



# REPORT ON PARTNERSHIP AGREEMENTS

# ABOUT THE PROJECT

Solutions to Tackle Energy Poverty (STEP) is a project to develop a simple, innovative and replicable model of measures to address energy poverty.

The project covers some of the countries with the highest rates of energy poverty in Europe. These are Bulgaria, Cyprus, Czech Republic, Latvia, Lithuania, Poland, Portugal, Slovakia and the United Kingdom.



There are three specific objectives:

- To get consumer groups and frontline organizations, who advise people on a range of issues such as financial or health-related ones, to partner and deliver advice to energy poor consumers.
- To help energy poor consumers across the 9 countries save energy and improve their living standard. We will advise consumers on more efficient energy consumption and how this can help them save money and improve their health and well-being. We will carry out information campaigns, provide tips on how to save energy, demonstrate cost savings and help put in place low-cost energy efficiency measures.
- To disseminate best practices and policy choices that can alleviate energy poverty and promote their replication in other EU countries.

Project Title	STEP – Solutions to Tackle Energy Poverty
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Deliverable Title	Report on partnership agreements for training of frontline workers agreed in each project country
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## Summary of Available Partnership Reports

### INTRODUCTION

The main objective of Work Package 4 is to establish national networks and referral systems in each target country.

These networks will consist of consumer organisations from the partners' counties as well as of frontline organisations who are regularly in direct contact with consumers (and especially the energy poor).

The current report presents some relevant statistical results collected from surveys carried out in Work Package 2. These results provide a clear picture of how each partner proceeded towards establishing a network with the organisations interested in working with STEP. The results present the number of organisations contacted, how many have shown interest to participate and how many of these already received requests from consumers regarding energy poverty issues.

In addition, the list of organisations that agreed to collaborate so far for the implementation of STEP is available in the Annex. Further organisations will be able to join the national partner network at any time during the project.

The present list will therefore be extended/modified throughout the implementation of the project.

This report also emphasizes the importance of establishing national networks, the success of the project depending on these and on the replication on a larger scale of the STEP model.

## Bulgaria

STEP Partner:  
BNAAC (Българска  
национална  
асоциация)



### Present state

BNAAC reached out to 11 organizations who have a direct contact with consumers, and 45% of them declared to receive requests from consumers regarding energy poverty issues. Out of the 11 respondents 90% are interested in taking part on STEP training programme. Among these, BNAAC has identified several stakeholder organizations/institutions that they plan to collaborate when implementing STEP's activities:

- Institute Open Society;
- Agency for Sustainable Energy Development;
- Veolia;
- Center for Energy efficiency Enefect;
- Council of Ministers - Economic and Social Policy Directorate; and
- Institute for Energy Management.

### Next steps

In the upcoming future BNAAC has meetings set up with:

- **Energy Agency Plovdiv**, who has the expertise on many of STEP's project goals and their input can influence positively the implementation of the project's tasks.
- **Plovdiv municipality**, in case the meeting with the Energy Agency Plovdiv suggests that this would be beneficial for the project goals.



- **Sofia municipality representatives** and/or **deputy mayor of Sofia**, who is already interested in STEP and reducing energy poverty, which is currently an invisible problem in many buildings and/or neighbourhoods in Sofia. (Many people in Sofia do not recognise if they are energy poor, because of lack of awareness of this issue at the current moment.)



## Cyprus

STEP Partner: CCA  
(Cyprus  
Consumers  
Association)



### Present state

CCA reached out to 5 organizations who have a direct contact with consumers, and 25% of them declared to currently receive requests from consumers regarding energy poverty issues. Out of the 5 respondents 80% are interested in taking part on STEP training programme.

CCA, after realising that Pancyprian Volunteerism Coordinative Council has among its members organisations which are in direct contact with energy poor consumers, issued a common letter to these organisations urging them to participate in the STEP project. As a result of this letter, three organisations responded immediately and requested further information on how they can get involved.

The School of Consumers ran by CCA and in collaboration with the University of Nicosia's Citizens' Free University, prepared two presentations related to the STEP project. The first was entitled "Energy poverty: The European project STEP". The presentation covers the project STEP and several energy advice information. The second presentation was entitled "Simple measures of zero or near zero cost in energy savings of households. Grant Schemes". These presentations took place twice within the university.

