European Social Catalyst Fund

SUITE – Scaling Up Innovation Together for Energy Vulnerability

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Introduction

SUITE has designed five different strategies to scale up a proven social innovation tested within a H2020 funded project (the ASSIST model[1]) aimed at reducing energy poverty (EP) through social operators. To do so, five scalability plans have been designed, taking into consideration 1) the previous experience from the implementation of ASSIST, 2) information from local stakeholders from each pilot site, gathered though interviews and focus groups, and 3) research on existing initiatives around Europe. The ASSIST methodology consists of **TRAINING** operators to create a strong and multisectoral **NETWORK** of HEAs (Household Energy Advisors) to take **ACTION** by providing energy advice to people under situations of energy poverty and/or vulnerability.

Full implementation plan can be accessed on the Ecoserveis website

Lead Organisation

Ecoserveis, Spain

Other Organisations in the consortium

- Aisfor, Italy
- Climate Alliance, Germany
- Energy Efficient Cluster of Catalonia, Spain

Primary social challenges that the innovation seeks to address

Poverty and Marginalisation, Inequalities, Training and Skills

Relevance of this Social Innovation

Energy poverty is a new social priority in Europe and the innovation has emphasized the need of tackling it following the subsidiarity principle. Prepare operators that assist vulnerable people to identify and manage situations of energy precarity has been proved as an effective way to eradicate the problem.

During the implementation of the project a series of **interviews and a focus group** have been carried out, on the one hand to better draft each of the scalability plans, taking into consideration the real context of each country/region. And, on the other hand, with European stakeholders representing similar initiative to fight energy poverty to both present the project and to gather interest on the creation of the **European network of energy agents** following the ASSIST methodology (See Annex 3). Most of the participants showed interest in the ASSIST Model and the fact that it will be scaled in five other countries undoubtedly represents a point of strength.

Regarding the implementation in **central and eastern Europe countries**, in Poland most of the activities for combating energy poverty are implemented bottom-up basing on charities,

[1] http://www.assist2gether.eu/eu-home

therefore the implementation of the model by the Małopolska Region is a success, which was tested throughout the ASSIST project. As for Romania and Hungary, both intend to have a bottom-up approach, therefore, due to the experience and the information acquired along the project, the implementation has a high probability of having positive outcomes.

The extent to which this innovation has already been implemented in countries in Europe

Through SUITE, the scalability plan for the application of the ASSIST model have been drafted in five countries (Italy, Spain, Romania, Poland, and Hungary). Previously, the ASSIST model was implemented in 6 European countries (Belgium, Finland, Italy, Spain, UK, and Poland), proving its effectiveness. So, within SUITE, Spain, Poland, and Italy have been able to consolidate the social innovation while in Hungary and Romania SUITE has been the springboard to manage situations of energy poverty through social operators.

Scope

Where the innovation is planned to be implemented

The five developed scalability plans have a different scope and geographical coverage, as well as objectives and key indicators to measure their implementation, which are detailed along this document. Figure 6.1 on the next page summarizes each pilot's specificities.

Figure 6.1: Summary of all pilot's objectives and key indicators

Characteristics	Hungary	Italy	Barcelona Region (Spain)	Małopolska Region (Poland)	Cluj-Napoca Region (Romania)
Scalability aim	Building a network	Two-legged model	Creation of an Energy Poverty Office	Scale the existing Network of HEAs	Building a network
Type of model	Public-private	Public-private	Public-private	Public	Public
Geographical coverage	National	National	Regional	Regional	Local
N° trained HEAs	50	70 - 100	100	75	15
N° of attended people	500 - 750	750 - 2.000	1.440	3.000	300
Public commitment level	Policy adaptation	Policy adaptation	Policy adaptation	Policy adaptation	Potential to involve with no financial commitments
Private commitment level	Financial and non-financial	Financial and non-financial	Financial and non-financial	Financial and non-financial	Potential to involve with no financial commitments
Estimated budget for the 2 years	127.125,00 EUR	241.000,00 EUR	187.228,00 EUR	161.400,00 EUR	155.000,00 EUR
Environmental and social indicators					
Reduction in energy consumption (kWh)	Not applicable	Not applicable	647.208	750.000	Not applicable
Reduction in CO_2 emissions (CO_2 tons)	Not applicable	Not applicable	135,91	675	Not applicable
Comfort level improvement	Not applicable	Medium - High	Medium - High	Medium	High
Increase operator's empowerment	High	High	High	Not applicable	Medium
Increase users' empowerment (i.e., decreased vulnerability to the energy market) (qualitative)	High	High	High	High	High
Public acceptance of the model (qualitative)	High	High	High	High	High
Social operators' satisfaction (qualitative)	High	High	High	High	High
Training material usefulness (qualitative)	High	High	High	High	High

Hungary

The scalability plan will be at **national level** in Hungary, even though the initial intention is to start small (regional with a focus on Gyor-Moson-Sopron County), the collaboration with national partners is foreseen, therefore resulting in a plan with a "national" coverage, which will build the network from zero. Therefore, to build the model, it is **essential to involve active civil society actors**, because (1) they have a well-established direct link to the target groups concerned and are open to being approached, and (2) because in Hungary there is lack of interest on behalf of the private sector, at least for now.

This model will be built by **networking with organizations that already work in the social and civil society sectors** and will mainly consist of building a network of different organizations working on different sectors that share interests in energy poverty and energy efficiency.

This network will work providing training to social operators, who will later provide assessment to vulnerable people. Since some of these organizations work with poverty and environmental issues, the model will also help setting the basis for setting a common definition for Energy Poverty including energy efficiency in Hungary and raising awareness about it.

Italy

The scalability plan is developed at **national level** in Italy, involving both municipalities, third sector associations and private companies. The aim is to scale the already developed National Network of HEAs by the ASSIST project, through a two-leg system.

Spain - Barcelona Region

The scalability plan will be done at **regional level**, in the Barcelona Region in order to scale the geographical coverage of the model after the successful implementation of the ASSIST model in Barcelona city.

Poland – Małopolska Region

The Polish plan has a **regional coverage** and will be implemented involving the municipalities of the Małopolska Region. This region also participated in the implementation of the ASSIST project.

Romania – Cluj-Napoca Municipality

This Scalability and Delivery model will be at local level in Romania, at the municipality of Cluj-Napoca. The city of Cluj-Napoca, being the main public stakeholder the **municipality of Cluj-Napoca**, with a focus on the Department of Social Assistance and the Department of Energy Efficiency, will be the main undertaker of the plan, where there is an interest for addressing the problem of energy poverty.

The project will be piloted at local level, will be assessed, and then readapted. In the process of creating the network, local and regional stakeholders will be involved in a consultation

process, both in designing training materials and sending people for becoming professional energy advisors. In Romania the creation of a **National HEA network** involves the creation of local networks from scratch, which can then be extended at the national level.

Reasons the geographical areas were chosen for implementation

Hungary

The geographical area of the initial plan is justified by the strong collaboration ties of Climate Alliance Hungary embedded in the regional network of municipalities and NGOs. Another important reason is the existing need of a model that tackles energy poverty in the area.

Italy

The ASSIST project had been carried out with an overall National dimension setting off the network of tutors (HEAs) in all the country. As the tutors are operators working on the ground, by scaling in Italy at national level it will be possible to reach a wider national umbrella association with a real and strong contact on the ground with the people under energy poverty and vulnerability.

Spain - Barcelona Region

The Barcelona Region was chosen since the implementation of ASSIST was piloted in Barcelona region but within SUITE it is intended to have a system with a wider coverage. Through ASSIST an overall result 134 professionals were trained, 313 home visits were made, and 584 people were direct beneficiaries of the service. Nevertheless, the focus now is to create a referral system and an Energy Poverty Office to attend the cases that have no specific service in their municipality.

Poland – Małopolska Region

This area was chosen for the SUITE project since the Marshall Office of Małopolska showed interest in supporting the project during the consultation phase. Additionally, Poland has already been part of the implementation of the ASSIST project and counted with the support of some municipalities of the region.

Romania – Cluj-Napoca Municipality

There has never been in Romania a project that addresses energy poverty by creating a network of energy advisers. The model will be tested in the municipality of Cluj-Napoca, the second wealthiest city after Bucharest. Cluj-Napoca is the suitable place for testing the model because the city is a mosaic of situations: energy poverty manifestations appear in various neighbourhoods, including the rich ones; in the city there are households with low incomes located in inefficient multifamily building block; people display consumption patterns that are unsustainable and lead to high energy costs; at the outskirts of the city there is an entire community that lives in informality and disconnected to the grid.

In addition, in a context of low trust in institutions, people living in Cluj-Napoca tend to trust the local public authorities more than they trust the national authorities. For these reasons, creating a local network of energy advisors, collaborating with the local authorities, and bringing various stakeholders on board, and generating practical knowledge in such an environment, makes this model innovative.

Level of implementation of the innovation anticipated

Level of Adoption	Description
1	Consistent Adoption by mainstream social services at national/federal level
2	Partial adoption by regional/municipal social services
3	Inter-connected demonstration projects
4	Pilots external to mainstream social services

Within SUITE, the implementation level varies from country to country:

Hungary

The level of implementation of the ASSIST model in the case of Hungary is of Level 4 in the beginning, extending to level 2 in a later stage.

Italy

The level of implementation of the ASSIST model in the case of Italy varies between level 2 and 3 through the participation of the association in new interconnected projects on the ground to support people in energy poverty as well as with municipalities for the training of the operators and support in building initiatives within the SECAP plans.

Spain - Barcelona Region

The level of implementation of the ASSIST model in the case of the Barcelona Region (Spain) is of Level 2.

Poland – Małopolska Region

The level of implementation of the ASSIST model in the case of the Małopolska Region (Poland) is of Level 2.

Romania – Cluj-Napoca Municipality

The level of implementation of the ASSIST model in the case of the Cluj-Napoca Municipality (Romania) is of Level 2 in the beginning, extending to level 1 in a later stage.

Anticipated measurable outcomes

Within 2 years

The main objective of the model is to implement the ASSIST resources and methodologies by adapting training materials, launching the training through the established network of organisations in order to provide social operators with the specific knowledge to assess people suffering or at risk of suffering from energy poverty situations.

Hungary

In the following 2-years, starting in 2022, this Scalability Plan aims to:

1. The trained energy consultants will be able to **identify situations of energy poverty and provide the necessary support** to the affected people. This support will not just include some tips for reducing energy consumption and on how to consume in a more efficient way, since studies have shown that precisely energy poor people tend to already have low energy consumption. Therefore, the energy consultants will also help people accessing other existing services and support programs which could help them more.
2. **Train 50 advisors**, approximately 2 to 3 per county (Hungary has 19 counties), these advisors will be social operators either social actors from NGOs and charities or public social workers, the idea is to have representatives from different organizations and sectors as a way of having a wider coverage of the model in terms of vulnerable people.
3. **Support between 10 and 15 vulnerable people per advisor**, which means between 500 and 750 people.
4. **Count with the support of local, regional, and national entities** mainly existing NGOs and charities that are already working on the field. The ideal objective will be to get to involve some municipalities (as stated before, right now it is not the best moment).
5. **Find the necessary financial resources** for the proper implementation of the scalability plan. The project aims to count with a public-private collaboration in terms of both financial and non-financial resources. For finding the necessary financial resources, more meetings and further negotiations will be held with key stakeholders, to find a perfect balance collaboration point, which will guarantee the necessary financial resources for the implementation of the plan. In Hungary's current situation national funding is very limited, therefore, international funding is needed.

Italy

In the following 2-years, starting from now, this Scalability Plan aims to:

1. **Scale at national level** – more specifically by covering all National regions – through two models, which will have a full geographical coverage.
2. **Train between 75 and 100 operators** having different backgrounds and operating in different sectors (according to the holistic approach already tested with ASSIST).

3. **Support between 10 and 20 vulnerable people per HEA**, which means between 750 and 2.000 people. The reaching of people and households in need should be facilitated thanks to the bridges and contacts created with the ASSIST project.
4. **Count with the support of local, regional, and national entities** as possible institutions to join the network (both from the public and the private sector) to create a differentiated and sustainable network. The ideal objective is to reach around 20-50 municipalities and a smaller galaxy of other public institutions. And regarding private entities, the ideal will be to engage 15 among associations and companies.
5. **Find the necessary financial resources** for the proper implementation of the scalability plan. The project aims to count with a public-private collaboration in terms of both financial and non-financial resources for the different proposed models. As stated above, for finding the necessary financial resources, more meetings and further negotiations will be held with key stakeholders, to find a perfect balance collaboration point, which will guarantee the necessary financial resources for the implementation of the plan.

