - Problems

Multiplicity of actors from different professional fields (work coordination and mutual knowledge of players to take into account in planning and budgets).
Lack of training for social workers to detect situations of fuel poverty.
Few awareness by those in charge of social services of the real benefits of these actions.
In rented sector, difficulties in convincing the owners donors to co-finance the work.
Cost animation relatively high.

Key Actors involved

Social workers
Energy efficiency adviser
Responsible, administrator, manager of the funds

Development strategies - How to improve the action's effectiveness

Realization of a guide on the establishment of a Social Fund for Assistance to finance work of Energy Efficiency and an awareness booklet (publication ADEME).
Symposium explaining the approach to the General Councillors.
Training for mounting such social funds.

Where and how the action is repeatable

In all departments who wish to combine their energy policy and / or their social policy a curative component for the improvement of housing occupied by families with limited resources.
Such social funds can also be implemented by communities or intercommunal.

F10	ACCOMPANIED SELF-RENOVATION INTEGRATING ENERGY PERFORMANCE ASPECTS

Tipology

Local
Technical: improvement of the habitat
Social: appropriation of housing by the occupant

Approach which enable volunteers to join side of families in difficulties to help them to renovate their apartment or location with autonomy.

Proponent

Association working in the improvement of the habitat
Association specialist of energy saving

Target group

Tenants or owners, poor occupants

Description of the Action

Objective

The principal objective is the social accompaniment of families in difficulties, within a collective project of improvement, adaptation and maintenance of their residences. Beyond the physical improvement of housing the re-socialization and the dynamization of beneficiaries, the educational repositioning of the adults and the initiation of the young people to the value of work are aimed.
The accompanied in self-rehabilitation is aimed to social integration by housing.

Contents

Projects of accompanied self-rehabilitation contribute to the local social development, the social integration of the most stripped families and to the improvement of the habitat. The whole projects of self-rehabilitation are part of the right of housing and the law of orientation of battle against exclusions. A project of self-rehabilitation is very often composed of two distinct types of workshop:

- *Collective workshops*
  It is about the installation of practical workshops of training of various techniques (do-it-yourself, breakdown service, embellishment, and economy of expenses) animated by a professional of building. These workshops give to participants the capacity to realize themselves and correctly small installations at home. Priority is given at topics that encourage participants to reduce their expenses and their budget (electricity, water, gas). Beyond learning to train techniques, goal is to reweave the social ties and break the isolation in neighborhoods.
  Collective workshops can be held once per week or every 15 days.
- *Building sites*
  Building sites are a way to act on social issues starting with a technical approach. Most families are directed to these building sites by the social partners and have significant financial difficulties. At these building sites, equipped with tenants in order to carry out a renovation of housing. Teams in collaboration with the family carry out minor rental that will have an impact on water and energy consumptions (repairing leaks, installing flush double capacity, caulking windows ...) or conducting work largest among homeowners.

The accompaniment of families is very specialized because it must be technical and social at the same time, individualized and adaptable to the various situations of the beneficiaries. It divides into four functions:

- A function of training: organization of collective workshops.
- A function of social coordination: meeting with beneficiaries, evaluation of each situation with the institutional partnership, definition of their family project, coordination of the interventions.

- A technical function of accompaniment: definition of the project of improvement of housing with the families, costing, steps administrative, and assembly of financings and/or relationship to the organizations specialized in the financial accompaniment.
- A function of animation: the operator ensures the framing of the work completed on the building sites of mutual aid, the organization of the tasks, the maintenance of the motivation, the development of the assets, and the comparison of the users between them.

Some associations work in the domain of the accompanied self-rehabilitation in France, the most known are:

- "Les Compagnons Bâtisseurs" (Companions Builders)
  http://www.compagnonsbatisseurs-grandsud.org/index.php?id=0&st=1
  Example of card experiment for better including/understanding the accompanied self-rehabilitation:
  http://www.compagnonsbatisseurs-grandsud.org/pdf/upload/10/FE_ARA_COPR.pdf
- PADES (http://www.padesautoproduction.org/)

The dimension of energy control is more and more taken into account by teams accompanying by the self-rehabilitation although still largely underestimated and under-exploited. Many actions are undertaken in order to stimulate the restoration of the habitat by better integrating the dimension of energy control.

Financial arrangement:

Usually, the principle of accompanied self-rehabilitation requires a participation of householders of 10 % of materials price, the remainder is financed by a specific line with the action of animation.

Monitoring system

Families who were accompanied by a specialized team in the self-rehabilitation are usually recall after work in order to check if work corresponds to their waiting and if they have discovered particular problems involved in the new material.
Some indicators can enable us to note the interest of the action undertaken.

Indicators

- Resumption of the studies and/or return on the business contest ;
- Change of the behaviors related to usefulness of housing (energy, maintenance, water…), this evaluation must be done in the long term ;
- Housing better maintained.

Barriers - Problems

A strong mobilization of the householders is necessary in the actions of accompanied self-rehabilitation since this one must take part in work, as far as these capacities and must also take part a little in the financial of work.
Accompanied self-rehabilitation is not a mean of producing housing at lower cost. It is not either a miracle tool to prescribe with all the inadequately placed. Combining it narrowly technical and the social one, the accompaniment with the self-rehabilitation is a step which does not lend itself to an automatic application. This kind of procedure is not advisable for all people in social difficulties because of inadequately housed problems.
There is a real difficulty to integrate the question of energy in the practices of technical organizers. They are no specialists in energy. To solve this difficulty, certain associations of self-rehabilitation collaborate with specialists in energy when they give the report on the places of housing in order to have the opinion of a heat engineer for example.
The animation cost of the action is high taken into consideration in regard of work finally completed.

Key Actors involved

Associations carrying project ("les Compagnons Batisseurs" and the PADES), associations specialized in the assistance of the control of work (H&D, Pact ARIM), financers of the actions of self-rehabilitation (charity associations, public institutions).

Development strategies - How to improve the action's effectiveness
In order to improve the interventions related on the control of the loads (energy and water) and to the improvement of the energy management, it would be possible to propose with carrying associations ("les Compagnons Batisseurs" and the PADES) formations adapted to the trades of their employees. It could also be interesting to develop the inter-associative partnerships (association of self-rehabilitation with an association specialized in the environment for example) to facilitate the exchanges of practices.
Where and how the action is repeatable
When the public services detect a situation where the improvement of housing seems necessary, but that occupants are impecunious and requires a social accompaniment, it should connect these households with an association of accompaniment with the self-rehabilitation. The actions of accompanied self-rehabilitation are reproducible at the majority of the families in difficulty requiring an improvement of their housing.

