



EmpowerMed

D2.2 Training materials

Work Package 2 - Training materials
Version 1, February 2020





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WP LEADER	SOGESCA
TASK LEADER	SOGESCA
DELIVERABLE N°	D2.2
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Introduction

This deliverable, D2.2 Training materials, collects the materials the EmpowerMed consortium uses to transfer knowledge and to build capacity of the partners. The process can be divided in two flows: the first is the exchange between the partners, the second refers to the training from the partners to the local actors involved.

Experienced partners → partners with less or no experience
All partners → local actors of pilot areas

The capacity and knowledge of partners and local actors is increased through the elaboration of training materials and the provision of training both internally and externally – outside the consortium.

For this reason, this deliverable will be composed in two versions. The first version is the plain collection of the training materials presented during the kick-off meeting in Barcelona from 22nd to 25th October 2019. Training content was based on the needs assessment of partners of EmpowerMed for capacity building. Training materials were composed and the training was delivered both by project partners and external experts.

The second version will include the collection of training materials that are developed and will be used by the partners for building capacity of the local actors in EmpowerMed's pilot areas. As those materials will be used during the first half of 2020 for training events, the second version of this deliverable is expected to be available in autumn of 2020. Meanwhile, the training materials will be made available for use on the website of the project.

1 Introductory training for partners

1.1 Training blocks

From 22 October to 25 October 2019, during the kick-off meeting of EmpowerMed project, several training blocks were implemented by the partners and external experts:

- Energy poverty
- Health
- Household visits
- Do-it-Yourself approaches
- Gender
- Communication
- Social actors
- Collective assemblies

1.2 Energy poverty

Similarities and differences between the pilot areas

Similarities	Differences
<ul style="list-style-type: none">● Access to housing is an issue (link to tourism) (except in Albania)● Poor insulation / old building stock● No or no proper heating / cooling system● Electricity based heating● Lack of data on Energy Poverty / gender / summer Energy Poverty (except in Spain)● Income indicators as main indicators of energy poverty● Relation between energy poverty and low resources / income● Pilot areas are better-off areas (except France)● Mediterranean climate● Affected groups (single mothers, elderly, poor workers...)	<ul style="list-style-type: none">● Social mobilization high in Spain● Croatia: traditionally women lead households● Spain: good data, campaigns on energy poverty, law on energy poverty● Albania: empty building stock● Energy advisory exists: Italy (some advising) (Arera), Slovenia, Spain● Home ownership rates are high (Slovenia, Croatia, Albania, Italy) / low (France, Spain)● Sizes of the cities (pilot areas): Spain / France : 1 million and more, Albania / Italy: cca 200.000, Croatia /Slovenia: cca 50.000● High share of social housing: France● Albania: lack of access to energy (network issue, shortage in peaks)● Energy poverty focused in some city areas (France, Spain)● Water poverty as part of energy poverty in Spain

Specificities of the pilot areas and key actors

The following table collects the specificities of each pilot areas, focussing on energy poverty, affected groups and key actors.

	Croatia - Zadar	Spain - Barcelona	Italy - Padova	Slovenia - Koper	Albania - Vlora	France - Marseille
<i>Definition of Energy poverty</i>	NO	National Energy Poverty Strategy 2019 – 2024	NO	Energy poverty appears as term in some government documents, but there is no official definition in Slovenia.	NO	
<i>Law related to energy poverty topics</i>	Ordinance OG 95/15 on criteria for achieving the status of vulnerable grid connected energy consumer.	Catalan Law 24/2015 of urgent measures to tackle housing and energy poverty emergencies.	NO	Slovenian draft National Energy and Climate Program demands to legally define energy poverty by 2021.	Law on the Power Sector 43/2015 Article 3 defines a vulnerable customer. On Article 95, determined by the Ministry of Social Affairs, Ministry for Energy, Ministry of Finance and the state Energy Regulatory Entity, there are criteria taken into account for acquiring vulnerability status.	
<i>Main problems related to energy poverty</i>	Inadequate heating systems. Not proper (or any) cooling system. Buildings are poorly insulated.	Inability to keep the home adequately warm. Arrears on utility bills. Urban-specific vulnerability factors. From the 2016 Spanish Survey on Income and Living Conditions (SILC) on a representative, random sub-sample of 799 households living in Barcelona.	The already implemented activities for tackling existing problems are: Hot meals delivery, Laundry services, Energy bills contribution, Public household equipment maintenance, Summer vacations, Parks refurbishing to promote the open-air activities, Single mothers supporting project (Ambra Project); The activities to be implemented are: Educational program to properly manage the house efficiency.	Lacking or inefficient heating and/or cooling systems. Poor insulation and general deterioration of buildings. Tourism related low quality jobs. Tensions in real-estate markets due to tourist demand for housing.	Type of buildings: those build before 1990 are not insulated properly. Use of electricity as main source of water heating and cooking. 73% use biomass heating for their houses. Poor insulation. Cost of electricity is high while income is low. High Energy consumption by householders. Only one provider of electricity (Government owned). In rural areas electricity is transmitted by air wires, there may be problems with winds and thunderstorms.	Old housing stock: half of the buildings built before the first thermal regulation. Low income households are mainly living in this kind of dwellings. Relationship between landlords and tenants: lack of mediation to achieve energy efficiency measures, financing proposal. Low income households have recurrent problems with their energy consumption and comfort in their homes, both in summer and winter.

	Croatia - Zadar	Spain - Barcelona	Italy - Padova	Slovenia - Koper	Albania - Vlora	France - Marseille
<i>Affected groups</i>	In 2016, in Zadar County there were: 1.321 people receiving the guaranteed minimal allowance (social welfare scheme), 2.389 users of the one-time support, 878 disability support recipients, 535 recipients of housing support 1.414 recipients of support for winter fuel payment		Elders. Families with minors. Single mothers with minors.	Elderly women. Single parent households. Women. Unemployed. Recipients of social support.	Elders. Single parent households. Women. Unemployed. Recipients of social support. Roma and Egyptian community.	A large number of low-income households: one in six inhabitants lives under the poverty line (870€ per month). In the region, 12% of the households spend more than 8% of their income on energy expenses at home (heating, cooking...) and transport. On the territory, 70 .000 households (9%) are vulnerable to EP, spending more than 15% of their resources on energy bill.
<i>Key actors</i>			Padova local Authority. Social services. Informambiente. Local no-profit associations. Religious associations.	Local centres for social work. Caritas and Red Cross. Pensioner's associations. Associations like PINA and Rotunda that link. Local communities. Women networks.	Municipality of Vlora and Region Council of Vlora. Universities and other research institutions. Consumer Protection association. Businesses and guesthouses and campsites run by women. Vocational schools (trade and marine schools).	Municipal social action centres.Social housing organisations.Charity.Local association.Impulse toit: a social organisation which implements retrofitting measures.
<i>Topics related to gender</i>	Households are traditionally women-led, with many women doing all the chores and taking care of the energy bills. At the same time many women are still lacking basic energy literacy and are left out of any energy efficiency planning.					



1.3 Health

The following materials were used (available in Annex I):

- Physical and psychophysical health impacts of energy poverty (Laura Oliveras, Barcelona Public Health Agency)
- Early detection of energy poverty through family doctors and local medical practices in Barcelona (Davide Malmusí, Barcelona City Council)
- Health training (Slavica Robić, DOOR)
- Housing, Energy poverty and Health (Lluc Canals, IREC)

1.4 Household visits and Do-it-Yourself approaches

The following materials were used (available in Annex II):

- Smart metering (Lluc Canals, IREC)
- Households visits (Slavica Robić, DOOR)
- Implementing visits in households affected by energy poverty and techniques for approaching the households: case of Slovenia (Lidija Živčič, Focus)

1.5 Gender


The following materials were used (available in Annex III):

- Municipal actions for building energy sovereignty - Municipalist Manifesto from 2020 onwards - Women, Energy and Ecofeminist proposals (Alejandra Duran, XSE Xarxa per la sobirania energètica)
- Women in Energy Cooperatives: Advancing Gender Equality the Cooperative Way (Anke Stock, WECF)
- Gender Approaching Techniques (Valbona Mazreku, Milieukontakt Albania)
- Gender Session Part 1 - Gender Dimensions (Anke Stock, WECF)
- Gender Session Part 2 - Gender Empowerment and Women in action (Anke Stock, WECF)
- Gender inequality and energy poverty (Irene González Pijuan, Associació Catalana d'Enginyeria Sense Fronteres - Aliança contra la Pobresa Energetica)
- Gender approaches (Marie-Maud Gerard, Geres)

1.6 Communication and social actors

The following materials were used (available in Annex IV):

- Approaching and communicating with households affected by energy poverty (Lidija Živčič, Focus)

- 
- Communication (Slavica Robić, DOOR)
 - Building networks with social actors (Valbona Mazreku, Milieukontakt Albania)
 - Communication with social actors and households (Monica Guiteras, ESF)
 - Building networks with social actors (Marie-Maud Gerard, Geres)

1.7 Collective assemblies

The following materials were used (available in Annex V):

- Collective assemblies (Anke Stock, WECF)
- Collective assemblies exchange of experiences (Valbona Mazreku, Milieukontakt Albania)
- Collective Assemblies Barcelona and Catalonia experience through the case of Alliance against Energy Poverty (Monica Guiteras, ESF)
- Collective assemblies (Marie-Maud Gerard, Geres)



ANNEXES

Annex 1 - Health

Annex 2 - Household visits and DIY

Annex 3 - Gender

Annex 4 - Communication and social actors

Annex 5 - Collective assemblies



Annex 1 - Health



Energy poverty and health

Laura Oliveras Puig

22 October 2019



This project [EmpowerMed] has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 847052.

Structure of the presentation

Health
What exactly
are we talking
about?

Energy poverty
and health

The work of
the Barcelona
Public Health
Agency

Gender

Health: What exactly are we talking about?

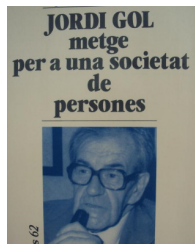
- Health
- Public Health
- Social Determinants of Health (SDH)
- Health inequalities



Health Public Health SDH Health inequalities



Health is a state of complete **physical**, **mental** and **social well-being** and not merely the absence of disease or infirmity.



Health is a **way of life** that is **autonomous**, **solidary** and **joyful**.



Health is a **social**, **economic** and **political** issue and above all a fundamental **human right**. Inequality, poverty, exploitation, violence and injustice are at the root of ill-health and the deaths of poor and marginalised people. Health for all means that powerful interests have to be challenged, that globalisation has to be opposed, and that political and economic priorities have to be drastically changed.

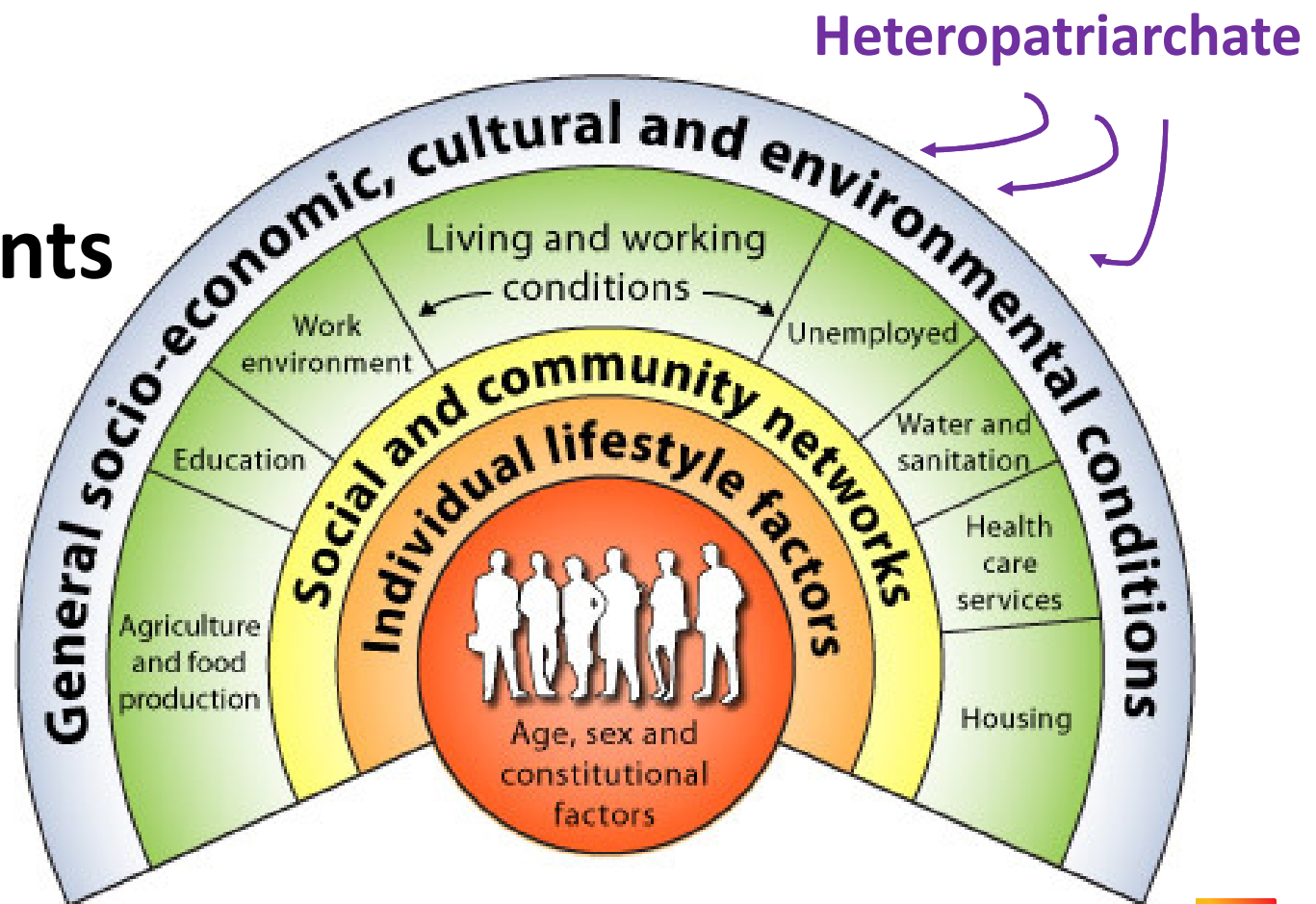
Health **Public Health** SDH Health inequalities

- Individual vs. collective health
- The organized set of actions of public authorities and society through the mobilization of human and material resources to protect and promote **collective health**.

Where do we act?

Health Public Health SDH Health inequalities

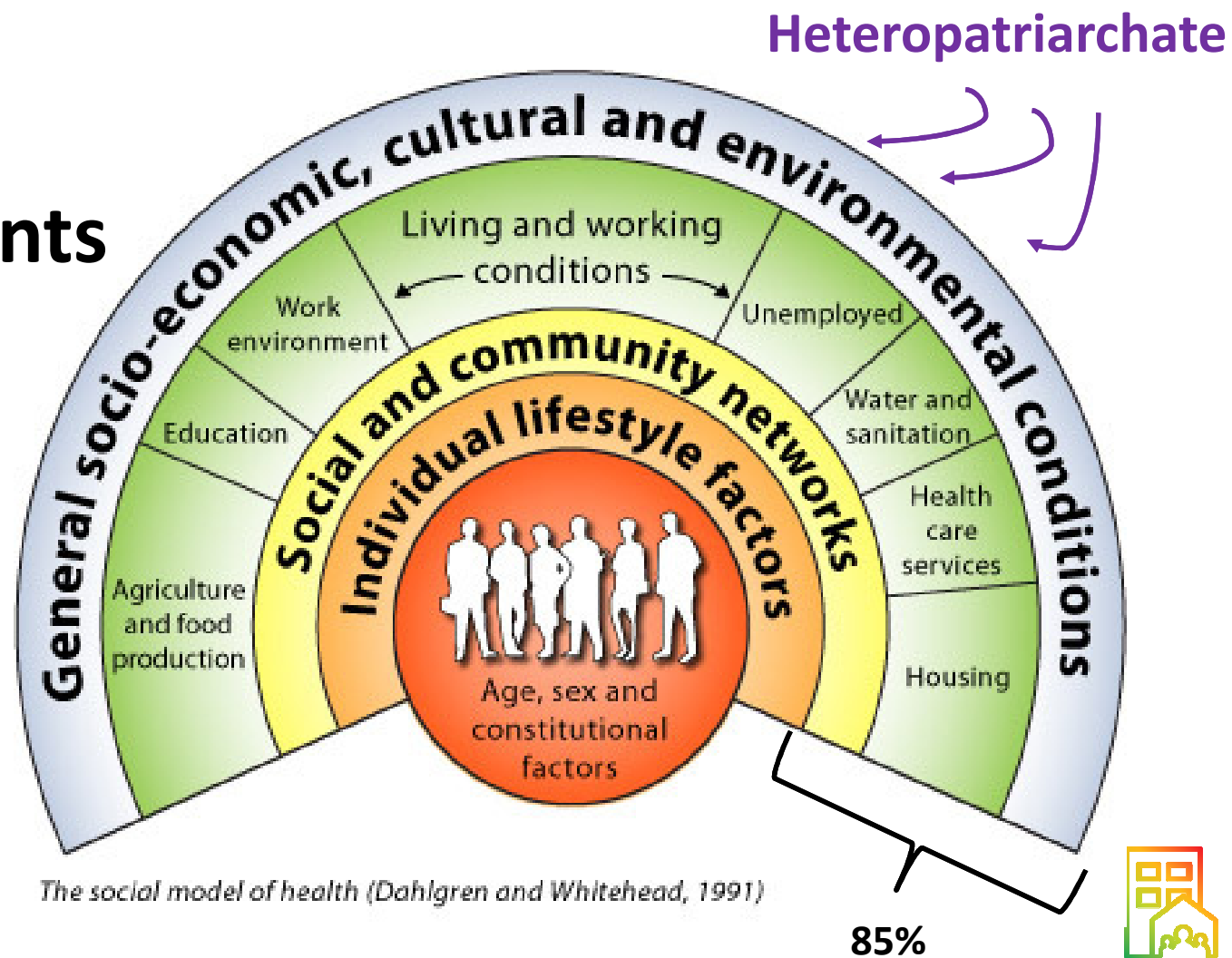
Main determinants of health



The social model of health (Dahlgren and Whitehead, 1991)

Health Public Health SDH Health inequalities

Social determinants of health



The social model of health (Dahlgren and Whitehead, 1991)

Health Public Health SDH Health inequalities

- Circumstances in which people grow, live, work and age
- Not the same for everyone
- Depend on the distribution of power, money and resources at the global, national and local levels



Health inequalities

Health Public Health SDH Health inequalities

The systematic, unjust and avoidable differences in people's health across the population and between specific population groups