Spain - Barcelona Region

In the following 2-years, starting on 2022, this Scalability Plan aims to:

1. **Scale at regional level** – Catalonia, more specifically by covering the region of Barcelona either by referring the identified situation of vulnerability and/or energy poverty to the existing specialized services or by attending cases of those municipalities which do not count with some sort of specialized service.
2. **Train 100 social operators** along the 2 years of the proposed plan, 50 home care professionals and 50 telecare professionals.
3. **Reach 1.440 vulnerable users** through trained professionals in 2 years, meaning 60 users per month.
4. **Count with the support of the public administrations of the region**, the Barcelona Provincial Council (Diputació de Barcelona) and the Barcelona City Council (Ajuntament de Barcelona). Representatives of both public bodies have participated in the focus group and interviews, showing a positive response, and helping in the definition of realistic indicators.
5. **Find the necessary financial resources** for the proper implementation of the scalability plan. The project aims to count with a public-private collaboration in terms of both financial and non-financial resources. As stated above, for finding the necessary financial resources, more meetings and further negotiations will be held with key stakeholders, mainly private actors, to find a perfect balance between collaboration points, which will guarantee the necessary financial resources for the implementation of the plan.

Poland – Małopolska Region

In the following 2-years, starting from January 2022, this Scalability Plan aims to:

1. Scale ASSIST at different levels**: local, and regional level**, focusing in the Małopolska region – The main opportunity and potential is in scaling at very local

level (in municipalities). It would be best to multiply objectives in different municipalities in whole Poland, where the aim is to reach at least 40 municipalities.

2. **Train 75 new advisors** between social workers and municipality workers, since these groups of people work every day with vulnerable consumers and people at risk of energy poverty.
3. **Support 20 vulnerable people per HEA per year**, a number which was checked and proved along the ASSIST project and Life IP Małopolska, which means 1.500 people per year, 3.000 people on the project's lifespan.
4. **Count with the support of local, regional, and National entities** as possible institutions to join the network (both from the public and the private sector). The easiest way to reach vulnerable consumers is by municipalities in cooperation with the social welfare system. The municipalities know their inhabitants best.
5. **Find the necessary financial resources** for the proper implementation of the scalability plan. The project aims to count, at first, with public collaboration in terms of both financial and non-financial resources. As stated above, for finding the necessary financial resources, more meetings and further negotiations will be held with key stakeholders, not closing the doors to the possibility of engaging with private actors, to find a perfect balance collaboration point, which will guarantee the necessary financial resources for the implementation of the plan.

Romania – Cluj-Napoca Municipality

In the following 2-years, starting in 2022, this Scalability Plan aims to:

1. Scale at ASSIST at **local level**, starting in Cluj-Napoca, with the potential to pilot the model in Alba-Iulia and Targu-Mures. These three municipalities represent two of the most developed NUTS3 Regions in Romania (North-West and Center). Cluj-Napoca is the second most developed city after the capital city, Bucharest, and university city, an economic centre, a highly new technologies focused locality with advanced strategies on efficient energy consumption.
2. **Train at least 15 people per year** from different categories, with the ambition to reach a higher number of people. To scale up the ASSIST model, it is intended to reach and train people from the following categories/sectors: social and municipality workers, community mediators, social workers, energy advisors, energy company employees, representatives of NGOs working in the field or in related areas and researchers from universities.
3. **Support 10 vulnerable people per HEA per year**. In order to reach the vulnerable consumer, existing network of contacts and organisations will be used, such as: social workers will contact the beneficiaries of heating aid and other social benefits, including the people living in social houses; the energy advisers will contact the inhabitants of households; the community mediators will discuss with the most vulnerable categories of people, including the ones that confront with extreme manifestations of energy poverty.
4. **Find the necessary financial resources** through European grants or other private grants (foundations).

Beyond 2 years

Hungary

1. **Secure the sustainability of the model** in the long run mainly by securing the financial resources. This objective goes in line with the fifth objective within the two-years framework; therefore, similar actions will be done such as constant stakeholders mapping and negotiation with the most interested ones in order to set collaboration agreements. Moreover, always high-quality training material and assessment will be done, and satisfaction questionnaires will be fulfilled by the end-users in order to show the real importance and impact the project generates.
2. **In case municipalities commit to implement the programme**, a measurable outcome is to adopt the Covenant of Mayors' Energy Poverty Indicators.
3. Support the consolidation of a **common energy poverty definition at policy level**.

Moreover, the model aims to continuously bring together new organizations to work together and increase their efforts in involving both the public and the private sector. As mentioned above, the public sector is interested, nevertheless, they do not count with the necessary resources to commit, and as for the private sector, lobbying work will be made, and similar collaboration will be shown as an example to enhance their participation.

Italy

On the one hand, it is expected to **secure the sustainability of the project in the long run** mainly by securing the financial resources. This objective goes in line with the fifth objective within the two-years framework; therefore, similar actions will be done such as constant stakeholders mapping and negotiation with the most interested ones in order to set collaboration agreements. Moreover, always high-quality training material and assessment will be done, and satisfaction questionnaires will be fulfilled by the end-users in order to show the real importance and impact the project generates.

On the other hand, with the start of the association and the collaboration with municipalities it is expected to **participate in numerous projects to provide support on energy poverty**. The projects hopefully will be within local non-profit initiatives as well as European projects which usually have a longer timeframe (3 years). Even if activities are planned to a 2-year timeframe, work will be done to set the basis for future and longer activities.

Spain - Barcelona Region

Within a longer timeframe, the objective is to get to secure the **sustainability of the project in the long run** mainly by securing the financial resources, here engaging more private actors will he crucial. This objective goes in line with the fifth objective; therefore, similar actions will be done such as constant stakeholders mapping and negotiation with the most interested ones to set collaboration agreements. Moreover, always high-quality training material and assessment will be done and evaluations on the real impact the project generates to prove its effectiveness, fostering the replication in other regions.

Poland – Małopolska Region

Within a longer timeframe, the objective is to get to secure the **sustainability of the project in the long run** mainly by securing the financial resources. This objective goes in line with the fifth objective; therefore, similar actions will be done such as constant stakeholders mapping and negotiation with the most interested ones to set collaboration agreements. Moreover, always high-quality training material and assessment will be done and evaluations on the real impact the project generates to prove its effectiveness, fostering the replication in other regions.

Romania – Cluj-Napoca Municipality

Within a longer timeframe, the scalability plan in Cluj-Napoca, Romania, aims to:

1. **Count with the support of local entities and organizations to join the network** (both from the public and the private sector) and to pilot the ASSIST model. Some of these local actors Romanian Foundation for Children, Community and Families (FRCCF), Centrul de zi pentru varstnici, A Warm Meal (O Masa Calda); (2) municipalities - Cluj-Napoca, Alba-Iulia, Targu-Mures; (3) professional organizations - Romanian Society of Energy Auditors and Managers (SAMER), Civic Imagination and Innovation Center (CIIC), proNZEB, Romanian Green Building Council (ROGBC); (4) companies - ENEL, Electrica, E.ON; Universities – Technical University, Babeș-Bolyai University (UBB).
2. **Sustain the model in the long** run mainly by securing the financial resources. This objective goes in line with the fifth objective; therefore, similar actions will be done such as constant stakeholders mapping and negotiation with the most interested ones to set collaboration agreements. Moreover, always high-quality training material and assessment will be done, and satisfaction questionnaires will be fulfilled by the end-users to show the real importance and impact the project generates.

Evidence

Evidence for this innovation has been obtained from at least one well-designed Randomised Control Trials (RCT) (Level II Appendix 2)

Since 2007 several experiences on energy poverty capacity building have been implemented in Europe. The last example is the ASSIST project, a H2020 funded proposal that deployed a model in 6 Member States reaching more than 30,000 vulnerable consumers in Europe, that improved their quality of life due to the energy intervention. Social operators were trained and accompanied in their energy support to vulnerable families. The impact assessment of the initiative was evaluated through a Randomized Control Trial method through ex-ante and ex-post questionnaire to vulnerable people in the six countries. Both technical and social aspects were assessed, such as the energy consumption as well as the comfort level and the vulnerability level.

The monitoring mechanism developed included three indicators: ASSIST Energy Savings Indicator (ESI), measuring the actual energy saved by the engaged vulnerable consumers, their increased comfort inside their homes and, more in general, the quality of their lives; Vulnerability Empowerment Factor (VEF), assessing consumers' confidence in dealing with

energy related issues inside their dwellings; and Energy savings, representing the amount of energy saved thanks to the ASSIST actions, both in kWh and in percentage (%). For the 6 countries, ASSIST achieved an average ESI of 4.1 % and a VEF of 1.25 %, while the energy savings achieved have been estimated at an average of 5 %.

For the development of the model, each country chose a different path for the implementation of the ASSIST activities in their own different countries, using different approaches according to the intrinsic characteristics of the local contexts and the specificities of the vulnerable consumers involved. ASSIST was a pilot project and SUITE would consolidate a scalability plan to ensure that the defined ASSIST model remains as a stable program to tackle energy poverty in Europe.

Within SUITE, the main evidence of the effectiveness of the model is the scalability plan of ASSIST and the main results obtained within the project itself. This evidence can be perceived as more significant in the cases of Poland, Italy, and Spain (countries that participated in the implementations of the ASSIST project). However, even though the ASSIST project was not implemented in Romania or Hungary, the positive results obtained in Poland is quite positive evidence, since these countries share many similarities.

Additionally, in the case of **Italy**, evidence can be summarised as follows:

1. **Formal start of a new non-profit association to manage the network of trained operators** - the SUITE Italian partner (AISFOR) is finalising the bureaucratic procedures for the recognition of the non-profit association: We plan to the formally launch the association in mid-September
2. **Formal recognition of the professional figure of the TED in the Lazio Region** - the procedure for the official recognition of TEDs in the regional professional register the Lazio Region in Italy has been successfully completed, a major success that confirms the importance of an integrated and directly applicable model for combating energy poverty in the field. Thanks to work initially started in ASSIST and then continued in SUITE, AISFOR submitted the TED profile at the Lazio Region (the vocational training in Italy is managed at regional level). After a thorough evaluation of the profile, the Lazio Region approved the profile which has been formally included in the repository of the regional professional figures (*repertorio regionale delle professioni*).
3. Several municipalities have officially inserted the figure of the TED and their training through the ASSIST model within their SECAPs as specific measure to tackle Energy Poverty.

Moreover, in the case of the **Barcelona Region, Spain**, the evidence also includes:

1. The example of the **Energy Assessment programs**, where energy advisors would go to vulnerable households to help them understand how they could reduce their bills and what types of additional government aid they may have access to.
2. Nowadays, people suffering from energy poverty or vulnerability in Barcelona city can access the **Energy Assessment Points (PAEs),** a project that was initiated after a successful pilot phase in 2016 in which 100 people were trained and employed for 6 months as energy agents. They reached 3,000 vulnerable households in three districts within Barcelona. These agents focused on optimizing energy bills and low-

cost energy efficiency measures for households under situations of energy vulnerability. Nevertheless, this system has an **accessibility limitation**, that was identified in the PAEs system and was considered in the implementation of the ASSIST model, which thought of providing training and building a network together with social operators from the SAD (local public home care service) and telecare services. These social operators are essential both for the identification of vulnerabilities and for helping people get access to these specific services that deal with energy related issues.

Besides, at a **European / international level**, the ASSIST model obtained also international recognition:

- On 16 May 2019, the Official Journal of the European Union (OJEU) published the Commission Recommendation (EU) 2019/786, dated 8 May 2019, on the renovation of buildings, setting out the guidelines that Member States must follow to ensure a precise transposition of the requirements of Directive (EU) 2018/844, dated 30 May 2018, amending Directive 2010/31/EU on the energy performance of buildings (EPBD) and Directive 2012/27/EU on energy efficiency (EED). The Recommendation specifies the technical requirements and the different ways in which the objectives of the EPBD Directive can be achieved. On the other hand, it exposes those experiences considered by the European Commission as good practices and implemented in some Member States. This is where the Recommendation includes ASSIST project.
- The 2021 edition of the Conference on Energy poverty at the crossroads of the European Pillar of Social Rights and the European Green Deal of the European economic and Social committee focused on how European organised civil society, together with EU, national, regional, and local authorities must join forces to fight against energy poverty. On this regard the ASSIST Model was mentioned as a successful example of the above-mentioned synergies, with great pride of AISFOR and the partners of the ASSIST Project.