F11	FINANCIAL INCENTIVES

Tipology

Financial
Institutional
Politics

Proponent

- National Agency for housing (ANAH)
- Local authorities
- Social housing Associations

Target group

- Buildings housing owned by a public or private social housing association
- Owner-occupants and tenants of private park

Description of the Action

Social Housing managed by government agencies
Reduction of Taxes on the built properties (TFPB)
Eligible expenses related to energy savings work is removed from the amount of tax owed by Social housing association.
Improved grant for the improvement of rented accommodation (PALULOS)
The subsidy rate is increased from 10 to 15% of the cost of energy-saving work and the cost of installation of solar water heater or photovoltaic panels.
The purpose of these devices is to encourage improving the thermal and energetic quality of social housing stock to reduce the charges of tenants and ensure a good level of comfort.

Private accommodation achieved for fifteen years at least
Grants of ANAH for the energy saving work
The amount of the subsidy granted by the ANAH (possibility to increase by some local authorities in the 5% limit) varies for owner occupants, depending on the level of their resources, and for owners, according to the commitments to comply with a maximum level of rent or rent to low income tenants.
Specific resources ceilings are defined for owner occupants described as "very social", as they are located in the Ile de France or in the province.
In the framework of OPAH project, ceilings resources "very social" and removal of the upper limit are set according to the amount of work and grants.

All types of housing units completed before January 1st , 1989
Exemption from the Real Estate Tax on built properties (TFPB)
Possibility opens to local authorities to exempt from this tax up to 50 or 100% for 5 years housing completed prior to January 1st, 1989 whose owners have made a certain amount of expenses for energy savings.
Local communities may abound the financial incentive of the tax credit on equipment for energy saving in ancient housing and supporting low-income owner occupants.

Monitoring system

Diagnosis before / after work, with a energy certificate (EC).
Interviews with owners who have received aids, in order to improve the targeting of aids according to work and beneficiaries (tenants and owners).

Barriers - Problems

Risk of penalizing local authorities which have a large park of social housing by a shortfall of budget revenues (tax exemption)

Key Actors involved

- Agencies and public housing mixed
- Local Authorities

Development strategies - How to improve the action's effectiveness
Making concrete gains expected energy, using energy labelling. Conduct an evaluation on the use and the leverage of various incentive schemes. Pou aid of ANAH, this study determining levels of thermal performance minimum required to be taken by subsidized operations, moving towards a gradual shift premiums depending on the characteristics of dilapidated housing.
Where and how the action is repeatable
Of all the areas affected by devices to improve the habitat.

I1	“CLIMATE GENERATION” FOR 1 MILLION OF ENERGY EFFICIENT CONDOMINIUMS

Tipology

Technical

Level

Operating level: project promoted and implemented at a local level but it involves towns from each area of the Country (North, Center and South).

Proponent

- Federcasa (Social housing Associations)
- WWF Italia (Environmental Association)
- Esco Italia S.p.A (Enery Service Company)

A Collaboration Agreement involves all the partners.

Target group

Project aims to operate in the public building sector: the Agreement foresees that all social housing owned by Public Authorities associated to Federcasa are involved.

Impact on

Energy efficiency

Description of the Action

Objective

The project has been developed within WWF campaign “Climate Generation” and it aims to improve energy efficiency of a million of social housing condominiums by 2020 also achieving important environmental targets. Main expected results are reducing energy consumptions and energy costs for vulnerable households (elderlies, low income households, migrants, …).

The project aims to give a great contribution to the national targets for energy efficiency in buildings (social housing buildings are more than 950.000 in Italy and more than 23% of italian famiglie live in).

Contents

The Agreements includes some specific actions:

- Planning, designing and implementing interventions to reduce energy consumptions and to increase the use of renewables;
- Initiatives of sensitivation and participation on energy saving and energy efficiency issues (for example, distribution to households of energy advice and energy efficiency tool-kit, training courses for condominium managers).

First interventions to improve energy efficiency of about 50 condominiums were implemented in different areas of the Country. In particular, renovation of heating plants needed the choice of a new fuel or the installation of a different more efficient kind of plant but some time accounting system of heat or thermostatic valves were enough to guarantee good reduction of consumptions.

Then two important renovation projects on entire urban neighbourhood of social housing were implemented in Turin and Naples. They involved about 1.500 dwellings.

In Turin a power tri-generation plan (heating, cooling and electricity) has been realized and the heat is distributed through a district heating system. Low energy lamps and photovoltaic plants were installed too. Naples project was focused on actions to improve buildings’ insulation.

Results

First results (heating season 2006/2007) highlight great reduction of energy consumtions and significant economic benefit for households but even important environmental results in reducing GHGs emissions and in improving air quality. In particular:

- - 42% energy consumptions (equivalent to 400 toe/year)
- - 45% energy costs (totally 400.000 € saved)
- - 53% GHGs emissions saved (- 1.500 CO_2 tons/year)

Pay-back period of interventions are interesting (about 4 years).

Effects on
Energy efficiency
Monitoring system
An Observatory to monitor the progressive results of the campaign was established and the monitoring system is very simple and it allows to measure regularly the reduction of energy consumptions and GHGs emissions. Indicators are toe/year for energy saving and tons/year of CO_2 emissions saved. Yearly reports on results are disseminated on the web and thanks to the communication activities of WWF.
Barriers/Problems
Financial availability
Key-actors involved
• Cremonesi Consulenze (Technical partner) • ATC Torino (Territorial Social Housing Agency), • IACP Napoli (Provincial Institute for Social Housing) • Condominiums Managers
Development strategies/How to improve the action's effectiveness
-
Where and how the action is repeatable
This was the first pilot project and now the Campaign is going on tank to the important results reached. It may be easily repeated everywhere.

I2	THE B.I.R.D. PROJECT: GREEN BUILDING, SOCIAL INCLUSION, ENERGY SAVING AND DOMOTICS

Tipology

Technical

Level

Operating level

Proponent

- Lombardy Region
- Municipality of Brescia
- Aler Brescia (Provincial Social Housing Agency)
- Social housing Associations

Target group

Elderly people

Effects on

Energy efficiency

Description of the Action

Objectives

"BIRD" Project was promoted by Lombardy Region with the support of the provincial social housing agency of Brescia and the Municipality of Brescia and it aimed to design and build a neighbourhood on elderly scale. Project were developed in the city of Brescia in the North of Italy and it had a sperimental nature but also a great innovative value because high quality social housing was realized for vulnerable households.

Contents

About 50 high energy efficient dwellings (45÷55 m^2 each) and a Neighbourhood Service Centre were built. They are both intended for vulnerable elderly people. Particular attention was paid to the integration of the building with the metropolitan contexts they are in to assure opportunity of meeting and social relationships to the households.

These are the guiding lines of the project:

- Bio-Building: buildings were realized using materials, processes and methodologies able to contribute to health quality and comfort;
- Bioclimatic Architecture: only components and systems able to assure high energy efficiency performances were used (such as thermal inertia, picking up, store of energy, solar thermal energy, …);
- Energy and water saving: integrated designing strongly related to bioclimatic and energy efficiency issues, research of best systems for the rational use of water;
- Hi-tech solution: user-friendly technologies on elderly scale were used to minimize risk of social exclusion and to increase chances of meeting and social relationships.

