



**ASSIST**  
2GETHER

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# **Tackling energy poverty through emotional bonds: ASSIST project experience in Barcelona**

ENGAGER training school , 6° June 2019

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## INTRODUCTION: WHO WE ARE

### Ecoserveis is:

- A Spanish **non-profit organisation**.
- A **strategic and innovation consultant specialised in energy**.
- Promoter of **sustainable energy**.

### Our courses of action

Renewable energy

Energy efficiency

Energy poverty

Sustainable mobility

Self-supply

ITC

Financing strategies

Energy culture

Climate change

### Our services



#### Research and innovation

Specialised publications  
Viability and performance studies  
Experimental projects



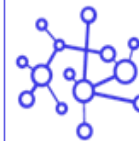
#### Technical and social consulting

Reports, analysis and energy diagnosis  
Strategic plans and funding models for companies, social organisations and public administration



#### Specialized training

Seminars and courses for professionals  
Master and postgraduate tutoring



#### Community enhancement

Promotion of collaborative work and networks of volunteers  
Community support initiatives



#### Dissemination

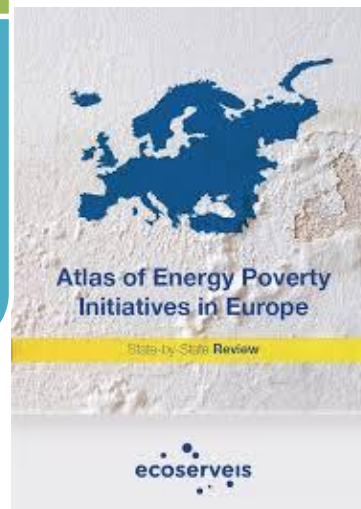
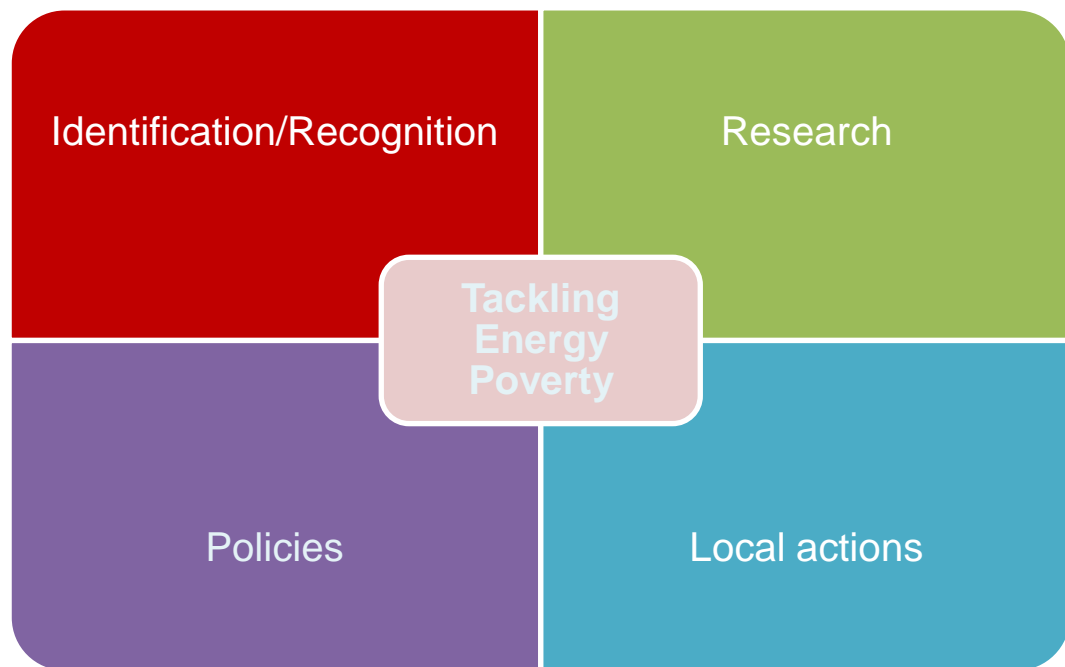
Workshops and conferences for citizens, companies and public administration  
Communication campaigns  
Educational resources  
Awareness-raising events



#### Energy guidance

Contractual assistance  
Installation of low cost material to improve energy efficiency and comfort  
Service-learning

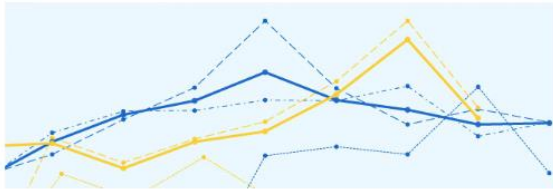
# More than 12 years mobilising quantitative /qualitative data on energy poverty



# Macro indicators vs reality

## PRIMARY INDICATORS

EPOV provides four different primary indicators for energy poverty, of which two are based on self-reported experiences of limited access to energy services (based on EU-SILC data) and the other two are calculated using household income and/or energy expenditure data (based on HBS data).