Health Public Health SDH Health inequalities

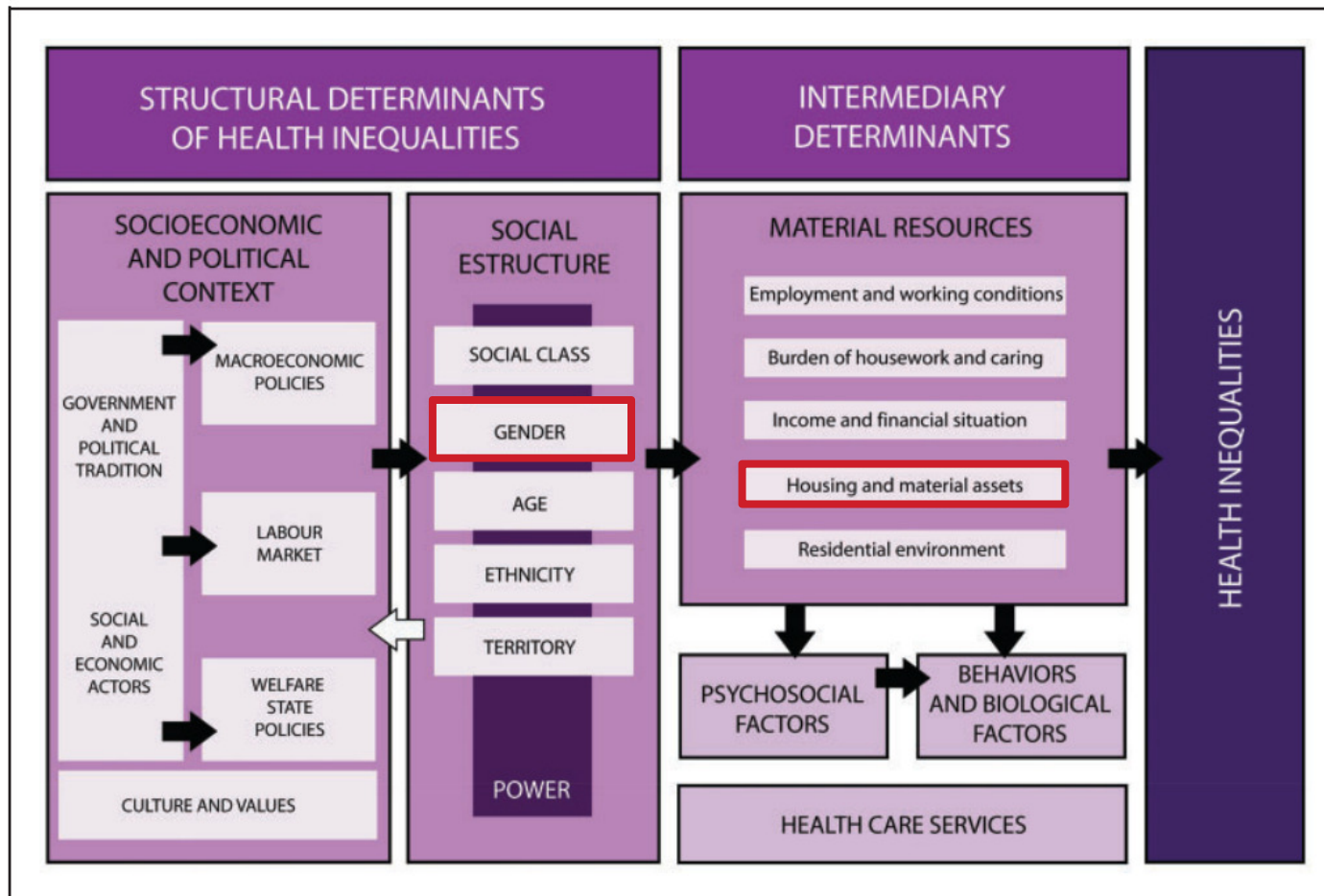


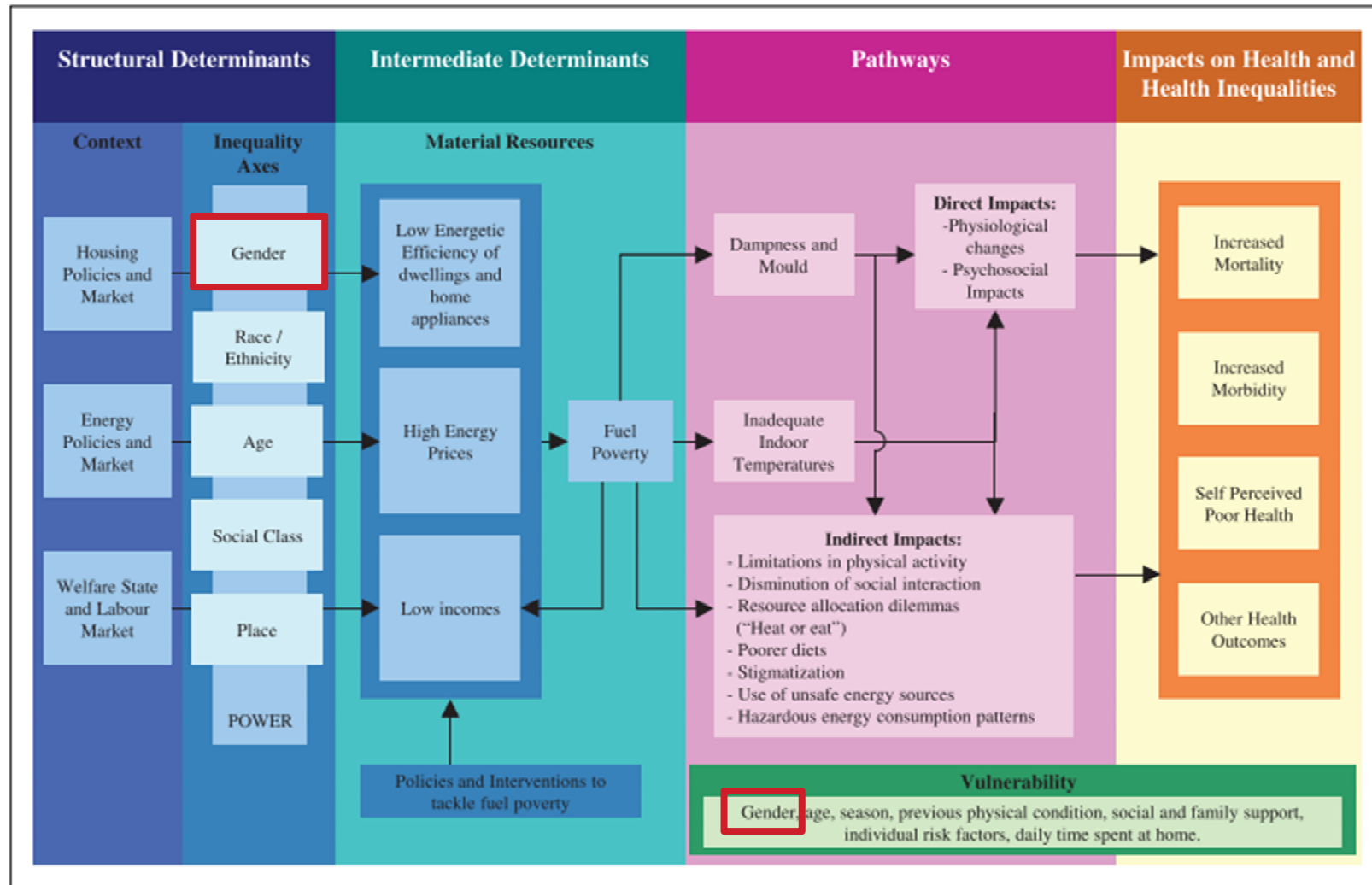
Figure 1. Conceptual framework of the determinants of health inequalities.
Source: The Commission to Reduce Social Inequalities in Health in Spain (Borrell et al., 2010⁴).



Energy poverty and health



Energy poverty and health



Energy poverty and health

Direct health impacts

- Greater cardiovascular and respiratory morbidity and mortality
- Mental health (any age group!)
- Minor illnesses like colds and flu
- Exacerbation of existing conditions such as arthritis and rheumatism
- Respiratory problems in children

Indirect health impacts

- Dietary opportunities and choices
- Risk of accidents and injuries in the home
- Hinder normal functioning in everyday areas such as work or study
- Reduction in social interaction, stigmatization

! **Anglo-Saxon context**

! **Focus on cold homes**

! **No gender perspective**
No disaggregated data



The work of the Barcelona Public Health Agency



The work of the ASPB

Façade insulation retrofitting policy
implementation process and its
effects on health equity
determinants: A realistic review



Impact of energy efficiency
interventions in public housing
buildings on cold-related mortality:
a case-crossover analysis

The impact of fuel poverty upon
self-reported health status among
the low-income population in
Europe

The work of the ASPB

Façade insulation retrofitting policy implementation process and its effects on health equity determinants: A realistic review



Impact of energy efficiency interventions in public housing buildings on cold-related mortality: a case-crossover analysis

The impact of fuel poverty upon self-reported health status among the low-income population in Europe

Social groups suffering most from energy poverty (low-income, renters, elderly) can attain more health benefits (through improving health determinants) but experience more barriers for undertaking a housing retrofitting.

The inequality dimensions described most in the literature are socioeconomic position, housing ownership status and age.

There are **very few mentions** of other relevant inequality dimensions like **gender**, ethnicity or migratory status.

The work of the ASPB



Façade insulation retrofitting policy
implementation process and its
effects on health equity
determinants: A realistic review

Impact of energy efficiency
interventions in public housing
buildings on cold-related mortality:
a case-crossover analysis

The impact of fuel poverty upon
self-reported health status among
the low-income population in
Europe

The intervention reduced the risk
of death associated with extreme
cold in women.

The effect was greatest for
circulatory system causes, women
with no education and in those
aged 75 or older

The work of the ASPB

Façade insulation retrofitting policy implementation process and its effects on health equity determinants: A realistic review

No disaggregated data!

sophie★

Impact of energy efficiency interventions in public housing buildings on cold-related mortality: a case-crossover analysis

The impact of fuel poverty upon self-reported health status among the low-income population in Europe

The probability of being energy poor is substantially higher among the population in the **two lower income quintiles** across European countries.

Particularly high incidence in **southern and transition countries**, and among the **low-income renters**.

People with energy poverty are more likely to report **poor health**.

The work of the ASPB



Qualitative and quantitative evaluation of an intervention to reduce energy poverty



The situation of the right to housing, energy poverty and its impact on health in Barcelona

The work of the ASPB



Qualitative and quantitative evaluation of an intervention to reduce energy poverty



The situation of the right to housing, energy poverty and its impact on health in Barcelona

Best assessed aspects : home visits, energy efficiency advice and the relationship with energy agents.

The program did not reach some of the most vulnerable populations: illegal energy supplies, **immigrant women**, immigrants subrenting properties

There was a **clear gender inequality** in the selection of the energy agents, with a male predominance.

Strategies with a **gender and equity perspective** should be considered to reach more vulnerable groups.

The work of the ASPB



PENSA
Pobreza Energética y Salud

Scoping review on the effects of energy poverty and health

Structural Energy Poverty Vulnerability and Excess Winter Mortality in the European Union: Exploring the association between structural determinants and health

Energy poverty and health: trends in the European Union before and during the economic crisis, 2007-2016

The association of energy poverty with health and health care use in southern Europe: a study based on the Barcelona 2016 health survey

Estimation of an energy poverty index at small area level based on the 2016 Barcelona health survey



PENSA

Europe

Energy Poverty



PENSA

Europe

Energy Poverty Vulnerability

Susceptibility of a household to experience energy poverty if there is a **change** in the **internal conditions** of the dwelling unit or in the **external conditions**.

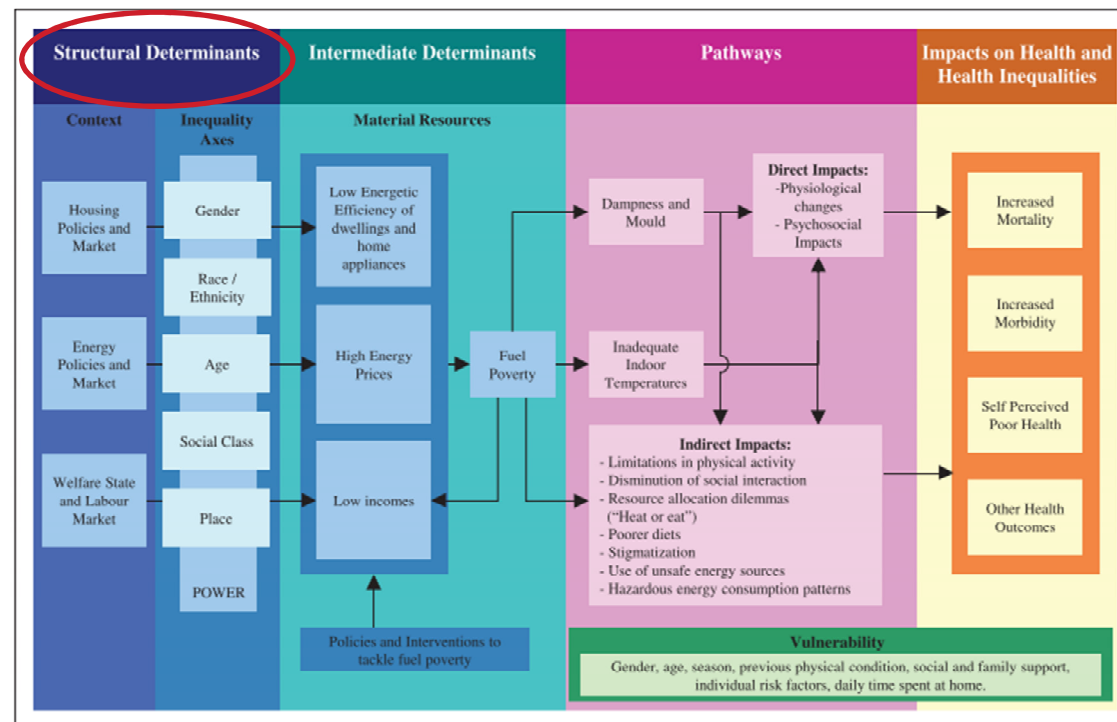


PENSA

Europe

Structural Energy Poverty Vulnerability

The lack of capacity of a **country** to protect its population from external and internal factors that may drive households into energy poverty.





PENSA

Europe – Study 1

Objectives

1. To study the Structural Energy Poverty Vulnerability of the EU-27 countries through the creation of an **index** that considers the **structural determinants of energy poverty**.
2. To propose **country typologies** according to their structural energy poverty vulnerability level



PENSA

Europe

Final index: 13 indicators at country level

Labor Market and
Welfare State

Expenditure on Social Protection per inhabitant

Housing Market
and Policies

Social rental stock as % of total housing stock

Energy Market
and Policies

Annual Electricity switching rates

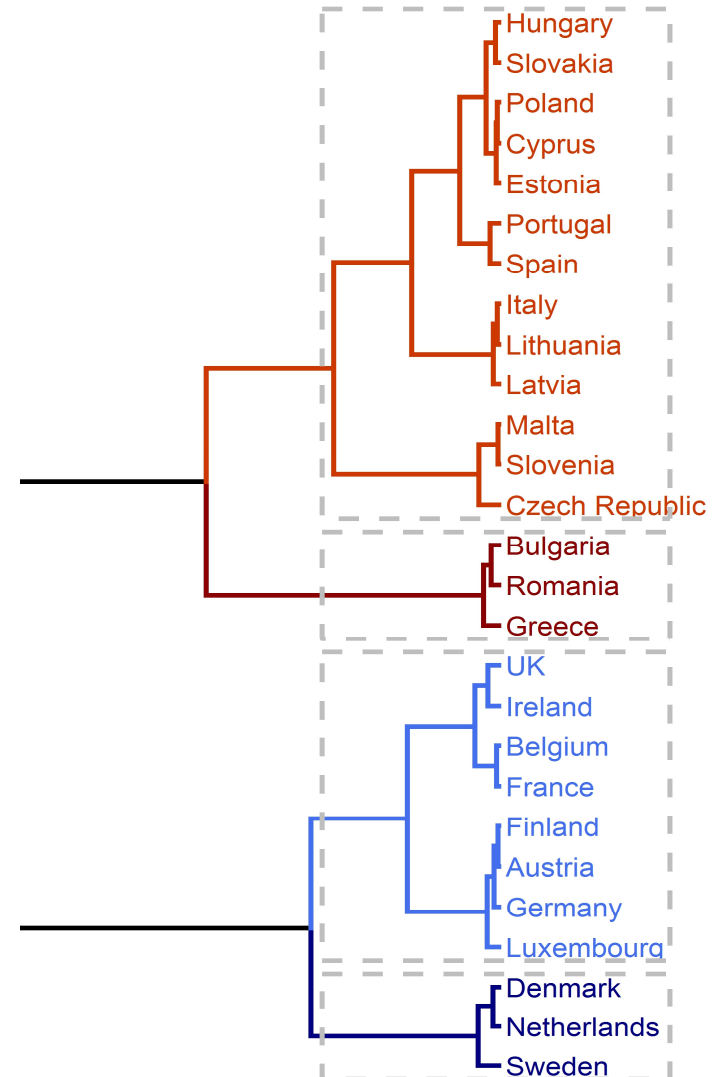
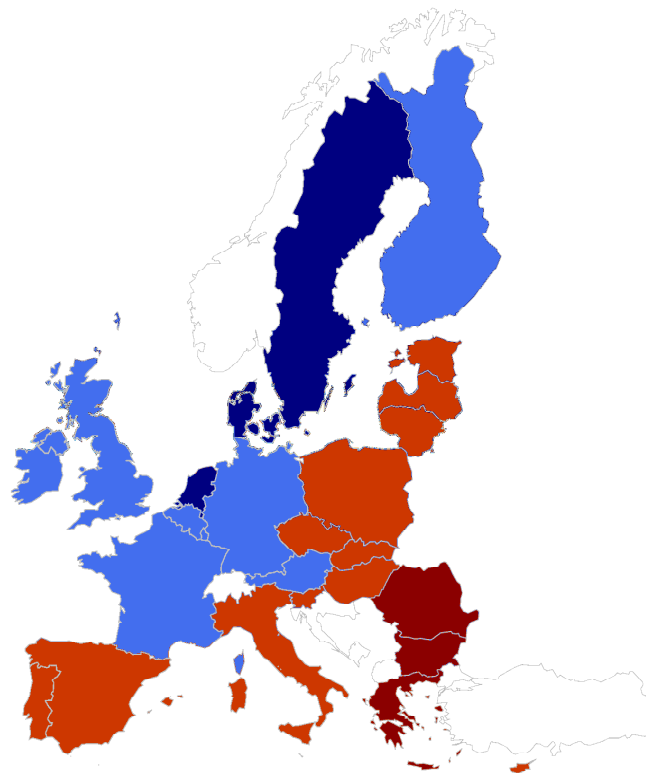


PENSA

Europe

Index Clusters

- First Cluster
- Second Cluster
- Third Cluster
- Fourth Cluster





PENSA

Europe – Study 2

Objectives

To analyse the **time trend** in the EU by country typology **before and during the economic crisis** among women and men in:

1. The energy poverty **prevalence**
2. The **association** between energy poverty and health
3. The **impact** of energy poverty on health

Energy poverty

- Cannot afford to keep their homes adequately warm
- One or more arrears in utility bills

Health

- Poor self-reported health
- Reduced well-being
- Likely depression



PENSA

Barcelona

Barcelona Health Survey:

- Aims to obtain information on the **health and health determinants** of the population of the city of Barcelona
- It takes place every 4-5 years
- It is representative at the district level
- In 2016, for the first time, **questions on energy poverty** were included



PENSA

Barcelona

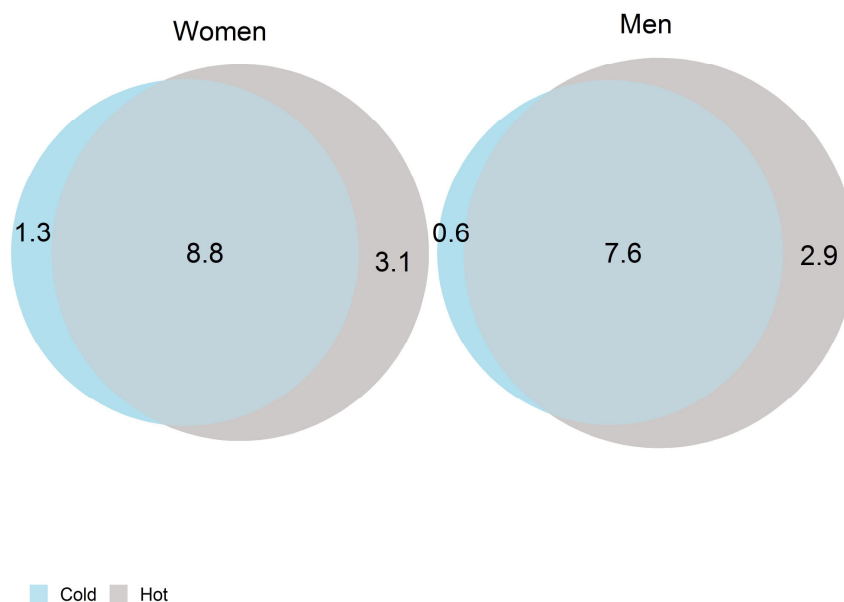
- Inability to keep the home at an adequate temperature during the cold months
- Inability to keep the home at an adequate temperature during the hot months
- One or more arrears on utility bills in the last 12 months
- Presence of leaks, dampness in walls, floors, ceilings or foundations, and/or rot in floors, window frames or doors
- Lacking the means to heat the home or having heating or room-heating appliances without using them when necessary
- Lacking air conditioner or not using it when necessary
- Amount of electricity, gas and other fuel bills + household income



PENSA

Barcelona

Temperature



Bills and income

Electricity bills	29%
Gas and other fuel bills	29%
Household income	49%



PENSA

Barcelona – Study 1

Objective

To study the association between **energy poverty** and the **state of health**, the **use of health services** and the **use of medication** in the city of Barcelona in 2016.

Energy poverty

Cannot afford to maintain the dwelling at an adequate temperature during the cold and/or hot months

13 **health status** indicators

8 **health services use** indicators

5 **medication use** indicators



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Barcelona – Study 2

Objective

To develop a geographic index of energy poverty at neighbourhood level for the city of Barcelona in 2016.

6 energy poverty indicators

6 Covariates:

Sex, Age,
Education level,
Country of origin,
Home ownership,
Work situation,

Some last ideas

- Health is complex
 - Working with health requires a broad perspective
- Energy poverty affects people's physical and mental health, as well as social well-being.
 - There are more vulnerable and vulnerabilized social groups
- Gender inequalities affect everything from the most structural determinants to the most individual vulnerability to health effects.
 - There is a need for gender mainstreaming and interventions with gender perspective
- Public health is a good tool for advocacy

Team

- Marc Marí Dell'Olmo
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- Mercè Gotsens
- Laia Palència
- Lucía Artazcoz
- Constanza Jacques
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Gràcies!



PENSA

Pobreza Energética y Salud



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Energy Poverty in Croatia



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Health impacts

- Questions designed to cover the health-related behaviours of the participants, their health status and self-assessment of their personal health, then the individual's perception of his or her health.
- Health indicators related to the self-assessment of the physical and mental condition, chronic disease, personal well-being and general health were assessed.