Results

High standards of thermal comfort (heating and cooling) for particularly vulnerable people

Financial availability

Total investment: about € 5.900.000 (about 4.000.000,00 from Lombardy Region and the other part co-financed by the Provincial Social Housing Agency).

Effects on

Energy efficiency

Monitoring system

-

Barriers/Problems

High investments needed.

Key-actors involved
• Regional and Local Authorities • Public Social Housing Agencies • Social Housing Associations
Development strategies/How to improve the action's effectiveness
Where and how the action is repeatable
The project is the first experience of this kind in the North of Italy.

I3	FUEL POVERTY FUND

Tipology

Financial

Level

Political or institutional level

Proponent

- Municipality of Monza
- National Energy regulator (Autorità per l'Energia Elettrica e il Gas)

Target group

Residential protected customers with low income (less than € 5.000,00 per year – households who have difficulties in bearing costs for their heating needs)

Description of the Action

Objectives

Because of constant increasing of energy costs, energy bill arrears and requests of financial aid from vulnerable families, Energy Regulator created dedicated protection mechanisms for gas vulnerable customers since 2000. Deliberation 237/00 established a voluntary mechanism allowing to Local Authorities to set up social funds to support people unable to pay energy bills.

Contents

Since 1st of July 2001 each Local Authority can set up a social fund to help vulnerable people (mainly elderly people and disabled ones) in paying their energy bills. Social fund takes money thanks to an increase of 1% on the energy bills of all other customers.
This mechanism has been implemented only by 300 Local Authorities on a total of about 8.000 italian Municipalities.
City of Monza represents an interesting example. It converted a voluntary mechanism in a structured social policy. Municipality with the support of the local energy supplier (AGAM Monza) set up a "Fuel Poverty Social Fund" (they gave this new definition to the Fund after participating in the first italian EPEE Workshop) to help vulnerable people and families. In the first year the amount of the Fund was € 60.000,00 (it has been reached applying an increase of € 0,50 to the gas bills of all the other customers) and the Fund completely covered yearly gas expenditure of 30 vulnerable families (living with an income of less than € 5.000,00 per year).

A similar choice was made by the Municipality of Florence.

Results

Local Council Department for Family and Social Policies monitor the level of utilization of the Fund, with the support of the local energy supplier. In 2007 about 50 families received the aid (for a total of about € 11.000,00.
In this case the Municipality gives a financial aid to about 1.500 vulnerable elderly people (€ 160,00 per each person per year).

Financial availability

Municipality of Monza: € 60.000,00 (€ 10.000,00 in addition from the energy supplier).
Municipality of Florence: € 200.000,00 per year.

Effects on

- Low Income
- Energy prices

Monitoring system

Local Council Department for Family and Social Policies verifies yearly the amount of aids and plans the amount for the following year.
Number and amount of the aids, number and kind of families involved are monitored.

Barriers/Problems
• Voluntary mechanism • How to better identify vulnerable people and families to help? At the moment ISEE (Indicator of Social and Economic Family Situation) is used for.
Key-actors involved
• Energy suppliers • Vulnerable people • Municipalities
Development strategies/How to improve the action's effectiveness
-
Where and how the action is repeatable
Each Municipality

I4	NATIONAL PROGRAMME FOR RENOVATION OF SOCIAL HOUSING STOCK

Tipology

Institutional

Level

Political or institutional level

Proponent

National Government

Target group

Regions manage funds and prepare apposite initiatives to finance interventions.
Eligible subjects:

- Municipalities, Social housing Agencies;
- Enterprises, Cooperative Housing Societies, Foundations.

Description of the Action

Objectives

Minister for Infrastructures promoted this Programme aimed to the renovation and the realization of new social housing buildings. Programme's innovative approach considers energy efficiency as the first priority in choosing the best projects of social housing to finance. Financed projects must concretely realize buildings whose energy efficiency performances are better than the existing standards.

Contents

Ministerial Decree 26/03/2008 foresees the realization of an innovatory Programme of new social housing able to increase availability of dwellings to offer to vulnerable households and even to improve infrastructures in neighbourhoods with serious problems of housing uneasiness.
Buildings and dwellings must be renovated in order to improve their energy performance 30% lower than the compulsory standards fixed by national law on 2005 (National Decree 192/05).

Way of fund allocation

Municipalities submit to Regions the Renovation Programmes respecting these requirements:

- Programme will be in accordance with approved or adopted building regulation;
- Each proposal of intervention may receive from State/Region not more than 10 millions of Euro;
- Each programme's total amount must be at least of 5 millions of Euro in Municipalities with more than 15.000 inhabitants (1,5 millions of Euro in Municipalities with less than 15.000 inhabitants.

Financial availability

The Decree allocated over than 280 millions of Euro (Regions and Municipalities must provide respectively 30% and 14% of the total amount).

Effects on

Energy efficiency

Monitoring system

Programme includes specific mechanism to monitor the use of funds. In particular, Regions have to define the Organisation and the methodology to control.

Barriers/Problems

-

Key-actors involved
• Regions • Municipalities • Cooperative Building Companies • Territorial Agencies for Social Housing (ALER, ATC)
Development strategies/How to improve the action's effectiveness
-
Where and how the action is repeatable
-

I5	ENERGY RENOVATION OF PUBLIC SOCIAL HOUSING STOCK IN BIELLA

Tipology

Technical

Level

Operating level (realizing high efficient buildings)

Proponent

ATC Biella (Territorial Agency for Social Housing of Biella) with the technical support of ENEA (National Agency for Energy Efficiency) and Federcasa (National Association for Social Housing)

Target group

Vulnerable people

Description of the Action

Objectives

ATC Biella promoted an Agreement aimed to the complete renovation of the local social housing existing stock towards standards of high energy efficiency (reduced energy consumptions and minimal cost in management).

Contents

Programme planned the energy renovation of a public social housing neighbourhood (named Villaggio La Marmora, it holds about 160 dwellings) that was built in the '70s.
Programme worked in particular on:

- changing 6 old thermal heating plants with 2 cogeneration ones;
- renovation of the building structure (improvement of insulation).

Cogeneration plants were installed tank to the intervention of an ESCO that received from the Social Housing Agency the heat management service for 12 years. This kind of solution is very effective when in such a building changing of low efficient systems for producing hot water (electric boilers) is needed.

Results

Decrease of building's energy needs (in accordance with the compulsory standards for renovation – National Decree 192/05)

Financial availability

Project costed about 2 Millions of Euro (Region financed about 650.000 Euro).

Effects on

- energy efficiency

Monitoring system

Monitoring system works on two levels:

1) Evaluation of economic saving;
2) Evaluation of energy saving.

In the first case, analysis of detailed energy costs (in particular those for heating) was carried out and it found an average monthly cost of 150/200 Euro per family. Then weight of energy costs on family income was considered. Evaluations on primary energy demand before and after the interventions was done.