Scaling Methods

All the developed scalability plans are drawn taking into consideration the current situation on each of the chosen geographic areas and are expected to be able to start implementing the model by 2022. Geographical coverage is different amongst countries. While Hungary and Italy plan to scale at national level, Spain and Poland have focused on a regional scale and Romania on a local scale. Taking that into account, some of the pilots are still working on preparatory activities for its further implementation mainly centred on ensuring financing.

Hungary

This model will be built by networking with organizations that already work in the social and civil society sectors and will mainly consist of **building a network of different organizations** working on different sectors that share interest in energy poverty and energy efficiency.

This network will work providing **training to social operators**, who will later provide assessment to vulnerable people. Since some of these organizations work with poverty and environmental issues, the model will also help setting the basis for setting a common definition for energy poverty including energy efficiency in Hungary and raising awareness about it. The trained energy consultants will be able to identify situations of energy poverty and provide the necessary support to the affected people. This support will not just include some tips for reducing energy consumption and on how to consume in a more efficient way, since studies have shown that precisely energy poor people tend to already have low energy consumption. Therefore, the energy consultants will also help people accessing other existing services and support programs which could help them more.

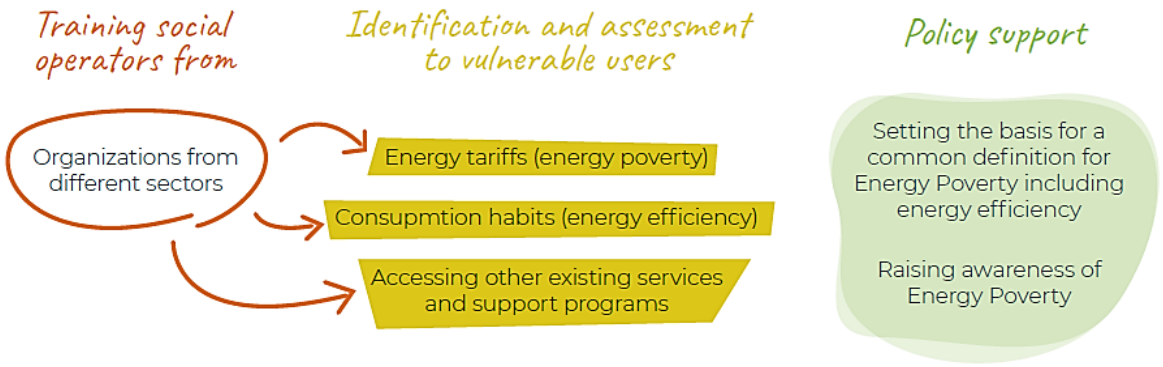
Procedure for implementation

- Adapting and translating the training material according to the local context.
- Introducing the Network and training scheme to the different organizations interested in being part of the National HEA Network. During this process, the different social operators will be trained to become HEA consultants.
- The HEA consultants, belonging to different organisations, will reach the vulnerable users through different targeted communication activities. Moreover, they will make use of their existing databases and ongoing programs to reach users which are harder to reach.
- Finally, services to vulnerable consumers will be performed by network partners, thus being independent from each other, resulting in different procedures and services according to the specific organization performing them. Nevertheless, all actions and services will be focused on addressing energy poverty and energy efficiency issues, even though depending on the organizations' expertise area they will be focusing more on some sort of actions and less on others.

In order to start with the model, the next **steps** will be followed:

1. Ensuring the conditions of operation, financial planning (definition and allocation of tasks, identification of resources, setting of objectives).
2. Selection of a coordinator, Climate Alliance Hungary would take on the task.
3. Further negotiation with key stakeholders to be involved.
4. Transfer of training material to Hungarian context, translation into Hungarian. All training materials, tools and resources will be adapted from the existing ones of the ASSIST model.
5. Recruitment of consultants.
6. Training of energy consultants (2-3 per county).
7. Monitoring, evaluation, adaptation of training as needed.

Figure 6.2: Training Social Operators



Italy

This Scalability and Delivery model will be focused on having a national coverage, consisting of the **scalability of the already developed National Network of HEAs** by the ASSIST project and this scalability is conceived as a **two-leg system** designed to work either independently or in synergy.

ASSIST model for Public Administrations such as municipalities (ASSIST-PA)

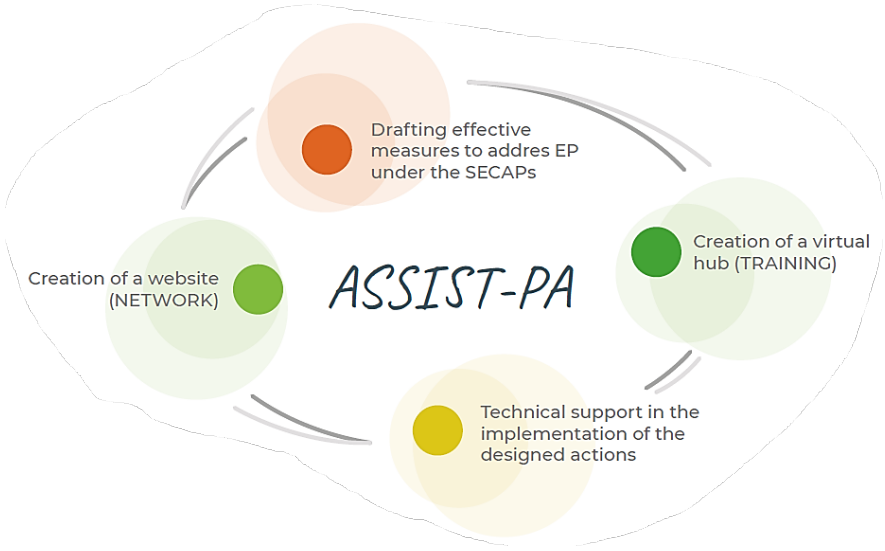
The first leg of the proposed model addresses municipalities and aims to support them in increasing knowledge and capacity in drafting and implementing effective measures addressing the energy poverty problem within their Sustainable Energy and Climate Action Plan (SECAPs). Moreover, the involvement of public institutions and research bodies (such as ENEA) will be strategic to achieve the integration of the ASSIST model in the SECAPs.

The model aims at **creating a virtual hub of municipalities** (could be either a new association or a hub with an already existing association, could also be linked with the new ASSIST-TED association) which will offer to the adhering municipalities the training (100% online) and the working resources and technical support for the design and the implementation of the energy poverty actions within the SECAPs. The hub will consist in the creation of a website with open information and resources and a reserved area (accessible only to the members) to gather the participants, share news and information (the website, is in its preliminary design phase now and will follow the structure of the future Energy Poverty Advisory Hub – EPAH[2]).

The financial mechanism of the ASSIST-PA hub would be the delivery of services to municipalities paid for by the municipalities (such as training, support in .design and implementation of initiatives, collection, and analysis of data, etc.).

[2] www.energypoverty.eu

Figure 6.3: Scaling ASSIST-PA

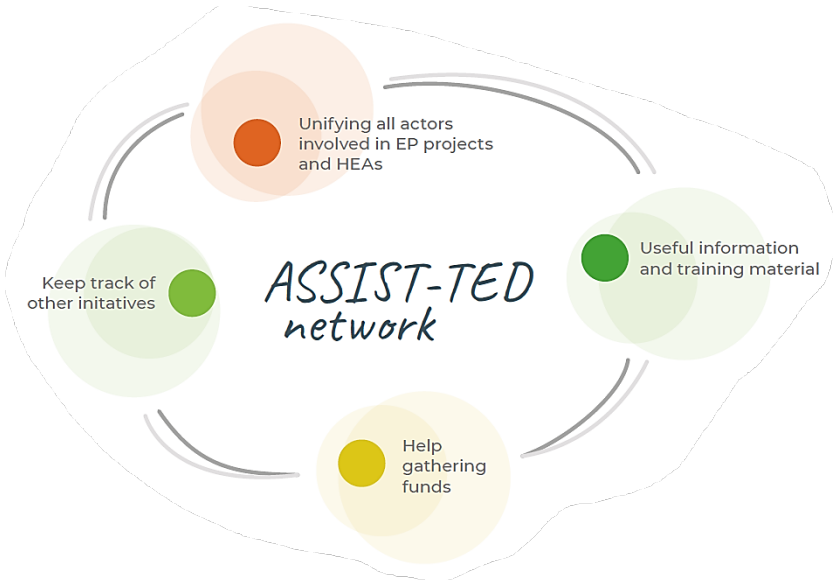


ASSIST – Household Energy Advisor (HEA) Network (RETE ASSIST-TED)

The second pillar consists in the creation of a wide **network unifying all actors** and operators (the HEAs, called TED in Italian, Tutor per l'Energia Domestica) interested and involved in projects on energy poverty. The network would be open and freely accessible to all interested actors and will provide to its members useful information and training material as well as organise working groups, exchange opportunities and networking events. Moreover, the network would help gather funds to carry on initiatives aiming at tackling the problem of Energy Poverty. The stakeholders, the HEAs, and other interested actors will be able to keep track of the activities, initiatives, and any other action taking place also through a website (following as an example the Rescoop website https://www.rescoop.eu/).

The delivery model of the ASSIST-TED network would be mainly through **private sponsorship** interested to financially support the work of the association within their CSR policies. Further collaboration with other actors to carry out part of the work of the ASSIST-TED network is also being sought.

Figure 6.4: Scaling ASSIST-TED Network



Spain - Barcelona Region

This Scalability and Delivery model will be focused on Catalonia, having a more concrete reach over the **region of Barcelona**. As stated before, the actual existing initiatives for tackling energy poverty consist of the Energy Assessment Points (PAEs) where energy vulnerable people can either go if they have any nearby. The main identified issues are that PAEs are not all over the territory, even though more are being implemented, and users have to directly access themselves, there is missing a referral system.

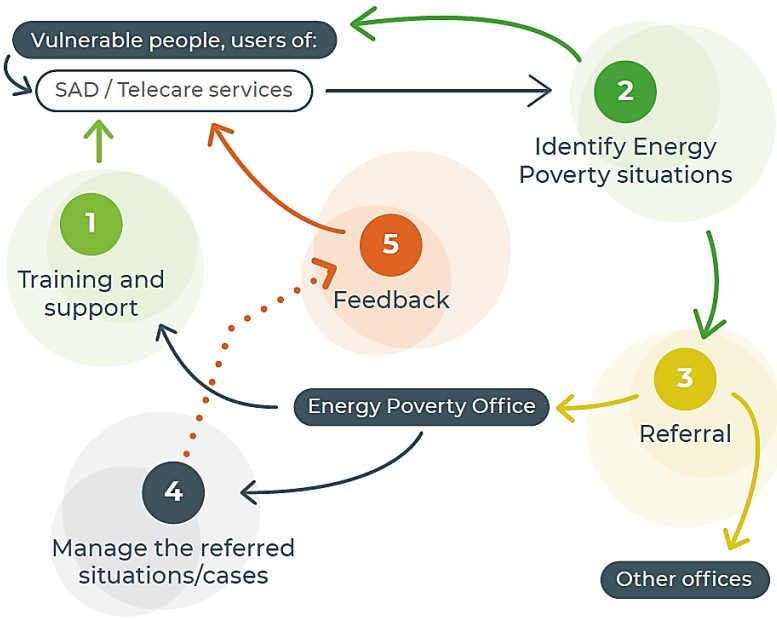
The Scalability and Delivery model will consist in the **creation of an energy advice and support office** for people using the SAD (home care services) and telecare services in the Barcelona region. Therefore, the **specific objectives** of this online office will be:

1. Provide high quality training to SAD and telecare operators in order to increase their potential of identification of situations of energy vulnerability.
2. Provide tools to SAD and telecare services to identify situations of vulnerability and/or energy poverty.
3. Create a platform for referring cases detected to other services specialized in situations of vulnerability and/or energy poverty.
4. Attend and manage the situations of vulnerability and/or energy poverty of those municipalities and counties that do not have specialized services in energy rights.

This office will have the following **functions**:

- Define harmonized action protocols in the fight against energy poverty for home care and telecare services of all the municipalities in the region of Barcelona.
- Provide the necessary training to the home care and telecare services' professionals.
- Establish internal referral mechanisms between home care and telecare services and the existing specialized services in energy rights, such as the Energy Advice Points (PAE). This will be done by talking directly with the service providers (social operators) to agree on common referral methodologies. Moreover, tools such as a checklist or digital questionnaire will be shared as a way of making the identification and referral process more agile and support will be given in developing the referral circuit. This will be done at the very beginning of the implementation of the plan.
- Assist the cases of those municipalities that do not have specialized services in energy rights.

