



ASSIST model to tackle energy poverty and the SUITE project



ENERGY POVERTY is

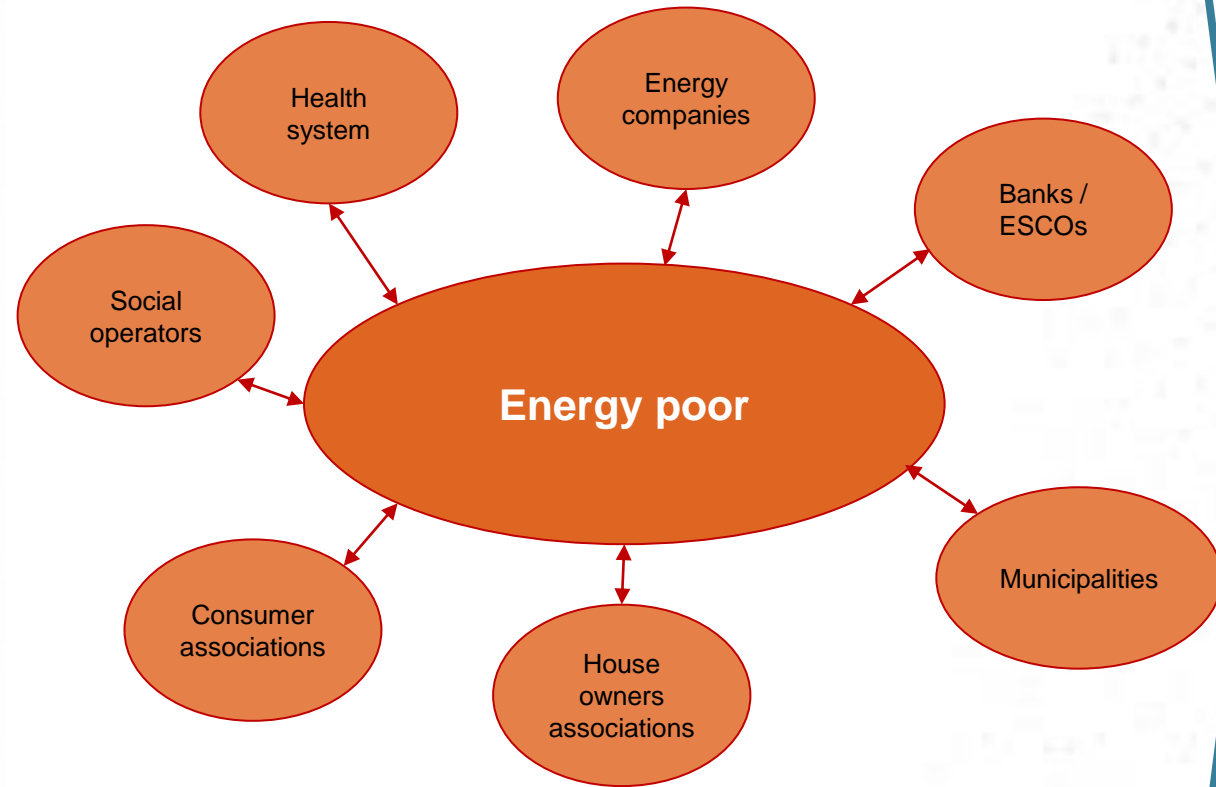
Transversal barriers and difficulties

<p>Limited resources to pay the energy bill</p>				
<p>Energy resources not sufficient to satisfy all the basic needs</p>	<p>80%</p>			
<p>Social exclusion / stigmatization</p>	<p>30%</p>			
<p>Not efficient houses – poor living conditions</p>	<p>22%</p>			

*data for Italy

Innovative change of ASSIST model

Current Scenario



NO «energy poverty contact point»

Integrated Approach



HEA as a *Unique Integrated Contact Point* for energy poverty



An innovative model to tackle *energy poverty* with an integrated approach

- Improving the living condition of the *vulnerable / energy poor consumers*, better satisfying their energy needs through the **Household Energy Advisor (HEA)** and the creation of an **HEAs' association**

ASSIST

European project (Horizon 2020 No.754051) to test an innovative holistic model to tackle energy poverty. A model based on the **HEA (Household Energy Advisor)**, a professional figure empowered on all energy poverty related issues, which can be taken up in **different contexts** (public – private; social – energy)

Coordinated by AISFOR, the consortium was formed by 12 partners coming from 6 different countries (Belgium, Finland, Poland, Spain, United Kingdoms and Italy).

