

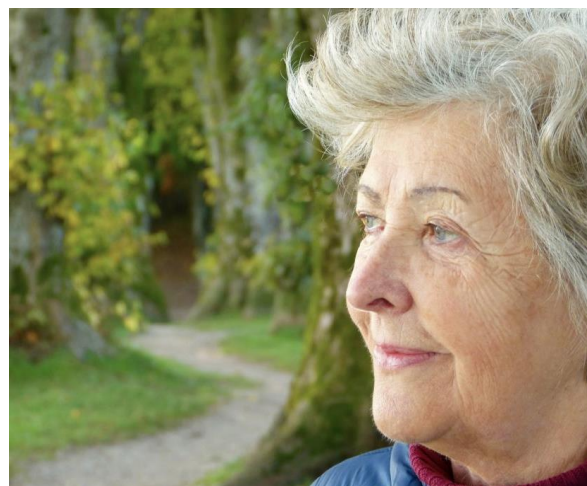


SUMMARY OF AVAILABLE SUPPORT SCHEMES IN STEP PROJECT COUNTRIES

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
Grant Agreement	847080
Project Duration	30 months
Starting Date	1 June 2019
Deliverable Title	Summary of available support schemes in STEP project countries
Deliverable Number	D2.3.
Work Package	WP2
Submission Date	11/10/2019
Author	Carolina Gouveia (DECO)
Dissemination Level	Public

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INTRODUCTION

The current document: *Summary of available support schemes* is an annex to *Targeting Energy Poor Consumers Report*, and it is part of STEP's project activities.

The aim of the report and its annexes is to define a common framework for the project.

Over time Member States have implemented different financial measures to support vulnerable consumers, from social energy tariffs to grants for home retrofit, subsidies, loans, etc. However, in some cases energy poor consumers who meet the criteria to access support mechanisms are not aware and/or do not have the know-how to apply.

The partners from the STEP project conducted an analysis at national level on the available support schemes and the criteria/barriers to be met to apply. This report presents the available support schemes in each project partner country, listed individually and showing the following information:

- Type of measure
- Responsible entity
- Description of measure
- Eligibility Criteria
- Funding Source
- Groups excluded from the measure
- Obstacles/barriers
- Timeframe
- Link to support scheme

This compiled information will be integrated in the STEP training modules which will be used by consumer organizations and frontline workers in their outreach to consumers.

The “Summary of Available Support Schemes” report reflects the collection of the existing support mechanisms available to consumers in each project country and the criteria/barriers to be met in order to apply for these.

Bulgaria

STEP Partner:
BNACC (Българска
национална
асоциация
“Активни



Type	Responsible entity	Description	Eligibility Criteria	Funding Source	Which groups are excluded from this measure?	Obstacles /Barriers	Timeframe	Website
Consumer protection – Vulnerable consumers	Ministry of Labour and Social Policy and Social Assistance Agency	This is a financial mechanism - National program called “ <i>Targeted social assistance for heating</i> ”. It is described by Ordinance No. RD-07-5 of May 16, 2008. This measure assists people who meet the criteria for income and property poverty. During the heating period, these persons are granted targeted benefits for heating by the social assistance system.	Since July 2019 the number of targeted groups has grown from 17 to 20. 1.For a person living alone 2.For a person with permanently reduced working capacity of 50 percent of disability or more than 50 percent, living alone 3.For an orphan child under 18 years old, and if he/ she studies - until attaining secondary or vocational education, but not more than 20 years old	National budget	All persons and families whose average monthly income for the previous 6 months before the month of filing the declaration is higher than the differentiated income for heating	The monthly income for the previous 6 months is higher than the differentiated income for heating	Each heating season from November 1 to March 31	www.asp.government.bg