Health impacts

- Indicators used:
 - *Indicators of self-assessment of psychological and physical health (ISPPH)*
 - *Indicator of illness (II)*
 - *Indicator of personal well-being (IPW)*
 - *Indicator of general self-assessment of health (IGSH)*
 - *index of the self-rated mental health (ISMH)*
 - *index of the self-rated physical health (ISPH)*
 - *index of self-rated general health (ISGH)*



Health impacts

		Respondents	National population
		(%)	
Sex	Male	34.4	47.4
	Female	65.6	52.6
Age	18-34	13.6	27.1
	35-54	46.1	32.7
	55+	40.3	38.5
Marital status	Married (and living together)	46.4	59.2
	Married (living separated)	0.5	2.9
	Civil partnership	6.1	NA
	Divorced	15.2	4.8
	Widowed	19.7	12
	Never married	12	24
Education	No formal education	15.2	1.8
	Primary level	33.9	17.4
	Secondary level	47.5	54.8
	Tertiary level	3.5	17.6
Work status	Unemployed (looking for job)	54.1	8.2
	In formal education system (not paid by employer)	0.3	3.5
	Permanently sick or disabled	3.7	6.5
	Retired	25.9	31.4
	Domestic work, caring for children or other persons	12.5	6.3
	Other	3.2	0.1
	M		
Income	Respondent's monthly income (€)	163.87	-
	Household's monthly income (€)	311.99	924
	Household's monthly income per capita (€)	108.89	-
Household members		3.56	2.8



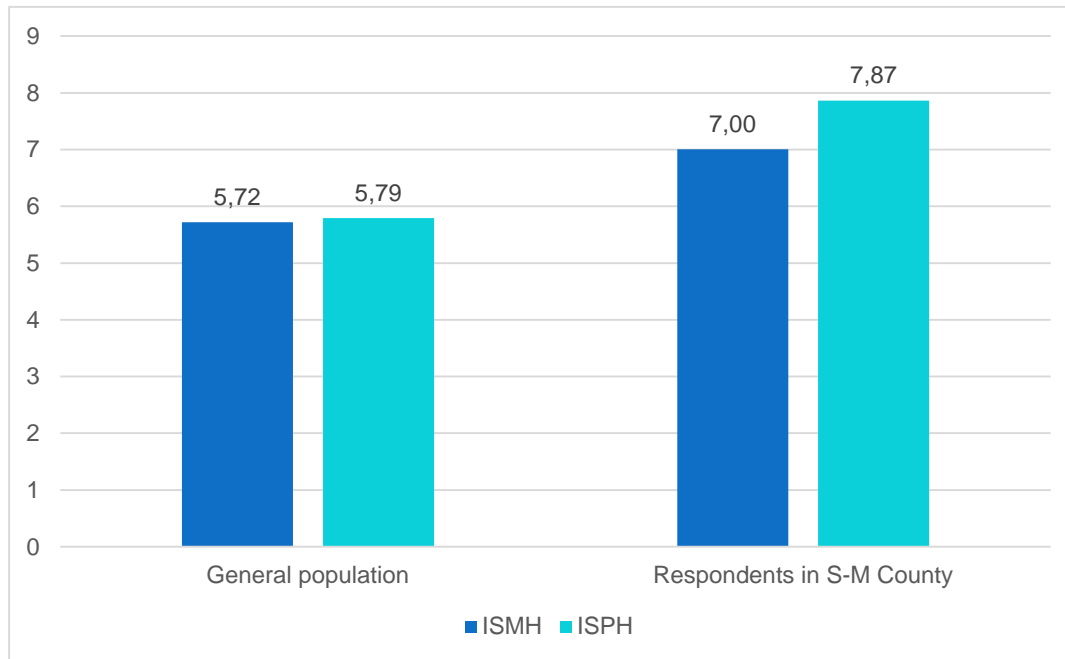
Health impacts

		Never	Seldom	Sometimes	Often %	Very often		
ISPPH	Health problems limit usual social activities with family and friends	56.1	14.6	12.2	9.8	7.3		
	Difficulty with work or household activities due to health problems	29.9	12.6	17.6	19.5	20.3		
	Have bodily aches or pains	27.2	10.7	19.7	21.3	21.1		
	Feeling unhappy and depressed	26.5	12.9	28.7	18.5	13.4		
	Losing confidence in yourself	60.6	9.2	14.9	9.0	6.3		
	Feeling you could not overcome your difficulties	41.5	13.7	22.4	14.6	7.8		
II	Long-term disease, chronic illness or disability	Yes 53.3	No 46.7					
		Completely happy	Very happy	Quite happy	Neither happy nor unhappy	Unhappy	Very unhappy	Completely unhappy
IPW	How happy in general	10.0	16.3	29.8	30.1	8.9	3.5	1.4
IGSH	In general, would you say that your health is...	Low	Fair	Good	Very good	Excellent		
		21.3	32.0	25.6	13.1	8.0		



Health impacts

- A comparison between the general population and the respondents in our research clearly shows that the respondents have poorer mental and physical health



Health impacts

Linear regression models—household conditions as determinants of health conditions.

	ISMH		ISPH		ISGH	
	BetaCoeff.	Sig.	BetaCoeff.	Sig	BetaCoeff.	Sig
Type of dwelling	−0.093	0.073	−0.012	0.811	−0.066	0.204
Year of construction	0.043	0.421	0.118	0.025	0.095	0.077
Isolation of the dwelling	0.104	0.047	0.129	0.013	0.135	0.010
Window isolation	−0.123	0.021	−0.009	0.866	−0.071	0.179
F-ratio	3.799		3.233		3.911	
F-Sig.	0.005		0.013		0.004	
R-squared	0.040		0.034		0.042	
Adjusted R-squared	0.030		0.024		0.031	

Items in bold show statistical significance, when $p < 0.05$



Thank you for your attention!

Special thanks to all of the volunteers and partners from Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Kosovo, Macedonia, Montenegro, Serbia and Slovenia who have made research possible. Results presented in „Glimpse into reality section” include combined efforts done through projects REACH, REACH CEI as well as South East Europe Sustainable Energy Policy and With knowledge to warm home.

For more information on Energy Poverty in SEE visit http://seechangenetwork.org/wp-content/uploads/2016/10/Energy-Poverty-in-South-East-Europe_Surviving-the-Cold.pdf

For Croatia (available in Croatian only) visit <http://www.door.hr/wp-content/uploads/2016/04/Energetsko-siromastvo-u-Hrvatskoj.pdf>





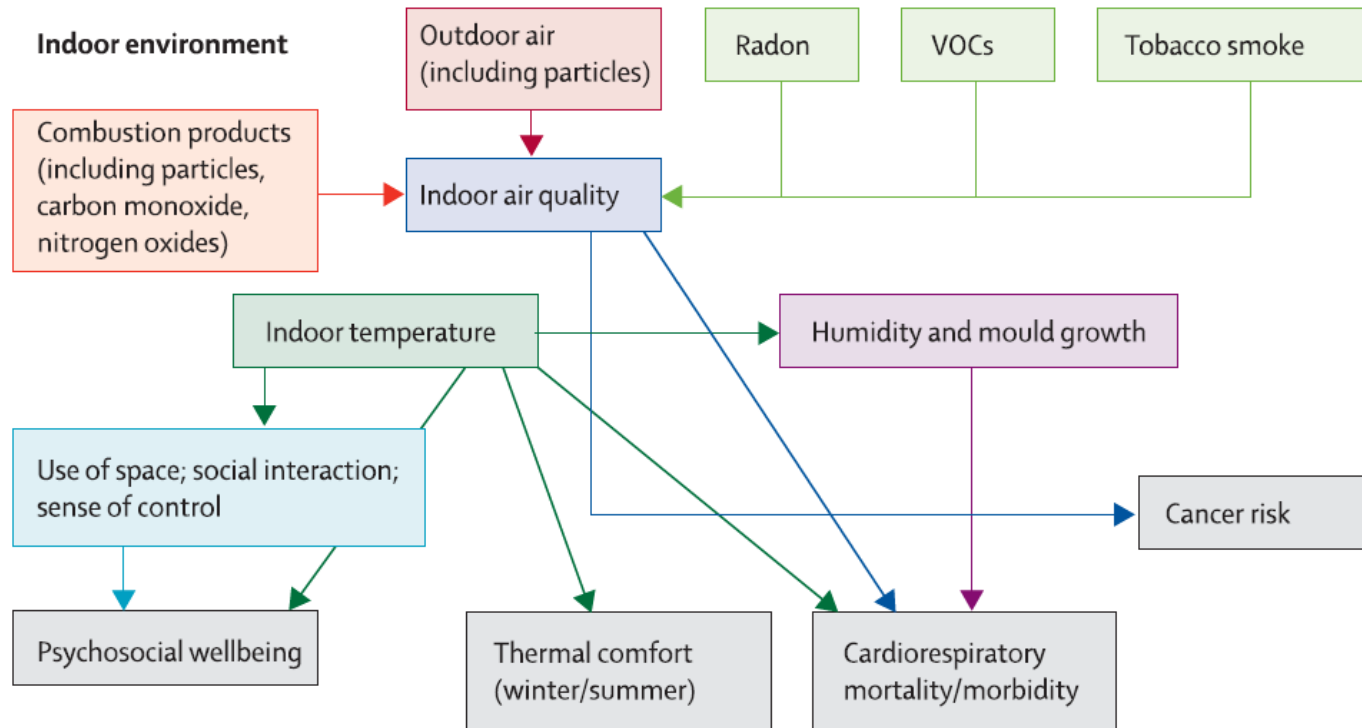
EmpowerMed training sessions

Housing, Energy poverty and Health

EmpowerMed Kickoff Meeting. Barcelona, October 2019



Housing, Energy poverty and Health

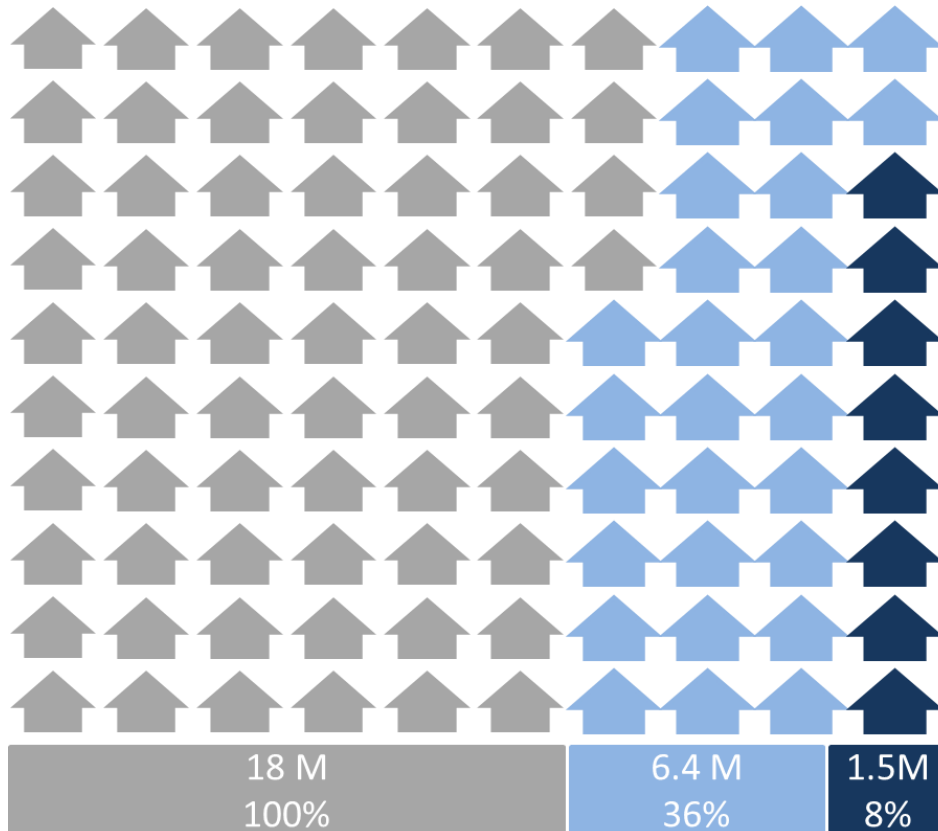


- ✓ Existing bibliography about housing conditions, energy poverty and health
- ✓ At European level it is estimated that: about 15% of dwellings suffering from humidity pathologies, 10% from mould pathologies, or 22% from noise pathologies

Indoor conditions and Health

Dwellings Cause		Health Consequence
Cold temperatures in winter	▶	Additional mortality rate in winter Hypertension and other cardiovascular diseases Respiratory diseases as: asthma, chronic bronchitis or chronic obstructive pulmonary disease
Hot temperatures in summer	▶	Additional mortality rate in summer Circulatory diseases Respiratory diseases
Humidity and mould	▶	Respiratory diseases as: asthma, irritation, allergies or infections
Indoor air quality (IAQ)	▶	Respiratory diseases Cardiovascular diseases Lung cancer
Noise	▶	Cardiovascular diseases Cognitive impairment Sleep disturbance Tinnitus Additional mortality rate

Spanish case – Building park

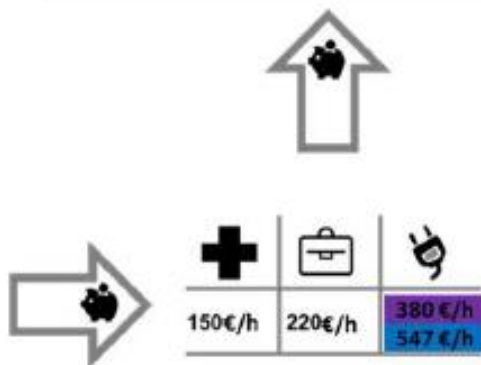
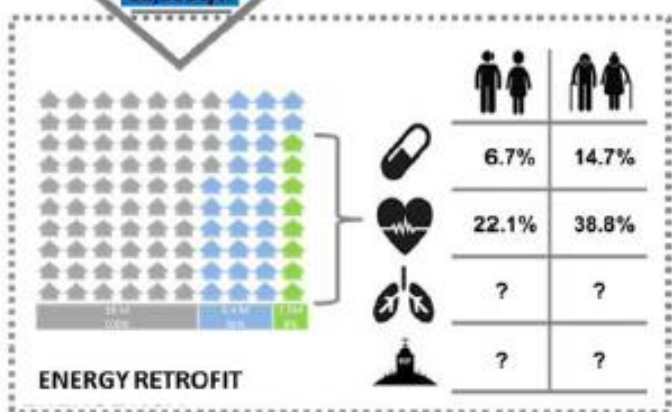
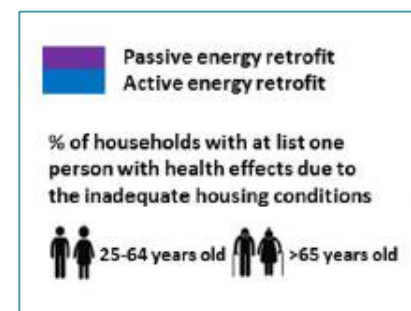
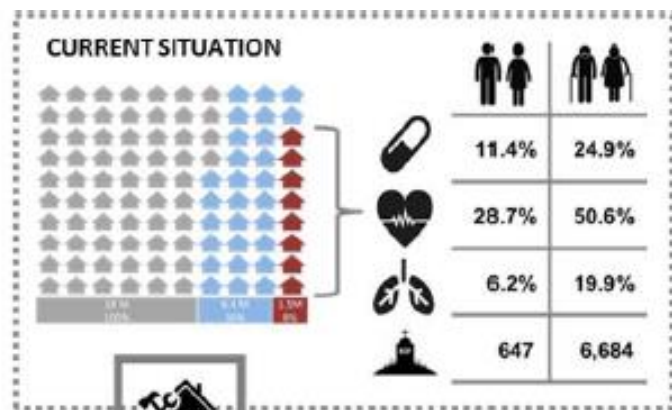


→ About 1.5 million dwelling (8%) assumed to be clearly affected by poor indoor conditions and energy poverty

Ortiz et al. (IREC), *Health and related economic effects of residential energy retrofitting in Spain*.
Energy Policy 130 (2019), 375-388



Spanish case – Impact for different EE measures





Annex 2 - Household visits and DIY





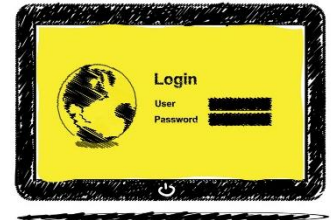
EMPOWERMED

Capacity Building on DIY: Smart Metering

SMART METERING DIY

BUILDING A TOOL TO READ THE SMART METER ANNUAL CONSUMPTION

- AND DETECT POSSIBLE ENERGY COST REDUCTIONS!



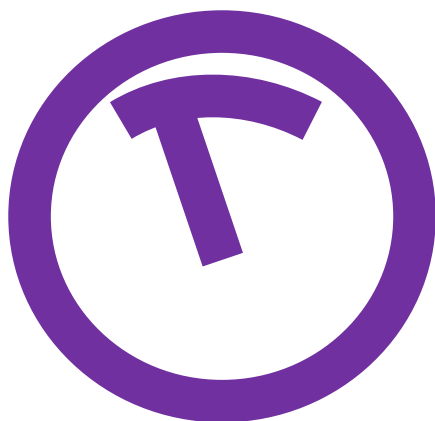
INSTEAD OF ASKING FOR ALL THE ELECTRICITY BILLS, WE JUST ASK FOR THE NAME!

- ATTACK THE SMART METER TO TAKE INFO ABOUT ELECTRICITY CONSUMPTION

DAILY, WEEKLY AND ANNUAL ANALYSIS IN A CLICK

SMART METERING DIY

IN SPAIN, THE COST OF CONNECTION IS VERY IMPORTANT!



RESUM DE LA FACTURA

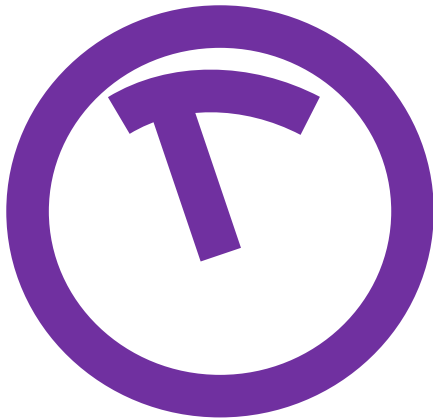
Per energia utilitzada	5,56 €
Per potència contractada	17,98 €
Impost d'electricitat	1,23 €
Lloguer del comptador	0,80 €
Altres conceptes	0,60 €
IVA 21%	5,50 €
Donatiu voluntari (0,01 €/kWh) (exempt d'IVA)	0,40 €
TOTAL IMPORT FACTURA	32,07 €



56%

SMART METERING DIY

WHAT THE TOOL DOES:



- DETECT ENERGY DEMAND PEAKS
- CONTRAST WITH THE CONTRACTED TARIFF
- INDICATE POSSIBILITIES TO CHANGE THE CONTRACTED POWER AND/OR TARIFF
- SUGGEST CHANGES IN CONSUMPTION HABITS
- PRESENT THE RESULTS IN A FAMILIAR WAY

AUDIT IN A MINUTE!



Energy Poverty in Croatia



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement N° 847052.