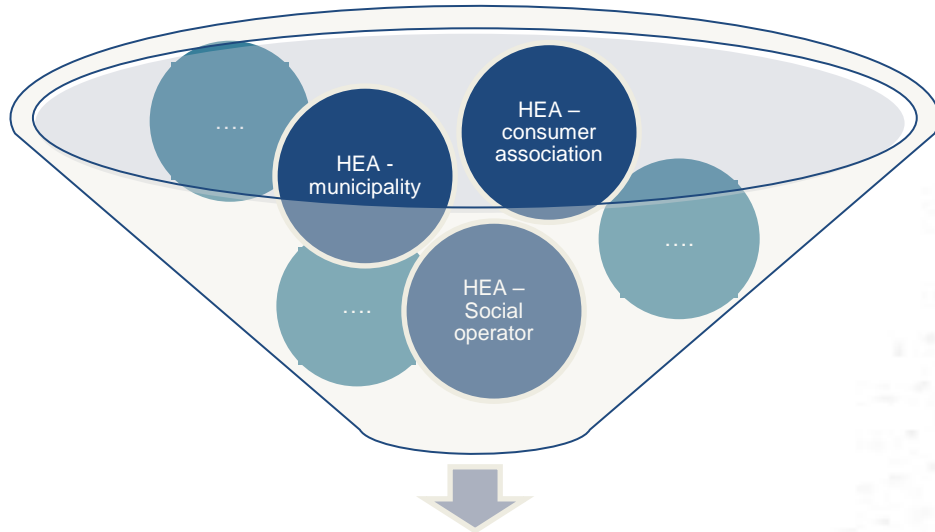
The project was developed in 2017 – 2020



www.assist2gether.eu

<https://cordis.europa.eu/project/id/754051>

ASSIST Model



ASSIST HEA Training



ASSIST-HEA Action



Operators coming from different working sectors



Trained on all energy poverty related issues



Become Members of the national **network**



Provide advice and **assist** energy poor people

BRIDGE with consumers

HEA activities: informs/ supports / assist



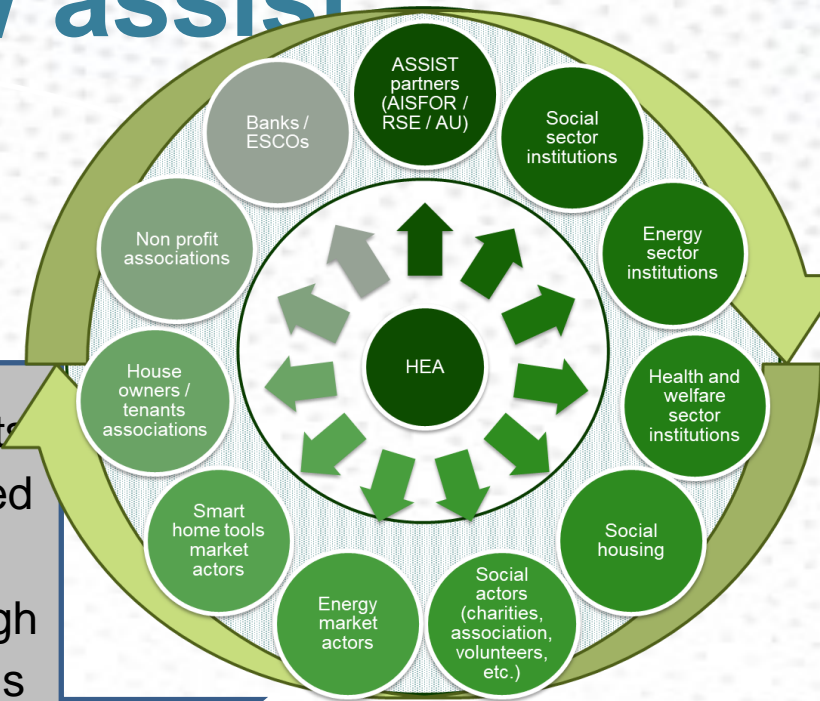
HEAs / Association of HEA

• Informs.
Provides integrated information on how to tackle energy poverty (1 to n)