			<p>4. For a parent raising a child/ child up to 18 years old, and if studying / studying - until attaining secondary or vocational education, but not more than 20 years old</p> <p>5. For each of the spouses living together</p> <p>6. For a child from 0 to 18 years old, and if he / she studies - until the completion of secondary or vocational education, but not more than 20 years old</p> <p>7. For a child with permanent disability up to the age of 18 years, and if he/she studies - until the completion of secondary or vocational education, but not more than 20 years old</p> <p>8. For a child from 0 to 18 years old, and if he/she studies - until attaining secondary or vocational education, but not more than 20 years of age, accommodated in a family of relatives or in foster care</p>					
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			<p>9.For a child from 5 to 16 years old who does not study</p> <p>10.For a child from 16 to 18 years old who does not study and is registered with the Labour Office Directorate</p> <p>11.For a parent raising a child / child under 18 years old who does not study</p> <p>12.For a person cohabitating with another person (s) or family</p> <p>13.For a pregnant women 45 days before the date of birth</p> <p>14.For a parent raising a child up to 3 years old</p> <p>15.For a person over 70 years old</p> <p>16.For a person over 65 years old living alone</p> <p>17.For a person over 75 years old living alone</p> <p>18.For a person with a permanently reduced working capacity of 50</p>					
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			<p>percent of disability or more than 50 percent</p> <p>19.For a person with a permanently reduced working capacity of 70 percent of disability and more than 70 percent</p> <p>20.For a person with a permanent reduced working capacity of 90 percent of disability and more than 90 percent</p>					
Energy efficiency measures – grants for home retrofit	Ministry of Regional Development and Public Works	In English: https://www.mrrb.bg/en/energy-efficiency/energy-efficiency-of-multi-family-residential-buildings-national-programme/	<p>Eligible to apply are all multi-family buildings, designed before April 26th, 1999 three or more floored buildings with six or more separate sites with residential use. Activities on structural reconstruction /strengthening/ overhaul depending on damages that occurred during the exploitation of multi-family residential buildings, that have been prescribed as obligatory for the building in the technical audit; Renovation of common areas of multi-family residential buildings (roof, facade, staircase, etc.)</p>	National budget-Ministry of Regional Development and Public Works	Outside the scope of the program are non-eligible buildings or building's whose owners have not submitted eligibility documents		2015-2019 (36,555 housing in a total of 511 multi-family buildings were renovated in 2018)	https://www.mrrb.bg/bg/en/ergijna-efektivnost/nacionalna-programa-za-ee-na-mnogofamilniji-listni-sgradi/

			<p>Implementation of energy efficiency measures prescribed as required for the building in the energy efficiency audit.</p> <p>Concomitant construction and assembly works related to the implementation of energy efficiency measures and the relevant rehabilitation of common areas of the building as a result of the implemented measures with energy-saving effect. The attendant construction and assembly work are related only with the restoration of the initial state, broken as a consequence of the renovation of the common areas and the change of joinery in the separate site.</p>					
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Energy efficiency measures – loans for home retrofit	European Commission , European Bank for Reconstruction and Development, and the Bulgarian Ministry of Energy	Residential Energy Efficiency Credit (REECL) helps Bulgarian households reduce their energy bills and consumption, provides credit lines to reputable Bulgarian banks to make loans to Individuals, Association of Apartment Owners or Service Providers (Housing Management Companies, Energy Service Companies, Developers and Construction Companies) for specific energy efficiency measures including double-glazing; wall, floor, and roof insulation; efficient biomass stoves and boilers; solar water heaters; efficient gas boilers and gasification installations; heat pump systems; building-integrated photovoltaic systems; heat-exchanger stations and building installations; balanced mechanical ventilation systems with heat recovery; and energy efficient lifts.	Individuals, association of apartment owners or service providers (housing management companies, energy service companies, developers and construction companies) across Bulgaria can take REECL loans to finance energy efficiency home improvements.	The EC, The Eu Bank for Reconstruction and Development, and the ME have developed a € 20 million Residential Energy Efficiency Credit (REECL) Facility to provide credit lines to reputable Bulgarian banks: <u>1.United Bulgarian bank (UBB)</u> <u>2.Piraeus Bank</u>	Restrictions come from the type of applicants - for example: a multi-family building or only one owner from that building. This predetermine s the scope of financing for energy efficiency activities. Another restriction is the limit of financial resources part of the program. Currently the funds have been exhausted and new funding is forthcoming.		Since 2016 the third funding period of the program has been available.	http://reecl.org/en/
Energy efficiency	Ministry of Regional	Law on Energy Efficiency (act.Oct.2018)	MRDPW is responsible for the development and	National budget				

regulations, e.g. minimum energy efficiency standards, building regulations	Development and Public Works		implementation of technical rules and regulations in the field of energy performance of buildings, the implementation of projects related to the renovation of the residential building stock and the improvement of energy efficiency in residential buildings in the Republic of Bulgaria	and EU funds				
Energy efficiency regulations, e.g. minimum energy efficiency standards, building regulations	Ministry of Regional Development and Public Works	LAW for the development of the territory	Regulates the requirements for energy efficiency of buildings - through a mechanism for inspection and certification of the buildings.	National budget and EU funds				
Energy efficiency regulations, e.g. minimum energy efficiency standards, building regulations	Ministry of Regional Development and Public Works	Ordinance No. 7 of 2004 on the energy efficiency of buildings	The Ordinance regulates the minimum requirements for the energy characteristics of buildings or parts thereof in order to achieve cost-optimal levels, technical requirements and energy efficiency indicators, as well as the method / standards for determining the annual energy consumption in buildings, including buildings	National budget and EU funds				

			close to zero energy consumption.					
Energy efficiency regulations, e.g. minimum energy efficiency standards, building regulations	Ministry of Regional Development and Public Works and Ministry of Energy	Ordinance № Е-РД-04-2 of 22.01.2016 on the indicators of energy consumption and the energy performance of buildings	The Ordinance defines the energy consumption indicators, the energy characteristics of buildings and the scale parameters of energy classes for different purpose categories of buildings	National budget and EU funds				
Energy efficiency regulations, e.g. minimum energy efficiency standards, building regulations	Ministry of Regional Development and Public Works and Ministry of Energy	Ordinance № Е-РД-04-1 of 22.01.2016 for energy efficiency examination, certification and evaluation of energy savings of buildings	Ordinance defines the terms and conditions for issuing an energy performance certificate for a new building	National budget and EU funds				
Information and awareness measures	Social Assistance Agency	National program called “ <i>Targeted social assistance for heating</i> ”. Information, the scope of the program, targeted groups, application and deadlines are published on the website of the SAA and on different media channels.						http://www.asp.government.bg/
Home Energy Advice Visits	Energy agency of Plovdiv	Part of the project activities 1,564 households’ visits were implemented in Croatia,						http://reach-energy.eu/