Figure 6.5: Scaling the model in Spain



Poland – Małopolska Region

This Scalability and Delivery model at first, is conceived as a **public model**, involving mainly municipalities (municipality workers and social welfare system, which is under municipalities in Poland) interested in implementing measures to reduce energy poverty. The involvement of the private sector is intended to be included in further stages of the activities carried out along the implementation of the scalability plan.

Currently, methodologies for analysing energy poverty in municipalities and action plans to counteract this problem are being developed in Poland. KAPE participates in these preparations: on the one hand, by cooperating with the Marshal's Office of the Małopolska Region (preparation of the strategy of conduct in the communes of the region), on the other hand, with the Team at the Ministry of Climate and Environment, which develops a definition of energy poverty and provides for the possibility of financial support that will be introduced into force together with the amendment of the relevant laws and regulations.

On the basis of the developed policies at the local, regional, and national levels, KAPE plans to support the fight against energy poverty at a larger stage by using ASSIST training and materials on behavioural changes, therefore, the scalability and delivery model.

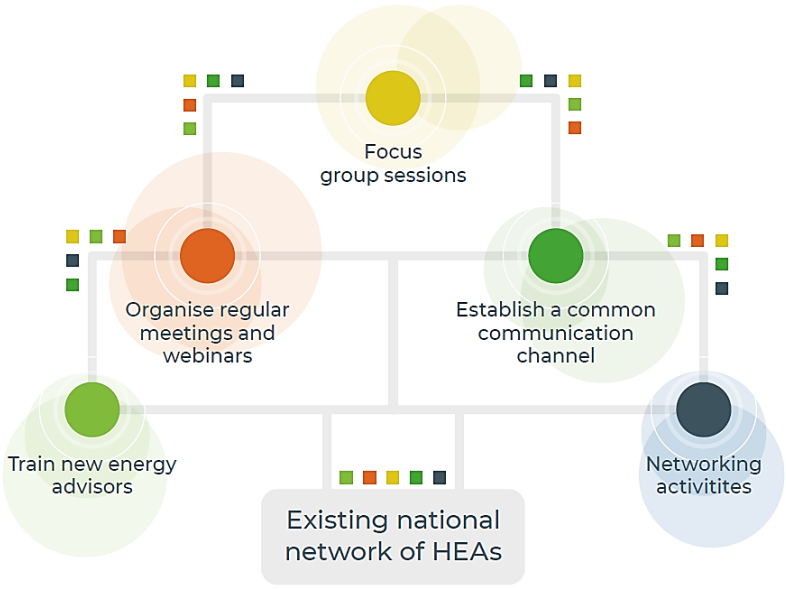
Besides training new energy advisors by adapting the already existing training materials, the model aims at scaling the already developed **national network of HEAs** during the ASSIST project. So far, the network has been built between everyone who was trained in the ASSIST project. However, it was noticeable that the network only worked well between specific groups - it was difficult to encourage contact between advisors from different groups.

In the majority of cases, contact was hard to keep due to lack of time, large amounts of daily work, and so on. Nevertheless, there are groups, such as the Eco-managers from Małopolska that have a very well-developed network of cooperation among them. It is clear that nobody can force advisors to use various and available tools such as the Moodle

Platform; however, this Moodle Platform should remain as a place for possible correspondence exchange with all trained people (easy access).

Building a network is a big challenge, for doing so many different activities are being planned such as the organization of regular meetings/webinars, focus group sessions, having a common communication channel, and networking activities to get more funds and therefore enlarging the network.

Figure 6.6: Scaling the model in Poland



Romania – Cluj-Napoca Municipality

For developing and implementing the training, one of the first steps is to establish the network of partners that support the implementation of the ASSIST model. Once the network is established and partners engage into the project, understanding their responsibilities and commitments, the coordinating team will establish the operational plan, including the calendar of activities. The next phase will imply the development of the training materials, where feedback and support will be asked to the Romanian Society of Energy Auditors and Managers. Once the training materials are finalized and are in Romanian, through the partners of the project participants at the training will be recruited. Our aim is to train 25 people per year coming from various networks (Social Assistance Municipalities Department, social NGOs, professional organizations).

In Romania the creation of a National HEA network involves the creation of local networks from scratch, which can then be extended at the national level. For the local level, here are the steps to be pursued indicated during interviews:

- Establishing partnerships with all the relevant stakeholders between them.
- Designing an operational plan (financial plan, coordinator of the process, key activities and tasks, timetable).
- Designing the content of the training. Materials should be in Romanian.

- Consulting with professional organizations and other stakeholders involved in the viability and clarity of the training materials.
- Conducting the training, starting with the Department of Social Assistance and the established networks within the department (community mediators, elders' clubs, etc.). Continue the training with the NGOs and their networks and all the other stakeholders involved.
- Supporting formed energy advisors to replicate their knowledge.
- Design an app that can be used on phones, where part of the counselling materials can be incorporated in an interactive and digital manner. The app should be designed for households who may manifest various forms of vulnerability but are not necessarily energy poverty and it will be an instrument able to accompany training.
- Pilot the one-stop-shop, with the support of the municipality.
- Assessment of the models and activities implemented.

Key partners

Along the SUITE project each pilot has collected different support letters as written agreements of key stakeholder for the implementation of the model in each selected region.

Hungary

The key partners in the case of Hungary are:

- Habitat for Humanity Hungary
- Hungarian Charity Service of the Order of Malta
- Hungarian Network of Eco-counselling Offices (KÖTHÁLÓ)
- Energiaklub Climate Policy Institute
- Climate Alliance Hungary members
    - Municipalities
    - Relevant NGOs

Some of the potential stakeholders have stated that they need to know what the training material will be to accept to cooperate or be part of the network.

Italy

The key partners in the case of Italy are:

- Municipalities (such as Padova, Parma, Rome, Berceto)
- Third sector organizations and charities (such as CARITAS, Fondazione di Vittorio, Banco dell'energia)
- Private companies (a2a)

Spain - Barcelona Region

The key partners in the case of the Barcelona Region, Spain are:

- Barcelona City Council (Ajuntament de Barcelona)

- Barcelona Provincial Council (Diputació de Barcelona)
- SAD and telecare operators
- Private companies

Poland – Małopolska Region

The key partners in the case of the Małopolska Region, Poland are:

- Ministry of climate and environment
- Marshall Office in Małopolska
- Małopolska Voivodeship
- KAPE - The Polish National Energy Conservation Agency
- HEA (House Energy Advisors)

Romania – Cluj-Napoca Municipality

For piloting the model and making sure that there is a genuine commitment to create the network of advisors, it is planned to involve the following stakeholders:

- The Department of Social Assistance (including Centrul de Zi pentru Varstnici – elderly centre and community mediators).
- Department of Energy Efficiency from the Cluj-Napoca Municipality.
- NGOs – Fundatia pentru Dezvoltarea Popoarelor (The Foundation for People's Development), O Masa Calda (A Warm Meal), Focus Eco-Center.
- Professional organizations – Romanian Society of Energy Auditors and Managers (SAMER), Civic Imagination and Innovation Center (CIIC).
- Universities – Babeș-Bolyai and the Technical University who run specialised educational programs in social assistance or energy efficiency respectively.

Role(s) each partner will play

Hungary

NGOs – Actors active and experienced in advisory, awareness raising and field work, well-established in the field (climate protection, social issues), with an established direct link to groups affected by energy poverty. Furthermore, organisations working on policy, research, and surveys on energy/energy poverty. NGOs in Hungary are generally very resource-poor and project-dependent. The head of KÖTHÁLÓ also participated in the interview; although this network is currently inactive due to lack of resources, it is open to cooperation. KÖTHÁLÓ was established in 1997 by experienced environmental NGOs providing free ecological advice to the general public, with 19 offices across the country. The currently running project POWERPOOR (2020-2023) from ENERGIAKLUB's shows synergies with the ASSIST system, which could facilitate the dissemination of the model in Hungary. The first advice office was opened in Nagykanizsa, therefore, one of the objectives of the implementation of the ASSIST model in Hungary, will be to seek for these synergies, taking advantage of existing initiatives that allow a smoother implementation.

Charities – The Hungarian Charity Service of the Order of Malta

Village and farm manager network – An operational, state funded (normative subsidy) national network services, operating in municipalities in rural areas of less than 800 inhabitants (by 2022 it will operate in municipalities of less than 1000), currently employing 1500 public employees. This service is a form of primary social care. The training of the network's staff is currently the responsibility of the county municipalities; the possibility of linking the current training provided here with ASSIST training (synergy) should be explored in the future, as previously stated, some stakeholders need to see first what the training materials will be like.

Municipalities – Although it is a question whether municipalities can participate in this kind of consultancy from the point of view of budget, decision-making and manpower (it depends on the possibilities and commitment of the given municipality), most of the actors interviewed consider their involvement important. At present, due to the centralisation and reallocation of resources by the state, many public administrations are under-resourced, overworked, and understaffed. This situation has been made even more difficult by the COVID pandemic, which has led the State to take additional taxes, revenues, and resources away from local authorities.

Family support service – The task of the services run by municipalities in the form of regional associations is, among other things, to provide social care (including counselling) to families and persons with social problems living in their area of operation. They are in direct contact with the target group; their workload, according to both field workers and municipal actors, is considerable. It is possible, but uncertain, whether they can be included in the system.

Italy

The Italian model is divided in **two pillars**:

ASSIT-PA

Municipalities: will adhere to the hub to receive support in the draft of their SECAPs and plan direct actions to support vulnerable consumers. They will have the possibility to train their employees or enter the network and exploit the knowledge provided by the already trained HEAs. The exact role they will play has been shaped in the Focus Group with a bottom-up approach and will be further defined with the formalization of the association.

RETE ASSIST-TED

Third sector organizations and charities: will participate in the association as members and will provide social operators to be trained or employ the HEAs already trained. Moreover, they will participate in all the activities of the association such as events, workshops and will benefit from the knowledge created and shared through data collection and data analysis.

Private companies: will provide funds to start and maintain the association and its activities while receiving the possibility to participate to the training and the initiatives.

Spain – Barcelona Region

Public sector: on the one hand, allow their workers, home care and telecare services' operators, to receive the corresponding training for referring the cases to the Energy Poverty Office and on the other hand, will provide the users.

Private sector: will provide resources to guarantee the sustainability of the Energy Poverty Office. The resources may be economic and non-economic, such as materials, workers, training, and additional services.

Telecare and home care professionals: are the social operators who will receive the necessary training on energy poverty to be able to detect cases of energy poverty and/or vulnerability to refer them to the corresponding energy poverty service.

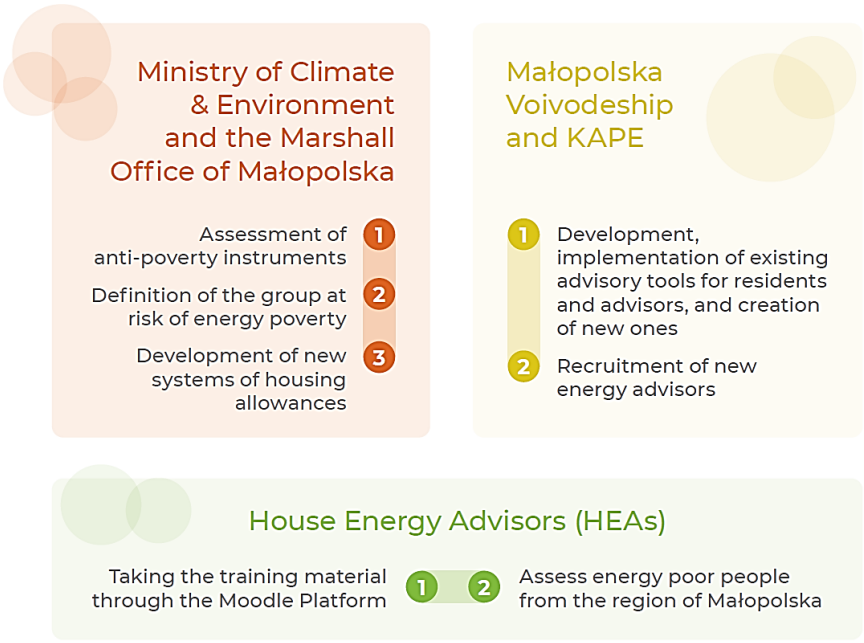
Poland – Małopolska Region

The model intends to involve the stakeholders in **two types of actions**, policy, and support for advisors:

- First type of roles of the involved stakeholders will be **legislative activities** at the level of statutory solutions implementing the obligations arising from the directive. Assessment of anti-poverty instruments, their improvement or introduction of new ones, definition of the group at risk of energy poverty and development of new systems of housing allowances based on new ideas of energy, housing, and credit exclusion (on the regional level). These actions could help advisors to identify and engage vulnerable consumers and people at risk of energy poverty in an easier way. These actions will be provided mainly by the Ministry of Climate and Environment and Marshal Office from Małopolska.
- The second role of stakeholders will be focused on the development, implementation of existing **advisory tools** for residents and advisors, and creation of new ones. The assumption of this action is the possibility of showing the effects of support and source replacement and thermal modernization. These actions will be provided mainly by Małopolska Voivodeship and KAPE.