### Arrears on utility bills

Share of (sub-) population having arrears on utility bills.

### Low absolute energy expenditure (M/2)

Share of households whose absolute energy expenditure is below half the national median.

### High share of energy expenditure in income (2M)

The 2M indicator presents the proportion of households whose share of energy expenditure in income is more than twice the national median share.

### Inability to keep home adequately warm

Share of (sub-) population not able to keep their home adequately warm, based on question "Can your household afford to keep its home adequately warm?"

## SECONDARY INDICATORS

EPOV gathers data on a number of secondary indicators that are relevant in the context of energy poverty, but not directly indicators of energy poverty itself. Indicators include e.g. energy prices and housing-related data. Their development can be compared to the development of primary indicators in the graph tool when selecting a single country.



### Fuel oil prices

Average household prices per kWh generated from fuel oil

### Biomass prices

Average household prices per kWh generated from biomass

- Health Status
- Old appliances
- Butane switching
- Subjective confort temperature
- Energy habits
- Receiving public subsidies
- Personal situation (p.e divorce expenses)
- Minor children
- Humidity rates-confort
- Water supply
- Energy supply disconnection
- Occupations

## Evaluate the impact of a support given by people with emotional bonds with the person/family in a situation of vulnerability

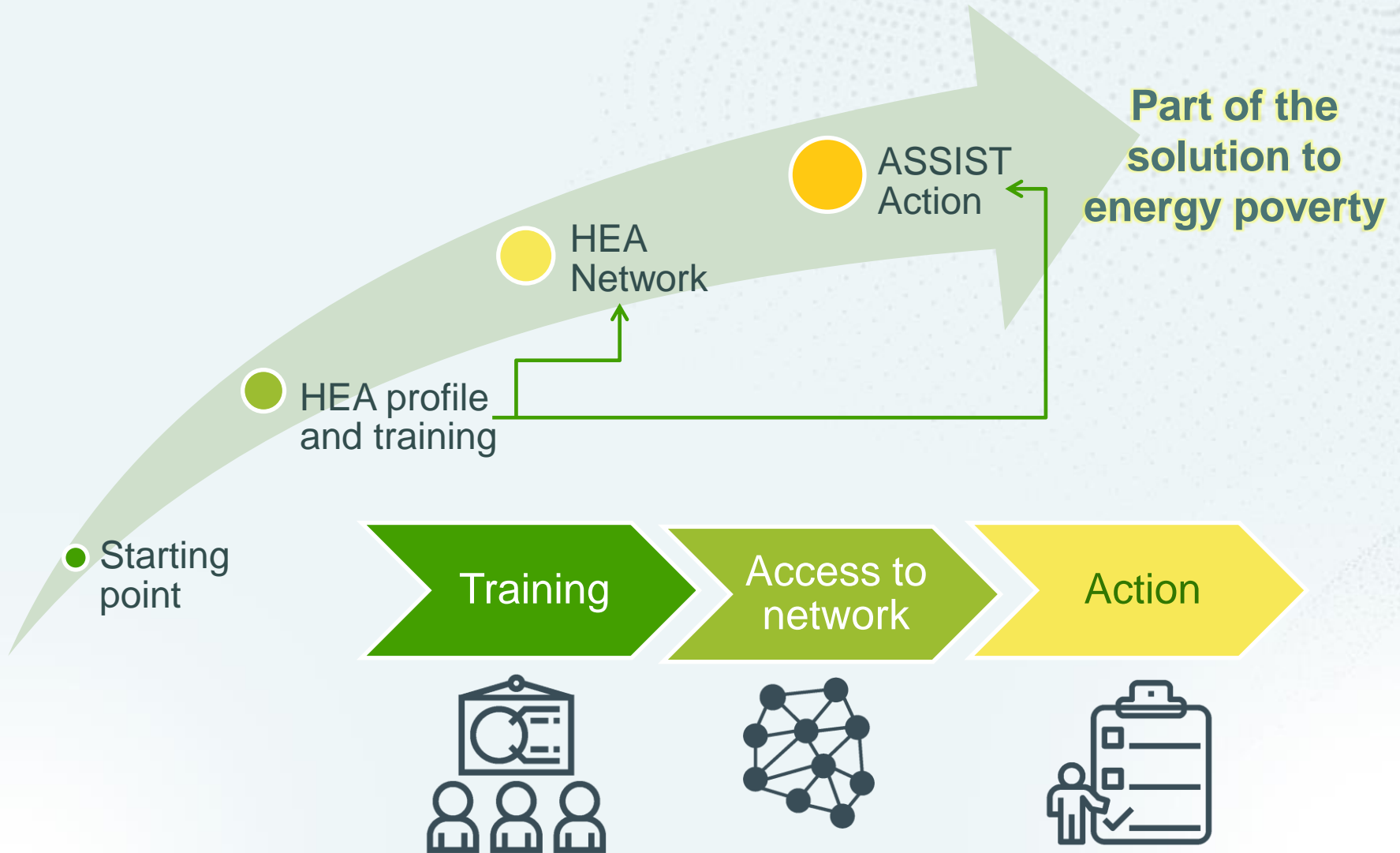


# ASSIST PROJECT: H2020 funded

## Home care professional service in Barcelona

- Public service
- Runned by 3 companies







# HEA activities: informs/supports/assist (actions)



- Inform. Provides integrated information on how to tackle energy poverty (**1 to n**)