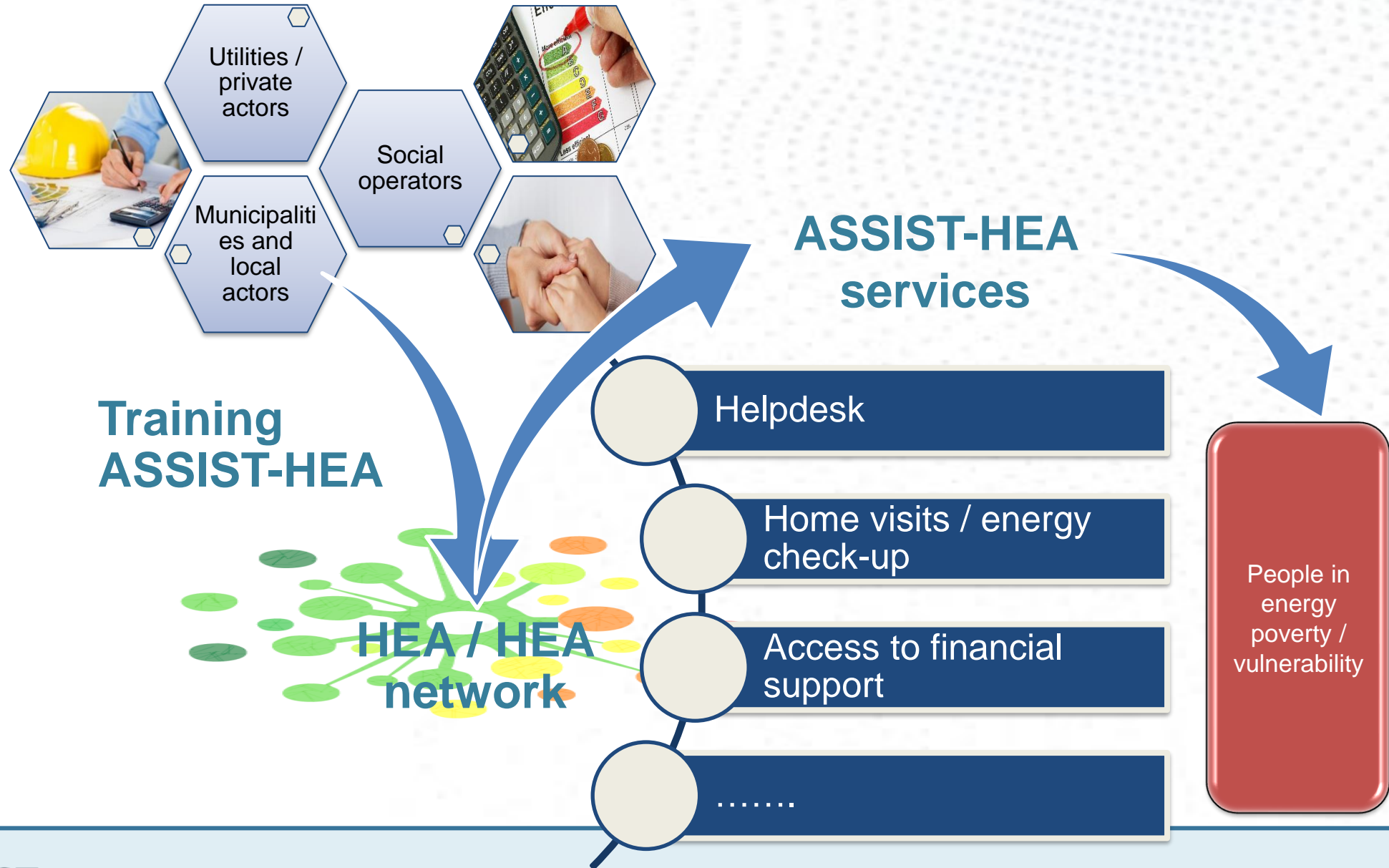
• Supports.
Provides in a customised manner information on how to tackle energy poverty (1 to 1)

• Assists. Assists in a customised and concrete manner through specific actions to tackle energy poverty (1 to 1)

Vulnerable / energy poor consumers



ASSIST Model



What have we achieved with ASSIST

HEA Profile

- Qualification scheme with the matrix of the HEA knowledge, skills and competencies

HEA Training

- Online training platform with training resources and course

HEA Network

- Online working area with working tools and resources

HEA Action

- Models and templates of possible actions

What have we found on ASSIST?