The advisors will also be supported by an attempt to expand the groups of advisors for energy poor people. The support would be dedicated to municipalities by helping them develop support actions about renovation investments based on private or neighbourhood volunteering, based on their own experience.

Figure 6.7: Role of Polish Stakeholders



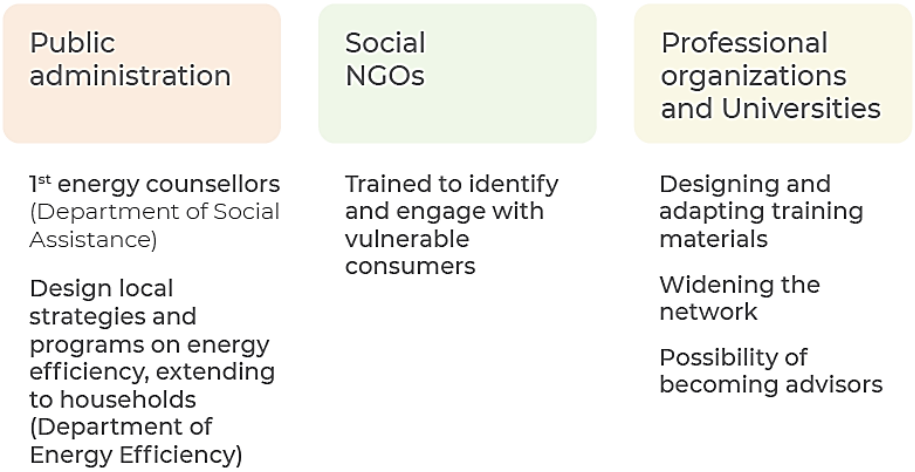
Romania – Cluj-Napoca Municipality

The Scalability and Delivery model will have a strong public component, since both financial and human resources can be used for piloting the model and reaching the target group. In addition, a partnership with private institutions, including professional organizations, NGOs and companies is encouraged and necessary for the viability of the project.

Being a varied group of stakeholders, specific roles have been envisioned for each of them. As such, it is aimed to train the first energy counsellors with the help of the Department of Social Assistance (be it community mediators, people part of the elders' group or other social workers) who is currently involved in identifying vulnerable households of various categories and handing out energy poverty benefits. The Department of Energy Efficiency designs local strategies and programs on energy efficiency and is currently extending its activity to also cover households, which have previously not been part of the program. As the respondents have suggested, these two departments should collaborate to develop a network of energy counsellors and there, the one-stop-shop.

Furthermore, the social workers and representatives of the NGOs can be trained to identify and engage with the vulnerable consumers. Professional organizations and the universities will be valuable in designing the training materials and widening the network of program beneficiaries to other stakeholders.

Figure 6.8: Role of Romanian Stakeholders



Who will scale the innovation?

Hungary

- **Climate Alliance Hungary members** – municipalities and their social services in case financial support can be secured and the national elections provide favourable setting from 2022 on.
- **KÖTHÁLÓ** was established in 1997 by experienced environmental NGOs providing free ecological advice to the general public, with 19 offices across the country, accessible in person, by telephone, and by e-mail.
- **The Real Pearl Foundation** (eventually in collaboration with the Hungarian Charity Service of the Order of Malta involving around 67 Municipalities).
- **Village and farm manager network** – An operational, state-funded national network services, operating in municipalities in rural areas of less than 800 inhabitants (by 2022 it will operate in municipalities of less than 1,000), currently employing 1,500 public employees. This service is a form of primary social care.

Italy

In the case of Italy, the workers on the ground that will practically implement the ASSIST Model are the **social workers belonging to the charities and associations** trained by the association of RETE ASSIST-TED or the Hub (ASSIST-PA) for the municipalities and entering the network.

Spain - Barcelona Region

The scaling process will be carried out by Ecoserveis as project leaders of the implementation, counting with the support of the public sector and SAD and telecare professionals of the actual on-the-ground implementation of the model (training, detection, referral). Once the cases arrive to the Energy Poverty Office, there will be an expert to address the cases.

Poland – Małopolska Region

The scaling process will be carried out by different actors working in synergy:

- **KAPE** will provide the training developed during ASSST and improve it.
- **The Małopolska Voivodeship**, together with KAPE, will implement the existing advisory tools for the advisors and recruit new energy advisors.
- **The HEAs** will complete the course, adopt the material and tools to support energy vulnerable people in the Małopolska Region.

Romania – Cluj-Napoca Municipality

The scaling process will be held by local entities and organizations to join the network (both from the public and the private sector) and to pilot the ASSIST model. Some of these local actors are:

- **NGOs** - Foundation for People's Development (FPD), Centrul de zi pentru varstnici, A Warm Meal (O Masa Calda).
- **Municipalities** - Cluj-Napoca.
- **P**rofessional organizations - Romanian Society of Energy Auditors and Managers (SAMER), proNZEB, Romanian Green Building Council (ROGBC).
- **Private companies** – some possibilities are ENEL, Electrica, E.ON.
- **Universities** – Babeș-Bolyai University (UBB).

Involving end beneficiaries/service users

Hungary

The network partners envisaged to form the alliance to set up and run the network of series stem from the group of organisations and institutions interviewed. The interviews lead to focus group session where most interested partners have been participating. The focus groups session consisted of presenting the concept of the scalable innovation and feedback/roundtable session where the participants offered their insights, feedback, and concrete advice on the adaptability of ASSIST. Based on the outcomes of the focus group session, the scalability plan was developed, taking into consideration the resources and network potential of Climate Alliance Hungary.

Italy

The users/end beneficiaries of the Italian models to scale ASSIST have been involved in the entire phase of building the models. As AISFOR was the coordinator of the ASSIST European project, it must be said that most actors had been engaged already in the development of the project itself (either by participating in the scientific committee or by collaborating on delivering the project activities). With some of these actors, AISFOR continued to discuss and share the idea of a follow-up project and were therefore involved in all SUITE project activities together with new actors (focus groups and interviews).

Spain - Barcelona Region

In the case of the Barcelona region, the Energy Poverty Office will be targeting the social operators as final users of its services (SAD and telecare professionals), by providing them with additional tools and training on energy poverty for better detecting cases of energy vulnerability and addressing them properly. Within SUITE, these social operators have been involved both in the interviews and focus groups as experts on the ground since they are the ones who have a direct contact and bond with the vulnerable users, and therefore, know very well their real needs.

Poland – Małopolska Region

The model has different beneficiaries and responds to each need is a different, yet complementary, way:

- **Public bodies** (municipalities, social welfare system) will be able to increase their knowledge and capacity in defining and implementing Energy Poverty strategies to deliver more accurate, efficient, and people-centred solutions through professional training and follow up. They need more information about identification and ways of engaging energy poor people in actions which they are going to implement. However, a lot of public bodies also need support in planning Energy Poverty strategies. The biggest need and expectation is the possibility of training advisors for free, while the biggest problem is how or who will be paying the advisors.
- **The Ministry of Climate and Environment** asked KAPE to engage in the activities of the team for energy poverty and vulnerable consumers as an entity that has experience in working with advisors and in the field of direct assistance to energy poor people.
- **The Marshall's Office of the Małopolska Region** needs support in developing a methodology for analysing energy poverty to be able to adequately support advisors from the region's communes.
- **Other entities, such as NGOs**, also want to act for the benefit of people suffering from energy poverty. They are very interested in providing the right tools, technical advice, and employee training.
- **Trained HEAs** will obtain the possibility to enter the network, exchange experiences, good practices, and problematic issues so to better support people in a situation of energy poverty or energy vulnerability.

Romania – Cluj-Napoca Municipality

Based on the interviews and the focus group, the implementation model follows the structure of the snow-ball method. After the official partnership among stakeholders is created, each partner organization will send two training members of the organizations. These trained members, within their work and activities will reach either social workers or members from the vulnerable communities that will benefit from the information received. For example, the social workers that activate within Cluj-Napoca municipality will act as catalyzers for both the most energy vulnerable communities, but also for the elderly people that usually activate in clubs and can become active parts of the network of energy advisers. Therefore, we expect that the model is scaling-up from its first stages of implementation.

Funding and Financing arrangements

Costs of scaling the innovation envisaged

Hungary

For Hungary, on the one hand, the **human resources** needed to establish the network and prepare the training will amount to **60.000,00 EUR** for the two years plan, by incorporating a:

- A national coordinator (coordinating organisation) to coordinate the activities of the HEA Network.

On the other hand, **other implementation costs** will amount to **67.125,00 EUR** and will include:

- Setting up an expert stakeholder group to facilitate professional decision-making on network tasks and activities. This includes professional support, expert support in the adaptation of the training material, setting of objectives, and definition of the different types of energy poverty and how to address them.
- Setting up and launching the network in Hungary. This includes the adaptation of the training material in Hungarian language, adapted to the Hungarian context and the recruitment of consultants.

As a result, the total estimated necessary **financial resources** amount to **127.125,00 EUR** and are summarized in Figure 6.9

Figure 6.9: Hungary estimated costs for 2 years

Concept	Amount
Human resources (management, network support, HEA supervision)	60.000,00 EUR
Technical implementation and IT support for the learning platform	3.00,00 EUR
Update of training course for online learning, adaptation and translation of the training course and it's materials in Hungarian	7.000,00 EUR
Expert stakeholder group and network activities (management tools, webinars and meetings, site visits and networking tools, virtual office)	50.125,00 EUR
Communication campaigns, communication materials, online tools	7.000,00 EUR
TOTAL COSTS	127.125,00 EUR

Italy

To carry out the project, the corresponding resources will be needed, both for the ASSIST-PA and the ASSIST-TED Network and for covering the necessary human resources:

Figure 6.10: Italy Assist-PA estimated costs

Cost	Initial / Annual	Staff	Other costs	2 year	Total costs for the 1st year
Creation of the hub (association - legal support)	Initial		1.000,00		3.000,00 EUR
Financial management of the association	Annual		1.000,00	1.000,00	
Online platform for the association (hosting)	Initial		3.000,00		4.000,00 EUR
	Annual		500,00	500,00	
Creation and update of training resources	Initial	2.800,00			9.800,00 EUR
	Annual	5.000,00	1.000,00	1.000,00	
Creation and update of training resources for intermediary figures	Initial	2.800,00			9.800,00 EUR
	Annual	5.000,00	1.000,00	1.000,00	
Creation and content management of the website (site + hosting)	Initial	8.000,00	4.000,00		20.000,00 EUR
	Annual	4.000,00		4.000,00	
Management of the Hub (event organisation, networking, etc)	Initial				48.000,00 EUR
	Annual	24.000,00		24.000,00	

TOTAL: 94.600,00 EUR

Figure 6.10: Italy RETE ASSIST-TED estimated costs

Cost	Initial / Annual	Staff	Other costs	2 year	Total costs for the 1st year
Creation of the Association as a legal body	Initial		1.000,00		3.000,00 EUR
Financial management of the association	Annual		1.000,00	1.000,00	
Management and hosting of the online platform of the for the HEAs	Initial		3.000,00		4.000,00 EUR
	Annual		500,00	500,00	
Creation and updating of training resources for HEAs	Initial	2.800,00			14.800,00 EUR
	Annual	10.000,00	1.000,00	1.000,00	
Creation and updating of working resources for HEAs	Initial				12.000,00 EUR
	Annual	10.000,00	1.000,00	1.000,00	
Publication and content management of the website (site + hosting)	Initial	1.000,00	4.000,00		13.000,00 EUR
	Annual	4.000,00		4.000,00	
Management of the network – organisation of events / working groups / publications / webinar, etc.	Initial				100.000,00 EUR
		50.000,00		50.000,00	

TOTAL: 146.800,00 EUR

In the case of Italy, the necessary **financial resources** amount to **241.400,00 EUR** for the first two years (initial costs + annual), from which it is expected to be fully financed both by the public and the private sector.