Barriers/Problems

-

Key-actors involved
Local Social Housing Agency of Biella Municipality of Biella ESCO (energy service company) Federcasa (Social Housing National Association) ENEA (National Energy Efficiency Agency)
Development strategies/How to improve the action's effectiveness
-
Where and how the action is repeatable
Everywhere

I6	REGIONAL PROGRAMME FOR RENOVATION OF SOCIAL HOUSING STOCK (LOMBARDY REGION)
Tipology	
Technical (improving energy efficiency of buildings)	
Level	
Operating level	
Proponent	
Lombardy Region (Department for Social Housing)	
Target group	
Social Housing	
Description of the Action	

Objectives
"Neighbourhood Agreements (Contracts)" promote direct participation of citizens in defining objectives of a renovation programme and the aim to renovate buildings but also to requalify social reality of a social housing neighbourhood. Energy efficiency is considered as a priority in these Programmes.

Contents
Lombardy Region is committed in requalifying urban areas with a strong housing uneasiness and a lack of public services. "Neighbourhood Agreements" allow to realize the needed interventions to improve at the same time the supply of housing, services, job and welfare. Recently two Programmes have been implemented.
The first one was a local application of the national Programme promoted by the Minister for Infrastructures. Local Social Housing Agencies, Municipalities, Lombardy Region was involved in social and building recovery of suburbs. In particular new buildings, renovation of existing buildings, services for elderly people and children, libraries, theatres and parks was realized. Energy efficiency and energy sustainability were two guiding criteria in the realization: *"…promoting solutions aimed to assure quality of buildings and high standards of the housing service, saving energy and using renewables".*
In the beginning of 2008, Lombardy Region starter implementing the "Second Programme for Neighbourhood Agreements" within the Regional Programme for Public Social Housing 2007-2009 (Regional Deliberation 8/4933, 15th June 2007). At the moment most interesting projects are being selected.
Among specific objectives of the Programme important and strategic issues related to energy sustainability have been introduced:

- Promoting new and more energy efficient plants, technologies and management schemes to improve energy performances of buildings;
- Promoting innovative action to reduce energy consumptions and to concretely implement energy labelling of buildings.

Costs for energy auditing are considered among the eligible costs and studies and analysis on energy and economic potential benefits from renovation are too.

Results
The first regional Programme promoted 22 "Neighbourhood Agreements" concerning 19 suburbs, about 6.800 dwellings and 35.600 people. Most significant interventions was realized in Milan and they allowed important effects on the energy and environmental side, for example:

- "Ponte Lambro Neighbourhood Agreement": project concerned energy renovation of 2 buildings with a total of 220 dwellings (thanks to the realization of new roofs, the changing of windows and the improvement of external insulation 320.000 kWh/year saved). The reduction of energy consumptions should provide 100 Euro saved per dwelling.
- "San Siro Neighbourhood Agreement": this Agreement includes both the energy renovation of existing buildings and the changing of heating plants with a district heating system taking heat

from the near cogeneration power plant that takes energy from wastes. This intervention has a very important environmental value because it will allow to save about 10 thousands of tons of CO_2 and to reduce local air pollutants.

Way to fund allocation
Funds are allocated by selecting projects submitted in specific regional Call.

Financial availability
First Programme: 305 Millions Euro (112 Millions Euro from Lombardy Region)
Second Programme: 67 Millions Euro (Lombardy Region).

Effects on

Energy efficiency

Monitoring system

A monitoring campaign is developed to verify the correct realization of the interventions (mainly checking the level of energy performance of building and the economic savings for families).

Barriers/Problems

-

Key-actors involved

- Minister for Infrastructures (only for the first Programme)
- Lombardy Region
- Regional (and Local) Agencies for Social Housing
- Municipalities
- Building cooperative companies
- Craft Associations
- Chambers of Commerce

Development strategies/How to improve the action's effectiveness

Where and how the action is repeatable

Everywhere

I7	PUBLIC CONTRIBUTION FOR HEATING EXPENDITURES

Tipology

Financial

Level

Operating level

Proponent

- Local Government
- Municipality

Target group

Vulnerable people (with an ISEE – Indicator of Social Economic Family Situation) lower than a threshold (variable from a city to another in a range of 6.000 € e 14.000 € per year):

- Elderly people over 65 years;
- Single parent families with one or more children;
- Families in which a disable person live;
- Families in bad living conditions.

Description of the Action

Objectives

The measure is usually carried out by the Social Department of the Local Authority and it aims to support families who live in a particular condition of uneasiness. They receive an economic subsidy as a contribution to pay housing expenditures (in particular bills for heating during winter).

Contents

Local Authority draws up a list of families in accordance to the different level of ISEE (see above) and to the specific living conditions.

Some Municipalities (as Florence) created a solidarity fund to give contribution up to 80% of needed cost to change the heating plants in order to install a more efficient one. The contribution is only for people who live in a social critical condition..

Results

- Reducing the impact of energy costs on households income
- Improving housing comfort
- Reducing bill arrears
- Avoiding disconnection
- Improving thermal comfort

Way of fund allocation

The contribution is usually given within a specific public announcement.

The amount of the contribution is usually defined in relation to the different level of available income:

- Contribution referred to the ISEE (for example, a contribution of 60% (on energy costs) for income lower than 6.000 €/year or a contribution of 30% (on energy costs) for a range of income 6.000 - 9.000 €/year);
- Contribution as a maximum percentage of co-financing (for example 50%) with a expenditure annual ceiling for heating (for example 700 €).

Financial availability

It varies at a local scale in relation to the municipal budget.

Effects on
Income
Monitoring system
Municipality control the system through its social workers.
Barriers/Problems
Problems in identifying eligible subjects (ISEE isn't a reliable indicator). Short-term policy unable to provide durable benefits.
Key-actors involved
Municipality (Department of Social Services)
Development strategies/How to improve the action's effectiveness
-
Where and how the action is repeatable
-

I8	NATIONAL FINANCIAL LAW 2008: TAX DEDUCTION FOR ENERGY EFFICIENCY ACTIONS ON BUILDINGS
Tipology	
Financial	
Level	
Political or institutional level	
Proponent	
National Government	
Target group	
Soggetti privati (famiglie e imprese)	
Description of the Action	

Objectives
Energy saving and energy efficiency was concretely promoted by recent National Financial law aimed to develop innovative technologies for improving environmental performance of buildings and reducing their energy consumptions.
Government decision was in accordance with a simple but fundamental assumption: who invests in his own home's energy efficiency pays less taxes and reduces his energy bills.

Contents
National Law 244 (27th December 2007) confirmed incentives and benefits set by the previous Financial law. New incentives will be valid till the end of 2010.

For renovation of buildings these are the interventions admitted:

- The changing of unproductive heating plants with high efficient heating plants, high efficient heat pumps, ground source heat pumps (low enthalpy geothermal energy);
- Improvement of walls and roofs' thermal insulation;
- Solar thermal plants for the production of hot water;
- The changing of windows to reduce building's energy demand;
- Global renovation of existing buildings.