Furthermore, two events were organised for December 2019, one on the 4<sup>th</sup> at the Athienou Municipality and the other on the 16<sup>th</sup> at the Association for the Prevention and Handling of Violence in the Family, SPAVO at Nicosia. This kind of events are used for the recruitment of frontline workers in municipalities and within other organisations.

CCA has at the moment two energy advisors, and if needed CCA will recruit more from a pool of Professional Energy Advisors listed at the Ministry of Energy, Commerce and Industry.



## Next steps

In January there will be presentations at Pancyprian Rehabilitation Organisation for disabled persons (POAA), in Limassol, and two at the Municipalities of Tsada and Kallepia. Extra meetings will be arranged with more Municipalities and other organisations belonging to PVCC.





## Czech Republic

STEP Partner: dTEST  
(Czech Association  
of Consumers dTEST)



### Present state

dTEST has contacted 6 organizations who have a direct exchanges with consumers, and 50% of them declared to currently receive requests from consumers regarding energy poverty issues. Out of the 6 respondents 100% were interested in taking part in the STEP training programme.

Frontline workers will further be identified from a pool of 20 municipalities with which dTEST already cooperated in previous other projects. dTEST will organise STEP workshops for Citizens advisory centres which dTEST already contacted when distributing the STEP surveys on energy poverty during Work Package 2.

### Next steps

Besides offering advice on energy savings/energy efficiency based on the STEP training models, dTEST will also offer frontline workers legal training courses on energy supply contracts. This is extremely necessary as in Czech Republic there is a big issue in relation to fees and penalties in contracts.



## Latvia

STEP Partner: LPIAA  
(Latvijas Patērētāju  
interesešu aizstāvības  
asociācija)



### Present state

LPIAA contacted 10 organizations who have direct exchanges with consumers, and 70% of them declared they currently receive requests from consumers regarding energy poverty issues. Out of the 10 respondents 100% were interested in taking part in the STEP training programme.

LPIAA established a network of front-line workers who have a close link with consumers and but more specifically with the ones that are energy poor. So far LPIAA organised a first workshop for potential front-line workers. The first workshop was dedicated to energy savings and preparations for the heating season (autumn/winter 2019/2020). The workshop offered an introduction to the basic principles of centralized heating systems as well as to energy savings in the multi-storey buildings.

These front-line workers come from a building administration background. They are aware of the energy related issues both in individual apartments and in the multi-storey buildings they manage as well as of the social and economic situation of inhabitants of these buildings. This makes them the ideal STEP advisors.

### Next steps

LPIAA together with the front-line workers plan to identify the target audience of the STEP project (consumers that need advice on how to reduce their energy consumption, on how to ensure energy efficiency as well as on how to cover for their energy bills). These consumers are usually located both in cities and in areas outside these and live mostly in multi-storey buildings.



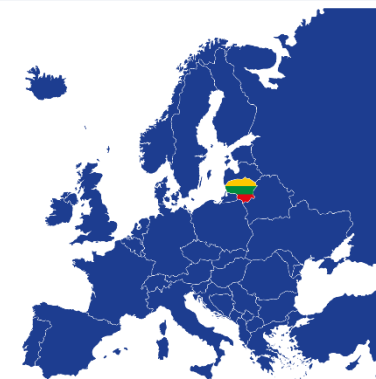
Thanks to the training modules developed in Work Package 3, the front-line workers will gain the necessary knowledge, skills and competence to better work with the target audience of the STEP project.

LPIAA will continue its cooperation and meetings with the Jelgava municipality institutions in order to find the best practices and advice on how to create solutions to tackle energy poverty in Jelgava county and potentially other regions.



## Lithuania

STEP Partner: ALCO  
(Alliance of  
Lithuanian  
Consumer  
Organizations)



### Present state

ALCO contacted 13 organizations who have a direct exchange with consumers, and 54% of them declared to currently receive requests from consumers regarding energy poverty issues. Out of the 13 respondents 100% were interested in taking part in the STEP training programme.

The STEP surveys from Work Package 2 helped ALCO in creating their partner network. Some respondents expressed, with noticeable enthusiasm, a desire to attend the STEP training. These were the social branches of different municipalities as well as NGOs. During the project, they will be contacted after the training material is prepared and representatives from all over the network will be invited to the training.

The Association of Social Workers, whose members are social workers of various organisations, is ALCO's main partner. In September the STEP project was extensively presented at the annual social workers' conference where over 80 representatives gathered from all over Lithuania). Some social workers expressed their interest in the training and their contact information was collected. At the moment the training modules are ready, these participants will be contacted and trained to become Energy Advisers.