Spain - Barcelona Region

On the one hand, the **human resources** needed to carry out the project amount to **102.300,00 EUR** for the 2 years plan and correspond to the following profiles:

- A coordinator / trainer / expert in energy rights to carry out the tasks of coordinating the office, training the professionals of the home care and telecare services and support in the management of complex cases.
- An energy agent to carry out the tasks of direct attention to the user in terms of advice on energy and water supplies as well as the efficiency and improvement of comfort in the home.

On the other hand, other implementation costs such as setting the virtual office, adapting materials, and doing the training and support will amount to **84.928,00 EUR.**

As a result, the total estimated necessary **financial resources** amount to **187.288,00 EUR** and are summarized in Figure 6.11.

Figure 6.11: Spain estimated costs for 2 years

Concept	Total Cost
Personal coordination and direct attention	102.300,00 €
Virtual office	3.000,00 €
Material support for training and referral	1.000,00 €
Training + Action SAD	20.205,50 €
Training + Action Telecare	60.722,50 €
TOTAL COSTS	187.228,00 €

Financing scheme

- On the one hand, it is expected that public funding will cover the costs of home care and telecare services professionals as well as the creation of a virtual office and support material in paper format that would amount to **84.928,00 EUR** for the period of two years.
- On the other hand, there is a need to cover, through private financing, the costs of the staff of the energy care office which would amount to **102.300,00 EUR** for the period of two years.

Poland – Małopolska Region

The **human resources** needed to carry out the scalability plan are the following ones:

- 1 (3 PM) person dedicated to Moodle platform, and hosting space for the platform.
- 1 – 2 (3 PM) persons dedicated to actualization of the trainings.
- 1 (1 PM) person as project coordinator of ASSIST Model in Poland.
- 1 (6 PM) person dedicated to promotion activities.
- 2 – 3 (3 PM) persons dedicated to organizing webinars and meeting among HEA Network (1 person for organizations issues and 2 experts).

There, for the 2 years, the necessary human resources will amount to **128.000,00 EUR**.

Figure 6.12: Poland estimated costs for 2 years

Concept	Amount
Human resources	128.000,00 EUR
Implementation and update of the Moodle platform	3.000,00 EUR
Re-creation of a basic training course of 24h	2.000,00 EUR
Hosting space for the platform	3.600,00 EUR
Management and coordination activities	8.000,00 EUR
Network management + promotion activities	4.000,00 EUR
Organization of webinars and meetings among HEA Network	12.800,00 EUR
TOTAL	161.400,00 EUR

The **total financial resources** amount to **161.400,00 EUR** for the 2-years. Now, there are many changes in the Polish regulations, which go hand in hand with external funds.

Romania – Cluj-Napoca Municipality

On the one hand, the **human resources** needed to carry out the scalability plan amount to **137.600,00 EUR** for the 2 years plan and correspond to the following profiles:

- Program management:
  - Program manager
  - Program officer
  - Stakeholder engagement officer
  - Trainers
  - Technical assistant
- Beneficiaries
  - Course participants
  - 2 one-stop-shop officers

On the other hand, other implementation costs such as setting the network, developing the mobile App, adapting materials, and doing the training and support will amount to **17.400,00 EUR**.

As a result, the total estimated necessary **financial resources** amount to **155.00,000 EUR**.

Figure 6.13: Romania estimated costs for 2 years

Concept	Amount
Trainers fee	12.000,00 EUR
Conception and design of the training materials	5.000,00 EUR
Online course platform for training materials	5.000,00 EUR
Energy Adviser App	5.000,00 EUR
Training venue	2.400,00 EUR
Management activities	28.800,00 EUR
Program secretariat	16.800,00 EUR
Technical support	7.000,00 EUR
Stakeholder engagement	12.000,00 EUR
Incentives for the trainees	25.000,00 EUR
Salaries for at least two people for the one-stop-shop	36.000,00 EUR
TOTAL COSTS	155.000,00 EUR

Funders

Each of the models is conceived in a different way, some are conceived as a **public model** and some as a **public-private model**, see more details on each plan below.

Hungary

Based on the information received during the interviews, the following options are currently envisaged for the financial sustainability of the model:

- **Partial public funding, potential national governmental resources:** Depending on further policy-making steps, it may be possible, that the Hungarian Government sets up a similar financing scheme as the European Social Climate Fund. As the civil and municipal sectors do not provide potential financial backing for such a scheme, the possibility of (partial) public funding is a line worth further discussion.
- **Calls for proposals:** project funding.
- **Private Grants:** energy service providers.

Italy

Different funders are conceived for each of the pillars:

- **ASSIT-PA:** the definitive structure and functioning of the association is still to be defined with the municipalities but it is feasible that the municipalities will provide the

needed funds by paying a fee to enter the hub. In a second moment the possibility to participate in EU and national projects should provide extra resources.

- **RETE ASSIST TED:** private companies will provide the funds needed to start and support the association. In a second moment the possibility to participate in EU and national projects should provide extra resources.

Spain - Barcelona Region

The scalability model in the case of Barcelona is conceived as a **public-private model**, meaning that it will be founded both by the public (Barcelona City Council, Barcelona Provincial Council) and the private sector.

Poland – Małopolska Region

The Małopolska Region model will be public, financed mainly through public funds from the Małopolska Region.

Romania – Cluj-Napoca Municipality

In the case of Romania, the implementation of the scalability plan is expected to be financed through European grants and/or other private financial mechanisms. As potential solutions for the financial challenges, is to start to model with a European funding and then find other financing alternatives with the stakeholders. For example, the municipality can co-finance the model if the pilot proves functional and suitable for addressing energy poverty. Also, the municipality can attract other European and Governmental funds for keeping the network active and viable.

Financial arrangements and instruments planned to scale the innovation

In order to guarantee the necessary financial resources for the proper implementation of the scalability and delivery model, the following steps will be followed:

- Keep in constant update to the interested stakeholders to reach their commitment with the project.
- Identify and contact new potential stakeholders.
- Set meetings and focus group sessions, if necessary, with the interested stakeholder for discussing more concrete contractual and collaboration issues.
- Have a common meeting with the committed stakeholders (public and private) for defining rules and obligations in order to avoid any misunderstandings.
- Be aware of changes in the regulation that will favour programmes which will help tackle energy poverty.

Hungary

Different financial options are being considered for the scalability of the project, which are:

1. **Energy efficiency obligation scheme** (mechanisms requiring energy efficiency measures) – In order to meet the energy reduction targets set in the National Energy Strategy and EU legislation, the government has introduced a new regulatory instrument: the Energy Efficiency obligation scheme, which came into force at the beginning of 2021, requires energy suppliers (electricity, natural gas and transport fuel traders and/or universal service providers selling to end-users) to save energy in proportion to the energy they sell to end-users.
2. **Normative support** – As the civil and municipal sectors do not provide potential financial backing for such a scheme, the possibility of (partial) public funding is a line worth further discussion. This could be based on EU and national commitments, strategies, and the new planning period. Subject of compliance of the Hungarian Government with EU requirements.
3. **Project support** – In the new funding cycle, it will be necessary to monitor the opportunities for calls for proposals to support the field work.
4. **Energy providers** – EON has been working with the Hungarian Charity Service of the Order of Malta for many years. The company involves the charity in pre-defined programmes under a grant contract, including direct field counselling to people in need. The involvement of service providers in the model will be explored in more detail in the future.

Besides, along the project Climate Alliance Hungary aimed to collect **written support agreements** from the following organizations:

- Habitat from Humanity (Non-profit)
- County of Győr-Moson-Sopron (Public)
- Green Connection Association (Non-profit)

Italy

Along the project AISFOR aimed to collect **written support agreements** from the following organizations:

- Banco dell'Energia (Non-profit)
- a2a – Multiutility company (Private)
- UNC – Unione Nazionale Consumatori (Non-profit)
- ADA – Associazione Domeciliare per Anziani (Non-profit)
- Climate Alliance Italy (Non-profit)

Spain - Barcelona Region

Along the project ECOSERVEIS and the CEEC aimed to collect **written support agreements** from the following organizations:

- Barcelona Provincial Council - Diputació de Barcelona (Public)
- Barcelona City Council - Ajuntament de Barcelona (Public)
- Energy Efficiency Cluster of Catalonia (Private)

Poland – Małopolska Region

Along the project KAPE aimed to collect **written support agreements** from the following organizations:

- Urząd Marszałkowski Województwa Małopolskiego (The Marshall's Office of the Małopolska Region) (Private)

Romania – Cluj-Napoca Municipality

Along the project the Centre of the Study of Democracy (CSD) aimed to collect **written support agreements** from the following organizations:

- Cluster pRO nZEB (Non-profit)
- Alba Local Energy Agency (ALEA) (Non-profit)
- Cluj metropolitan Association (Mix of public and non-profit)
- Aspen Institute Romania (Non-profit)

Cost implications of the model compared to alternative approaches to the social challenge(s)

It is proved that energy poverty has numerous negative consequences with high costs on society, the most known is that a poorly heated house leads to health problems which are very costly for society. Another cost related to energy poverty is directly linked to the not-paid energy bills which leads to energy cuts and / or legal disputes indirectly leading to an increase in energy price for all society. Further, in some cases social services intervene beforehand to cover the unpaid energy bills of vulnerable consumers. For example, Barcelona municipality spent more than 600.000 € in 2015 on energy bills of social services users in order to avoid energy cuts.

Not tackling energy poverty comes at an elevated cost: if no action is taken, either the families go into debt and/or are not able to pay the bills (a situation that affects their personal finances, has a negative impact on their quality of life and involves physical and mental stress) - or the cost of these bills is borne by social services, which represents a cost to public coffers. From a health perspective, inaction has costs over both individual health and community health in the country and its health care system. It is important therefore to implement a model not only to tackle energy poverty but also to prevent it. The SUITE model will lead to saving (or investing with a return objective) the money now-a-day used to face the consequences of energy poverty. If analysed from the perspective of empowerment, not acting implies that the debt increases. It is therefore necessary to promote the empowerment of citizens so that it does not happen again.

However, public social services do not have the time and financial resources to define and implement a long-term strategy to tackle energy poverty (EP). For the professional training and further evaluation of EP initiatives, public administrations are willing to pay the working time for their staff only if there are external financial resources. Nevertheless, when this complementary financial support is lacking, only one of the two phases can be covered from social services: if there is only training, there is a lack of evaluation and monitoring that guarantees the continuity and updating of the service and that will ensure the necessary

flexibility for the public administration to adapt swiftly to changes in the legislative, social, and economic context. The impact of this innovation in social services can only be achieved if the implementation of both phases and the participation of the private sector is guaranteed.

On the other hand, there is a **growing interest of the private sector on energy poverty-related problems**, and we have witnessed how each year more companies make concrete and separate donations to issue-related actions. This single-off approach has a more limited impact than one with a combined sum of efforts in which companies take their social responsibility to the next level, contributing collectively to a fair energy transition by engaging the whole sector in a long-term relationship to consolidate a multi sectorial model to tackling energy poverty.

Within SUITE, a cost analysis of each of the designed scalability plans of the model has been carried out, in terms of estimation of the necessary resources for the implementation of each plan.

Sustaining and further scaling of the innovation

Hungary

The initial pilot phase is envisaged to **start small (regional) and later enlarge the collaboration with national partners is foreseen**, therefore resulting in a plan with a "national" coverage. Since all the sectors interviewed confirmed the validity of the model, it is planned to introduce the model on a regional scale first (Gyor-Moson-Sopron County). As the potential networking partners see the development of such a scheme as very useful and beneficial, as it would help to support people living in energy and housing poverty in several ways, it is envisaged to introduce interim review of the activities and setting up a second stakeholder group in month 13 to then run a second round of co-creation set with them to identify sustainability methodologies and further financial resources. Once the review confirms the viability and success of the model after the first year, further national scaling steps are planned involving regions with high energy poverty risk at first.

An important issue highlighted in several interviews is that energy poverty among people living in extreme poverty often cannot be addressed separately from housing poverty or debt management. Thus, further actions towards solutions to adjust the Hungarian ASSIST service to respond these needs are necessary.

Italy

In the first years, efforts will be directed to strength the linkages with the local realities and enrich the network. To scale further the innovation, the Italian network relies on the creation of the European Network, already foreseen by the SUITE scalability plan, which will act as an umbrella gathering the different national network and will provide further opportunities to participate in European projects.