Incentive is strictly connected to the warranty of reachable high efficiency standards.
Authorizations was simplified for the easiest interventions (as solar thermal plants): citizens don't need a craftsman to certify the effectiveness of the chosen intervention. The most complex intervention need an energy labelling of the building.

Results
In the first year of application ENEA (National Agency for Energy Efficiency) received over 100.000 requests:
40% interventions on the building structure;
27% changing of the heating plant;
18% installation of solar thermal plants.

Most recurrent action was the changing of windows (34%).

ENEA estimated energy saving of 880 GWh per year and more than 190.000 tons of GHGs emissions saved per year.

Way of fund allocation
Economic benefit is obtained through the annual tax return: citizen may deduce each year 55% of the costs of the interventions for energy efficiency. In particular:

- Tax deduction of 55% for investments lower than 60.000 € for changing windows, insulating walls, roofs and floors or to install solar thermal plants;

- Tax deduction of 55% for investments lower than 100.000 € to a global renovation of the building;
- Tax deduction of 55% for investments lower than 30.000 € to change old heating plants with high efficient ones or ground source heat pumps;
- Tax deduction of 20% up to a maximum of 200 € to change refrigerators or freezers with appliances labelled A+ (high efficient).

For low income there's an interesting opportunity because people may deduce expenses for a period from 3 to 10 years.

Effects on

- Income
- Energy efficiency
- Energy costs

Monitoring system

National Financial Law 2007 established ENEA (National Agency for Energy Efficiency) is the managing unit of the Programme: the Agency receives requests by web and check them before according benefits.
The Agency has also to disseminate a yearly report on the results of the Programme .

Barriers/Problems

The Programme at the moment is valid till 2010: it should be include in a structured and durable measure.

Key-actors involved

- Minister for Economic Development
- ENEA

Development strategies/How to improve the action's effectiveness

See "Barriers/Problems"

Where and how the action is repeatable

-

I9	SOCIAL TARIFFS

Tipology

Financial

Level

Political or institutional level

Proponent

- National Government
- National Energy Regulator (Autorità per l'Energia Elettrica e il Gas)

Target group

Households in economic uneasiness
People in bad health conditions (who need electromedical appliance)

Description of the Action

Objectives
Social tariff for electricity final customers intends to assure a direct protection to the most vulnerable households and people but also solve some bad effects of the original tariff system.

Contents
At the end of 2007, within the opening of the National energy market a Ministerial Decree established protection measures for households in economic or health uneasiness. Since 1st January 2008 a social tariff exists.

Social tariff for disadvantaged customers

It is a "bonus" on the electricity bill that allows to save about 20% of total costs for households with an ISEE (Indicator of Social and Economic Family Conditions) lower than 7.500 €/year.
Disadvantaged people or households may benefit only under 3 kW power (except for people who need electromedical appliances) and in relation to the family numerousness.

Social tariff for customers in bad health conditions
Families in which people in bad health conditions live may benefit of the social tariff in relation to the needed continuous use of an electromedical appliance.
If this kind of customers are low-income too they may use even more than 3 kW power.

Expected Results
Social tariff protects disadvantaged people from disconnection and reduce energy costs.

Way of fund allocation
ISEE (Indicator of Social and Economic Family Conditions) is the indicator used to identify households who may benefit of social tariff. Local Authorities with the support of Local Energy Suppliers identify eligible subjects and control all the mechanism.
Allowance is strictly related to the numerousness of the family and amounts to about 20% of the total expenditure for electricity (fixed and variable rates included).
Costs of social tariffs are paid for all the other customers (with an additional rate in bill).

Effects on

Low income

Monitoring system

Local Authorities with the support of local energy suppliers has to organise a system to control the right implementation of the mechanism.

Barriers/Problems

Social tariff for disadvantaged customers
Low reliability of ISEE to identify people who can benefit

Social tariff for customers in bad health conditions

Laws and regulations to identify all the kind of appliances and people to consider lack. Key-variables (typology of appliance, mean energy consumption, …) and control of documents too (Health District certification).

Key-actors involved

- Government
- National Energy Regulator
- Local Authorities
- Local Energy Suppliers

Development strategies/How to improve the action's effectiveness

The system should be transferred even in the gas market (where a voluntary scheme is now operating since 2000) and it could be very effective in tackling fuel poverty (heating costs are obviously the main cost for families).

Where and how the action is repeatable

-

I10	MEASURE TO PROTECT CUSTOMERS IN BILL ARREARS
Tipology	
Financial	
Level	
Operating level	
Proponent	
Energy supplier	
Target group	
Customers in bill arrears	
Description of the Action	
Objectives This sperimental procedure aims to protect end consumers who are in bill arrears. Main objective is avoiding disconnection of the supplying. **Contents** Promoted by ENEL (the biggest italian supplier) the practice foresees the reduction of the power to a minimal level enough to allow the use of appliances (20% of the power). This is possible thanks to the new electronic meter that allow the remote control of uses. This means that customers with 3 kW power may use 600 W for indispensable appliances (lighting and refrigerator). Thanks to the remote control mechanism the eventual disconnection won't require the direct intervention of a technician: customer will be able to check the real power cut reading the wording "reduce load" on the display of the meter applied. **Expected Results** Decreasing of disconnections.	
Effects on	
Income	
Monitoring system	
-	
Barriers/Problems	
The initiative addresses to all final customers who are in bill arrear and it doesn't care only of the vulnerable or disadvantaged customers. It could favour also customers who are in bill arrear for other reasons (for example because they prefer to spend available money for other needs).	
Key-actors involved	
Energy supplier (ENEL)	
Development strategies/How to improve the action's effectiveness	
After a first successful sperimental period in one Region concerning a small number of customers, ENEL planned to extend the mechanism to other Regions.	
Where and how the action is repeatable	
Energy Regulator is working on a similar compulsory mechanism for all the energy suppliers (electricity and heating). It will be focused on vulnerable customers (disadvantaged, in bad health conditions or in social uneasiness).	

S1	**TECHNICAL CODE FOR NEW BUILDINGS** **(CÓDIGO TÉCNICO DE LA EDIFICACIÓN - CTE)** *17th of march 2006*

Tipology

Institutional

Level

Political or institutional level

Proponent

Government

Target group

This is a set of rules that applies to *all housing* for which the building license has been requested after the date of application (some exceptions until the end of the 1st year of application). Applies to existent housing in case of the renovation of big buildings.

Description of the Action

Objectives

To apply the European directive (2002/91/EC) and to improve the quality of building in Spain.

Contents

CTE contains 2 main axes: security and habitability.
This last part concerns health regulations, protection against noise and energy savings.

Energy savings:

- limiting the energy demand of the buildings;
- thermal installations (see RITE);
- energy efficiency for light installations;
- standard for solar contribution in hot water.

Expected results

Better housing quality, energy saving.

Effects on

Energy efficiency

Monitoring system

This measure is not targeted to a specific public, therefore there are no indicators about the number and type of persons who benefit of it. But we can assume that as it concerns mainly new buildings, the population who buys those flats/houses corresponds to medium and high class.