- Support. Provides in a customised manner information on how to tackle energy poverty (**1 to 1**)

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

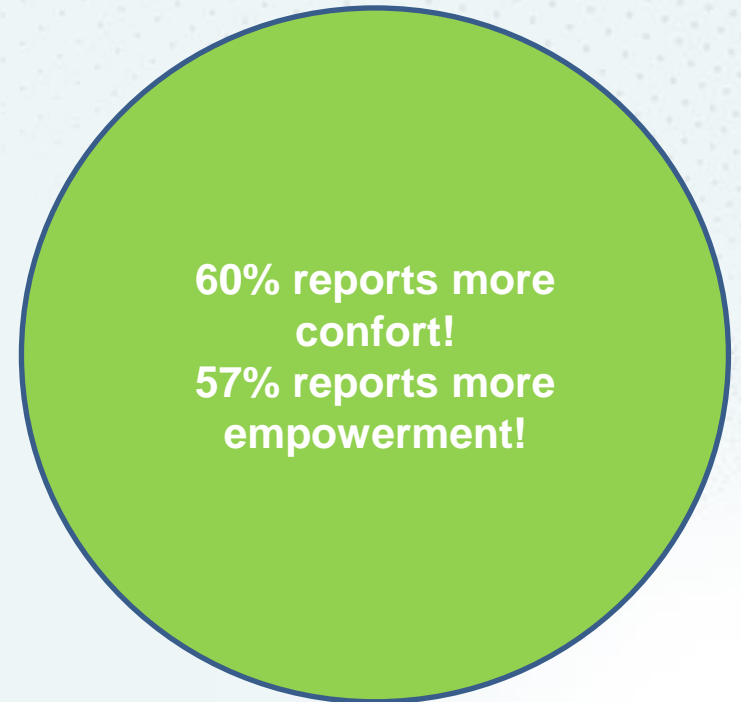
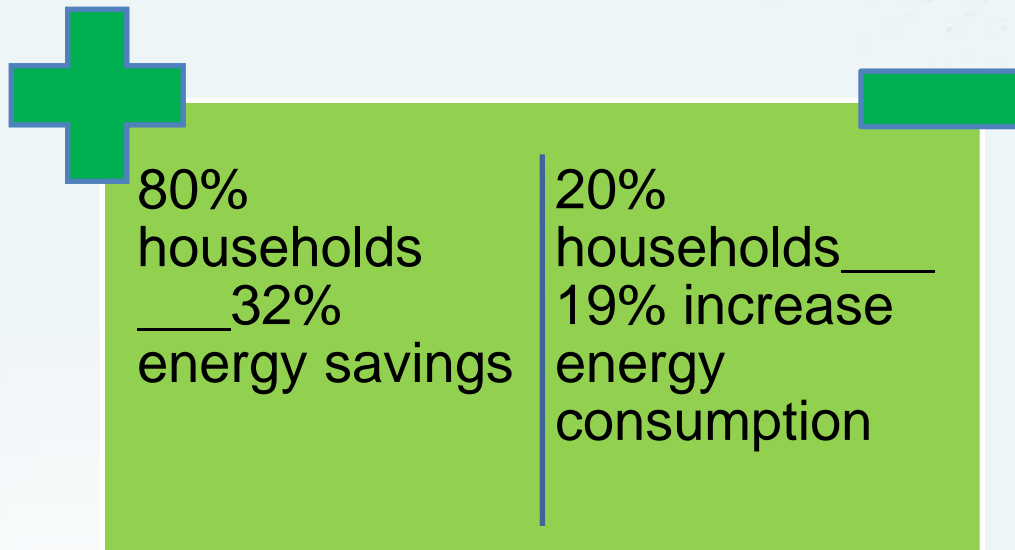
Vulnerable consumers

# Data collection: duality energy savings vs value non-energy benefits

Indicator	Method
Energy savings	Exante-expost questionnaire: meter reading+ energy bills___ using degreedays to harmonize
Confort level	Exante-expost questionnaire. Qualitative. Perception
Money savings	Exante-expost questionnaire: energy bills___ using real energy prices
Empowerment factor	Exante-expost questionnaire. Qualitative. Perception

# First results

- First sample of 30 households



# Conclusions on data management and evaluation of the impact

- Importance of emphasizing the value on non-energy benefits also.
- Deviation macro indicators vs reality in the households
- Subjectiveness of confort levels
- Effect of «trust» on tackling energy poverty (emotional bond multiplier agent-affected person)

Moltes gràcies!

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