Spain - Barcelona Region

The actors involved believe in the long-term sustainability of the model. If a positive impact can be justified, sustainability could practically be ensured through a 100% public funding model. In addition, the model could be scalable at the geographical level in the rest of Catalonia and at the level of users to other support services for personal autonomy (e.g., supervised flats for the elderly).

Two of the interviewees representing the public sector showed a high interest in the model, approving its viability as a public-private model, even though some legal changes will be required. These actors said that the financial means required by the public sector will not be difficult to get for these 2 years plan. Moreover, they pointed out that even though at first, the model will require the private sector's economic contribution, while in the long run; there is the possibility for the public sector to fully sustain the model.

Poland – Małopolska Region

At the moment, there is a high probability that the innovation will be implemented and developed, due to the fact that there is currently a lot of interest in the ASSIST trainings carried out so far, e.g., in Małopolska. The positive results of the implementation of the ASSIST project in Poland are securing its further implementation. Additionally, as stated before, there exists an actual need to have a system that tackles energy poverty in the region.

Romania – Cluj-Napoca Municipality

As all interviewees indicated that the HEA Network should be firstly piloted at municipality level and local authorities should play an important part in this process, there are some aspects that should be addressed to ensure the sustainability of the project:

1. **Local Authorities** – As energy poverty becomes more acknowledged, municipalities can attract funds for supporting the creation of the network and the implementation of the one-stop-shop solution. For instance, the Ministry of Local Administration and Development can support these kinds of initiatives. In addition, the Regional Operational Programmes or other financial instruments can represent an opportunity for the sustainability of the initiative. At a future stage, the network should be backed up by a legal framework that supports and describes the purpose and the means of functioning.
2. **Partnerships with all the relevant stakeholders** – In order to make the model sustainable, all the relevant stakeholders should partner with local authorities. In this sense, professional organizations (energy auditors) should be active in both the design of the training, but also in being trainees to become energy advisors themselves. Since energy advisors offer their consultancy based on request, public authorities can collaborate with them and use their knowledge and skills to conduct household energy investigations and provide tailored solutions for the vulnerable consumers. As such, professional organizations have the potential to become an important node in the network and offer their services to people affected by energy poverty.

3. **Beside professional organizations, the NGOs** that offer social services can play an active role and collaborate directly with the municipality to offer energy advice to vulnerable households. Companies (utility companies – gas and electricity) that have already implemented communitarian projects can provide their input in making the ASSIST model sustainable. They can also provide financial support and human resources that may contribute to the creation and maintenance of the network. Last but not least, universities not only can share their expertise, but departments such as the Faculty of Social Assistance can partner with the municipality by providing students that can be trained as energy advisors and work closely with public administration departments and other NGOs to reach out to vulnerable households.

Measuring the Impact of Scaling

As a general aspect, the five pilots intend to keep a constant control of the overall project along its lifespan in order to foresee any possible deviations and correct them in a timely manner. Therefore, the following controlling strategies will be followed:

- **Managerial follow-up:** Monthly meetings will be held with the project stakeholders for general financial and managerial issues. Independently, internal meetings will be held with the social operators, in case things are unclear or suggestions arise.
- **Indicators check:** Some milestones will be set at the beginning of the project regarding the expected achievement of the project indicators, so every 6 months; indicators will be checked to see how the implementation is going. The idea is to follow the Earned Value methodology.
- **Reporting activities:** Every 6 months a project status report will be done, concerning all different aspects of the project. Reviewing the identified risks - every time a new risk is identified the risks table will be updated. In Managerial monthly meetings, participants will be asked if they have identified any risk or foreseeable risk. Risks will be monitored and controlled along the project's lifespan, especially the high severity risks.
- **Apply preventive and corrective measures:** In case any risk is materialized the corresponding corrective or preventive strategy defined will be implemented.

Different indicators have been defined for each of the five pilots in order to (1) guarantee the correct implementation of the proposed plan, together with the accomplishment of the expected objectives, and (2) for influencing both the policy makers and the people accessing the services in order to catalyse change and action.

Indicators will be checked in a constant manner to identify possible deviations and apply the necessary corrections with time and in an effective way. It is worth noting that some of the indicators, the social ones, will be measured through the elaboration of questionnaires that will be fulfilled by the end-users and by the social operators who receive the training and do the identification and assessment actions, key to the project.

Figure 6.14: Hungary Expected Objectives

Expected Objectives	
Geographical coverage	National
Number of trained advisors	50 advisors
Attended users	500 – 750 people
Number of stakeholders involved (private and public)	6
Municipalities commitment level (none – promised to have a look - just dissemination – implementation – policy adaptation)	Policy adaptation
Private sector commitment level (none – promised to have a look – just dissemination – non-financial – financial)	Financial and non-financial
Environmental and social factors	
Reduction in energy consumption (kWh)	Not applicable
Reduction in CO_2 emissions (CO_2 tons)	Not applicable
Comfort level improvement	Not applicable
Increase operator's empowerment	High
Increase users' empowerment (i.e., decreased vulnerability to the energy market) (qualitative)	High
Public acceptance of the model (qualitative)	High
Social operators' satisfaction (qualitative)	High
Training material usefulness (qualitative)	High

Figure 6.15: Italy Expected Objectives

Expected Objectives	
Geographical coverage	National
Number of trained advisors	70 – 100 social operators
Attended users	750 – 2.000 people
Number of stakeholders involved (private and public)	20 public (for ASSIST-PA model) and 20 private and social (for RETE ASSIST-TED)
Municipalities commitment level (none – promised to have a look - just dissemination – implementation – policy adaptation)	Policy adaptation
Private sector commitment level (none – promised to have a look – just dissemination – non-financial – financial)	Financial and non-financial

Environmental and social factors	
Reduction in energy consumption (kWh)	Not applicable
Reduction in CO_2 emissions (CO_2 tons)	Not applicable
Comfort level	Medium – High
Operators' empowerment	High
Increased users' empowerment (i.e., decreased vulnerability to the energy market) (qualitative)	High
Public acceptance of the model (qualitative)	High
Social operators' satisfaction (qualitative)	High
Training material usefulness (qualitative)	High

Figure 6.16: Spain - Barcelona Region Expected Objectives

Expected Objectives	
Geographical coverage	Regional
Number of trained advisors	100 social operators (50 SAD and 50 telecare)
Attended users	1.440 users of the service
Number of stakeholders involved (private and public)	A minimum of 5 (2 public and 3 private)
Municipalities commitment level (none - just dissemination - non-financial commitment - financial commitment - implementation - policy adaptation)	Financial commitment and Policy adaptation
Private sector commitment level (none - just dissemination - non-financial commitment - financial commitment - implementation - policy adaptation)	Financial and non-financial

Environmental and social factors	
Reduction in energy consumption (kWh)	647.208,00 kWh
Reduction in CO_2 emissions (CO_2 tons)	135,91 tons CO_2/kWh
Comfort level improvement	Medium - High
Increase operator's empowerment	High
Increase users' empowerment (i.e., decreased vulnerability to the energy market) (qualitative)	High
Public acceptance of the model (qualitative)	High
Social operators' satisfaction (qualitative)	High
Training material usefulness (qualitative)	High

Figure 6.17: Poland – Małopolska Region Expected Objectives

Expected Objectives	
Geographical coverage	Regional
Number of trained advisors	75 energy advisors
Attended users	3.000 people
Number of stakeholders involved (private and public)	12
Municipalities commitment level (none – promised to have a look - just dissemination – implementation – policy adaptation)	Policy adaptation
Private sector commitment level (none – promised to have a look – just dissemination – non-financial – financial)	Financial and non-financial

Environmental and social factors	
Reduction in energy consumption (kW/h)	750.000
Reduction in CO_2 emissions (CO_2 tons)	563,25
Comfort level improvement	Medium
Increase operator's empowerment	Not applicable
Increase users' empowerment (i.e., decreased vulnerability to the energy market) (qualitative)	High
Public acceptance of the model (qualitative)	High
Social operators' satisfaction (qualitative)	High
Training material usefulness (qualitative)	High

Figure 6.18: Romania – Cluj-Napoca Municipality Expected Objectives

Expected Objectives	
Geographical coverage	Local
Number of trained advisors	At least 25
Attended users	300 people
Number of stakeholders involved (private and public)	5
Municipalities commitment level (none - just dissemination - non-financial commitment - financial commitment - implementation - policy adaptation)	Potential to involve with no financial commitments
Private sector commitment level (none - just dissemination - non-financial commitment - financial commitment - implementation - policy adaptation)	Potential to involve with no financial commitments.

Environmental and social factors	
Reduction in energy consumption (kW/h)	Not applicable
Reduction in CO_2 emissions (CO_2 tons)	Not applicable
Comfort level improvement	High
Increase operator's empowerment	Medium
Increase users' empowerment (i.e., decreased vulnerability to the energy market) (qualitative)	High
Public acceptance of the model (qualitative)	High
Social operators' satisfaction (qualitative)	High
Training material usefulness (qualitative)	High

Challenges and Risks

Within SUITE, each of the pilots faced and overcame different challenges. All identified challenges were shared in the project meetings both to share possible solutions and to provide support between project partners. The main identifies challenges were related with financial and legal issues and are detailed by pilot below.

Hungary

One of the **main challenges** encountered is the lack of official definition of energy poverty in Hungary. Due to this, various stakeholders identify the problem from different perspectives. Also due to the lack of definition, no systematic strategy exists to tackle energy vulnerability or energy poverty. Due to the lack of systematic strategy, no financial resources have been officially dedicated to tackle the issue. According to the National Energy and Climate Plan (NECP), energy-poor households are households that spend more than 25% of their disposable income on energy, which roughly corresponds to double the median energy expenditure (2M). The NECP mixes the use of terms by mentioning households 'affected by energy poverty' and 'vulnerable consumers' in the same way. The government's interventions against energy poverty will be targeted at a) families with multiple children living in single-family homes in small settlements; and b) single pensioners in multi-apartment residential buildings.

According to the NECP, the Hungarian Government intends to continue the 'Utility price reduction' programme as a major policy instrument supporting the affordability of energy. Beyond this, the most highlighted interventions to be implemented are the support of smart devices and decentralised heating systems, the installation of prepayment meters, educational and communication campaigns, and the introduction of an Energy Efficiency Obligation Scheme (EEOS). There is no detailed public information available about the Hungarian implementation of the Recovery and Resilience Facility or the Renovation Wave, or how Hungary intends to handle the question of energy poverty.

For the first time, thanks to the attention on the theme of energy poverty, various NGOs, authorities, and companies sat down to discuss the potential of an advisory network to be

established. Due to the various backgrounds of the organisations, the time seems to be right to start building a HEA Network involving organisations with a different background but similar interests. As the theme needs further lobbying and communication activities to raise awareness, the grass-root work of NGOs in collaboration with local authorities and nation-wide organisations offer the potential to direct the spotlight on the issues around energy poverty and start not only a dialogue towards establishing policy measures but also concrete actions directly benefiting energy poor households.

Moreover, the proposed model will allow introducing a collaborative concept of training solution for actors on the field. As the ASSIST training needs to be adapted to Hungarian circumstances, this also allows to introduce not only skills, knowledge and competences related to consultancy on energy poverty but also to match these with environmental learning issues and thus establish environmental consciousness, highly correlated with climate change, energy use and energy poverty.

Italy

The main challenges identified are:

1. Finance for the plan
2. Engage with the private sector
3. Raise attention over a problem widespread but still not defined as Energy Poverty and the absence of a dedicated body.

To overcome them it was decided to adopt a bottom-up approach talking directly with the stakeholders involved or try to reach them through other association or network. This helped reaching ACEA and a2a, two private companies which committed to financially support the association. On regards to the third challenge, it was thought that creating a sufficiently large critical mass representing interests on the issue of energy poverty is a good move, which strengths AISFOR's willingness to gather in a single association all the active social actors as a way to face the phenomenon.

Spain - Barcelona Region

The main challenge in this case was reaching and engaging with the private sector. At first, it was easy to get them to participate in the focus group session, nevertheless, efforts were harder when talking more over concrete commitment actions through individual negotiation meetings. However, the Energy Efficient Cluster of Catalonia helped overcome this challenge by directly addressing some of their members.

Poland – Małopolska Region

The first and main challenge encountered was to contact and engage with the private stakeholders. In the end it was possible to validate the scalability plan with them but an effective commitment to financially sustain the project remains undefined.