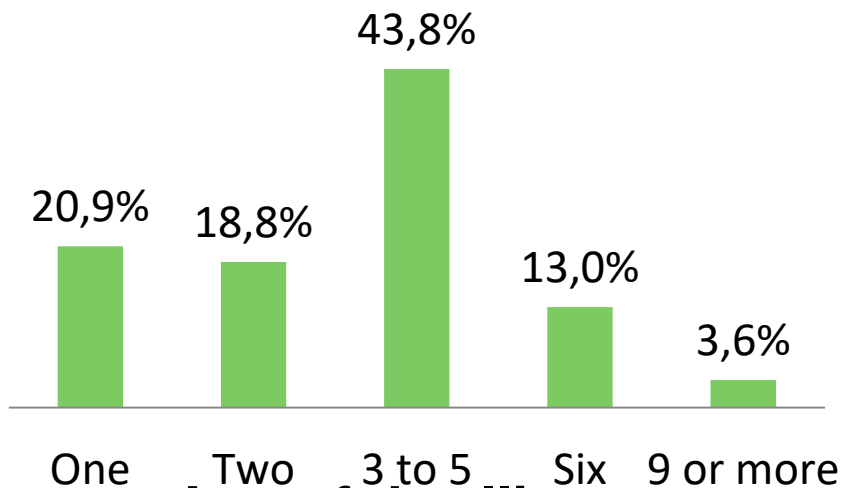
A glimpse into Croatian reality

- Analysis of legislation and field work
- 397 (+47+50) field visits in Croatia done by volunteers
 - Country analyses for Croatia and other WB countries available in the [Report](#) (over 800 households visited across WB)
 - Health and socio-economic status + energy aspects of households

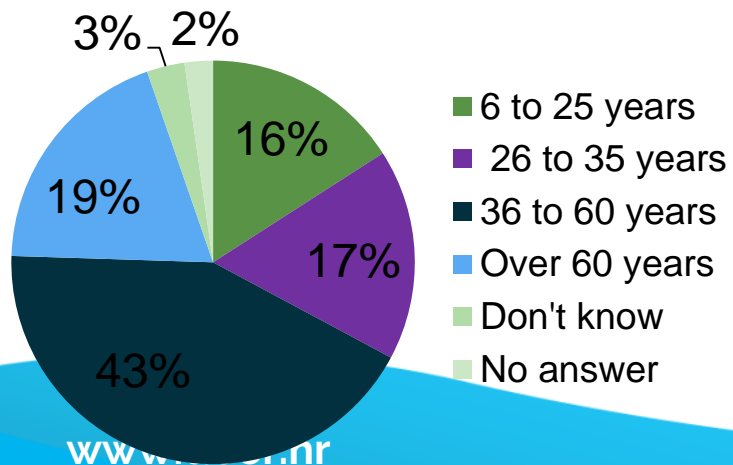


A glimpse into Croatian reality (case study SMC)

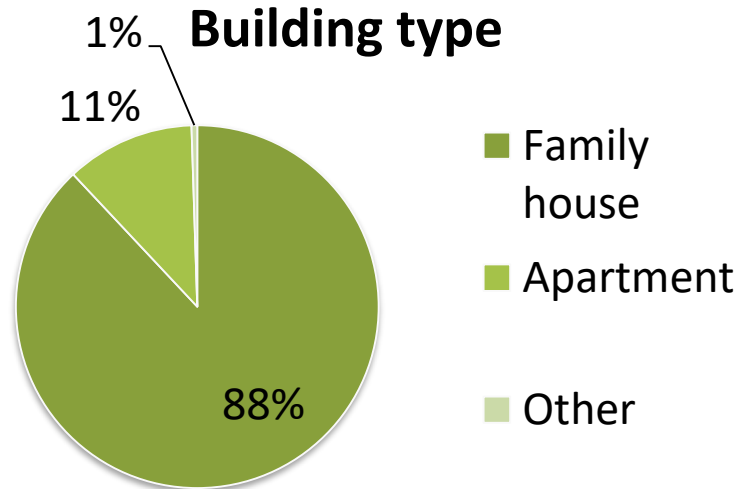
Household members



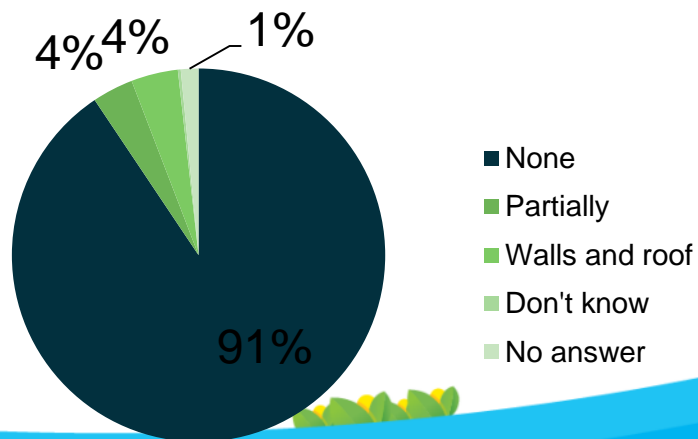
Age of dwelling



Building type



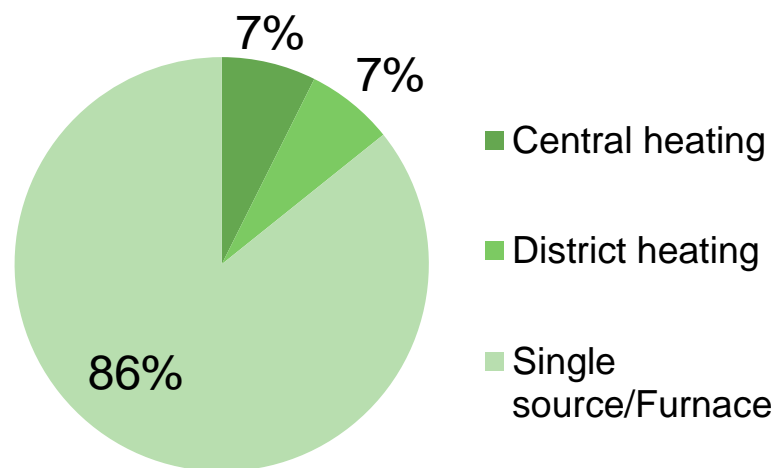
Insulation



A glimpse into Croatian reality

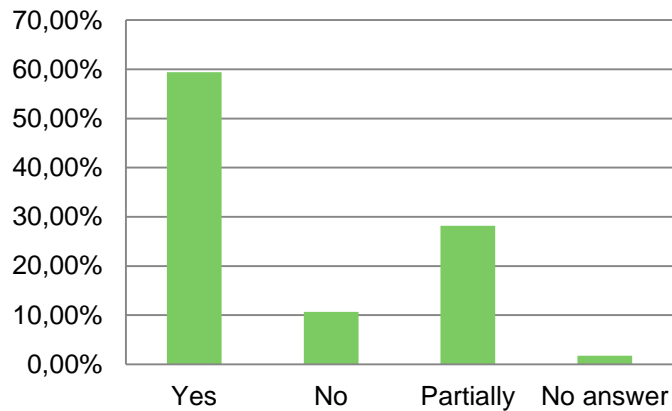


Heating System

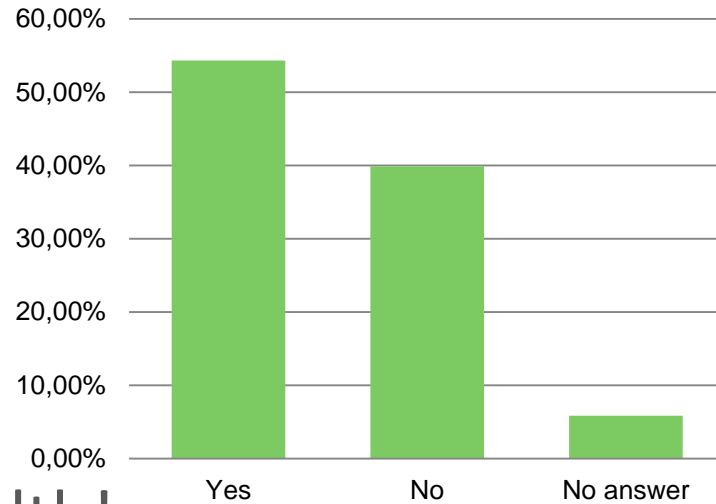


A glimpse into Croatian reality

Draught through windows



Mould



- Adverse impacts on health!



Importance of engaging citizens

- Gathering evidence – field work!
 - Presenting reality of life to decision makers
 - Combining science and civic action
 - Roundtables, conferences, national and regional reports, policy recommendations
 - Involving academia
 - Educating and motivating citizens
 - Media!!!



Recommendations

- Low-cost energy efficiency and energy saving measures
- Replacement of household appliances (“old for new”)
- Subsidies for energy efficiency: high co-funding + support system for filling out the paperwork
 - Different levels of building retrofitting + heating
- No-interest loans (mainly for deep renovation)
- Refurbishment of all state-owned social housing
- “Energy literacy” campaigns for vulnerable groups

Civic action and cross- sector collaboration are necessary for success!

Thank you for your attention!

Special thanks to all of the volunteers and partners from Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Kosovo, Macedonia, Montenegro, Serbia and Slovenia who have made research possible. Results presented in „Glimpse into reality section” include combined efforts done through projects REACH, REACH CEI as well as South East Europe Sustainable Energy Policy and With knowledge to warm home.

For more information on Energy Poverty in SEE visit http://seechangenetwork.org/wp-content/uploads/2016/10/Energy-Poverty-in-South-East-Europe_Surviving-the-Cold.pdf

For Croatia (available in Croatian only) visit <http://www.door.hr/wp-content/uploads/2016/04/Energetsko-siromastvo-u-Hrvatskoj.pdf>



EmpowerMed

Implementing visits in households affected by energy poverty and techniques for approaching the households: case of Slovenia

EmpowerMed KoM, Barcelona, 22 October 2019



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement N° 847052.

Addressing the households

- Various ways of addressing the households
- Cooperation with organizations and institutions that work with low income households (Caritas, Red cross, Social Work Centres,...) - they can promote the service or collect applications from households
- Households can apply for the service by themselves: via telephone, mail, e-mail
- Addressing the households through media, leaflets
- Energy advisers actively promoting the service
- 'Word of mouth'

Telephone call to set the appointment

- Appointment for the visit is set over the telephone. Call includes questions on few relevant data:
 - Name
 - Address (with instruction on how to get there)
 - Number of persons in household
 - Size of the dwelling and number of rooms
 - Is it a house or a flat?
- From this data the adviser can approximately calculate time needed for the first visit
- Household is asked to have invoices and bills for energy and water at the first visit of adviser
- They are told to assess their time of use of various electrical equipment, light bulbs, water flowing from taps,...

Equipment for energy advisers

- Advisor's bag
- Data collection sheet
- Single appliance energy monitor
- Water flow measuring equipment
- Thermometer (hygrometer)
- Tool for changing the tap aerator
- Flashlight
- Screwdriver
- Radiator key
- Calculator
- Scissors
- Power strip
- Pliers
- Meter
- Pen
- Map of the area
- First aid pack



First visit to the household

- Explaining the entire procedure of the visit in the beginning
- All data must be written in the data collection sheet
- Member of household and adviser both sign a Clause on the protection of personal data
- Adviser starts with basic questions from data collection sheet
- Checking invoices and bills for electricity, heating and water
- Analysing consumption of electricity and water
 - electric appliances measured with single appliance electricity monitor,
 - water flow metered; households has to assess time of use for it
- Checking windows, doors and radiators, if there are any problems (draft, leakage..)
- Date and hour for second visit is set



Data entry into the excel tool

- Software tool was created in Excel program by Caritas Frankfurt
- All data from the data collection sheet has to be carefully entered into the excel tool
- Apart from that, adviser has to enter saving devices (CFLs, tap aerators,...) he has selected for the household and additional notes and advices, if there are any
- The excel tool automatically calculates savings and generates report for the household and for evaluation



Data collection sheet



Data collection: Personal data, data of household and building

Personal data

Title:		dd/mm/ij	
First name	Name	Date of 1. visit	
Street + No.:		Date of 2. visit	
Postal code	City:	Customer ID	
Tel.-Nr.			
Adviser:	Adviser:		

Special remark / hint to find the address

--

Data about the building, the household and the annual consumption

Object type:	1,2 family house / flat / other	Owner or rented?	rented / own
Nr. of flats in the building	1 or 2 / 3-5 / 6-10 / 11-20 / >20		
If it's a flat:			
Where is the flat in the house?	last floor under the roof / floor in the middle/ 1st. floor / basement		
If it's a house:			
What kind of house?	standing alone / line-middle / line-corner		
Age of the building	>60 y. / >35 y. / >25 y. / <25 y. / ?	How long do you live there?	<5 y. / 6-10 / 11-20 / > 20 / ?
Insulation of building	wall+roof / wall / no isolation / ?	ceiling height	normal / high

Excel tool



Saving check - electricity, heating, water

Customer-ID 234

Lightning, standby losses and electric water boiling

Nr. of persons in the household 3 yearly consumption of electricity 2000 kWh
electrical warm water heating yes

Savings in lightning

Room	Watt before	hrs / day	Watt after	Type of lamp: CFL E27		Savings		Price
						kWh/year	Euro / year	
living room	60	0,5	11	CFL E27 11W short	1	9	2,09 €	4,00 €
hall	75	2,0	15	CFL E27 15W AGL-format	1	43	10,22 €	4,80 €
childrens room	75	2,0	18	CFL E27 18W simple	2	81	19,43 €	10,80 €
						0	0,00 €	0,00 €
						0	0,00 €	0,00 €
						0	0,00 €	0,00 €
						0	0,00 €	0,00 €
						0	0,00 €	0,00 €
						0	0,00 €	0,00 €
						0	0,00 €	0,00 €
Calculated for days per year people are at home.					Total	4	132	31,74 €
								19,60 €

Room	Watt before	hrs / day	Watt after	Type of lamp: CFL E14		Savings		Price
						kWh/year	Euro / year	
living room	60	0,5	7	CFL E14 7W candle	4	38	9,03 €	15,20 €
hall	40	2,0	9	CFL E14 9W candle	2	44	10,56 €	11,40 €
childrens room	75	2,0	11	CFL E14 11W simple short	1	45	10,91 €	5,20 €
						0	0,00 €	0,00 €

Report for households



Focus, društvo za sonaraven razvoj, Maurerjeva 7, 1000 Ljubljana

John McClane
Die Hard 1

1000 New York



projekt ACHIEVE
www.achieve-project.eu
achieve@focus.si

Tel: 040 83 83 16

Fax: 059 071 321

Ljubljana, 25.4.2014

Zaključno poročilo energetskega svetovanja Št. 202

Dragi g. McClane

obisk v vašem gospodinjstvu ter informacije, ki smo jih pridobili, so vodili do sledečih rezultatov

Lahko dosežete prihranke v vrednosti **219 €** na leto.
Lahko prihranite **683** kg CO₂ kot ukrep varovanja podnebja.
Dobili ste naprave v vrednosti **38 €** brezplačno.

Nadaljnji prihranki so možni, če boste sledili nasvetom in opombam!

Možni so dodatni prihranki v vrednosti 90 € na leto.
To lahko dosežete z investicijo v vrednosti 750 €, če je to možno.

Letna poraba	električna energija		voda*		toplotna energija*	
	kWh	EUR	m ³	EUR	kWh	EUR
Skupno	2875	431 €	110	220 €	6746	405 €
Na osebo	1438	-	55	-	-	-
Na m ²	-	-	-	-	96	-
ocena	dobro		visoko		povprečno	
Prihranki	762	114 €	30	60 €	740	44 €
V %	26 %		27 %		11 %	

* Kolikšna prihranja njih
sredstev je odvisna od
tega, kakšen je način
obračunavanja stroškov za
ogrevanje in vodo ter ali se
v svetovanju meri dejanska
poraba toplote in vode s
števci oz. merilniki.

Second visit to the household

- Ideally, second visit should be carried out as soon as possible after the first visit
- Adviser brings a printed report and the results of the analysis of consumption for electricity and water, printed saving advices and other leaflets, and saving devices
- Adviser has to present and explain the results, give specific saving advices and install saving devices
- Household is presented with additional advices on how to further reduce their consumption, where they can get co-financing for energy efficiency measures and additional informations
- Household is informed about possible evaluation of the visit (via telephone or web based survey)
- In the end of the visit household confirms devices were installed (or handed over) with a sign on a confirmation note



Evaluation

- Telephone interview or web based interview
- At least 6 months after the visits to allow for habits to set in
- At least one third of households



Energy saving devices

B1. We will now discuss the energy and water saving devices that have been installed in your household or given to you during the 2nd visit.

Are you satisfied with:

One answer possible per item

	1- Yes	2- No	If no: why not
Efficient light bulbs			
Radiator reflective foil/panel			
Draft Proofing (weather stripping)			
Tap Aerator			
Water saving shower head			
Timer for the boiler (Thermostopp)			

Each country goes through their devices and fills the list according their needs

B2. How often do you use the following devices that you need to activate or regularly use?

One answer possible per item

	4- Always	3- Most of the time	2- Rarely	1- Never	99 – Don't know	Why rarely / never
Power Strip with Switch On/Off (switch located on the strip)						
Thermometer or Thermo- Hygrometer						

Each country goes through their devices and fills the list according their needs



Annex 3 - Gender



Municipal actions for building energy sovereignty

Municipalist Manifesto from 2020 onwards

Women, Energy and Ecofeminist proposals



What is energy sovereignty?

The right of conscious individuals, communities and peoples to make their own decisions regarding the generation, distribution and consumption of energy. The objective is that these decisions are appropriate to the ecological, social, economic and cultural circumstances, and always do not negatively affect third parties.

“Proposta municipalista 2019” (municipalist manifesto 2019)

An advocacy tool with gender perspective

- Background: PM 2015
- Currently 2019 → 8 thematic areas and 19 proposals

- **Energy poverty (3)**
- **Participation (5)**
- **Ecofeminism (3)**
- **Generation (3)**

- **Distribution (1)**
- **Commercialization (1)**
- **Data ownership (2)**
- **Sustainable mobility (1)**

Municipal manifesto

- Aims to be a tool that can be used as a guide by municipalist candidates, municipal government, organisations, collectives or groups of people
- Includes the actions to be carried out, actors involved, time-frame, and examples that can be inspiring



Why do we think ecofeminism is one of the main keys on energy transition?

Ecofeminism: branch of feminism that takes environmentalism into account, and the relationship between women and the earth (the historical task carried out by women, to sustain life)

Energy transition involves women-environment-energy:

- Data tells us energy poverty affects women in a important way -- Energy sector is a highly masculinized sector
- Women have historically been given (and still mostly assume) the role of the reproduction of life and inside households, and normally carry out activities -care work amongst others- that allow lives to be taken care of and that have low CO2 emissions.



(3) Ecofeminist proposals

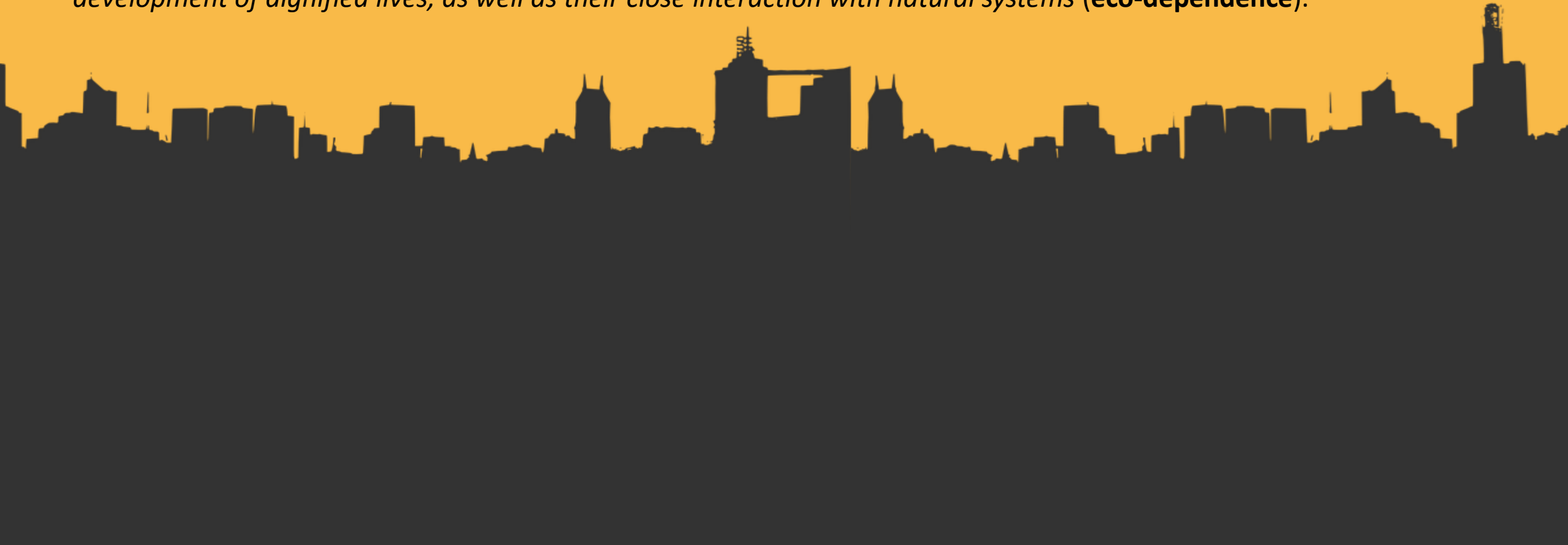
- **Eco social and feminist assessment of energy uses and sources to promote a new social metabolism in municipalities**
- **Public events organised with ecofeminist criteria (for example collective assemblies)**
- **Data analysis broken down by gender and other intersectional inequalities**



Eco social and feminist assessment of energy uses and sources to promote a new social metabolism in municipalities

It is important for energy initiatives at the municipal level *to promote new ways of understanding how the flows of materials and energy that take place in the municipality can be life-sustaining* (**social metabolism**)

From an ecofeminist standpoint, we want to show the *essential role played by energy and material resources in the development of dignified lives, as well as their close interaction with natural systems* (**eco-dependence**).



We also want to *highlight the value of the activities, emotions and care necessary to reproduce our lives from day to day*, which have historically been seen as separate from the area of production, unmarked within the home or social relations (**interdependence**), and which also have a low environmental impact.



Data analysis broken down by gender and other intersectional inequalities

There is a need to have tools available for intersectional analyses that enable gender to be combined with other sites of inequality and put in practice the mainstreaming of gender analysis in data related to energy:

Gender is important → but there are other inequality factors acting



Taking into account the following data before formulating public policies related to energy:

- **situation of women** affected by energy poverty (age, level of income, etc.)
- The **administrative** situation (nationality, administrative regularity or irregularity) of the people who belong to the family unit
- Presence of people with **different abilities or dependent** on the family unit
- **Data from previous years** to monitor the process of feminization of poverty
- **The family situation**
- **Areas / neighbourhoods of dwellings, etc.**





Towards a just, healthy and sustainable world

wecf is now called women engage for a common future

Women in Energy Cooperatives: Advancing Gender Equality the Cooperative Way

Women Engage for a Common Future (WECF)



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement N° 847052.