Barriers/Problems

Quite a high number of building licences were registered before the CTE was issued, to avoid its measures.
The CTE only concerns new buildings (and big reforms), in a country where the building capacity has been over-exploited in the last years. Meaning that the building capacity for the future is not as big as in the past.

Key-actors involved

Redaction/implementation

Ministry of Housing (Dirección General de Arquitectura y Política de Vivienda)

Partners/stakeholders

- Instituto de Ciencias de la Construcción Eduardo Torroja (IETcc), member of Superior de Investigaciones Científicas (CSIC)
- Competent administrations
- Building Agencies and Companies
- IDEA

Quality control for buildings

- Comisión Técnica para la Calidad de la Edificación (CTCE)
- National level: Administración General del Estado (AGE)
- Regional level: Administraciones Autonómicas (CCAA)

Development strategies/How to improve the action's effectiveness

The CTE is to be updated regularly.
As we mentioned earlier, the measures only concern new buildings and big reforms; a way to develop the action's effectiveness would be to widen the target buildings.

Where and how the action is repeatable

Any place, adapting the measures to the necessities/conditions (climate, for ex)

S2	**THERMAL INSTALLATIONS IN BUILDINGS: SET OF RULES (REGLAMENTO DE INSTALACIONES TÉRMICAS EN LOS EDIFICIOS - RITE)** *Update to be applied from 29th February 2008 onwards*

Tipology

Institutional

Level

Political or institutional level

Proponent

Government

Target group

Applicable to *all new housing* and to existent housing in case of big reforms.

Description of the Action

Objectives

To apply partially the contents of the European Directive 2002/91/EC.

Contents

Design and dimensions of installations "in such a way to obtain thermal quality of the ambient":

- assembly;
- maintenance and use;
- inspections.

Expected results

Better quality housing, energy savings.

Effects on

Energy efficiency

Monitoring system

This measure is not specifically targeted. Therefore there are no indicators about the number and type of households who may benefit. But we can assume that as it concerns new buildings, the population who buys those flats/houses corresponds to medium and high class.

Barriers/Problems

The RITE only concerns new buildings (and renovations of big buildings), in a country where the building capacity has been over-exploited in the last years.

Key Actors involved

Redactions/implementation:

Minister for Industry Commerce and Tourism

Partners, stakeholders

- Minister for Housing
- Competent Administrations
- Building Agencies and Companies
- Regional Administration (CCAA)
- IDEA

Development strategies/How to improve the action's effectiveness

A way to develop the action's effectiveness would be to widen the target buildings.

Where and how the action is repeatable

Any place, adapting the measures to the necessities/conditions (climate, for example)

S3	ENERGY CERTIFICATE (FOR NEW BUILDINGS) (CERTIFICACIÓN DE EFICIENCIA ENERGÉTICA PARA EDIFICIOS DE NUEVA CONSTRUCCIÓN) *31st October 2007*

Tipology

Institutional

Level

Operating level

Proponent

Government

Target group

Applicable to *all new housing* and to existent housing in case of big reforms. Has to be applied by each region in their legislative mechanisms.

Description of the Action

Objectives

Apply the obligation for Energetic Certification of Buildings contained in the Directive 2002/91/EC.

Promote energy efficiency through information

Contents

Standards for the energetic certification of buildings, objectives, inspections, validity, penalizations…

Expected results

To offer objective information to the final user/consumer/buyer of a dwelling about their energy efficiency, so as to promote energy efficiency.

Effects on

Energy efficiency

Monitoring system

Performance indicators: only new buildings are affected but in 2009 other dwelling will be included.

Barriers/Problems

Nowadays, it only affects new buildings but this big barrier will be passed in 2009 when existing dwellings will be regulated in terms of energy certification.

Key Actors involved

Redaction

Ministerio de Industria, Turismo y Comercio

Implementation

Regional administration (CCAA)

Partners, stakeholders

- Ministerio for Housing
- IDAE
- Competent administrations
- Building Agencies and Companies

Development strategies/How to improve the action's effectiveness

In 2009 with a new regulation for existing buildings, the effectiveness of this action will be improved

S4	**PLAN FOR THE PREVENTION OF SUMMER EXCESSIVE HEAT (PLAN DE PREVENCIÓN DE LA OLA DE CALOR)** *2004*

Tipology

Institutional

Level

Political or institutional level

Proponent

Government

Target group

Mainly: children, elderly and persons suffering chronic diseases

Description of the Action

Objectives

Prevent deaths / diseases due to high temperatures in summer.
Avoid the repetition of a "2003 summer" in questions of health.

Contents

In function from the 1st of june to the 30th of september each year.
Preventive actions:

- Prediction of the temperatures
- Information of the population about the effects of excessive heat
- Creation of an Information System about Morbidity and Mortality
- Information to the health and social services professionnals
- Coordination with the social services for the identification of risc groups, may it be children or elderly
- Defining levels of alert

Actions

- Giving alert to the assistential dispositives: primary care, hospitals. (previously: defining levels of alert in terms of temperature)
- Coordination with administrations and public and private entities

Expected results

Better information to the population,
Quick capacity of reaction of the dispositive in case of excessive heat
Good coordination between different key actors.

Effects on

Energy efficiency (related to health issues)

Barriers/Problems

This prevention plan should exist in winter also.

Key Actors involved

Redaction / Implementation

Ministerio de Sanidad y Consumo (Health)

Partners / stakeholders

- Interministerial Commission
- Scientific societies (to give advice)
- Public and/or private entities (by appointment of the interministerial commission: Red Cross, Caritas, Network of pharmacists, Media, Administrations, …)
- Meteorological Institute
- Regional Administrations (CCAA)
- Social Services
- NGOs (for information purposes)

• Population in general (to detect and inform vulnerable persons)
Development strategies/How to improve the action's effectiveness
There are also important rates of excess of winter mortality in Spain so if a preventive plan in winter exists, the effectiveness of the action would be improved.

S5	SOCIAL EMERGENCY SUBSIDY (AYUDA DE EMERGENCIA SOCIAL)
Tipology	
Institutional	
Level	
Operating level	
Proponent	
Local Authority	
Target group	
Families who cannot cover certain punctual necessities.	
Description of the Action	
Objectives It is a punctual subsidy, and responds to urgent and non predictable necessities. Its objective is to give support to the families in exceptional circumstances.	
Effects on	
Income	
Barriers/Problems	
In many municipalities these are not constant subsidies. There is a short period of time to request them	
Key Actors involved	
Local employees (municipalities)	
Development strategies/How to improve the action's effectiveness	
Having a wider term for application	

S6	MONTHLY AVERAGE BILL
Tipology	
Financial	
Level	
Operating level	
Proponent	
Energy suppliers	
Target group	
Customers (you are not eligible if you are not in bill arrears)	
Description of the Action	
Objectives Avoid high bills in times of high consumption, and the consequent non-payments. **Contents** Estimation of your average monthly bill. Possibility to change the contract so that the customer will be paying that average each month. After 12 months, the real consumption is compared to the bills, and the difference is paid/reimbursed. **Expected results** Lower number of non-payments.	
Effects on	
Income	
Monitoring system	
• Performance indicators • Many customers from different suppliers use this form of energy bill payment because it is a fixed expenditure each time.	
Barriers/Problems	
The information is not widely broadcasted, it doesn't even appear on the WebPages of the providers; you have to call in order to get the information.	
Key Actors involved	
• Energy suppliers • Customers	
Development strategies/How to improve the action's effectiveness	
Better information to the customers.	