	“Reduce Energy Consumption and Change Habits” (acr. REACH project)	Macedonia, Slovenia and Bulgaria.						
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Cyprus

STEP Partner: CCA
(Cyprus
Consumers
Association)



Type	Responsible entity	Description	Eligibility Criteria	Funding Source	Which groups are excluded from this measure?	Obstacles/Barriers	Timeframe	Website
Consumer protection – Protection against disconnection	CERA	According to the article 5(1)(d) to the order 289/2015, the vulnerable consumers should be examined by one public medical committee. The committee will decide if the disconnection of	Older people in receipt of certain benefits (According to the article 4(1) of the Ministerial Decree Act 289/2015	All the electricity consumers	Vulnerable consumers	The legislation does not cover cases other than health issues.	Annual	https://www.cera.org.cy/Templates/0001/data/nomothesia/ethniki/hlektrismos/Diatagmata/kdp2015_289.pdf



		electricity affects the health of the patient						
Consumer protection – Social tariff (Tariff 08)	Electricity Authority of Cyprus	According to the records of Electricity Authority, the number of beneficiaries of tariff is 37.820 consumers. The charge of vulnerable consumers is 0, 5 cents per kWh. The number of beneficiaries of this charge is 18.480 consumers.	Older people in receipt of certain benefits (According to the article 4(1) of the Ministerial Decree Act 289/2015	All the electricity consumers	The non-vulnerable consumers	We have to mention that special low prices for electricity are available in special cases, defined by the article 94 of the law regulating the electricity market of 2003-2017.	Annual	https://www.eac.com.cy/EN/customer-service/Pages/default.aspx
Energy efficiency measures – grants for home retrofit	Ministry of Energy, Commerce and Industry	Since 2013 until now, the Ministry of Energy, Commerce and Industry, given allowances to 2518 energy poor households for instalment of		All the Cypriot citizens	Vulnerable consumers			http://www.mcit.gov.cy/mcit/EnergySe.nsf/All/AOA7D1C0071CB340C22583B7003E2639?OpenDocument

		<p>photovoltaic panels. The number includes the consumers who receive the special tariff 08 and the divorced families. Also, according to the governmental decision, until 07/03/2019 the amount of sponsorship for the installation of photovoltaic systems in the homes of vulnerable consumers was € 900 for each installed kilowatt (kW), with a maximum grant amount of € 2,700 (for 3 kW). Since 08/03/2019 the maximum amount has</p>						
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		been increased to € 3,600 (for 4kW).						
Energy efficiency measures – loans for home retrofit	Bank of Cyprus	<p>1)Addressed only to individuals</p> <p>2)Loan up to €9.000 for the installation of photovoltaic systems up to 10 kW for home use</p> <p>3)Maximum repayment period: 7 years</p>	There are no specific criteria	All the Cypriot citizens	Vulnerable and non-vulnerable consumers			http://bankofcyprus.com.cy/en-gb/retail/loan-boc/personal_loan/photovoltaic/
Energy efficiency regulations, e.g. minimum energy efficiency standards, building regulations	Republic of Cyprus	<p>1)Consolidation Of The Streets And Buildings Regulation Law</p> <p>2) Consolidation Of The Streets And Buildings Regulations</p>	The rules cover all aspects of construction, including foundations, damp proofing, the overall stability of the building, insulation, ventilation, heating, fire	Private land in Cyprus				http://www.moi.gov.cy/moi/moi.nsf/All/CCA54CDB1ACA31BC2257FE100304AC1

			protection and means of escape in case of fire. They also ensure that adequate facilities for people with disabilities are provided in certain types of building.					
Welfare benefits to help with energy costs	Ministry of Interior	Minister of Interior announced one financial plan to support the communities situated in an altitude of more than 600 meters. (Heating benefit).	<u>600-800 meters</u> (€175) for every household <u>801-1000 meters</u> (€225) for every household <u>Beyond 1000 meters</u> (€260) for every household Also, each pensioner	All the citizens who lives in the mountainous area	Vulnerable and non-vulnerable consumers		Winter period	http://www.moi.gov.cy/moi/moi.nsf/All/758F97F5073F1C8FC22583D800297DC8?OpenDocument

			will receive the amount of €85					
			Each non-pensioner will receive the amount of €165					
Home Energy Advice Visits	Municipality of Limassol and Municipality of Larnaka (EU project)	FIESTA's partnership is wide and counts upon 19 partner institutions from 5 southern European countries (Spain, Italy, Croatia, Bulgaria and Cyprus), all committed to support families in the reduction of their home energy consumption.		All the Cypriot citizens	Vulnerable consumers		Annual	http://www.fiesta-audit.eu/en/services/