Gender and cooperatives



“Shared influence and responsibilities are the key to cooperative excellence”

(ICA-resolution on Gender Equality in Cooperatives)

- Democratic processes require shared decision-making between women and men
- Contribution towards gender equality by expanding women’s opportunities to participate in local economies
- Strong links between women’s cooperative involvement and poverty reduction

5 GENDER
EQUALITY



Global obligations for gender equality

- SDGs: N° 5 and cross-sectional function
- Lima-Work-Programme on Gender

Cooperatives' contribution

Powerful vehicle for social inclusion and political, economic empowerment



How Cooperatives Contribute to Gender Equality and Women's Economic Empowerment

Economic empowerment

Equal access to paid work

Transition opportunities to the formal economy through cooperation

Access to business capital, financing, and market places

Access to opportunities to gain skills and knowledge for economic activity

Economic development in rural areas

Improved work conditions

Fair and adequate earnings / equal pay for equal value of work

Decent work in safe working conditions

Collective bargaining power

Increased levels of participatory democracy in the workplace

Social empowerment

Learning opportunities such as technical skills improvement and management training

Affordable and accessible goods and services

Improved self-esteem and confidence

Women and energy

- Women as **energy managers**
- Unpaid & unappreciated workload
- Lack of awareness on inequalities
- Inadequate structures for women's participation



Women and energy



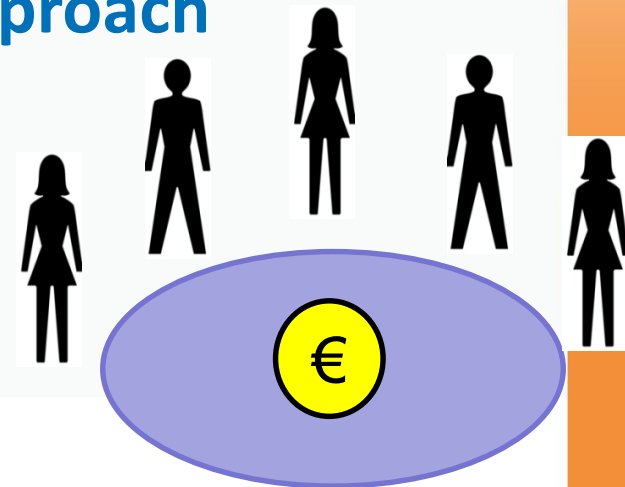
- Energy poverty has gender dimensions
 - No access to affordable and safe energy
 - Indoor pollution affects mostly health of women/children
 - Low income households live in less energy efficient houses
- Energy services and programs can promote women's skills and employment
 - Women are still not represented equally in energy leadership positions
- Energy policies and programs need to be gender sensitive
 - Women are most primary energy managers but not decision makers

Gender-just energy cooperatives



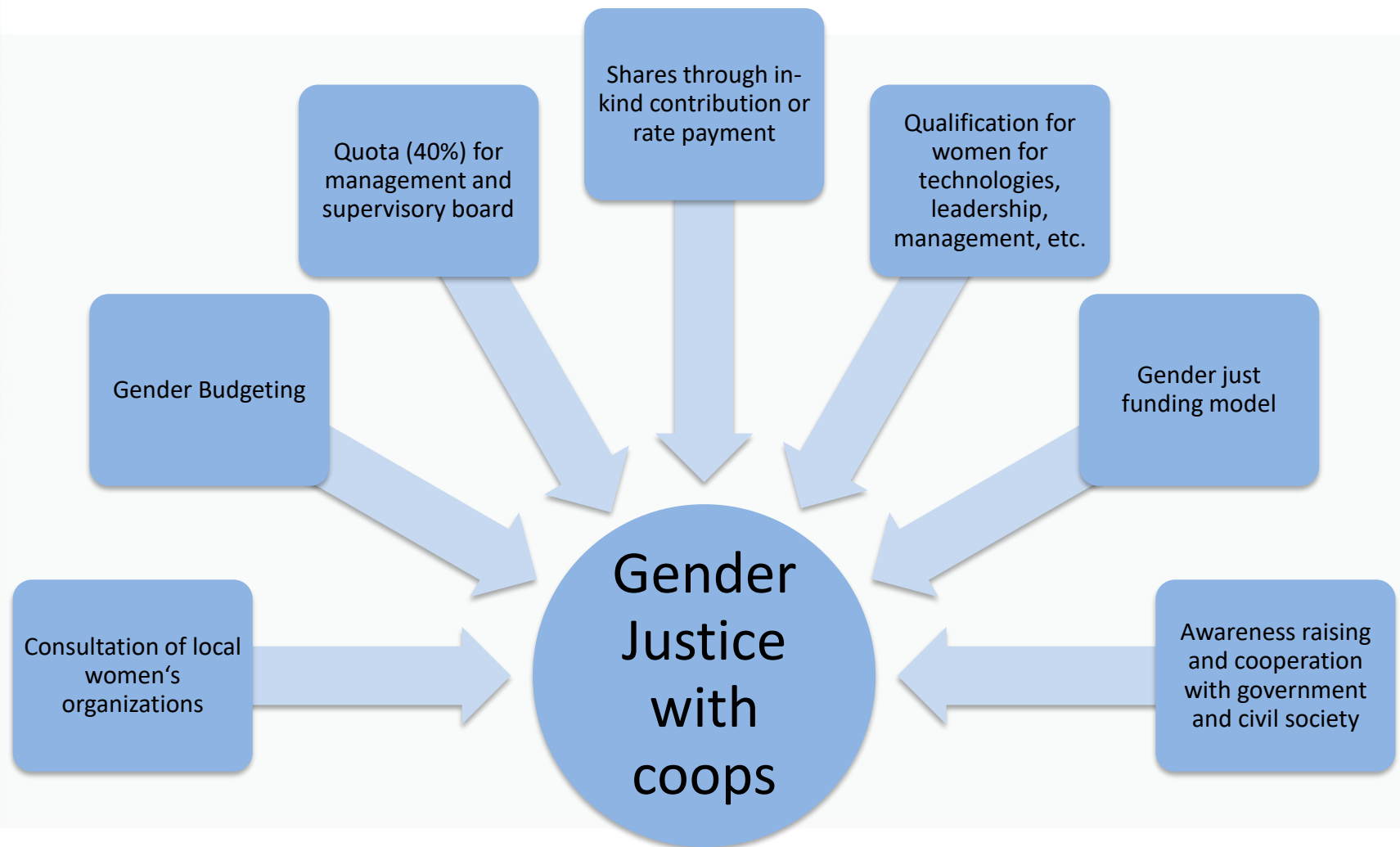
- Equal access to women in whole energy value chain: technologies, jobs, funding, dividend
- Reduce workload: save cost and time
- Provides control over energy production and consumption
- Foster women's empowerment & leadership
- Engage for cooperative gender and energy policy

→ **Beneficiary and people-centred approach** pays particular attention to **small-scale and community-based actions, where women are over-represented**

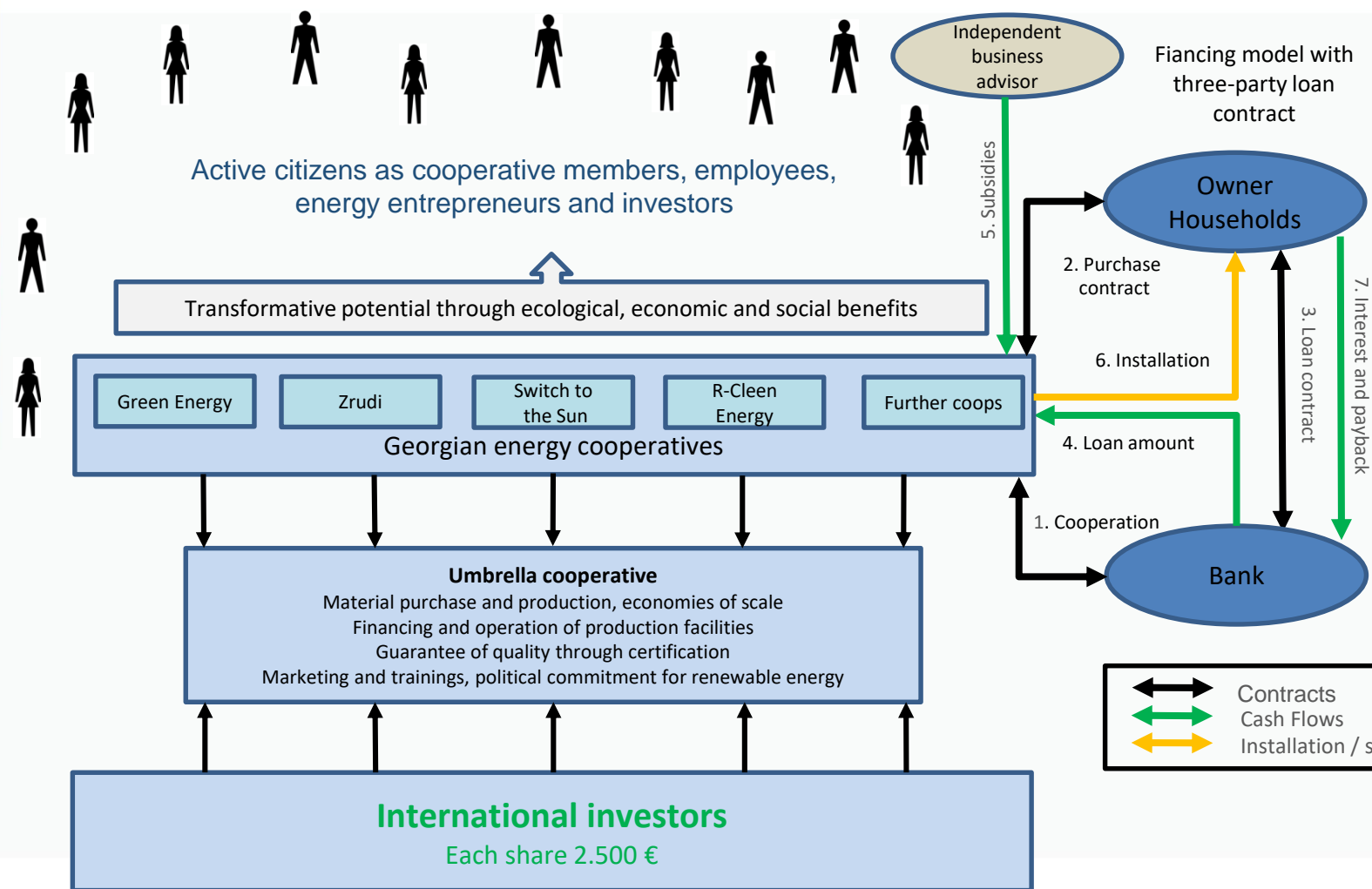


Clear gender strategies

for equal participation of women and men



Georgian energy cooperative



Energy access is catalyst for development



Access to energy

Access to finance

Capacity building

Sustainable business

Policy support

- Reduced energy poverty
- Access to sustainable energy
- Less inequalities
- Decent work
- Sustainable economic growth
- Innovation
- Improved infrastructure
- Reduced costs and effort
- More comfort, better health
- Less GHG emissions
- Legal framework renewable energy
- Social and cultural change



EmpowerMed

Gender Approaching Techniques

Milieukontakt Albania

Kick off meeting – Barcelona – 23 October 2019



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement N° 847052.

GENDER

Supporting Marginalized groups

- Offering new skills to women and youth;
- Supporting establishment of new enterprises

Gender participation in WG throughout local process

- Gender balance (individual or family invitation in rural area)
- CB Training as leader
- Providing small funds / seed money

GRB

- In LGU level
- Cross cutting sectors / themes
- Gender dis aggregated data at the level of projects/activities



Supporting marginalized groups





GRB processes



EmpowerMed

Gender Session – Part 1

Kick-off meeting
Barcelona, 23 October 2019

www.wecf.org



EmpowerMed



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement N° 847052.

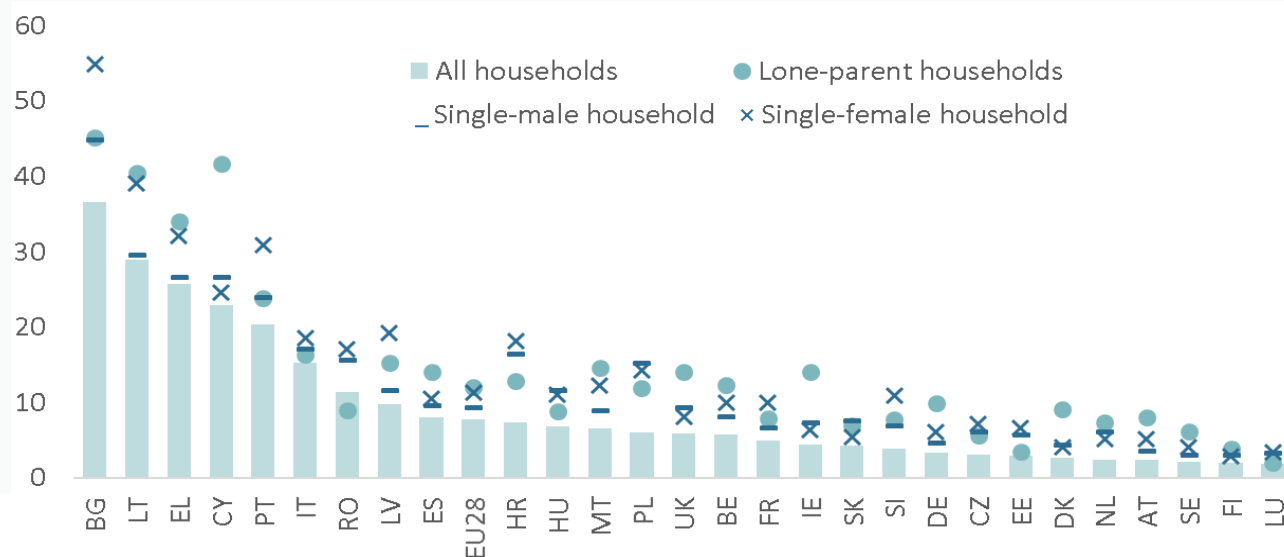
Statistics: Women Ministers in the EU

2018 (source EIGE, 2019)



- **1/5 (21.6%)** of all government ministers dealing with environment, climate change, energy and transport are **women**
- compared to nearly **1/3 (30.2%)** of all ministers

EIGE. Households affected by inability to keep warm, 2017 (%)



Source: Eurostat, EU-SILC (data code: ilc_mdcs)

Statistics continued

EU Parliament Resolution 2016: "17 % of single-parent households, overwhelmingly headed by women, are unable to keep their houses warm, compared with only 10 % of the general population"

Energy poverty (although not formally defined) disproportionately affects women!

Decisive Factors

- household roles
- decision-making routines
- salary gaps
- presence of dep. children in household

BUT: women in energy poverty not only vulnerable, helpless or oppressed - women are autonomous agents of their lives and of change



Definition: Gender

Gender refers to the social differences and relations between men and women which are

- learned,
- vary widely within and between cultures,
- change over time.

Gender Dimensions

Modell based on Harvard Analytical Framework and Moser



Labour	Who does what?	How is it done?	Where is it done?	When is it done?	Why is it done?
Access	Who uses what?	How is it used?	Where is it used?	When is it used?	Why/what for is it used?
Control	Who controls what?	How is it controlled?	Where is it controlled?	When is it controlled?	Why is it controlled?
Information	Who knows what?	How is it known?	Where is it known from?	When is it known/learned?	Why is it known?
Benefit-sharing	Who benefits from what?	How does he/she benefit from it?	Where does he/she benefit from it?	When does he/she benefit from it?	Why does he/she benefit from it?
Participation and Decision-making	Who is included in d-m or other?	How is she/he included in d-m or other?	Where is she/he included in d-m or other?	When is she/he included in d-m or other?	Why is she/he included in d-m or other?

Division of Labour and Roles

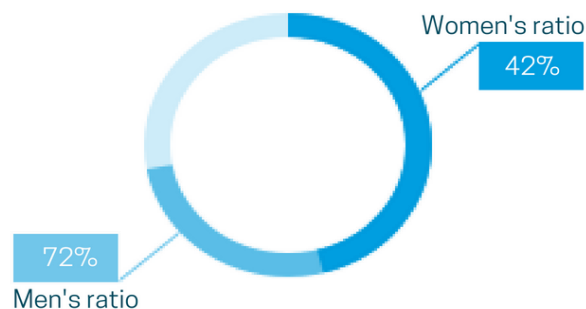
Division of Labor



Employment for pay or profit



Gender Wage Gap



Employment-to-Population Ratio Gap



Sources:
United Nations.
International Labor Organization

Gender Dimensions of Energy



Gender Dimension	Description
Care economy (labour)	Household chores, childcare
Paid work (labour)	Education (STEM), working conditions, equal pay, pensions
Public services and infrastructures (access and control)	Access to energy, water/sanitation, health care
Body, health (sex)	<i>Comfort temperature and sensitivity, vulnerability based on sex (pregnancy, breast feeding, GBV)</i>
Information and decision-making	Research, politics, utilities, private sector
Benefit sharing	According to role and action

Intersection with other Factors

- Socio-economic (low education, low income, "class")
- Non-EU migration background
- Old age
- Special health conditions, e.g. disabled persons

→ can exacerbate
existing inequality, e.g.
energy poverty



What can be done

- Gender assessments are important
- Stakeholder analysis needs to be gender-sensitive
- gender-responsive technology needs assessments
- networks for exchange/mentoring/leadership
- gender-responsive indicators

EmpowerMed

Gender Session – Part 2

Kick-off meeting
Barcelona, 23 October 2019

www.wecf.org



EmpowerMed



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement N° 847052.

AIM

Empower women and engage women in action

WHY

- Better project results
- Impact on democratic and economic development
- Higher level of sustainability
- Increased ownership and commitment
- SDG commitment
- Standards of other HR treaties

Strategies

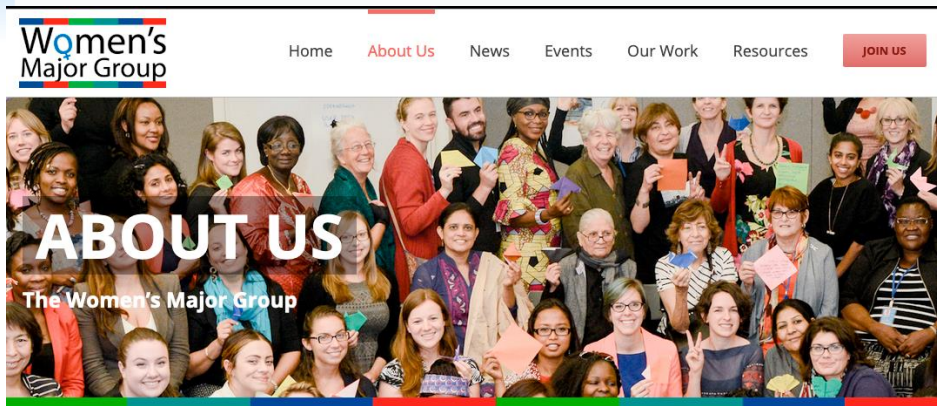


- Mobilisation and communication
- Tools for self organisation
- Gender assessments for local communities
- Project management (gender-transformative indicators, M & E)
- Mentoring and leadership programmes

Networking for Mobilisation



- At various levels
- For organised groups
- Mobilising individuals
- Platform for exchange and learning
- Use of social media
- WMG
- WGC at UNFCCC
- CAN
- CLEEN network (WECF)



WOMEN 2030 Programme

GIM Tool – Methodology to conduct gender assessment for local partners

Indicators



- Realistic and measurable criteria of project progress
- Link between theory and practice
- Help to monitor, show observable change
- Quantitative and qualitative indicators
- Need to be developed before start of project – ideally together with local partners

Empowerment through economic empowerment, mentoring and leadership



- Gender Just Climate Award
- Small grant projects for awareness raising
- Young feminists' mobilisation for Beijing plus 25

GENDER INEQUALITY AND ENERGY POVERTY

Associació Catalana d'Enginyeria Sense Fronteres

Aliança contra la Pobresa Energètica



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement N° 847052.

FEMINIZATION OF POVERTY

Institutions  WELFARE STATE, FAMILY AND MARKET

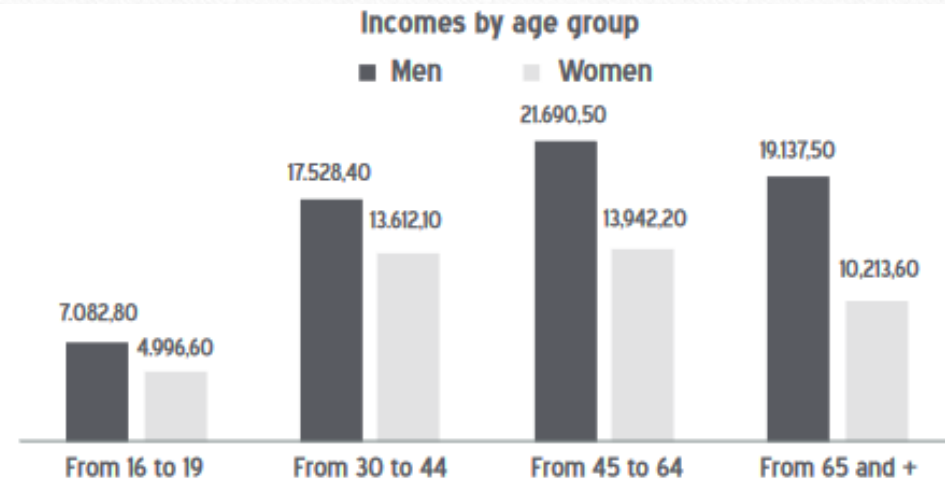
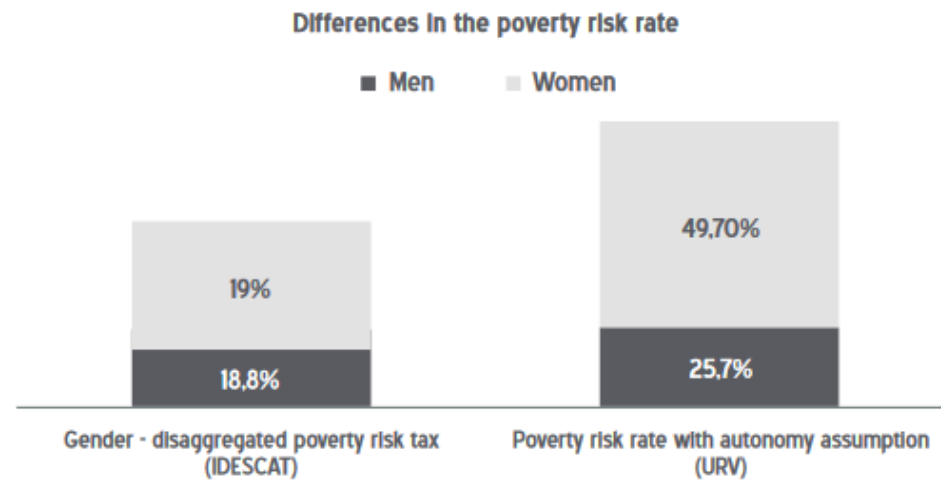
Consequences of the crisis on women:

- Decrease of social benefits and protection
 - Slimming in public sector
 - Reduction of labour rights
 - Paralysis in equality politics
 - Care is supported by families

Crisis of care: devaluation of reproduction work.