ALCO also had several meetings with the head of the Lithuanian Poverty Reduction Network. The organization expressed a strong interest in the STEP project. It was decided to co-operate in all aspects of STEP, and to look for other forms of cooperation in order to achieve the goals of STEP.



## Next steps

Contact will be established with several social workers. This will not involve only the ones wishing to become Energy Advisors but also with the social workers that are prepared to refer the energy poor to ALCO for Energy advice or directly to the Energy Advisors.

Furthermore, ALCO will continue the co-operation with the Lithuanian Poverty Reduction Network.



## Poland

STEP Partner: FK  
(Federacja  
Konsumentów)



### Present state

FK contacted 9 organizations who have a direct exchange with consumers, and 78% of them declared to currently receive requests from consumers regarding energy poverty issues. Out of the 9 respondents 100% were interested in taking part on STEP training programme.

FK intends to develop a frontline worker network as a complementary service for entities in Poland which provide various types of advice / assistance to consumers, including the vulnerable ones. FK plans to increase the knowledge and skills of front-line workers via STEP trainings and offer them the support which would be profitable for their everyday work.

FK plans to invite for cooperation and network:

- Social workers – municipalities and public institutions
- Local consumer ombudsman offices
- Energy suppliers.

FK started communication and meetings with local ombudsmen and energy suppliers since November. However, FK will contact some of the municipality's welfare offices once they determine who in FK will be the designated energy advisors within the project's framework.

### Next steps

FK will carry out recruitment of energy advisors and launch communication with municipalities in which FK advisors could engage in the project's activities.



## Portugal

STEP Partner: DECO  
(Portuguese  
Association for  
Consumer  
Protection)



### Present state

DECO contacted 33 organisations who have a direct contact with consumers, and 64% of them declared to currently receive requests from consumers regarding energy poverty issues. Out of the 33 respondents 97% are interested in taking part in STEP's training programme.

This contact was established within the activities of Work Package 2, during the surveys gathered for STEP's Report: *Defining Energy Poverty in STEP Project Countries*. In this survey, STEP's main activities were explained to these organizations, such as: the establishment of referral procedures to assist energy poor consumers, the creation of a national network of organisations working on energy poverty and the training programmes for frontline workers.

Additionally, in the beginning of August, there was a meeting with the Municipality of Alfandega da Fé, requested by the municipality itself to discuss energy poverty issues, therefore DECO took the opportunity to present STEP project. This received very positive interest especially for participation in events and activities to be developed.

Regarding the training of frontline workers, DECO has currently technicians specialized in energy and holding the certification to be trainers. As a result, these technicians will be the ones responsible to train other trainers and frontline workers.



## Next steps

DECO plans to reach their regular partnerships within the framework of other activities related to energy issues. These include municipal information centres for consumers, the energy agencies network and consumer conflicts arbitration centres.





## Slovakia

STEP Partner: SOS  
(Spoločnosť ochran  
y spotrebiteľov)



### Present state

SOS contacted 8 organizations who have a direct contact with consumers during the surveys in Work Package 2, and 67% of them declared to currently receive requests from consumers regarding energy poverty issues. Out of the 8 respondents 43% are interested in taking part in the STEP training programme.

S.O.S. has on top of this reached out to 26 organizations who have a direct or indirect contact with vulnerable consumers, who already are or can be in danger of energy poverty issues. Another seven stakeholders were informed about STEP project and its activities and are interested to participate.

As energy poverty is becoming quite a complex issue for authorities and consumers, most of them plan to take part on STEP training programme in order to be able to disseminate energy saving advice and practices to their communities.

Additionally, at the end of November, S.O.S participated in the EU Clean Air Forum organized in Bratislava with around 500 registered participants from different countries and various institutions. STEP was promoted by BEUC Senior Sustainable Transport Officer and S.O.S. vice-president within the session called Better heating for better quality of life (Linking the social dimension to clean energy). This session focused on the link between air quality and the production and use of energy, in particular the domestic use of fossil fuels and wood for heating and cooking. Due to this intervention another six organisations were interested to join forces (National Fund for Environmental Protection and Water Management (Poland), Buildings for Future (Slovakia), Energy Agency of Plovdiv (Bulgaria), Climate change and air protection department of Slovak ministry of Environmental Protection and EIT Climate-KIC Hubs in Czech Republic and Slovakia. S.O.S. took the opportunity, presented STEP project and received a positive interest from them to participate in events and activities which will be developed in the future.