Czech Republic

STEP Partner: dTEST
(Czech Association
of Consumers TEST)



Type	Responsible entity	Description	Eligibility Criteria	Funding Source	Which groups are excluded from this measure?	Obstacles/Barriers	Timeframe	Website
Consumer protection – Protection against disconnection	Energy regulator	Is defined in legislation. Energy ombudsman suggests to the energy supplier to offer payment in instalments	Disconnection possible only in cases of debts		Any groups			www.eru.cz
Consumer protection – Vulnerable consumers	Ministry of Labour and social affairs	Housing supplement and living allowance	Low income			Conditions are defined by legislation (for example voluntary leaving job, or losing job because of strong break of work obligation)		https://www.mpsv.cz



Energy efficiency measures – grants for home retrofit	Government	<p>Integrated Regional Operational Programme (government) – financial support of projects in all regions (except Prague), also including renovation for more energy efficient buildings – i.e. apartment building.</p> <p>New Green Savings (government) – financial support improving of energy efficiency in houses and flats for permanent living (building insulation, heating systems,</p>						<p>https://irop.mmr.cz/cs/Projekty</p> <p>https://www.novazelenau.sporam.cz/</p>
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		renewable energy systems)						
Energy efficiency measures – loans for home retrofit	Ministry of regional development	Programme Panel 2013+			Only for Apartments houses			http://www.sfrb.cz/programy-a-podpory/program-panel-2013/
Information and awareness measures	Energy Regulatory office	In most cases included in general poverty or as part of information about energy savings (energy efficiency measures and choice of the best supplier – comparison tool						Http://www.eru.cz/cs/srovnani-nabide-elektriny



Latvia

STEP Partner: LPIAA
(Latvijas Patērētāju
interesešu aizstāvības
asociācija)



Type	Responsible entity	Description	Eligibility Criteria	Funding Source	Which groups are excluded from this measure?	Obstacles/Barriers	Timeframe	Website
Consumer protection – Protection against disconnection	Public Utilities Commission (PUC) of Latvia, AS “Sadales tīkls” distribution network	Set by the Regulations Regarding the Trade and Use of Electricity	Regulations Regarding the Trade and Use of Electricity	State/ AS “Sadales tīkls”/consumer	Applies to all	-	-	www.sprk.gov.lv
Consumer protection – Social tariff	Public Utilities Commission (PUC) of Latvia	-	-	State/Municipality	Applies to categories described in law (1.2.1 points).	-	-	www.sprk.gov.lv



Consumer protection – Vulnerable consumers	The Ministry of Welfare and municipality level	State protection and additionally municipality level support (different in each municipality)	-	State/Municipality	Applies to categories described in law	-	-	www.lm.gov.lv Riga municipality: http://www.ld.riga.lv/lv/sociala-palidziba/socialo-pabalstu-veidi-rigas-pasvaldiba-2019-gada.html
Consumer protection	Ministry of Economics, Consumer Rights Protection Centre (state authority) Latvian National Association for consumer protection	Set by the Consumer rights protection law	-	EU/State	Applies to categories described in law	-	-	www.patac.gov.lv www.em.gov.lv www.pateretajs.lv
Energy efficiency measures – grants for home retrofit	Ministry of Economics, Municipality level initiatives	-	-	EU/State/Municipality	Applies to categories described in law	-	-	www.em.gov.lv Jelgava: www.nip.lv Riga: http://www.rea.riga.lv/en/
Energy efficiency measures – loans for home retrofit	Ministry of Economics, municipalities, Altum (ERAF funding), Latvian National Association for			EU/State/Municipality	Applies to categories described in law			www.em.gov.lv Jelgava: www.nip.lv Riga: http://www.rea.riga.lv/en/

	consumer protection and its network							www.altum.lv
Energy efficiency regulations, e.g. minimum energy efficiency standards, building regulations	Ministry of Economics, municipalities, Latvian National Association for consumer protection and its network			EU/State/Municipality	Applies to categories described in law			www.em.gov.lv
Welfare benefits to help with energy costs	The Ministry of Welfare and municipality level	-	-	EU/State/Municipality	Applies to categories described in law	-	-	www.lm.gov.lv Riga municipality: http://www.ld.riga.lv/lv/sociala-palidziba/socialo-pabalstu-veidi-rigas-pasvaldiba-2019-gada.html
Information and awareness measures	Ministry of Economics, Latvian National Association for consumer protection and its network, pensioner's, family NGO's	Information, training, seminars, projects dedicated to the energy efficiency and electricity and natural gas market liberalisation.	-	EU/State/Municipality/NGO's	Applies to all	Systematic funding to ensure regular work of consumer NGO regional coordinators.	-	www.em.gov.lv www.pateretajs.lv