FEMINIZATION OF POVERTY

Data is not easy to find



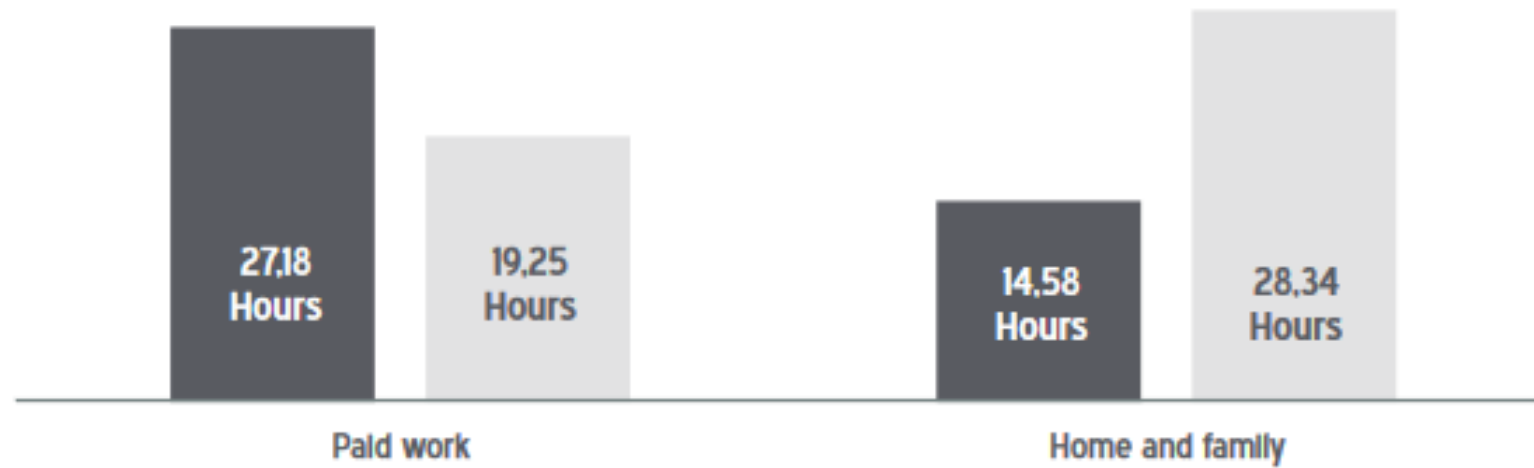
Source: Own elaboration from the Living Conditions Survey.

Source: Own elaboration from La Invisibilitat de la pobresa femenina (CCOO, 2016) and Blog Feminismes de Crític.

FEMINIZATION OF POVERTY

Average weekly hours of household and family activities and paid work. Catalonia 2011.

■ Men ■ Women

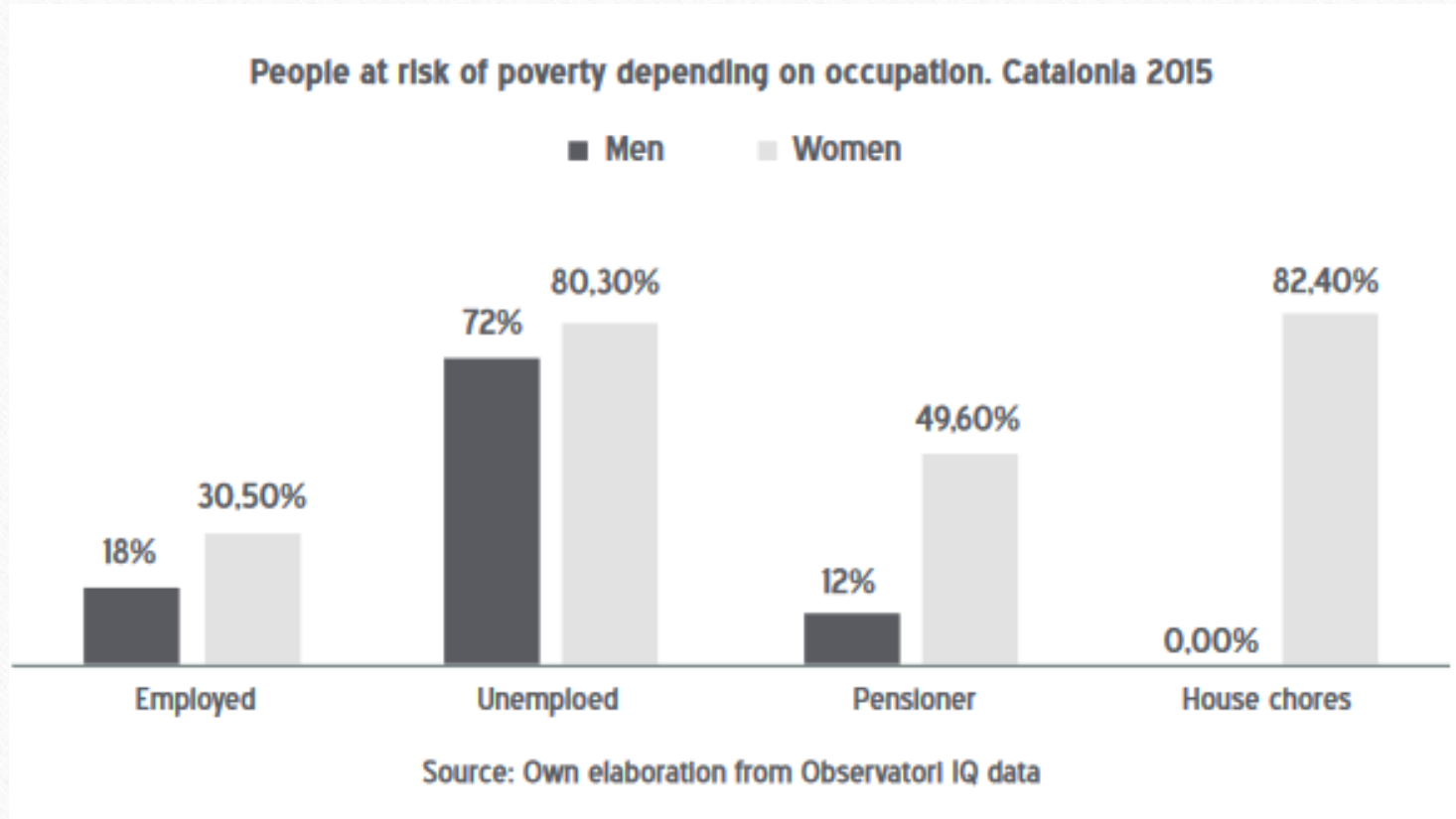


Source: Own elaboration from Observatori IQ data.

FEMINITZACIÓ DE LA POBRESA

Interseccionalitat

Single-parenting families, non-working women, elder, migrant, working in care jobs



RIGHT TO BASIC GOODS/BASIC SUPPLIES

Universal acces to basic services; should we provide a minimum that allows decent living conditions?

We are aware of causes and consequences of energy poverty.

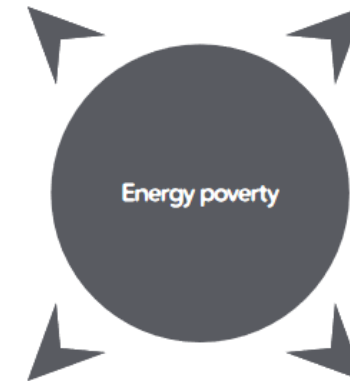
It affects from 10% os households up to 21%.

Market factors

- Energy price
- Levels of competition in the energy market
- Sales practices
- Easy-to-understand invoices
- Payment methods available
- Quality of customers care services

Individual circumstances

- Income level
- State of health
- Skills and internet access
- Education
- Age
- Single-parent or large families
- Unemployed and pensioners
- Lack of a support network



Environment

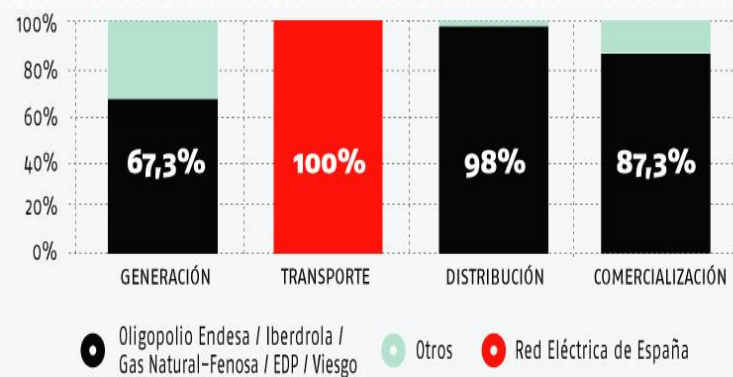
- State of the economy
- Weather
- Governance
- Social inclusion mechanisms

Housing conditions

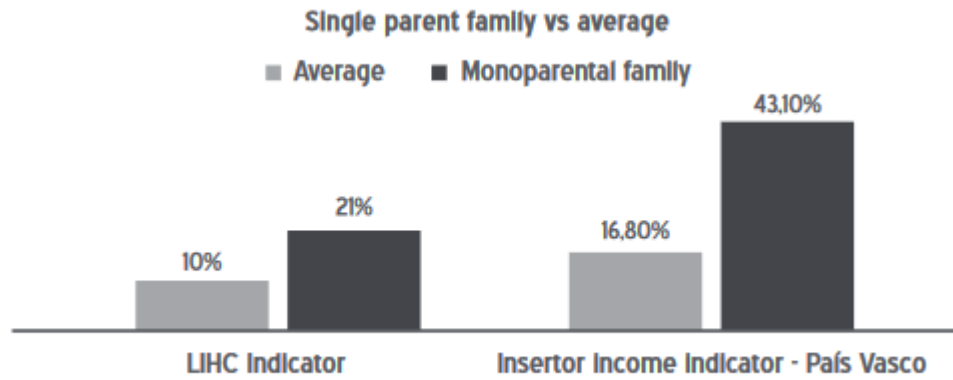
- Housing quality
- Efficiency and type of heating system
- Occupation of the dwelling
- Tenure regime

Source: Diputació de Barcelona (2016). *La pobresa energètica a la demarcació de Barcelona. Propostes d'actuació des de l'àmbit local*. Sèrie Benestar i Ciutadania.

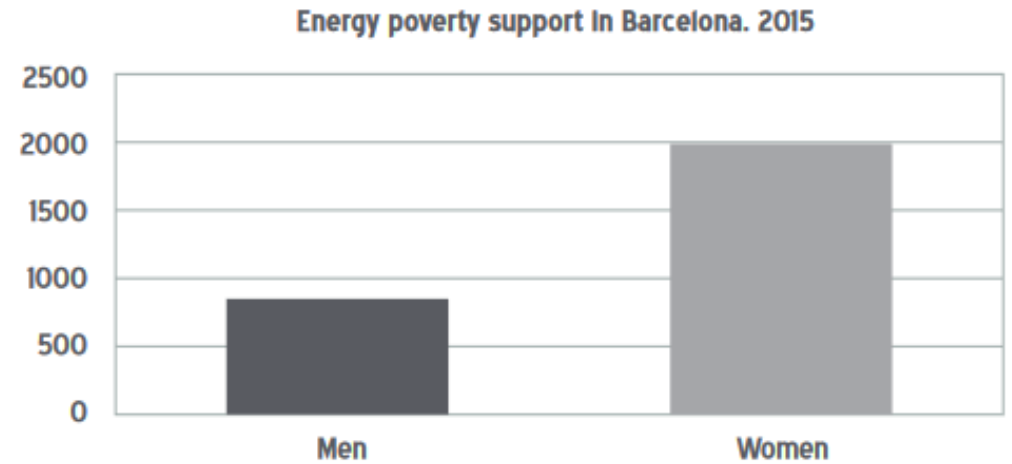
THE ENERGY OLIGOPOLY



GENDER INEQUALITY AND ENERGY POVERTY



Source: Asociación de Ciencias Ambientales (2016)²



Source: Own elaboration from IMSS data.

GENDER INEQUALITY AND ENERGY POVERTY

Interviews

Energy poverty, housing and food.

Stigmatization of poverty

Psychological consequences and physical health

Effects on minors.

Single-parent homes and migrant women.

APE: energy from a rights perspective.

TOWARDS ECOFEMINISM AND REMUNICIPALIZATION

Gender is a main risk factor in being in an energy poverty situation.

Institutions and public administrations should integrate a rights perspective and the universal access to basic services in their regulations.

Collective solutions.

Energy model: energy form where/for who/for what? Ecofeminism.

Responsabilty of big companyies. Social fee. Law 24/2015.

Public control with citizens participation.



GENDER APPROACH

Barcelona – 23.10.2019

EmpowerMed

geres
ACTING FOR
CLIMATE
SOLIDARITY



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement N° 847052.

One project in Myanmar – SCALE project

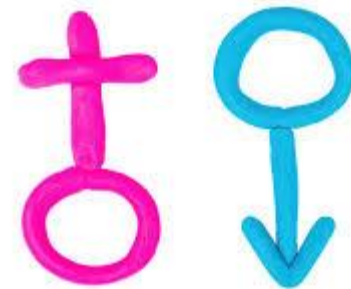
❖ **Goal:** fostering the dissemination of Improved Cookstoves in Myanmar using a market-based approach => to reduce wood consumption, improve health conditions of users...

❖ **Actions:**

- ❖ Realisation of a national stove market analysis and a baseline gender sensitive socio-energetic survey (interviews, focus groups...)
- ❖ Trainings of stove producers / retailers (60% of women)
- ❖ Creation of a comprehensive marketing strategy (stimulating the demand, encouraging the offer and fostering a conducive policy environment)

Why is a gendered intervention necessary in the cookstove sector ?

- ❖ **Demand side:** to ensure that the stove designs developed and disseminated are fully responsive to women's energy needs for domestic use and for their enterprises
- ❖ **Women in supply chain:** to maximize the engagement of women in the programme as community mobilizers, as marketing agents, as manufacturers and suppliers of stoves
- ❖ **In gender sensitive marketing and communication:** to ensure that communication and marketing strategy is in line with and builds on women's capabilities and practices



A gender-sensitive visual identity

- ❖ A gender-sensitive brand named “San Pya” = “Ideal”
- ❖ Tailored to a female audience. The mascot => a Myanmar woman wearing traditional clothes and using tanakha, a traditional cosmetic tree powder widely used in the country



Gender sensitive communication

Geres annual report example - 2018

LES EFFECTIFS DU GERES

134

COLLABORATRICES
ET COLLABORATEURS DIRECTS

59

FEMMES

75

HOMMES

6500
CITOYEN·NE·S
ENGAGÉ·E·S
POUR LE CLIMAT

102 400
ACTIONS
COMPTABILISÉES

28 000
ENGAGEMENTS PRIS



Gender sensitive communication

Not the same issues in different languages

**GERES
STAFFING**

134

DIRECT EMPLOYEES

59

WOMEN

75

MEN

6,500
CITIZENS COMMITTED
TO THE CLIMATE

102,400
ACTIONS COUNTED

28,000
COMMITMENTS MADE





Annex 4 - Communication and social actors



EmpowerMed

Approaching and communicating with households affected by energy poverty

EmpowerMed KoM, Barcelona, 23 October 2019



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement N° 847052.

Approaching households – good to know

- Households do not necessarily want to be approached
- Fear of loosing social, financial or other support
- Low level of trust towards various institutions or ,door-to-door salesmen‘
- Distrustfulness can remain present throughout the work with the households, but at the end they tend to be satisfied
- Solutions:
 - work with actors that already have trust of households, such as social workers
 - use existing networks that have trust of households (pensioner’s associations, local social clubs...)
 - word of mouth

Ways to approach the households

- leaflets,
- media,
- placards,
- cooperation with social organizations and institutions,
- community events,
- word of mouth...



Vous souhaitez :
Gérer et réduire vos consommations d'énergie et d'eau
Améliorer votre confort
Faire un geste pour l'environnement

Appelez le 00 00 00 00 00
... et recevez la visite gratuite d'un conseiller pour :
• Mieux comprendre vos consommations,
• Faire baisser vos factures avec des gestes simples grâce à des conseils personnalisés
• Bénéficier gratuitement de l'installation de petits équipements économes

ÉCONOMISEZ JUSQU'À 100€ PAR AN !



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Е-mail: reach@reach-energy.eu

Партньори

Фокус, Асоциация за Устойчиво Развитие, Словения
www.focus.si

Общество за устойчиво енергийно развитие, Хърватска
www.door.hr

Енергийна Агенция - Пловдив, България
www.eap-cave.eu

Македонски Център за Енергийна Ефективност, Македония
www.macef.org.mk

НАМАЛЯВАНЕ НА ПОТРЕБЛЕНИЕТО НА ЕНЕРГИЯ И ПРОМЯНА НА НАВИЦИТЕ
 СПЕСТЕТЕ ОТ ВАШИТЕ СМЕТКИ ЗА ЕНЕРГИИ И ВОДА ЧРЕЗ ИНИЦИАТИВАТА REACH
 ПОЛУЧЕТЕ ЕНЕРГИЕСЪХРАНЯВАЩИ УСТРОЙСТВА В РАЗМЕР ДО 100 ЛВ.
 СПЕСТЕТЕ ДО 10% ОТ СМЕТКИТЕ СИ ЗА ЕНЕРГИИ И ВОДА
www.reach-energy.eu



Forms of communication

- There are three forms of communication:
 - Verbal: refers to all elements of speech (words, letters, sentences and numbers)
 - Para-linguistic: refers to manner in which we speak (intonation, speaking rate, pauses, laughing, singing)
 - Non-verbal: body language (posture, gesture and facial expressions) and external attributes (clothes)
- The effects of the messages we communicate consists of
 - 55 % body language
 - 38 % verbal capabilities
 - 7 % choice of words

Women: mismatch in verbal and non-verbal communication

- Confusion arises for a partner in discussion when our body language communicates something different than the spoken word
- Due to their upbringing and their role model, women frequently tend to laugh - this entails a significant danger of being misunderstood and not taken seriously
- Women do not necessarily speak up their minds

Code of ethical principles in social care

- Respect of human dignity and uniqueness
- Energy advisers must:
 - Protect people's dignity, privacy, autonomy and individuality of households
 - Respect people's culture and values
 - Strive to use understandable language and level of communication
 - Protect the confidential data and talk respectfully about them in their absence

General behaviour and language

- Friendly and open behaviour
- Treat the person(s) just as you would wish to be treated
- Maintain visual contact with the other person(s)
- Patience in answering questions
- Appropriate choice of words
- Complete sentences
- Communication in 'advisory capacity'
- Explaining and demonstrating

Appreciative language

- Recognition and appreciation motivate a person, bolster self-esteem and improve this person's communicative abilities
- The absence of recognition and appreciation demotivates the person addressed and results in resignation, anger, fear and refusal to cooperate
- Recognition and appreciation are expressed in one's inner attitudes and not merely in appreciative language.

Belittling language	Appreciative language
If you don't listen correctly, then of course you won't understand anything.	Please help me. What exactly is still not clear about the matter?
Good heavens! That is certainly not the right way!	I have certain reservations about this proposal. Allow me to explain these briefly, perhaps these are unfounded.

Active listening

Activity	Levels
Visual contact, nodding, sounds like mm, aha, yes.	Listening
I summarise what I hear in my own words in order to be certain that I have correctly understand the facts.	Understanding
I attempt to understand the feelings and requirements of the other person and to reflect my impressions.	Feelings

Feedback

Rules for giving feedback:

- Do not generalise and speak only in the first person: "I think..., I've understood...".
- Do not assess as correct or incorrect, good or bad.
- Feedback means not only discussing negative responses, but also reinforcing positive responses.
- Do not interpret and generalise. Describe only what is outwardly visible and indicate your own reactions or feelings.
- Give useful feedback that allows the person addressed to change behaviour.
- Choose clear and precise formulations.

Rules for receiving feedback:

- Listen and digest. Think about what has been said.
- Do not defend yourself, reject, explain or "shoot back".
- Consider what is correct and what can help further.
- However, one must not accept everything which the other person says.

I messages versus You messages

- Fundamentally different for expressing criticism
- You messages generate defence, opposition, anger, justification
- I messages generate concern, reflection and readiness for clarification

Examples of You messages	Example of I messages
You must always..	I notice that..
Why don't you...	I wish that...
Then you should...	It annoys me that..

Forms of questioning

- Closed questions
 - Demand a brief answer, often yes or no
 - Advantageous when speaking with excessively talkative persons
 - Important for explicit decisions
- Open questions
 - Cannot be answered with yes or no.
 - Open questions are preferable when detailed answers are required.
 - Allow the person addressed greater flexibility for answering.
 - Encourage further thought about the matter in question.