Regarding the training of frontline workers, currently, S.O.S. has general consumer advisers in different parts of Slovakia, who will be trained and will become energy advisers. After that they will organize 28 workshops (four in each of the seven Slovak regions) to train frontline workers from various organisations and institutions who are directly working with people struggling to pay their energy bills.

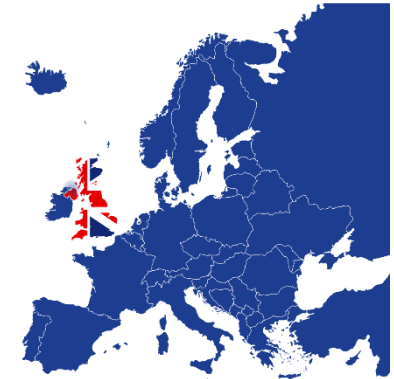
### **Next steps**

S.O.S. plans to provide advice also directly to the consumers visiting their four official consumer advice centres or reach out to them via their regular partnerships. These are available within a national framework dedicated to activities related to consumer energy issues. These include municipal information centres, mediation centres, condominium representatives, Red Cross and other charities, plus the national first legal aid network.



## United Kingdom

STEP Partner: CA  
(Citizens Advice  
Coventry, Reading &  
Manchester)



### Present state

As part of the Work Package 2 study, CA reached out to 25 organizations who have a direct contact with consumers. Out of these 19 organisations participated in the survey and 83% of them declared to currently receive requests from consumers regarding energy poverty issues. Out of the 19 respondents 67% are interested in taking part on STEP training programme.

The contacts were established by building and growing on CA's existing networks as well as on organisations in contact with consumers in fuel poverty.

Some of these organisations have expressed an interest in the energy adviser training programme, and Berkshire Vision, a local charity working with clients with impaired vision, will be trained in January 2020.

Others have agreed to consumer workshops for their client groups and providing direct access to their client groups. CA has as a result a regular presence at The Bread and Butter Thing, a charity providing access to very low-cost food for people in poverty, and are building strong relationships with local social housing providers.

### Next steps

As the delivery phase of the project unfurls, we will continue to build on existing and develop new relationships with stakeholders, formalise referral processes and train a network of frontline workers to support those living in or at risk of energy poverty.



# ANNEX



The STEP project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No. 847080.

## Bulgaria

ORGANIZATION NAME	ENTITY SHORT DESCRIPTION
Agency for Sustainable Energy Development	Government agency
Institute of Energy Management	NGO
Ombudsman of the Republic of Bulgaria	Public advocate
Center for Energy Efficiency Enefect	NGO
Municipality Gabrovo	Local authority
Municipality Kustendil	Local authority



## Cyprus

ORGANIZATION NAME	ENTITY SHORT DESCRIPTION
Pancyprian Volunteerism Coordinative Council	NGO
Association for the Prevention and Handling of Violence in the Family	NGO
Pancyprian Rehabilitation Organisation for disabled persons	NGO
Athienou Council	Municipality
Tsada Municipality	Municipality
Kallepia Municipality	Municipality



## Czech Republic

ORGANIZATION NAME	ENTITY SHORT DESCRIPTION
Mokré	Municipality
Telnice	Municipality
Lovčice	Municipality
Luboměř	Municipality
Rýmařov	Municipality
České Velenice	Municipality
Vodňany	Municipality
MČ Praha 4	Municipality
Brno	Municipality
Okříšky	Municipality
Asociace občanských poraden	Association of citizens advice



## Latvia

ORGANIZATION NAME	ENTITY SHORT DESCRIPTION
Jelgava Municipality Real Estate Management	Municipality
Jelgava Consumer Organization	NGO





## Lithuania

ORGANIZATION NAME	ENTITY SHORT DESCRIPTION
Social Workers Association	Network of social workers
EAPN Lithuania	Anti-poverty network
Blessed J. Matulaitis Social Support Center	NGO
Association of Large Families	NGO
Lithuanian Disability Organizations Forum	NGO
Vilnius Municipality	Social Care Division
Kaunas Municipality	Social Care Division
Kalvarija Municipality	Social Care Division
Caritas	NGO
Maltese	Order of Malta Helpdesk
Association of Municipalities	Social Care Division