Lithuania

STEP Partner: ALCO
(Alliance of
Lithuanian
Consumer
Organizations)



Type	Responsible entity	Description	Eligibility Criteria	Funding Source	Which groups are excluded from this measure?	Obstacles/Barriers	Timeframe	Website
Energy efficiency measures – grants for home retrofit	BETA (Housing Energy Efficiency Agency)	100 percent coverage of renovation costs if the family receives heat subsidies. Loan system is described here: http://bit.ly/2QEfmtW	Same as in “Welfare benefits to help with energy costs”	Multi Apartment Building Renovation (Modernisation) Programme	More affluent people, who are not fit for the welfare benefits	Renovation can begin only when majority of the flat owners vote for it at the meeting of the House Owners’ Association. It is very difficult to accomplish.	Every year a new funding tender is announced.	http://www.betalt.lt/en
Welfare benefits to help with energy costs	Municipalities	<i>Socialinės paramos šeimai informacinė sistema SPIS</i> (Welfare	Heat and hot water subsidies are provided according	State budget	Vulnerable families, that are “too rich” to apply. Above certain	Complex paperwork.	Renewed every year: families	https://www.spis.lt/



		for families' informational system) is created to collect information and distribute energy subsidies	to very high and complex set of criteria (more here, in ENG: http://bit.ly/2EPZsrJ)		income/wealth threshold, families are automatically excluded without any exceptions.		have to reapply every 12 months.	
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Poland

STEP Partner: FK
(Federacja
Konsumentów)



Type	Responsible entity	Description	Eligibility Criteria	Funding Source	Which groups are excluded from this measure?	Obstacles/Barriers	Timeframe	Website
Welfare benefits to help with energy costs	Minister of Energy is the responsible entity however, the energy supplement is managed by municipalities	Energy Supplement (Dodatek Energetyczny) Energy Supplement aims to aid the energy poor and vulnerable consumers in covering their	To be eligible for the subsidy, the beneficiary must be considered a vulnerable energy consumer. To do so, the following	Governmental	Income criteria	Limited amount of supplement	The scheme initiated in January 2014 and it will continue at least till 2023	https://www.gov.pl/web/energia/jak-uzyskac-dodatek-energetyczny-



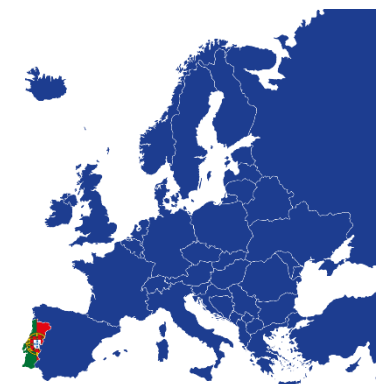
		energy expenses.	criteria must be met: the beneficiary must be eligible for the housing supplement the beneficiary must have a contract for energy delivery with an energy company the beneficiary must occupy the area to which the energy is delivered as a part of the contract					
Housing allowance (Dodatek Mieszkaniowy)	Municipalities	The housing allowance is a subsidy paid to the poorest occupants that helps them to cover their monthly	To be eligible for the subsidy the following conditions must be met: the beneficiary must be	The government and municipality subsidise	Income criteria	Dedicated to vulnerable consumers that could be best defined as economically disadvantaged,	Not limited	https://www.gov.pl/web/gov/uzyskaj-dodatek-mieszkaniowy

		<p>accommodation-related expenses (like rent, energy bills).</p> <p>tenants or sub-tenants of the dwelling, or be by other forms entitled to occupy the dwelling</p> <p>the beneficiary must have an income lower than specific thresholds, being 175% of the lowest pension possible for single beneficiaries or 125% of the lowest pension possible per each of the family members</p> <p>The accommodation must be smaller than the threshold value, which is dependent on</p>			rather than in energy poverty				
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			the number of occupants					
Special purpose allowance (Zasilek celowy)	Ministry of Family, Labour and Social Policy and Municipalities	Support for fuel for heating and necessary equipment Impact of the measure to the most in need	Low income	social welfare	Income criteria. A request for the support along with suitable documents proving the situation and the need are necessary to be filed. The regional assistance centre then issues a decision if the aid is awarded.	Dedicated to vulnerable consumers that could be best defined as economically disadvantaged, rather than in energy poverty	Not limited	https://www.gov.pl/web/rodzina/zasilki-celowe
The Energy lump sum (Ryczałt energetyczny)	The Social Insurance Institution	Subsidy for combatants and specified related groups, supporting the payment of the energy bills	Specific group	Social Insurance Institution	Special social groups		Not limited	https://www.zus.pl/swiadczenia/dodatki-do-swadczen-emerytalno-rentowych/ryczalt-energetyczny