	Closed question	Open question
Question	Were you at the energy trade fair yesterday?	What was your impression of the energy trade fair?
Answer	yes or no	It was very informative for me. It dealt with the following subjects...

Do's of communication with customers

Do – typical discussion promoters	Expressions (examples)
Open questions	How do you see this?
Questions in response	What do you mean by maybe?
Targeted questions	How can we improve the situation?
Signalling attentiveness	Visual contact, sounds like ah, mm, or nodding
Summarising	So you mean....
Clarifying, emphasising the essential point	If I understand you correctly, this is a matter of....
Working towards wishes	So you're interested in..... You would very much like....
Address emotions	You're disappointed... Do you feel ignored?
Addressing I messages / constructively addressing conflicts	You have already interrupted me three times. This annoys me, because I then lose the thread.
Addressing by name	Yes, Mister Maier...
Positive formulations	Yes, with pleasure, very well...
Signalling understanding	I can well understand that..
Signalling binding commitment	I'll take care of this immediately.

Do not's of communication with customers

Don'ts – discussion destroyers	Expressions (examples)
You messages	In any case you would have...
Irritating formulations	That's not my responsibility.
Playing down/bagatelling	That's not so bad.
Interrogating/accusing	Why didn't you contact me earlier?
Insinuations	You're only angry because...
Failing to respond to emotions	Please stick to the facts. Why are you so angry?
Assessing/judging	You're thinking false. We can't continue like this.
Commanding	I expect that you will... Do it this way.
Instructing	I already explained this to you earlier.
Warning/threatening	Think about the consequences.
Worldly wisdoms	No pain, no gain.
Irony/sarcasm	Well, what do you suggest then?
Killer phrases	We've always done it this way.
Softeners	Somehow, actually, could, would, perhaps, possibly, under certain conditions.

Clothing

- You should feel comfortable in your clothing.
- Clothing should be clean, neat and orderly.
- Clothing should be appropriate for the situation. Not only sloppy clothing, but also exaggerated clothing causes uneasiness.
- In case of doubt, clothing should sooner be decent. Super-minis and plunging necklines are out of place.
- Jewellery and accessories should fit to the overall image.
- Makeup and/or perfume should be decent and not exaggerated.

Posture

- Not too stiff, but not too careless. If you move about in a stiff posture, you give the impression of being unapproachable. A careless posture signals superficiality.
- An open sitting posture demonstrates interest (do not cross your arms).
- Maintain a friendly facial expression and smile occasionally.
- Maintain visual contact.
- Gestures: movements of the hands in support of the verbal presentation reinforce your words. However, excessive gestures can detract from the presentation and harm concentration.

Manner of speaking

- Speak clearly, understandably, freely and calmly.
- An exaggerated choice of words or the use of many specialised terms creates mistrust and restraint. This can give the customer the impression of being persuaded and not advised.
- Do not use slang expressions or strong language. These irritate the customer and give the impression of incompetence.

My home is my castle

The energy advisor should:

- Be aware that she is in someone else's home, therefore it is necessary to behave appropriately
- Maximum two persons/advisers
- Check for legal framework
- "Forms" of greeting and departing – polite forms, not slang or casual
- Have a friendly and open approach
- Proceed in the way as the household member would want to be treated

After ringing the doorbell

Advisor should:

- Step back at least one step
- Maximum two persons
- "Forms" for greeting and departing
- Introduce herself with full name and surname
- Offer her hand – handshake should be firm and hard, as in this way we express positive intentions
- Ritual of greeting includes a smile
- Keep an eye contact – when meeting other people our eyes are speaking
- Enter the dwelling and be seated only when invited
- Allow the resident person to go ahead

Behaviour in the household

- In the introduction establish a comfortable atmosphere with pleasant chatting
- When starting with the 'advising', explain procedures
- Announce what is to be done
- Request customer's approval when entering other rooms
- When doing measurements, explain what is going on
- In the end of the first visit, notify the customer of the next visit
- Request the customer's approval before installing immediate aids
- When installing saving devices, explain its function and how it is used and request approval for installation
- When finishing 'advising', explain further procedure
- Leave contact informations, so the customer can call if needed

Behaviour in households with different cultural backgrounds

- Likely to visit families from a different cultural background
- Be aware of one's own prejudices and be informed about the cultural circumstances of the households
- People have prejudices against others and also against people from other countries, whose cultures and patterns of behaviour with which we are not familiar and which we do not understand.
- People tend to judge others who are similar to themselves positively and, conversely, what we do not know, negatively
- There may also be difficulties in communication due to different mother tongues
- In order to understand people from another cultural background it is important to be aware of and find out about their values and norms
- Respect the customs and habits of other cultures (e.g. if it is normal to leave one's shoes in the hallway you should respect this and take off your shoes)
- If you are unsure how to behave, simply ask what is normal - this gains the respect and sympathy of the other person and avoids immediate reservations on the part of the other person

Overview of the phases of visit

Discussion phase	What is to be done	Goal
Greeting and introduction	Greet the customer, arrange a date for visiting the household, small talk (weather, attractive flat, etc.)	Ensure a good atmosphere for discussions
Transition to the advisory phase	Explain the purpose of the advisory session exactly, in particular explain the procedure for the flat Work out arguments and advantages for the customer	Inform the customer, create assurance so that the customer knows what he or she is facing
Advisory phase	Explain in detail what will be done and why Explain the device functions exactly When entering other rooms always ask permission	Assurance for the customer Build up trust
In case of problems	Do not break off communication, ask questions, determine the nature of the problem Do not be overzealous and attempt to persuade the customer, use convincing arguments Find a solution that takes account of the people's wishes	Respect Find an acceptable solution for all Always recognise the customer's requirements
Concluding phase	Summarise the results of the advisory session Discuss how to proceed further, clarify open questions Leave your telephone number Arrange a date for another visit Politely thank the person and leave	Clarify how to proceed further

Handling criticism

- Listen attentively and determine what the actual problem is.
- Do not defend yourself or justify your actions.
- Encourage the customer to frankly express his or her reservations and reasons for criticism.
- Accept criticism, demonstrate your understanding and include the arguments of the customer.
- Take the wind out of the sails of the person criticising: I understand that this angers you. How can I help you?
- Helpful formulations for constructive criticism
 - When I speak with you I have the feeling...
 - I would very much like that
 - When you say that I feel.....
 - Please don't be offended, but I see it this way....

Behaviour in difficult situations and conflicts

- Unresolved conflicts escalate. It is therefore necessary to intervene early on and act to defuse them.
- Conflict signals
 - Aggressiveness and hostility, such as verbal attacks and malicious glances
 - Disinterest: The other person is no longer listening, goes away or ignores your presentation
 - Rejection and resistance: constantly contradicts your presentation, unwilling to speak with you
 - Escape: avoids contact, denies availability
 - Exaggerated adaptive behaviour: false friendliness
- Methods for the de-escalation of conflicts:
 - Allow the other person to speak and do not intervene before the other person has finished.
 - Do not counter accusations and charges with other accusations.
 - Ask further to determine whether the other person has correctly understood you.
 - Maintain visual contact.
 - Do not demonstrate arrogance by your body language (do not turn away, laugh derogatorily, raise your eyebrows...).
 - As long as possible, ignore attacks and do not react to these.
 - Do not react with threats and accusations.
 - Do not allow yourself to be swept up in the dynamics of the conflict.
 - Questions like: What will help us further? What do you suggest?

When we cannot resolve the conflict

- Use "exit options"
- Recognise the difference of opinions and admit that you might not be right or politely express that the person might not be right
- Stop the advising and agree for a visit on another day
- Stop the advising and agree not to continue it anymore



Energy Poverty in Croatia



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement N° 847052.

Sending the message – adjusting policy response

Presenting the problem

Demonstrating the solution

Not a solution, but a good start!



Working with social actors

- Slow start
 - Energy issue vs social issue
- Finding people who know people
 - Working our way up to the Ministry of Social Care
- Bottom up and top down
- Bilateral meetings – many of them!
- Working groups, round tables, conferences, recommendations



Thank you for your attention!

Special thanks to all of the volunteers and partners from Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Kosovo, Macedonia, Montenegro, Serbia and Slovenia who have made research possible. Results presented in „Glimpse into reality section” include combined efforts done through projects REACH, REACH CEI as well as South East Europe Sustainable Energy Policy and With knowledge to warm home.

For more information on Energy Poverty in SEE visit http://seechangenetwork.org/wp-content/uploads/2016/10/Energy-Poverty-in-South-East-Europe_Surviving-the-Cold.pdf

For Croatia (available in Croatian only) visit <http://www.door.hr/wp-content/uploads/2016/04/Energetsko-siromastvo-u-Hrvatskoj.pdf>



EmpowerMed

Buiding networks with social actors

Milieukontakt Albania

Kick off meeting – Barcelona – 2019



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement N° 847052.

Big campaign

- Face-to-face conversation
- Traditional Media
- Public Meeting
- Social media communication
- Questioner/Survey



Face-to-face conversation



Conversation means the informal discussion among the people.
When one person discusses his views, opinion to another person and exchanges their views in the presence of both then it is called face to face conversation.

Responses immediately: When people communicate each other in person, they can get a response immediately without misunderstanding.

Express of feelings: Using face-to-face communication helps people express their feelings, ideas much better. Instead of using words only when people choose letters, emails or phone for communication, people can use eye contact, verbal language in order to show their opinions.

Suitable for respect: Face-to-face communication enjoys yet another distracts advantage, the message being communicated also gets the assistance of facial expressions and gestures.

Collaborate: Coordination of action assumes relatively clear goals, but many times social interaction involves the negotiation of goals. Conversation is a requisite for agreeing on goals, as well as for agreeing upon and coordinating our actions.

Traditional Media



Traditional media messaging included the use of television, radio and newspapers. Commercials and print advertising were and still are excellent methods of reaching the masses.

No one can deny the fact that media is the most powerful tool of communication? Communication and interaction are the constitutive parts of everyday life. Our morning starts with the news that we get from morning newspaper, radio or television. Every generation the developer has a plan to improve media.

Public Meeting



Public meetings are one of the most traditional ways to consult local people. In some cases people may not feel that they have had their say on matters of importance to local communities unless a public meeting has been offered.

They are a good way of sharing information with a large number of people and initiating a conversation that is open to all. However, organising a successful public meeting requires thought and effort. Attention should be paid to the management of conflict around controversial issues.

Social media communication



Before social media, the ways in which we connected and how many people we reached were limited. We depended on phone calls and face-to-face interactions to strengthen relationships.

On the upside, the latest technology provides endless ways to connect. We can also reach more people than ever. The downside is the *way* we communicate has also changed, challenging our ability to make meaningful connections.

Questioner/Survey



Questions are the best way to gain deeper insights and develop more innovative solutions.

- Evaluating
- Diagnosing
- Reviewing

Questions are a powerful way of: **Learning, Relationship building, Managing and coaching, Avoiding misunderstandings,**

A possible framework

- STEP 1 - Preparing the ground to tackle energy poverty
- STEP 2 - Assessing energy poverty
- STEP 3 - Identifying, assessing and selecting energy poverty actions
- STEP 4 - Implementing
- STEP 5 - Monitoring and evaluating

EMPOWERMED

Kick-off meeting
Barcelona October 22th

Communication
with social actors and households

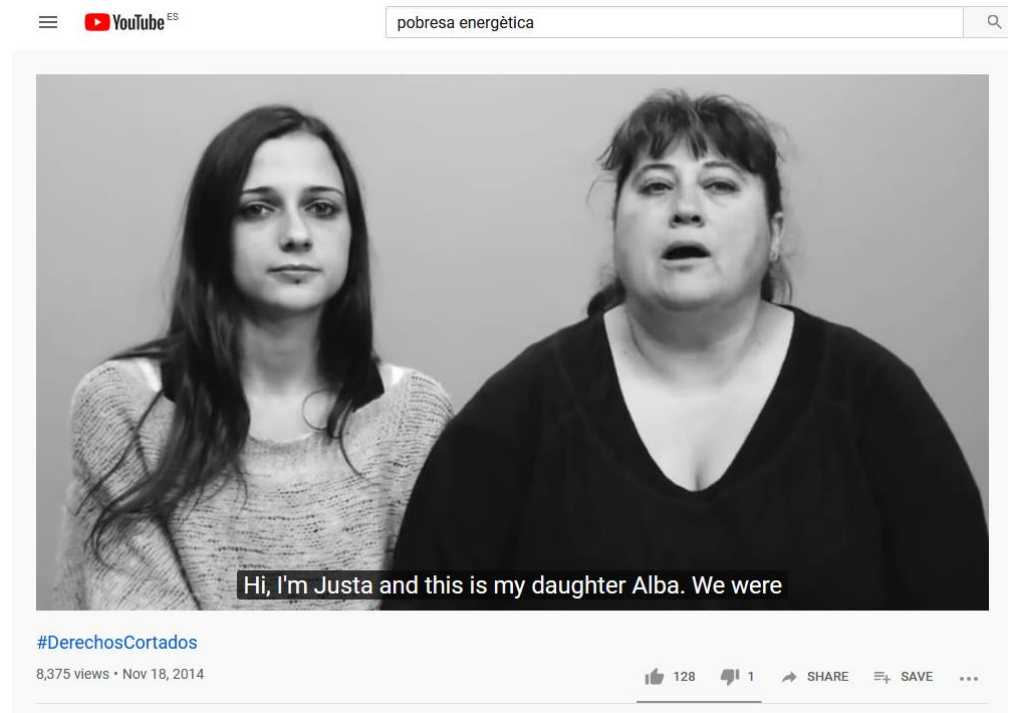


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Methods with households

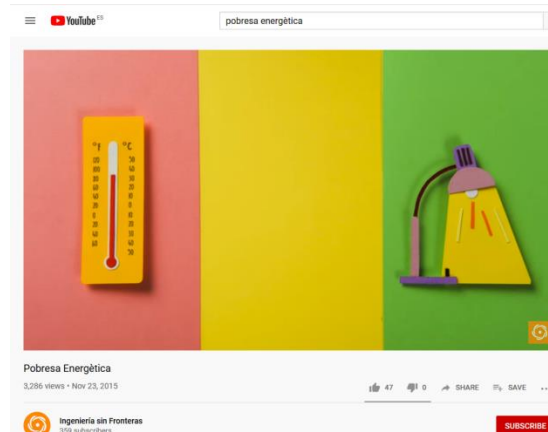
- Unblaming as the beginning to leave shame outside the room
- Affected people as actors, not victims
- What they have experienced is knowledge for others. They are also experts
- Active listening, non-verbal language, creation of a network / family

<https://www.youtube.com/watch?v=VelpStJ8uel>



Methods with social actors

- Create useful tools
- Use of understanding vocabulary
- Link with “hot news”
- Act as a network (SS, Health services, Fireman, etc.)



<https://www.youtube.com/watch?v=pTKRxn0ifJg>

Actualizado 23/10/2018

Resumen del Bono Social eléctrico

*Para poder acceder al bono social debes estar en PVPC y tener una potencia contratada ≤ 10 Kw



Tipo de consumidor	Límites de renta mensual (14 pagos) menor o igual a	Límites máximos de consumo (kWh / año / hogar)	Descuento	Plazo de corte del suministro en caso de impago	Quién paga
Consumidor vulnerable					
Unidad familiar sin menores a cargo o no formar parte de ninguna unidad familiar.	805,67 € / mes	1.380	25%	4 meses	Comercializadoras en función de clientes
Unidad familiar con un menor a cargo.	1.074,23 € / mes	1.932	25%	4 meses	Comercializadoras en función de clientes
Unidad familiar con dos menores a cargo.	1.331,27 € / mes	2.346	25%	4 meses	Comercializadoras en función de clientes
Categorías especiales (violencia de género, discapacidad 33% o +, víctimas del terrorismo, dependencia reconocida de grado II o III, o familias monoparentales).	1.074,23 € / mes 1.342,73 € / mes 1.611,34 € / mes	1.380 1.932 2.346	25%	4 meses	Comercializadoras en función de clientes
Las familias numerosas.	Sin límite	4.140	25%	4 meses	Comercializadoras en función de clientes
Unidades familiares en las que todos sus miembros que tengan ingresos sean pensionistas del Sistema de la Seguridad Social por jubilación o Incapacidad permanente.	Cuantía mínima (sin otros ingresos cuya cuantía agregada anual supere los 500€).	1.932	25%	4 meses	Comercializadoras en función de clientes
Consumidor vulnerable severo					
Unidad familiar sin menores a cargo o no formar parte de ninguna unidad familiar.	402,84 € / mes	1.380	40%	4 meses	Comercializadoras en función de clientes
Unidad familiar con un menor a cargo renta anual menor o igual a	537,12 € / mes	1.932	40%	4 meses	Comercializadoras en función de clientes
Unidad familiar con dos menores a cargo.	671,39 € / mes	2.346	40%	4 meses	Comercializadoras en función de clientes
Categorías especiales (violencia de género, discapacidad 33% o +, víctimas del terrorismo, dependencia reconocida de grado II o III, o familias monoparentales).	537,12 € / mes 671,39 € / mes 805,67 € / mes	1.380 1.932 2.346	40%	4 meses	Comercializadoras en función de clientes
Las familias numerosas.	1.074,23 € / mes	4.140	40%	4 meses	Comercializadoras en función de clientes
Los hogares donde todos sus miembros que tengan ingresos sean pensionistas de la Seguridad Social por jubilación o Incapacidad permanente.	537,12 € / mes	1.932	40%	4 meses	Comercializadoras en función de clientes

Dissemination Methods

- Distribution of printed leaflets at key points/social services
- Assemblies held bimonthly, in the same venue (with own public)
- Engaging messages
- Who organises is a Platform (formed by affected people)
- Constant communication through social media / Telegram with regular participants

¿ Te quieren cortar la luz, el gas y el agua?

pobresa energética
gas
aigua fred
morts prematures
drets humans
llum companyies
manca d'informació
electricitat fosc
subministrament
socials de llum i beneficis

GRUPO DE ASESORAMIENTO
Los miércoles alternos a las 17:00 h. en la FAVB
C/ Obradors 6 - 8, bajos - Barcelona
Mayo: el 4 y el 18

¡Ven y defiende tus derechos!
<http://pobresaenergetica.es> asesoramentape@gmail.com
@APE_Cat FB: Aliança Contra la Pobresa Energètica

ALIANÇA CONTRA LA POBRESA ENERGÈTICA

Tuita

Pobresa Energètica
@APE_Cat

Aquest dimecres organitzem un altre [#AssessoramentAPE](#) per defensar els nostres drets davant l'abús de les subministradores.

Dimecres 23/10
17h
c/ Obradors 6-8, Barcelona <M> L3 Drassanes

Us hi esperem!

Tens deutes que no pots pagar d'aigua, llum o gas? Vius d'ocupació sense serveis bàsics?

Si pateixes l'abús de les subministradores vine!

ASSESSORAMENT COL·LECTIU
DIMECRES **23 D' Octubre** DE 2019 a les **17h**
c/Obradors 6-8, Barcelona

ni set, ni fred, ni fosc!

FAVB



BUILDING NETWORKS WITH SOCIAL ACTORS

Empowermed – 23.10.2019



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement N° 847052.

Building networks with social actors

An important element of the GERES approach is to develop a methodology for accessing the target households: We need to cooperate closely with social workers organizations. Yes, but who are they ? You need to identify them.

- *Central Social Welfare fund (municipality)*
- *Social landlords and janitors*
- *County council (local Authorities) : Social Care department, housing department*
- *Social welfare organisations (CAF, MDS = family support and aids)*
- *Tenants organisations or association*
- *Local associations (public writer)*



Building networks with social actors

It is not easy to get the household to apply for the visit, often due to previous unfair commercial practices from companies offering them something for free and then trying to sell their product or service to them!

=> Developing a networks with social actors = a good solution for us !

Building networks with social actors

How make networks with social actors ?

Creating and maintaining these networks (with social / health services mainly) is time consuming, and must be done regularly.

information meetings with stakeholders : GERES presented during a workshop our service to each social organizations and then they can identify households who could benefit from support on energy / water / housing issues :

People with low income ressources

People with arrears

People with important energy expenditures

Affected group (single mother with children, elderly).

Building networks with social actors

Social Worker organizations	Our approach	Objectives	Tools used	Ease	Efficiency
<i>Local associations</i>	information meeting with a manager. presentation of our action	relay information to their audience	Leaflets, poster	+++	+
<ul style="list-style-type: none"> - Social centers (municipality) - County council - Social welfare organisations 	Information session for social workers : presentation of our service, clear description of our intervention	Access the target “households in fuel poverty”	contact fact sheets	+	++++
<i>Social landlords</i>	information meeting with city manager	Mobilize janitors for accessing tenants	mail outs (from social landlords to households)	++	+++



Janitors = good vector as word of mouth

Building networks with social actors

contact fact sheets
GERES <-> social actors



jointly design, together with these partners, some of the working tools used in the frame of the visit process, and notably this “liaison” documents they fill in when meeting a household that could benefit from a visit.



– FICHE D'ORIENTATION ÉNERGÉTIQUE – VISITE À DOMICILE DU GERES

Cette fiche de liaison est transmise par le travailleur social, avec l'accord de l'occupant, au GERES en vue d'une

1- Contact de la personne adressant la fiche d'orientation (ou tampon du travailleur social) :

Nom :
Tél & email :

prise de rendez-vous pour une visite à domicile du GERES.