S7	**PROTECTION FROM DISCONNECTION** *(Law 54/1997, RD 1955/2000 and RD 1434/2002)*
Tipology	
Institutional	
Level	
Operating level	
Proponent	
Government	
Target group	
Electricity • Street lighting (Public Administration) • Water supply for human consumption (grid system) • Security forces dwellings • Prisons • Public transport and facilities related to traffic security • Health centres • Funeral parlors **Gas** • Health Centres • Centres of obligatory education • Old people's home • Security forces dwelling • Public transport that uses gas • Other services considered as essentials	
Description of the Action	
Objectives Prevent disconnection for some categories of services. **Contents** Obligation for the energy suppliers to provide energy to those services in any conditions.	
Effects on	
Income and energy prices	
Barriers/Problems	
It is related to some services but not for people in general	
Key Actors involved	
Government Energy suppliers	
Development strategies/How to improve the action's effectiveness	
Enlarge the target public to vulnerable individual consumers.	

S8	HELP FOR LIFE (AYUDA A LA VIDA)
Tipology	
Private	
Level	
Operating level	
Proponent	
Energy supplier (Unión Fenosa)	
Target group	
Vulnerable customers: individuals who need permanent connection, for health reasons.	
Description of the Action	
Objectives Protect customers who need permanent connection for health reasons. **Contents** The target groups receives information with enough advance about when there will be electricity cuts for maintenance reasons. The target groups receives a personal call in case of bill arrears. The target group is not disconnected in case of more than 2-3 months of bill arrears, as is the case for other customers.	
Monitoring system	
Performance indicators 2.000 customers from Union Fenosa need electro medical equipment at home	
Barriers/Problems	
The information is not very visible on the webpage, and does not include the steps to follow to benefit of that protection: the customer has to take contact directly with the supplier and provide information/data/proof of their medical needs.	
Key Actors involved	
Energy Supplier (Union Fenosa) Vulnerable customers	
Development strategies/How to improve the action's effectiveness	
There could be a collaboration between health care institutions and energy suppliers to establish a trustworthy list of the patients/customers who need this type of protection.	
Where and how the action is repeatable	
To other energy suppliers, who at the moment are not offering this kind of protection	

S9	TARIFFS 1.0 (SOCIAL TARIFF) UPDATED EVERY YEAR BY LAW
Tipology	
Financial	
Proponent	
Government	
Target group	
Energy consumers with less than 1kW installed	
Description of the Action	
Objectives Lower price for < 1kW installed **Contents** Different tariffs according to the power (kW) delivered to the customer.	
Monitoring system	
Performance indicators: only 150.000 user are under this tariff	
Barriers/Problems	
It is very difficult to live in a house with less than 1kW installed. It is wrongly called social tariff because is not for people with low income but for people with low power installed	
Key Actors involved	
Government Energy suppliers	
Development strategies/How to improve the action's effectiveness	
There could be established tariffs according to the type of customer (vulnerability), and not only to the type of contract.	

S10	EMERGENCY HELP FROM VOLUNTARY SECTOR
Tipology	
Financial	
Level	
Operating level	
Proponent	
Voluntary Sector	
Target group	
Vulnerable people that turn to charitable and social federations for punctual help.	
Description of the Action	
Objectives: Help vulnerable people to pay the most pressing debts and energy bills **Contents** Cover gas and electricity expenses **Expected results** Caritas (charitable organization) paid in 2006, 11.000€ to cover gas and electricity expenses **Way of fund allocation** In each local organization **Financial availability** it depends on some subsidies or internal incomes of the entity	
Effects on	
Income	
Monitoring system	
Performance indicators It is complex to analyze all of the voluntary sector but as an example Caritas spent in Barcelona 11.000€ to pay only energy bills.	
Barriers/Problems	
There are not many studies reflecting how much money of this sector goes concretely to energy bills.	
Key Actors involved	
Charitable Organisations	
Development strategies/How to improve the action's effectiveness	
Giving information about fuel poverty to the professionals of this sector.	

S11	SUBSIDIES TO IMPROVE ENERGY EFFICIENCY
Tipology	
Financial	
Level	
Operating level	
Proponent	
Regional Government	
Target group	
Owners	
Description of the Action	
Objectives Give financial help to solve insulation deficiencies in dwellings. **Contents** Each region give some financial help to owner of dwelling built before 1980 to improve thermal efficiency in dwelling. It has a period of application and it covers approximately a 30% of the alteration with a maximum of 2.000€ **Expected results** Owners have a financial help to solve some structural deficiencies that affect comfort. This is a general subsidy, not only for energy efficiency and a great number of owners apply every year to this subsidy. **Way of fund allocation** Ministry of housing managed by regional government. **Financial availability** It has a closed period of application each year	
Effects on	
Energy efficiency	
Monitoring system	
Performance indicators Due to this subsidies many building have started a rehabilitation and not only energy efficiency but dwelling comfort in general	
Barriers/Problems	
There is a closed period of application each year and there are some requirements that make the application a bit complex.	
Key Actors involved	
Regional governments and owners of dwellings (pre 1980)	
Development strategies/How to improve the action's effectiveness	
Energy efficiency was not a standard demand for building sector until 2006 so the action effectiveness would be improved increasing the number of dwellings eligible to the subsidy (pre 2006 for example)	

UK1	THE WARM ZONE
Tipology	
Technical	
Level	
Political or institutional level Local level	
Proponent	
Government	
Description of the Action	

A Warm Zone is a Government-backed project to systematically target and eradicate fuel poverty, and improve energy-efficiency in a defined area.
They are co-ordinated and independent, not-for-profit schemes which typically last between two and four years.
Fuel poverty is a condition where a household has to spend more than ten per cent of its disposable income simply trying to stay warm and is often linked to winter deaths and illnesses.
Warm Zones work by bringing together the local authority and other agencies to seek out fuel poor households and fit free energy efficiency improvements to lower fuel bills, while giving benefits advice to try to raise their income.
The most frequent type of measures installed are loft and cavity wall insulation, but in some instances they can also be energy efficient gas central heating.
Warm Zones also help reduce the harmful carbon dioxide emissions caused by the burning of fossil fuels. A home which receives Warm Zone measures could reduce its emissions by over one tonne per year.
By compiling important information about the thermal efficiency of all local homes, the Warm Zone also helps local authorities monitor and target their policies to improve energy efficiency more effectively, in line with the requirements of the Home Energy Conservation Act 1995.
Warm Zones also try to create local sustainable job opportunities, especially for the long-term unemployed. These jobs can be working for the Warm Zone itself, or with one of its chosen installation companies.
The five original Warm Zone pilot projects in Northumberland, Stockton, Hull, Sandwell and Newham (London) managed a physical assessment of more than 300,000 homes and installed measures in 150,000.