Portugal

STEP Partner: DECO
(Portuguese
Association for
Consumer
Protection)



Type	Responsible entity	Description	Eligibility Criteria	Funding Source	Which groups are excluded from this measure?	Obstacles/Barriers	Timeframe	Website
Consumer protection – Social tariff	Government fixes the discount rate, Energy General Directorate is responsible for its correct implementation, NRA fixes and publishes the tariffs.	Energy Social Tariff: applicable for electricity and natural gas supply. This tariff consists on a discount on the energy bill, which automatically granted for households who fulfil the criteria. The automated process is possible through the cross-checking between fiscal and social security information, managed by the Directorate-General for	a) Beneficiaries of the solidarity supplement for the elderly, b) Beneficiaries of social inclusion income,	This measure is currently financed by the electricity producers in the ordinary regime, and regarding natural gas, since 2018,	Consumers who live in a territory without natural gas, and alternative use bottled gas or LPG. Consumers who need and higher	The social energy tariff is a positive measure since it helps consumers on the payment of energy bills, and the structure of the measure itself is adequate. However, the criteria to access it is not the same for natural gas and electricity, and it's not applicable for	It was created in 2010, and it has been applied since then.	https://www.tarifasocial.dgeg.gov.pt/



		<p>Energy and then communicated to the correspondent supplier. The current discount rate for electricity is 33,8%, and for natural gas 31,2%, both calculated on transitory tariffs of the regulated market, excluding VAT, other taxes and charges.</p> <p>The numbers from 2018 indicate a total of 812 680 beneficiaries of the electricity social tariff and 35 543 beneficiaries of the natural gas social tariff</p>	<p>c) Beneficiaries of social unemployment benefit,</p> <p>d) Beneficiaries of family allowance,</p> <p>e) Beneficiaries of social invalidity pension,</p> <p>f) Beneficiaries of the old-age social pension</p> <p>Regarding electricity supply, there is an additional criterion for the households that have an annual income lower than the maximum</p>	<p>by the TSO and by the suppliers.</p>	<p>capacity of electricity supply, because of a water-pump for instances, and for this reason even if they comply with the vulnerability criteria, they are rejected to benefit the tariff due to the capacity they contracted.</p>	<p>other energy sources: piped LPG and bottled gas.</p>			
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			annual income (defined by the Government), even if they do not receive any social benefits.					
Consumer protection – Vulnerable consumers	<p>NRA fixes the Regulation</p> <p>DSO complies with the obligations</p> <p>Suppliers need to ensure the registration of these consumers and inform on their rights</p>	<p>Consumers considered vulnerable due to health disabilities (examples: inability to see, hear or smell) have an extra protection regarding disconnection and shorter deadlines to ensure a faster technical assistance in case of technical issues on the energy supply.</p> <p>There are also extended deadlines for the payment of bills to the economical vulnerable consumers.</p>	<p>Consumers with disabilities considered to be priority customers or consumers with special needs</p> <p>Economical vulnerable consumers</p>	-	-	More information on these rights should be disseminated	-	https://www.edp.com/pt-pt/clientes-prioritarios-quando-a-luz-nao-pode-mesmo-faltar

Energy efficiency measures – grants for home retrofit	Government	“Fundo de Eficiência Energética” (Energy Efficiency Fund (FEE)): promotes energy efficiency in buildings sector (energy efficiency improvements in the existing buildings)	In the most recent call for funding, launched in 2017, a total of € 1,550,000 was available for households owning a single house or owning an apartment in a multi-family house and the same amount for legal persons owning a building for services purposes	The Energy Efficiency Fund is partially supported by Portugal 2020, which is a programme financed by the EU	Consumers that don’t have the tools to develop and apply to the grants, consumers that can’t support the cost of renovations without being supported by the grant.	The application procedure is very long and it also takes a long time to have a decision. The application process is very technical and very bureaucratic, hence not accessible to everyone.	2014-2020	http://www.pnaee.pt/fee
Energy efficiency measures – loans for home retrofit	Government Loans granted by banks who decided to take part on the program	“Casa Eficiente 2020” (Efficient House 2020) programme: making houses more efficient is the goal of this program The program includes the possibility to simulate on the website created: https://casaeficiente2020.pt/ , how much it will cost to carry out the renovation	Anyone who intends to renovate their home and the renovations are included in the program measures	Co-financed by European Investment Bank (EIB) and private banks	Due to the fact of its loan nature, economical vulnerable consumers cannot consider a credit as a solution, and in many cases, banks	Recently the program was criticized for its low uptake, mainly due to the fact that the loan conditions are not that favourable when compared to a regular personal or consumer credit.	2018-2021	https://casaeficiente2020.pt/sobre-o-programa/

