

Scaling Up ASSIST model for Energy Poverty



Build a delivery and sustainable plan for the implementation and scalability of **ASSIST**

Marina Varvesi	–	AISFOR (Italy)	-	ASSIST coordinator
Marta Garcia	–	ECOSERVEIS (Spain)	–	SUITE coordinator

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 partners coming from 6 different countries (Belgium, Finland, Poland, Spain, United Kingdoms and Italy).

The project was developed in 2017 – 2020



www.assist2gether.eu

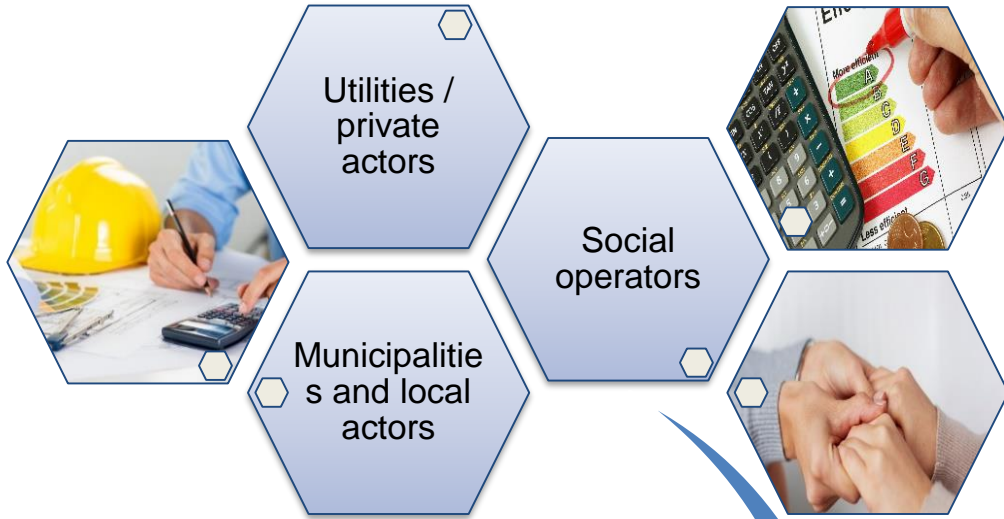
<https://cordis.europa.eu/project/id/754051>

ASSIST Model

Training

Network

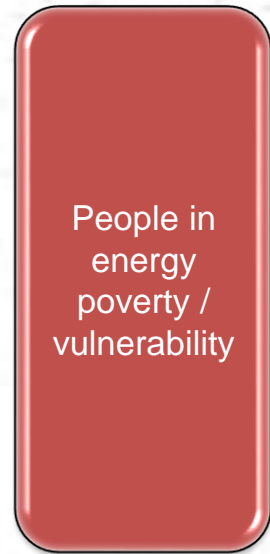
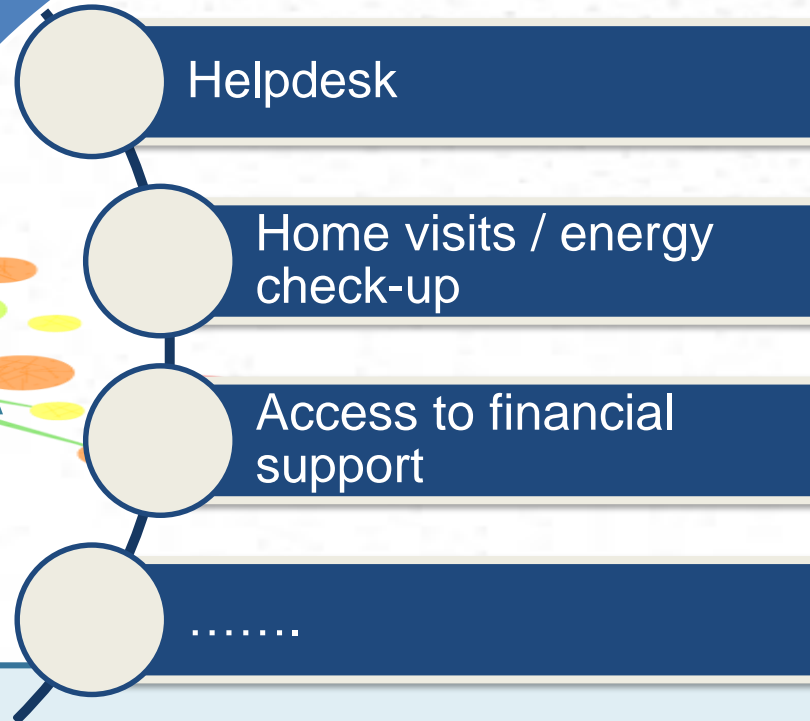
Action