2- L'occupant du logement :

M. ou Mme Nom : Prénom :
Tél. portable : Téléphone fixe :
Adresse :
☐ locataire parc privé ☐ locataire parc public ☐ propriétaire ☐ Autre (à préciser)

3- Le logement :

☐ Collectif ☐ Maison individuelle Type : ☐ studio ☐ T1 ☐ T2 ☐ T3 ☐ T4 ☐ T5 ou +
Année construction : ☐ <1949 ☐ 1950-1974 ☐ 1975-1981 ☐ 1982-1989 ☐ 1990-1999 ☐ 2000-2005
☐ Inconnu
Etat du logement : ☐ bon état ☐ état moyen ☐ dégradé

4- L'énergie :

Energie utilisée pour le chauffage : ☐ gaz ☐ électricité ☐ autre :
Le logement est-il suffisamment chauffé ? ☐ oui parfaitement ☐ non pas tout à fait ☐ non pas du tout
Le ménage a-t-il des difficultés à payer ses factures d'énergie ? ☐ oui ☐ non
Si oui : en raison de ☐ ressources faibles ☐ défauts d'équipements ☐ défauts bâti

4- Autres éléments méritant d'être mentionnés / observations :

(Éléments de confort manquant dans le logement ; logement humide ; présence de moisissure ; mauvaise qualité d'air ; avoir froid en hiver, très chaud en été ; impayés ou dette auprès de fournisseurs énergie/eau, personne âgée vivant dans le logement ; enfants en bas âge, etc.)

5- Visites à domicile socio-énergétique du GERES :

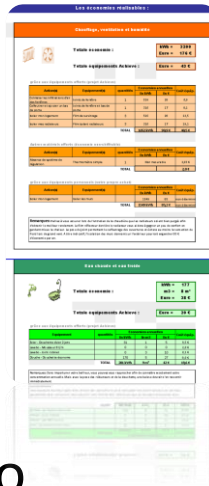
☐ Le ménage est d'accord pour une visite à domicile du GERES, **aujourd'hui et dans un an (suivi)**.
☐ Le ménage a une box internet (question importante)

Signature et date :

Groupe Énergies Renouvelables, Environnement et Solidarités
2, cours Foch - 13400 Aubagne - France
Tél. +33 4 42 18 55 88 - Fax +33 4 42 03 01 56 - www.geres.eu - contact@geres.eu
Association Loi 1901 à but non lucratif

Building networks with social actors

In order to build audience loyalty with social workers organisations, **you need to give them regularly feedback about the households situations you visited** (technical issues about energy consumption) : it is very appreciated, and it is a very important step in order to build networks with social actors!



A solution is to send them a report on the results of visits or to engage them in some visits, to show and clearly explain the benefits of the visits.

Building networks with social actors

Communication tools:

- Leaflets
- Posters
- mail outs (from social landlords to households)
- contact fact sheets.

These materials were distributed through local partners (social landlords and janitors, social welfare organizations, social centres, tenants organizations, inhabitants and local associations).



Annex 5 - Collective assemblies





Towards a just, healthy and sustainable world

wecf is now called women engage for a common future

EmpowerMed Collective Assemblies

Women Engage for a Common Future (WECF)

Barcelona
October 2019



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement N° 847052.



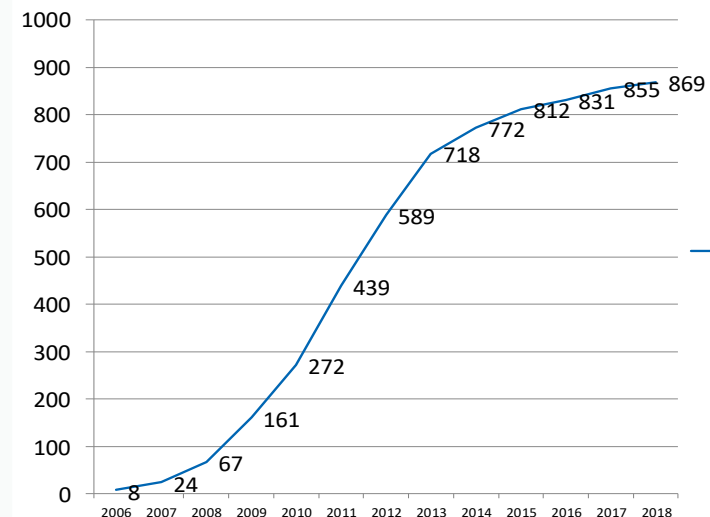
Concept of energy cooperatives in Germany



- ✓ Decentralized energy system
- ✓ Local value added
- ✓ Sustainable and democratic business model: people, planet and profit
- ✓ Democratization of energy supply: BOTTOM-UP energy revolution
- ✓ Access to affordable renewable energy and improved services for all - Prosumer: owner, investor, consumer
- ✓ Acceptance of technologies of communities and citizens

Energy cooperatives lead to

- Enhanced member participation
- Leadership building
- Increased civic engagement
- Strong coalition power
- 2019: more than 1000 energy cooperatives



Energy ambassadors in Georgia/Uganda



- Women are trained on the topics gender sensitive energy cooperatives, women's participation in decision making process, gender quotas and ways of product marketing.
- More than 100 women trained in Georgia, more than 50 in Uganda
- Raising awareness about gender sensitive energy cooperative, importance of female leaders in decision-making positions in general, in energy cooperatives and technologies



Main Achievements of CLEEN



- Capacity building for young CSOs
- Creation of sustainable business models: energy cooperatives
- Ability to build plans for local organizations in the long term.
- New level: 24 MoU between CSOs local and municipal authorities on energy efficiency
- CLEEN network was established, Result: CLEEN network: www.cleenet.org, With 47 members – growing interest

2015-06-24 | CLEEN Members

CLEEN counts 28 members in four countries: [Armenia](#), [Georgia](#), [Moldova](#) and [Ukraine](#).

Together we are working on energy efficiency by influencing local policies, and advocating for better solutions.

Alone you go faster, together you go further!

And follow [this link](#) to see the map with our members.



EmpowerMed

Kick off meeting – Barcelona – 22 October 2019

Milieucontact



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement N° 847052.

Green Agenda what is it?

- Modest version of LA21 – Milieukontakt
- Process + Document
- Methodology: SEAN (AIDEnvironment)
- Participatory, democratic, open

&

Practical, solutions to improve living conditions

Criteria for the process of GA

(Bakker and Laginja, 2005) (Lafferty and Eckerberg, 1998):

- based on local needs and aim to meeting these,
- develop priorities and local action plans with both general and sector-specific targets,
- include information and awareness raising,
- “invest” in local capacity building,
- be open, participatory, democratic, and transparent

Principles

- Clearly define goals
- Involve all sectors
- Broad range of stakeholders
- Not just document, also actions
- Local financing
- Monitoring
- Revisions
- Keep document alive

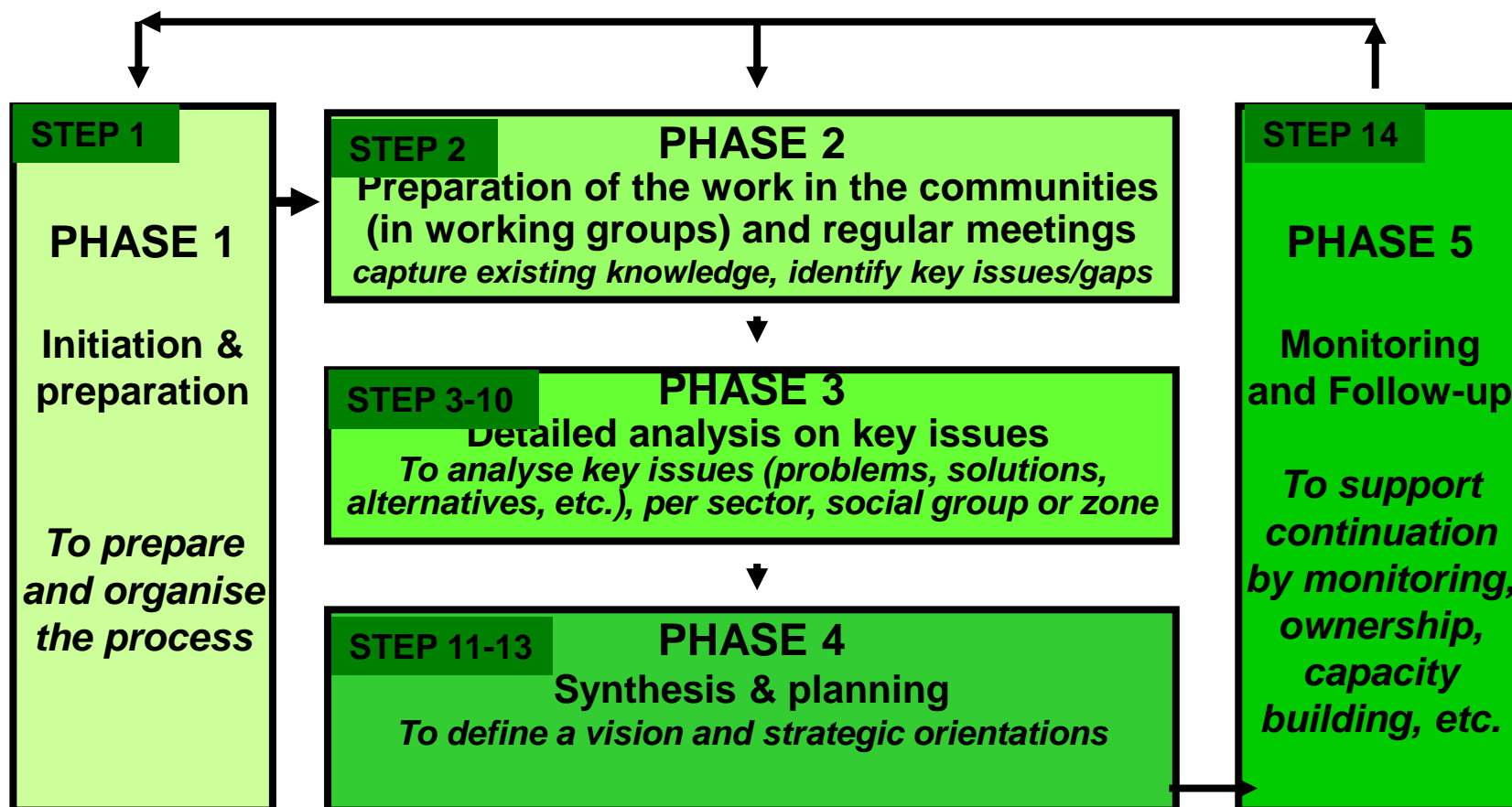
Why interesting?

- Involvement of stakeholders + formation of working groups + participative + partnerships
- Methodological analysis; no pre-assumptions, looking for innovative solutions, 3 pillars SD
- Can be applied on any topic (eco-tourism, rural development, water, biodiversity, etc.), or 'full'
- NGOs (can) take the lead in process
- Tool can be used on any level: municipal, (micro)regional, river catchment area, etc.

Methodology

- Structure to analyse, organise activities and agree on common plans and actions
- 17 Steps (5 phases are distinguished)
- Practical, Choose and Pick; but keep main line in mind
- Manuals: Romania, Croatia, Moldova!

5 Phases – 17 Steps



Stakeholder analysis

Stakeholders are all groups and individuals that are affected by what you will do/are doing

Important to include groups that are not represented (often marginalized groups), and future generations

First Meeting

Invite all stakeholders to a meeting

Not only by letter!

Introduce project

Introduce overview of steps

Identification of values in locality

Prioritisation of values

Formation of Working Groups on values

Values

Which environmental values (functions) are present in your community?

In which direction are they moving, what is going on with them?

Trends

- Values and trends of past 5-10 years
- Indicators, observations
- Time span, location, size of affected area, intensity and severity of change
- Avoid: general view of environmental degradation dominant!

Trends (2)

- Cluster trends
- Social and economic impacts (trend-impact matrix)
 - Stakeholders concerned
 - Severity (positive or negative, reversible or irreversible)
 - Associated risks
 - Geographical specifications
- Special attention: sensitive stakeholders

Standards

Decide what is acceptable to the community

Which impact level can we accept?

- Legal framework is not relevant here
- Difference between standard and current situation or projected situation in future = problem

Vision & Standards

- Vision for desirable future → Which goals to strive for?
- Risks and minimum standards → What effects / impact to avoid?

Problems

- Problem is difference between minimum standard and situation now or at a future point if trends are not changed

Problems

- Define main problems where trends lead to unacceptable risks
- Winners and Losers of the trends
- Risks for society, and associated costs in case the problem would not be solved
- For each problem: location, stakeholders affected, responsible actors, urgency, underlying trends, current impacts and expected risks for society.

Causes

- What is the reason the trend exists and has the impact defined?
- What is the reason behind that reason (underlying cause)
- Is there a deeper reason (root cause)?

Causes

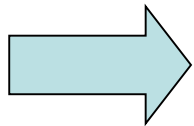
- **Factors causing** the problem, and define associated actors (i.e. social groups, organisations or institutions largely responsible for the existence of the identified factor). Put in a matrix.
- **Interrelations** between factors
- Per **problem**: underlying policy issues and other factors, actors and opportunities
- For **all problems**: cross-cutting policy issues and other factors, actors and potentials / opportunities (insight into mechanisms, etc. that affect more than one problem only, which mechanisms will help you deal with more than one problem)
- **Uncertainties** and gaps of knowledge

Potentials and Opportunities

- (9) Defining potentials and opportunities
- (10) Selecting priority potentials and solutions

Potentials & Opportunities

- Potentials: human or natural resources that could be used in a different way and achieve more effect
- Opportunities: provided by changes and new initiatives



**starting points
for sustainable development!**

Prioritising

- Connect potentials/opportunities to problems to form win-win options
- Win-win options: check criteria of sustainability, technically realistic, cost-effective and based on societal development needs?
- Set priorities

Finalising

- Defining strategic plan within GA document,
 - Monitoring plan development and
 - Document finalization (public presentations, comments)
-
- Green Agenda document adoption, monitoring and follow-up activities (pilot projects)

Pilot projects

During analysis

- To create visible results
- To keep people motivated
- And attract more participants
- To attract support

Pilot projects

After adoption (implementation projects)

- To create visible results
- To keep people motivated
- And attract more participants
- To attract support

Challenges for future

- Organisation:
 - Clear steps adapted to local situation
 - Emphasis on short term projects
 - Collaboration with local authority is crucial
- Green Agendas:
 - Environmental education is important!
- National level:
 - Finding standard for the whole country

Successes

- Local people interested, active & trained
- Educational & information activities
- Concrete projects designed (almost 200!)
- > 2/3rd implemented, some fundraising
- Better relations in community
- Local financing + National support
- For NGOs: media attention + credibility ↑
- Better insight into needs of community
- Plans for sustainable development

Thank You



www.milieukontakt.org

Collective Assemblies

Barcelona and Catalonia experience through the case of Alliance against Energy Poverty



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement N° 847052.

Context of Collective Assemblies creation: Legal Framework

Law 24/2013 on the electricity sector

Describes energy as a “service in the general economic interest” and has serve to further desregulate the electricity market

DIRECTIVE 2009/72/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL concerning common rules for the internal market in electricity

Spain did not comply with Directive 2009/72 / EC which states that an effective separation between producing, distributing and commercializing electricity companies must be ensured.

The deadline for transposing the Directive was March 3, 2011.

-> 15/10/2012 The Commission warned Spain that it was still not complying with the Directive

Collective Assemblies:

What are the needs identified?

- Unpaid bills and energy and water supply cuts
- Other abuses:
 - Excessive collecting (improper fees charging), changes of tariffs, phone harassment, denial of new contracts, etc.
- Lack of information about:
 - Our rights
 - Meaning of our bills
- Companies taking advantage of this opacity

Collective Assemblies:

What are the needs identified?

Under this vulnerability situation of families:

- Means of communication and administrations have certain imaginary:
 - Victimization and assistencialism (payment of bills without giving any further tools or solutions)
 - Blaming (“it’s families that consume too much”, “they don’t know how to manage their spending”, “they don’t want to pay”, “they don’t understand bills”...)
- Need of mutual support, empowerment and collective construction of knowledge

Collective Assemblies:

How are they structured / facilitated?

Collective assemblies structure:

- Welcoming space
- Biweekly sessions
- Continuity between sessions
- Possibility of territorial replication
- Breaks with unidirectionality and expert logic (everybody has something to share about their experience and case)
- Finding solutions to cases + learning together
- Accompaniment visits

Collective Assemblies:

What are the results?

- Empowerment
- Transformation of roles
- Collective construction of knowledge
- Responsibility is shared
- Creation of a network of mutual support, that stays in time (continuity), that transforms at the same time than the changing context (breaks with a static view of the matter).

Collective Assemblies:

What are the limitations/challenges?

- Changing and complex context
- Infinite cases
- Difficulty of arriving beyond most common cases and collectives (not everybody knows APE) → flyers
- We don't have solutions for everything!
- Certain intermittence of participants
 - Depending on personal situation,
 - Depending on motivation,

Collective Assemblies:

What are the strengths / opportunities?

- Affected people are now “experts”
 - Immediacy, link with reality on real time, ability to react (telegram, twitter actions, direct actions)
 - Thinking together solutions and strategies
 - “What works for me can work for somebody else”, “we tried this and didn’t work, so we have to try something new”, historical accumulation of knowledge, etc.
 - Feeling of belonging to a network, to a family
 - Emotional support, feeling of collective strength
- vs.
- Isolated and assistencial counselling

Collective Assemblies:

What materials do we use?

<https://pobresaenergetica.es/index.php/ca/passos-a-seguir/documents-utils>

ALIANÇA CONTRA LA POBRESA ENERGÈTICA

Inici Qui som? Passos a seguir Cròniques Mitjans Agenda Contacte

DOCUMENTS ÚTILS

Dilluns, 21 Octubre

Documents útils

- 1 - Llei 24/2015, del 29 de juliol, de mesures urgents per a afrontar l'emergència en l'àmbit de l'habitatge i la pobresa energètica.
[LLEI-24-2015.pdf](#)
[Details](#) [Download](#)
- 2 - Model per presentar a l'empresa si t'han tallat els subministraments bàsics o tens amenaça de tall (.doc)
[151019_Doc-garantia-subm-basics-ILP.vf.doc](#)
[Details](#) [Download](#)
- 3 - Sol·licitud informe de risc exclusió residencial a serveis socials (.doc)
[151019 INFORME-Exclusio-Residencial-SSocials ILP.doc](#)
[Details](#) [Download](#)

[f Segueix-nos a Facebook](#)
[t Segueix-nos a Twitter](#)
[v Segueix-nos a Youtube](#)
[Telegram Segueix-nos a Telegram](#)

Youtube

10/10/2019...



COLLECTIVE ASSEMBLIES

Barcelona – 24.10.2019

EmpowerMed



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement N° 847052.

geres
ACTING FOR
CLIMATE
SOLIDARITY

Which collective assemblies?

- Already constituted groups
- Cooperation with social actors (social centres)
- Or mobilisation with targeted communication

Collective discussions on energy issues

- Discussion on energy bills
- Needed = a good trust within the group

Collective discussions on energy issues

- A picture for one issue to launch the discussion



Temperature at night ?

Illustrations : <https://www.precarite-energie.org/Fiches-Gestes-simples.html>

Collective discussions on energy issues

- A picture for one issue to launch the discussion



Invisible... But?

Illustrations : <https://www.precarite-energie.org/Fiches-Gestes-simples.html>

Collective discussions on energy issues

- A picture for one issue to launch the discussion

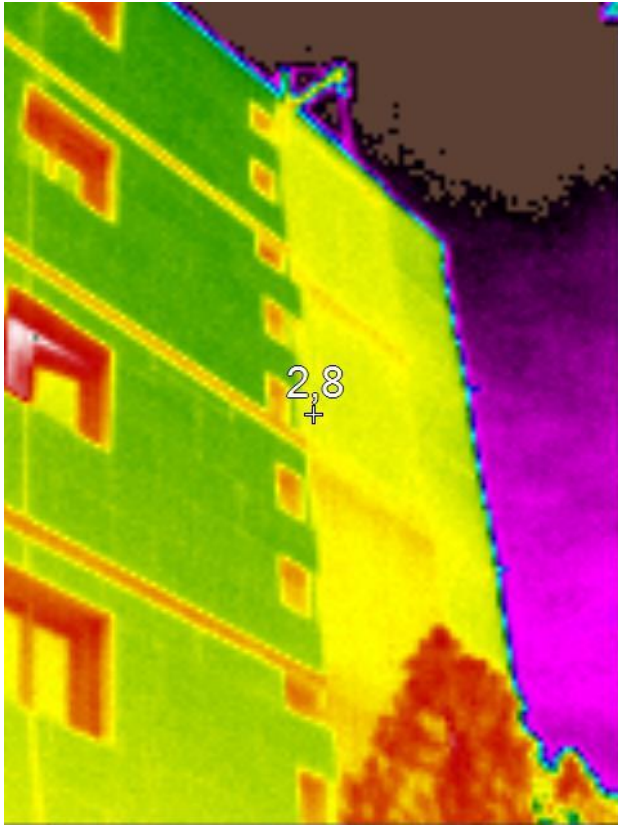


And in the kitchen ?

Illustrations : <https://www.precarite-energie.org/Fiches-Gestes-simples.html>

Awareness raising on insulation

● Walk with infrared camera



Awareness raising on thermal comfort

Words tree



EmpowerMed – kick off meeting
Barcelona – 22-25.10.2019
Marie-Maud GERARD