		works considered necessary to make the home more efficient. Afterwards, consumers will receive an "Efficient House 2020" declaration that will allow them to request a loan from the list of participating banks.			will refuse the loan.			
Information and awareness measures	NRA Several Promoters can develop the measures	PPEC - Promotion Plan for Efficient Electricity Consumption: is a competitive mechanism promoted by the Portuguese Energy Services Regulatory Authority (ERSE), under which several entities, among them consumer organizations, may submit proposals of measures. PPEC aims to promote a more efficient behaviour on electricity consumption and the adoption of more efficient equipment by consumers of electricity.	The promoters are: several entities: from the energy sector, consumer organizations, energy agencies amongst others. Beneficiaries: consumers	Financed by the electricity tariff	-	-	5 editions since 2007, last edition 2017-2018 Currently the rules of the program are under revision, and the program maybe enlarged to include natural gas.	http://www.erse.pt/pt/planodepromocaodaeficiencianoconsumoppec/edicoesPPEC/Paginas/default.aspx Examples of projects developed: Developed by DECO and it aims to capacitate consumers to better understand their energy bills and to have a more efficient consumption: https://www.fatura-amiga.pt/ Developed by DECO amongst the school community in order to create knowledge on the standby consumptions and promote more efficient consumptions: https://energiasfantasma.pt/ Several measures covering the replacement of lightbulbs to more efficient ones.

Slovakia

STEP Partner: SOS
(Spoločnosť
ochrany
spotrebiteľov)



Type	Responsible entity	Description	Eligibility Criteria	Funding Source	Which groups are excluded from this measure?	Obstacles /Barriers	Timeframe	Website
Consumer protection – other (please, specify)	Slovak Innovative and Energy Agency (SIEA)	The national project is funded from the Operational Program Quality of Environment. This operational program is financed from the European Fund of Regional Development. All households can apply and the aim is to support the installation of five types of renewable	To be a natural person owning a house with possibilities for small power generation facilities with an output of up to 10 kW: 1. photovoltaic panels 2. wind turbines (no support available yet), and heat generating installations which cover energy consumption in a	EU funds: the Operational Program Quality of Environment.	Only applicants who will not fulfil the eligibility requirements – NO GROUPS are excluded.	Statutory requirements only	Until EU funding is not exhausted.	https://zelenadomacnosti.am.sk/sk/



		energy equipment in households.	family or apartment building: 1.solar collectors 2.biomass boilers 3.heat pumps					
Energy efficiency regulations, e.g. minimum energy efficiency standards, building regulations	1.Ministry of Transport and Construction of the Slovak Republic 2.The State Housing Development Fund	1. Providing subsidies for the elimination of systemic failures of apartment buildings pursuant to Act no. 443/2010 of the Coll. on subsidies for housing development and social housing. 2. Providing loans for the insulation of existing apartment buildings under the Act no. 150/2013 of the Coll. on The State Housing Development Fund.	1.Municipality, housing association, owners of apartments, association of owners of apartments are eligible if they fulfil conditions under provision 14 of the Act no. 443/2010 2. According to provision 7 of the Act. No. 150/2013 citizen of Member's State of EU, municipality, county, owners of apartments, association of owners of apartments, NGO and legal person are eligible to apply if they fulfil conditions under provision 13 of the Act.	State budget	Only applicants who will not fulfil the eligibility requirements – NO GROUPS are excluded.	Statutory requirements only	No time limitations	1. https://www.mindop.sk/ministerstvo-1/vystavba-5/bytova-politika/dotacie/informacie/pre-ziadatela-o-poskytnutie-dotacie/nadstranenie-systemovej-poruchy-bytoveho 2. https://www.sfrb.sk/

United Kingdom

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



Type	Responsible entity	Description	Eligibility Criteria	Funding Source	Which groups are excluded from this measure?	Obstacles/Barriers	Timeframe	Website
Consumer protection – Protection against disconnection	Ofgem & energy suppliers	<p>a) Ofgem's licence conditions include specific provisions to prevent disconnection of older people & chronically sick during winter.</p> <p>b) Energy UK (the trade association for energy suppliers) has agreed a voluntary code designed to prevent disconnection of</p>	<p>a) older people & chronically sick</p> <p>b) older people, chronically sick, disabled people, young children, people dependent on medical equipment</p>		Statutory disconnections are now minimal. However, self-disconnection by people paying for gas or electricity by prepayment meter is a major problem	15% of gas and electricity consumers pay by prepayment meter		<p>a) www.ofgem.gov.uk</p> <p>b) https://www.energy-uk.org.uk/files/docs/Disconnection_policy/Sept15_EUK_Safety_Net.pdf</p>