HEAs contributes to alleviate energy poverty

Reduction of energy consumption (objective)

- Increased awareness on energy consumption
- Reduces energy waste and reduces consumption (and relative cost)
- *Energy consumption data*

Reduction of energy costs (objective)

- Increased awareness and knowledge of the energy market and on the market offers
- Switching to more favourable conditions in line with their habits and needs
- *Energy cost data*

Increased comfort (subjective)

- Increased the perceived level of comfort in the household
- *Subjective perception data*

Reduction of vulnerability factor (subjective)

- Being aware and being in contact with a person able to support and assist on all energy poverty problems is a great added value which gives relief and psychological comfort
- *Subjective perception data*

Some numbers of ASSIST (pilot phase)

Country	No of HEAs delivering ASSIST activities	No of consumers reached with ASSIST soft	No of consumers engaged with ASSIST actions	Energy savings [kWh]	Energy savings [%]	ESI*	VEF**
Belgio	44	102,300	714	99,060	7%	3.9%	0.9
Finlandia	68	~300,000	1,130	N.A.	3.9%	1.7%	0.3
Italia	23	8,428	618	7,799	5%	5.5%	0.4
Polonia	53	2,330	1,875	130,207	4,4%	4.4%	N.A.
Spagna	93	5,484	755	61.231	4.5%	4.5%	1.9
Regno Unito	23	4,792	150	42.200	7%	5.1%	1.5

***ESI** (Energy Savings Indicator %) – **unique indicator for energy saving, money saving and increased comfort** = $\{ \text{Energy Savings}(\%) + [(\text{Energy Savings } \% * \text{Comfort Indicator}) + (\text{Energy Savings } \% * \text{Money Savings Indicator})] / 3 \} / 100$

****VEF** (Vulnerability Empowerment Factor) – **Quantifiable indicator for the decreased vulnerability between -2 and +2, where +2 is the maximum value for the decreased vulnerability**

ASSIST model proved successful in tackling energy poverty

<https://ec.europa.eu/easme/en/news/assist-model-proved-successful-tackling-energy-poverty>



After three years of hard work in tackling energy poverty, Horizon 2020 funded project [ASSIST](#) is approaching its end. It has built a successful model to support consumers in need, which can be taken up by different public and private actors working in various sectors – from energy to social, from banking to health, from non-profit associations to private companies.

ASSIST offers a two-way approach to energy poverty: active engagement of consumers in the energy market, and a positive change of behaviour in relation

to energy consumption able to influence the design of policies at all levels.

The ASSIST model is based on the figure of Household Energy Advisor (HEA) and a 3-step process: training – networking – action. The HEA

Citations ASSIST at European level

- [EUROPEAN COMMISSION STAFF WORKING DOCUMENT - EU GUIDANCE ON ENERGY POVERTY](#) - Accompanying the document Commission Recommendation on energy poverty - SWD(2020) 960 final (2020)
- [REVIEW OF PREVIOUS EU EXPERIENCES. ASSESSMENT FROM AN ENERGY POVERTY, GENDER, HEALTH AND MEDITERRANEAN PERSPECTIVE](#) – EmpowerMed project (2020)
- [Covenant of Mayors](#) both for EU and Italy included also in the leaflet “ALLEVIATING ENERGY POVERTY USEFUL RESOURCES” (2020)
- [EPOV 3rd report \(June 2020\)](#)
- [European Commission RECOMMENDATIONS COMMISSION RECOMMENDATION \(EU\) 2019/786 of 8 May 2019 on building renovation](#)
- [JRC Science for Policy Publication](#) - Energy poverty through the lens of EU research and innovation projects (2019) by Gangale, F. and Mengolini, A.
- [EnR Position Paper on Energy Poverty in the European Union](#) - January 2019 (ENr composed of 24 national energy agencies)

Take-up and scalability of ASSIST model