Bridge HEA-people

ASSIST-HEA services

Training
ASSIST-HEA



What have we found out from ASSIST project?

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 energy contract offers
- Switching to contracts with 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 relieves and psychological comfort
- *Subjective perception data*

SWOT analysis of the HEAs actions

Strength

Actions are carried out by actors who are strongly rooted in the local context and thus are able to identify the consumer who are more in needs to receive support and the most suitable way to engage them by getting directly in contact with consumers

Weakness

A long time might be required to carry out the planned actions due to difficulties in the interaction with vulnerable families

Opportunity

The planned HEAs actions allow the involvement of people who otherwise would have never been engaged in such activities devoted to fight energy poverty

Threat

Some consumers might give up after the first activities
HEAs must be trusted people and the model must not be linked to market logics

ASSIST model – win-win

For the organisation taking up ASSIST model

- Integrated services specifically address energy poverty
- **Energy actors operators:** reduced unpaid bills and relative costs (detachment, reimbursement, etc.)
- **Social operators:** reduced costs to pay for energy bills of poor people
- **Institutional operators:** innovative public service to support and assist people in need

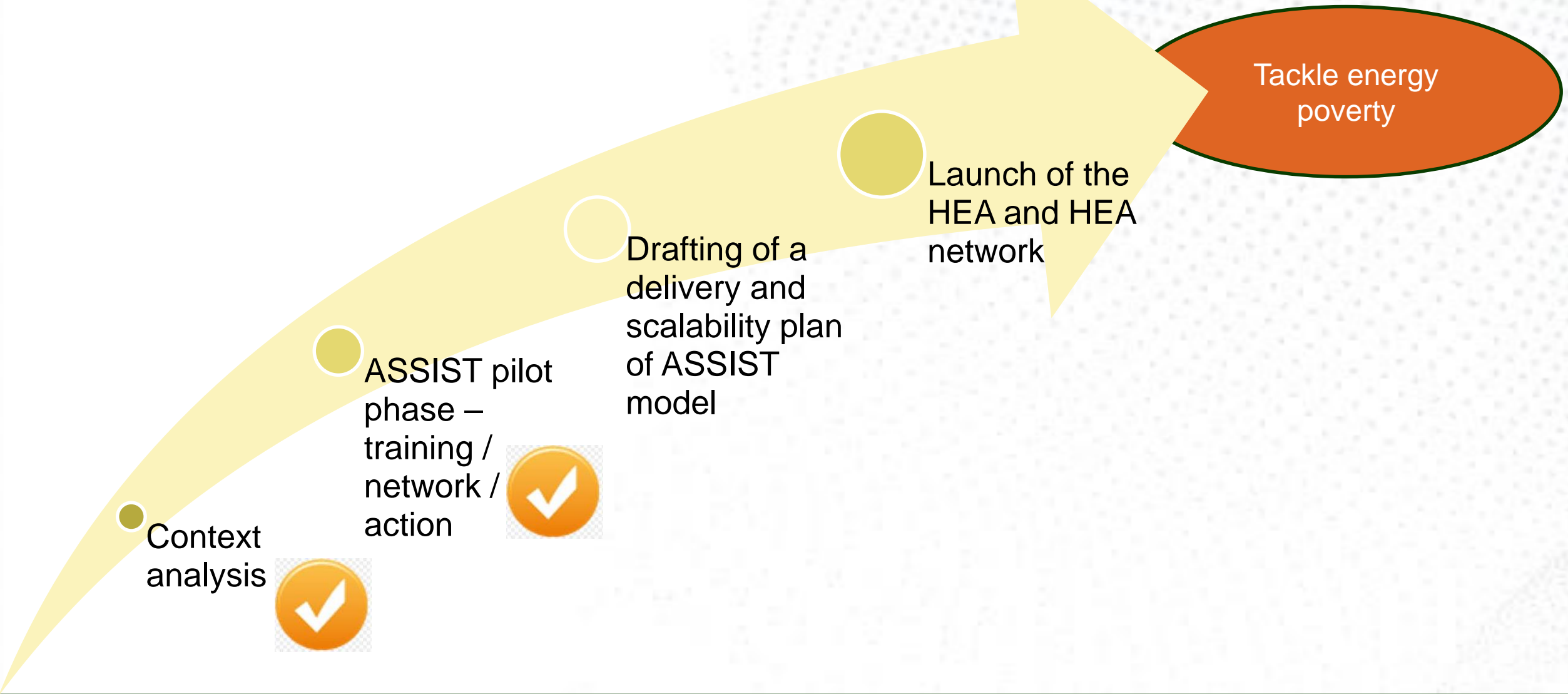
For the people in energy poverty / vulnerability