Background
Pilot Zones set up in 2001 by:

- NEA
- Eaga
- Transco (now national grid)
- Npower
- Powergen

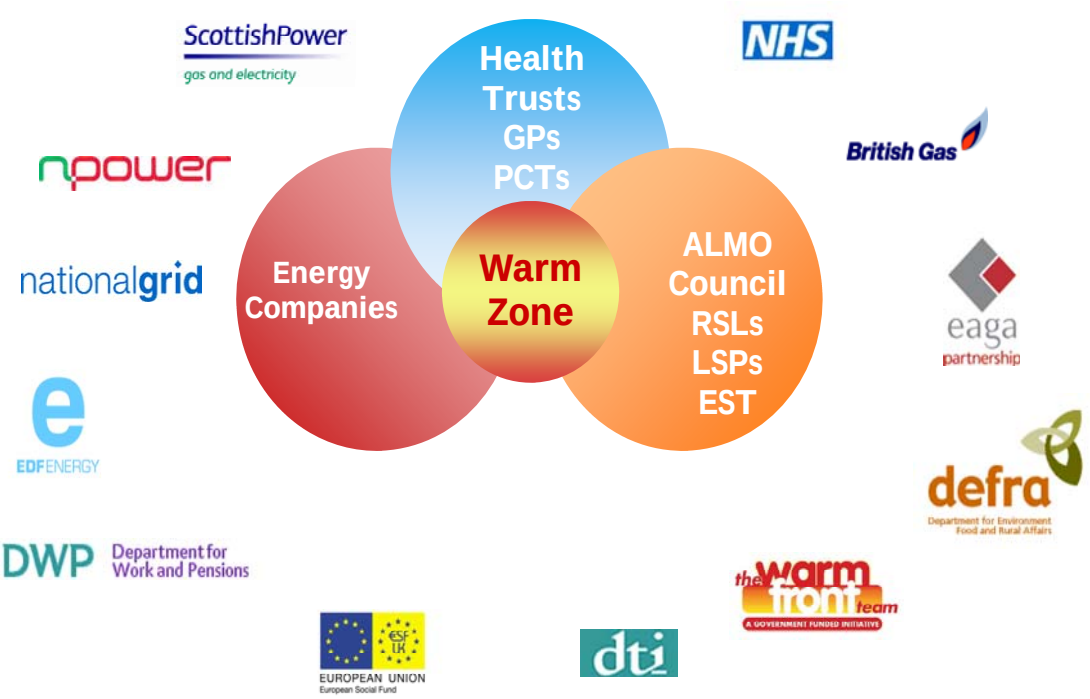
- The 3 year pilot phase completed 31 March 2004
- Warm Zones Limited transferred to NEA 1 April 2004
- Complements NEA's charitable objectives
- Wholly owned 'not for profit' Company
- Best practice and learning from successful pilots adopted across all current Zones
- Aim of NEA is to refine the concept, establish new Zones and use over 5 years knowledge to support other area based approaches

The Warm Zone Approach

- Systematic assessment of the energy efficiency standards and income of all households
- Coordinated delivery of the necessary energy efficiency improvements and related services

- General approach is ward by ward on a “worst first” basis
- Local partnership approach
- Flexibility around core framework, such as decent homes, fire safety etc.

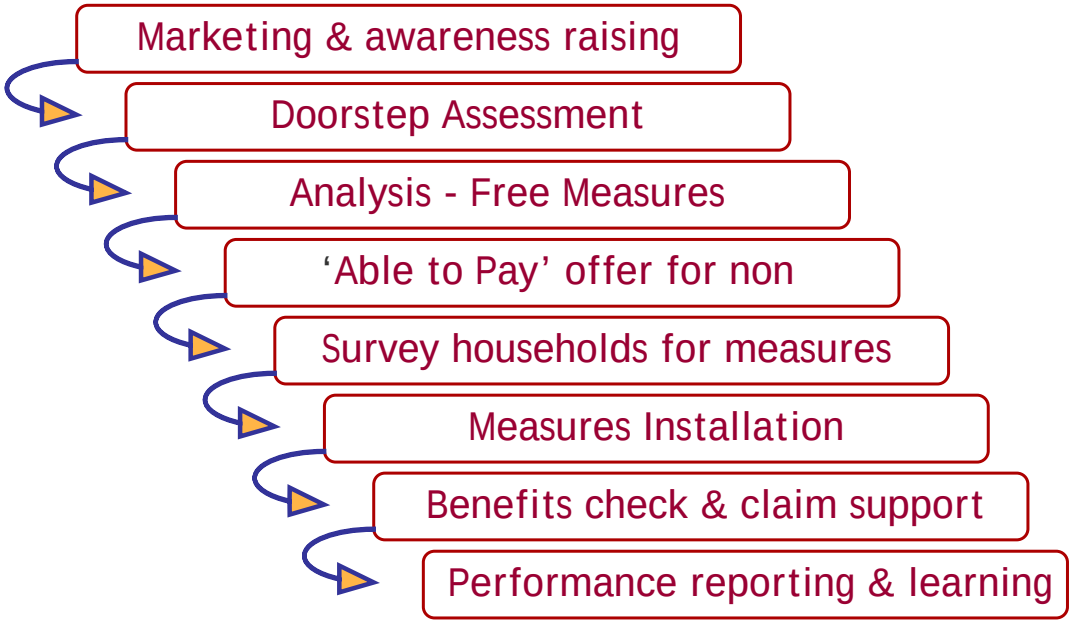
The Warm Zone partnership



The Independent Evaluation

- Unique comprehensive evaluation undertaken by CSE and NEA on behalf of the EST for DEFRA/DTI
- Final Report published in January 2006
- Recommended expansion based on achievements and success in helping the “hard to reach”

The Warm Zone process



Effects on
Energy efficiency
Monitoring system
• Fuel poverty removal up to 7 X “business as usual” • Up to 22.9% of fuel poor households removed • Up to 37.4% of households in severe fuel poverty removed • £485 administration cost achieved for each household removed compared to a benchmark figure of £875 for a range of other schemes, although variable resources produced an average of £1110.
Development strategies - How to improve the action’s effectiveness
Warm Zones Today • Initially 5 pathfinder Zones (2 now Complete) • Currently 9 Zones and 3 ‘associated projects’ • Warm Zones now operating in 31 Local Authority areas      • Nationally 1 million homes (2 million population) • Assessed over 500,000 households • Average FP identified 19% • Over £50 million in EEC/ Warm Front/ LA major measures delivered to over 93,000 homes • Brokered over £50m in EEC support • Benefits Advice achieving an average weekly income uplift of £29 per week (£1,500/year). Total to date: £4.4 million