## Poland

ORGANIZATION NAME	ENTITY SHORT DESCRIPTION
Food Bank Association	NGO
Social workers Warsaw	Municipality
Tauron	Energy network operator
Energa	Energy network operator
WRZOS	NGO



## Portugal

ORGANIZATION NAME	ENTITY SHORT DESCRIPTION
Município alfandega da fé	Municipality
Município de benavente	Municipality
Município de rio maior	Municipality
Município de olhao	Municipality
Câmara Municipal de Chamusca	Municipality
Câmara Municipal de Salvaterra de Magos	Municipality
CIMAL - Comunidade Intermunicipal do Alentejo Litoral	Municipality
Câmara Municipal de Grândola	Municipality
Câmara Municipal de Amarante	Municipality
Câmara Municipal de Macedo dos Cavaleiros	Municipality
ACRA - Associação de Consumidores da Região Açores	Azores Consumer Association
AEdoAVE – Agência de Energia do Ave	Regional Energy Agency
AMESeixal - Agência Municipal de Energia do Seixal	Regional Energy Agency
Centro de Informação Autárquico ao Consumidor da Covilhã	Municipal Consumer Information Center
Centro de Informação Autárquico ao Consumidor da Figueira da Foz	Municipal Consumer Information Center
Centro de Informação Autárquico ao Consumidor de Guimarães	Municipal Consumer Information Center
Centro de Informação Autárquico ao Consumidor de Loulé	Municipal Consumer Information Center
Gabinete de Apoio ao Cidadão de Loures	Municipal Consumer Information Center
Gabinete de Apoio ao Consumidor do Montijo	Municipal Consumer Information Center
Gabinete de Informação Autárquico ao Consumidor de Palmela	Municipal Consumer Information Center
Centro de Informação Autárquico ao Consumidor da Praia da Vitória	Municipal Consumer Information Center
Centro de Informação Autárquico ao Consumidor de S. Pico da Madalena	Municipal Consumer Information Center
Centro de Informação Autárquico ao Consumidor de Santo Tirso	Municipal Consumer Information Center
Centro de Informação Autárquico ao Consumidor de Seia	Municipal Consumer Information Center
Centro de Informação Autárquico ao Consumidor de Tavira	Municipal Consumer Information Center
Centro de Arbitragem de Conflitos de Consumo de Lisboa	Consumer Conflicts Arbitration Centre
CACCC - Centro de Arbitragem de Conflitos de Consumo de Coimbra	Consumer Conflicts Arbitration Centre



## Slovakia

ORGANIZATION NAME	ENTITY SHORT DESCRIPTION
Prešov regional municipality	Municipality
Košice regional municipality	Municipality
Banska Bystrica regional municipality	Municipality
Žilina regional municipality	Municipality
Nitra regional municipality	Municipality
Trnava regional municipality	Municipality
Trenčín regional municipality	Municipality
Bratislava regional municipality	Municipality
Slovak Trade Inspection	National authority
Slovak Energy Inspection	National authority
Legal state aid network	NGO
Government Plenipotentiary for Roma Communities	NGO
League against cancer	NGO
Union of blind and visually impaired people	NGO
Slovak association for physically disabled people	NGO
Slovak Union of people with hearing disabilities	NGO
Association of Energy Suppliers	-
Slovak Senior Union	NGO



## United Kingdom

ORGANIZATION NAME	ENTITY SHORT DESCRIPTION
Whitefriars Housing	Housing association
Terrence Higgins Trust	Health Advice Agency
Midland Heart	Housing association
Job Shop	Employment advice provider
Coventry Law Centre	General Advice provider
WM Housing	-
Various	Local social housing
Local NHS Trusts (physical and mental health)	Health workers
	Advice agencies
	Health support charities
Reading Refugee Support Centre	Charity supporting refugees
	Faith groups
Physical disability and sensory needs group	Local council working group
Older People's Working Group	Local council working group
Winter Watch	Local council energy advice support
Draughtbusters	Local energy advice support
Reading Voluntary Action - Whitley Schools partnership	Young family support team
The Bread and Butter Thing	The Bread and Butter Thing (TBBT) is a charity that makes life more affordable for people on a low income. Our mission is to create a fair solution for people in poverty and our long-term aim is to address the premiums that people in poverty pay for food, loans, energy and other everyday essentials simply because of their personal circumstances.
Head of Childrens Centres - Manchester	Supports families with children under 5 across the City of Manchester