- Personalised assistance on energy needs and consumption habits
- Improved quality of life and comfort level
- Social inclusion

To tackle energy poverty

- Sharing of best practices
- Wide scale awareness

Take-up and scalability of ASSIST model



Partner	Role:	ASSIST model take-up	Interest:	Channel:	Synergies:
Municipalities	<ul style="list-style-type: none"> Take-up ASSIST model within SECAPs (as requested by European directives) 	Launch of an helpdesk for citizens	<ul style="list-style-type: none"> ASSIST model ready to take-up – trainign, assistance to setting-up and managing (including impact montioring) 	<ul style="list-style-type: none"> Direct contacts Covenant of Mayor and national offices Climate Alliance 	SECAPs
National institutions	<ul style="list-style-type: none"> Insert model within national plans 	Take up of HEA network at national level	<ul style="list-style-type: none"> Meccanismo di assistenza chiavi in mano basato sui TED come in altri paesi europei (vedi ultime slide) 	<ul style="list-style-type: none"> Contatti diretti 	National energy strategies
Social / Health / Welfare actors	<ul style="list-style-type: none"> Creating contacts and trustworthy relationship with vulnerable consumers 	Assistance model (social prescribing – UK)	<ul style="list-style-type: none"> Innovative preventive and assistance measures to reduce sanitary costs Provide training on energy issues 	<ul style="list-style-type: none"> Institutional actors (ministry, national health system, etc.) 	Assistance to people in need
Associations (consumers / house owners / non profit / etc.)	<ul style="list-style-type: none"> Integrate services on energy poverty and related aspects (health, education, etc.) 	Energy poverty helpdesk	<ul style="list-style-type: none"> Integrate and increase services 	<ul style="list-style-type: none"> Direct contacts 	
Energy market actors (utilities, energy agencies, etc.)	<ul style="list-style-type: none"> Integrate assistance activitywithin their CS policies 	Energy poverty / energy assistance helpdesk	<ul style="list-style-type: none"> Integrate and increase services CSR policies 	<ul style="list-style-type: none"> Attori istituzionali del settore energetico 	
Smart home devices market actors	<ul style="list-style-type: none"> Integrate the retail services 	<ul style="list-style-type: none"> Launch of an helpdesk within the shop 	<ul style="list-style-type: none"> Integrate and increase services CSR policies 	<ul style="list-style-type: none"> Direct contacts Associations 	

Thank you!

**For more, join us tomorrow in
session 7d at 9:30!**

Marina Varvesi

AISFOR – Italy

Email: varvesi@aisfor.it

Marta Garcia

ECOSERVEIS – Spain

Email: marta@ecoserveis.net

www.assist2gether.com

  [@assist2gether](https://twitter.com/assist2gether)

[#ASSIST2gether](https://twitter.com/assist2gether)