Romania – Cluj-Napoca Municipality

One of the main challenges encountered is the lack of official definition of energy poverty in Romania. Due to this, various stakeholders identify the problem from different perspectives. So far, energy poverty was mainly addressed in the Romanian legal framework in the Law 123/2012, as the primary law, and by the ANRE regulations, as secondary legislation. The primary law does not define energy poverty as a distinct term, but explicitly defines the vulnerable customer as a limited category, being “the final customers belonging to a category of household customers who, due to age, health or low income, are at risk of social marginalization and who, in order to prevent this risk, benefit from social protection measures, including financial measures”. A new legal draft envisions a clear definition of the vulnerable consumer and the criteria for obtaining heating benefits.

Important to mention is that energy efficiency legislation does not directly address the problem of energy poverty and neither the legal provisions that set the framework for thermal rehabilitation, even though there is an increased potential to tackle the phenomenon directly through these provisions.

When it comes to geographical distribution, energy poverty is equally present in both urban and rural areas. While there are not necessarily forms of pockets of energy poverty, in urban areas the phenomenon touches mainly the low-income families living in energy inefficient buildings (mainly panel-type multifamily building blocks, but also single-family units). In rural areas, around 80% of the households use wood for heating, have limited access to modern energy infrastructure, and their buildings are highly inefficient. There criteria overlap the low and irregular incomes most people have in the rural areas.

In addition to this urban/rural division, in Romania there are also forms of extreme energy poverty, which include informal living, scarcity and no access to energy infrastructure (electricity and/or gas). Roma communities, but not only, are the most affected by this form of energy poverty. As an example, 7% of the households do not have access to electricity or are connected illegally to the grid.

These challenges are of structural nature. The ASSIST Model is based on a soft measure (training, capacity-building, energy advice), however the main challenges when implementing measures to tackle energy poverty are also of technical (renovations, energy efficiency) and of financial (financing energy efficient renovation of buildings, financing the transition to clean energy, developing energy infrastructure) nature. Political steps towards defining a well-designed strategy for municipalities to tackle energy poverty, requires further steps. Thus, the involvement of Cluj-Napoca as flagship municipality could be of great value.

Mitigation

Hungary

Figure 6.19 summarizes the identified risks and details a response strategy for each of them. From the 7 identified risks, 3 of them is considered of high severity, 3 of medium severity and 1 of low severity, this categorization will determine the prioritization of the risk both in terms of controlling and monitoring and in response.

Figure 6.19: Hungary risks and response strategies

Risk Qualitative Analysis							Response Plan			
ID	Risk	Probability	Factor	Impact Factor	Severity		Name of the response	Description of the response	Strategy	Action
01	Limited involvement of local governments	70%	3	2	6	High	Defined stronger approaching strategies, involvement of municipalities in the network, joint lobbying at national authorities for a coherent energy poverty strategy	Have more effective strategies to approach the municipalities that have shown interest in supporting the network financially and at decision-making level	Mitigate	Preventive
02	Difficulties on getting resources from the municipalities (now underfinanced due to centralization and the Covid19 situation)	70%	3	2	6	High	Be aware of the current situation	Municipalities are expected to recover their own revenue sources in the post-COVID recovery period. Be aware of when this happens to act.	Accept	Corrective
							Raise awareness of new support programs	Raise awareness among decision-makers of the shortcomings of energy efficiency support programmes	Accept	Corrective
03	Lack of commitment of the private sector	80%	3	2	6	High	Liaise with private sector representatives	Present ready-made training programme and set-up network when asking for funds	Mitigate	Preventive
04	Lack of public awareness and knowledge on energy poverty	50%	2	2	4	Medium	Strong communication, joint lobbying at national authorities for a coherent energy poverty strategy	Develop strong communication materials to raise awareness regarding Energy Poverty	Accept	Corrective
05	Turnover in the civil sector due to low salaries	40%	2	2	4	Medium	Lobby for possible funding	Develop employee success recognition system	Accept	Corrective
06	Lack of commitment of the civil sector due to political fragmentation	30%	2	2	4	Medium	Strong communication, joint initiatives in energy poverty to establish mutual interest	Involve all interested parties in setting up the training programme and network when asking for funds	Mitigate	Preventive
07	Negative perception of a new initiative on a field with almost no funds available - CAH can be perceived as competitor	15%	1	1	1	Low	Strong communication, joint initiatives in energy poverty to establish mutual interest	Setting up an inclusive profile network with open structure, strong communication	Mitigate	Preventive

Italy

Figure 6.20 summarizes the identified risks and details a response strategy for each of them. From the 5 identified risks, 3 of medium severity and 2 of low severity, this categorization will determine the prioritization of the risk both in terms of controlling and monitoring and in response.

Figure 6.20: Italy risks and response strategies

Risk Qualitative Analysis							Response Plan			
ID	Risk	Probability	Factor	Impact Factor	Severity		Name of the response	Description of the response	Strategy	Action
01	The nature of AISFOR, being a private entity working-as an NGO could be negatively perceived as a company willing to make profit	10%	1	1	1	Low	Creation of an Association.	Creation of an Association being the legal representative of the Italian Network	Avoid	Preventive
02	Negative perception of the network from social operators and associations which could consider HEAs as "competitors" in their assistance activities.	40%	2	2	4	Medium	Strong and clear communication.	Develop necessary communication materials to avoid misunderstanding	Accept	Corrective
							Include existing social operators.	Try to form synergies and work together with existing social operators in a collaborative manner.	Mitigate	Preventive
03	Existing legal obligation between ASSIST project partners if the ASSIST "image" will be readopted.	10%	1	2	2	Low	Seek for an agreement with ASSIST project partners.	Talk with ASSIST project partners in advance to look for a solution beforehand and avoid any further legal problems.	Avoid	Preventive
04	Lack of financial stability if the project will be dependent of public/private funds and donations	60%	2	2	4	Medium	Strong and continuous monitoring and communication with possible financial actors	Develop necessary monitoring and communication tools	Avoid	Preventive
05	Political twists could undermine the development of the project.	40%	2	2	4	Medium	Maintain the implementation models independent and not linked with political parties.	Work with non-politically parties	Avoid	Preventive

Spain - Barcelona Region

Figure 6.21 summarizes the identified risks and details a response strategy for each of them. From the 6 identified risks, 1 of them is considered of high severity, 3 of medium severity and 2 of low severity, this categorization will determine the prioritization of the risk both in terms of controlling and monitoring and in response.

Figure 6.21: Spain - Barcelona Region risks and response strategies

Risk Qualitative Analysis							Response Plan			
ID	Risk	Probability	Factor	Impact Factor	Severity		Name of the response	Description of the response	Strategy	Action
R01	Add a task that cannot be assumed by the professions of these services (oversaturated system)	30%	1	2	2	Low	Referral of energy care to specialized services	Energy care will not be a task for social operators; it will be derived to specialized energy services offices, existing ones or the new one. Social operators will not be overloaded.	Accept	Corrective
R02	Lack involvement from the private sector for providing economic resources to sustain the model	50%	2	2	4	Medium	Presentation of a strong model	Present the model as an innovative model, showing all benefits that funders will get by being part of it, without having a huge economic impact on them.	Accept	Corrective
							Wider perspective	Reach other types of actors that may be willing to collaborate, not just big companies but also foundations which are already committed to social initiatives.	Improve	Preventive
R03	Delays in changing the necessary legislative aspects for including the compulsory training on energy poverty in the biding calls for social operators	30%	1	3	3	Medium	Take action with time	Knowing how the system works, make sure to talk with the right person and with the necessary time for avoiding any possible delays.	Accept	Preventive
R04	Wrong perception of a public-private model due to greenwashing ideas	20%	1	2	2	Low	Careful selection of participants	Do not include companies with a direct interest in participating in the model to avoid reputational issues (greenwashing) and to protect the users trust on the services.	Avoid	Preventive
R05	Not being able to provide the necessary attention with a purely online and telephonic service	60%	2	2	4	Medium	Performance evaluation of the services	Evaluate how the services are being done and perceived by users and analyse whether it is possible to incorporate face-to-face services along the implementation of the model	Accept	Corrective
R06	Juridical issues for setting the public-private model	40%	2	3	6	High	Take action with time	Knowing how the system works, make sure to talk with the right person and with the necessary time for avoiding any possible delays.	Accept	Corrective

Poland – Małopolska Region

Figure 6.22 summarizes the identified risks and details a response strategy for each of them. From the 6 identified risks, 1 of them is considered of high severity, 1 of medium severity and 4 of low severity, this categorization will determine the prioritization of the risk both in terms of controlling and monitoring and in response.

Figure 6.22: Poland – Małopolska Region risks and response strategies

Risk Qualitative Analysis							Response Plan			
ID	Risk	Probability	Factor	Impact Factor	Severity		Name of the response	Description of the response	Strategy	Action
01	Existence of other training materials on the current market	30%	1	2	2	Low	Tested training	The ASSIST training is already available and for free, plus it has already been proved and provided positive results	Accept	Corrective
							Value added training	Updating the existing tools, materials and resources keep the programs' quality	Accept	Corrective
02	Social workers work overload may limit their activities	40%	2	2	4	Medium	Look for external funds	Look for external funds that would imply more resources for social workers to reduce their overload and therefore reduce activity limitations	Accept	Corrective
03	Existing legal obligation between ASSIST project partners if the ASSIST "image" will be readopted.	30%	1	2	2	Low	Seek for an agreement with ASSIST project partners	Talk with ASSIST project partners in advance to look for a solution beforehand and avoid any further legal problems.	Avoid	Preventive
04	Financial instability if the project depends on public / private funds and donations	50%	2	3	6	High	Taking part in funding programmes. Contact with funding bodies.	Direct contact with funding bodies and taking part in financial programs dedicated to tackling energy poverty together with municipalities or without them help to find more possibilities.	Mitigate	Preventive
05	Lack of methodology to analyse energy poverty, lack of databases and problems related to reaching energy poor people	30%	1	2	2	Low	Implementation and adaptation of the Methodology made for Małopolska Region	Małopolska is the first region that prepares and plans to implement Methodology of analysing energy poverty at local level. The document and actions planned in it could be replicated.	Accept	Accept
06	Society's resistance or a sense of shame and concealment of information about energy poverty	40%	2	1	2	Low	Education and information actions	Municipalities should organise education and information actions at local level to inform people about energy poverty and possibilities to reduce this problem. They can also encourage public participation.	Accept	Corrective
							Engaging welfare system	Welfare system has the biggest experience in working with people who could feel as excluded so this could help in reaching them and engaging in the ASSIST Model.	Accept	Corrective

Romania – Cluj-Napoca Municipality

Figure 6.23 summarizes the identified risks and details a response strategy for each of them. From the 6 identified risks, 2 of them is considered of high severity and 4 of medium severity, this categorization will determine the prioritization of the risk both in terms of controlling and monitoring and in response.

Figure 6.23: Romania – Cluj-Napoca Municipality risks and response strategies

Risk Qualitative Analysis							Response Plan			
ID	Risk	Probability	Factor	Impact Factor	Severity		Name of the response	Description of the response	Strategy	Action
01	Limited financial opportunities existing on the market	60%	2	2	4	Medium	Reach other markets and financial sources	For implementing the project, it is intended to reach other financial opportunities, like European grants or private foundations mechanisms of supporting similar initiatives	Accept	Corrective
02	"Tiredness" of social workers (public authorities and NGOs)	50%	2	2	4	Medium	Financial stimulus and expand the network	While the workload is very high, social workers, once trained, have the potential to pass by the knowledge and just oversee the process. Also, within the training, they will receive a financial stimulus.	Mitigate	Preventive
03	Bureaucratization in the creation of a structure and supra-structure of energy advisors will leave little room of manoeuvre for making decisions and entering the most vulnerable communities	40%	2	2	4	Medium	Stakeholder engagement	Various actors will be engaged in the process of creating the networks of energy advisers. Having a strong grass-root component, each local network will have the capacity to adapt solutions based on the needs. Local networks will have a form of autonomy and will not be held to apply top-down measures.	Accept	Corrective
04	Lack of interest of the private sector	70%	3	2	6	High	Better pitch the model	Try to find the economic opportunities within this model and convince private operators to join the project. Addressing energy poverty brings long term financial benefits.	Accept	Corrective
05	Lack of public awareness and knowledge on energy poverty	50%	2	2	4	Medium	Strong communication	Develop strong communication materials to raise awareness regarding Energy Poverty	Accept	Corrective
06	If incentives are not attractive, trainees may look for other job opportunities.	50%	2	3	6	High	Attractive financial incentives for the Romanian context	Give financial incentives to each trainee who finishes the training.	Mitigate	Preventive