		all vulnerable households throughout the year						
Consumer protection – Social tariff (Warm Home Discount)	UK government, Ofgem, electricity suppliers	Electricity suppliers with 250,000 consumers are more obligated to provide a £140 rebate to a core group of pensioners in receipt of certain benefits (who receive it automatically) and a broader group of low-income households who have to apply	Core group: older people in receipt of certain benefits Broader group: generally, those eligible for Cold Weather Payments (a means tested benefit)	All electricity consumers (levy on bills)	Advocates argue the broader group should also receive the WHD automatically, as is the case with the core group.	Broader group consumers have to apply and are often not aware of their eligibility. Suppliers' closure date for claiming WHD	Annual	https://www.gov.uk/the-warm-home-discount-scheme and https://www.ofgem.gov.uk/environmental-programmes/warm-home-discount-whd-scheme .
Consumer protection – Vulnerable consumers	Ofgem, Citizens Advice	a) Ofgem licence conditions include provisions for vulnerable consumers. Ofgem has recently published a 5-year vulnerability strategy.	Ofgem and Citizens Advice see vulnerability as a dynamic concept in which some consumers enter into and out of vulnerability	Levy on energy bills	All consumers can be placed in vulnerable circumstances, although certain groups are more susceptible than others ci) EHU is a 2 nd tier advice service – takes referrals from other agencies, plus political representatives	d) A recent report found: inadequate & inconsistent treatment (of vulnerable consumers) by		a) www.ofgem.gov.uk b) https://www.citizensadvice.org.uk/about-us/policy/energy-policy-research/ ci) www.citizensadvice.org.uk/consumer

		<p>b) Citizens Advice has a statutory responsibility to represent all consumers but with particular regard for consumers in vulnerable circumstances.</p> <p>c) Citizens Advice also provides two statutory energy advice services: i) consumer advice line and ii) Extra Help Unit</p>	<p>and others are long term vulnerable</p> <p>ci) all consumers</p> <p>cii) consumers in vulnerable circumstances</p>		Only intended for consumers in vulnerable circumstances	suppliers, inadequate regulation and enforcement, too difficult to access support and inflexible communication	<p>/get-more-help/if-you-need-more-help-about-a-consumer-issue/</p> <p>cii) https://ehu.org.uk/</p> <p>d) www.energy-uk.org.uk/publication.html?task=file.download&id=7140</p>
Consumer protection – other (please, specify)	Energy Ombudsman	An ADR service, approved by Ofgem, to resolve disputes between consumers and energy companies. Will get involved if dispute not first resolved between consumer and company (after 6-8 weeks)	All consumers	Energy companies, i.e. energy consumers	Open to all domestic consumers and micro-businesses		<p>https://www.ombudsman-services.org/sectors/energy</p>

Energy efficiency measures – grants for home retrofit	Energy Company Obligation (ECO3)	Energy suppliers with over 250,000 consumers are obligated to provide energy efficiency measures to low income & vulnerable consumers. See commentary above	Suppliers have to meet at least 75% of their target from households claiming certain benefits. They can also meet up to 25% from households referred by local authorities	Energy companies, i.e. energy consumers	ECO is now targeted at low income consumers at risk of fuel poverty. However, low income consumers not meeting either standard eligibility criteria (receipt of certain means-tested benefits) or who live in an area where their local authority is not participating in local flex are excluded. Furthermore, consumers are often required to make a contribution towards costs, which many cannot afford. Groups particularly likely to miss out include low income families, disabled people and people living in remote rural areas.	Complexity, lack of knowledge of scheme, client contributions often required. Lack of complementary publicly funded scheme which could address gaps in ECO scheme (as exists in Scotland & Wales)	ECO3 runs from 2019 - 2022	https://www.gov.uk/energy-company-obligation and https://www.ofgem.gov.uk/environmental-programmes/eco .
Energy efficiency measures – loans for home retrofit Green Deal	Private finance company	The original idea was for households to get a loan for measures which they paid back through energy bills – nominally through the saving made on bills. The government	All consumers but main focus was those not eligible for ECO help	Consumers through Green Deal loan		High interest rate, complexity of scheme, concerns over selling home with a minimal Green Deal loan	Original scheme stopped in 2016. Current scheme still runs but with a minimal take up	https://www.gov.uk/green-deal-energy-saving-measures

		originally set up the scheme but pulled out due to lack of consumer interest.				attached to meter		
Energy efficiency regulations, t e.g. minimum energy efficiency standards, building regulations	UK Government	<p>a) Part L building regulations – requires all new gas central heating systems to be efficient condensing boilers</p> <p>b) General building regulations intended to require all new buildings to be built to a minimum EPC C standard</p> <p>c) Minimum energy efficiency standards (MEES) in private rented sector require properties to be a minimum of EPC E.</p>	<p>a) all new gas central heating systems</p> <p>b) all new buildings</p> <p>c) all new private tenancies from 2018 and all existing private tenancies from 2020</p>	Private landlord s, subject to cost cap of £3500	<p>People living in Houses of Multiple Occupation.</p> <p>Tenants living in private rented homes which cost more than £3500 to improve to EPC E (about 60% of all F and G homes).</p>	<p>£3,500 cost cap is too low. Many private landlords and tenants do not know about MEES.</p> <p>Local authorities do not have resources to enforce. Lack of a national landlord register in England</p>		https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/794253/domestic-prs-minimum-standard-guidance.pdf

Welfare benefits to help with energy costs	UK Government	a) Winter Fuel Payment b) Cold Weather Payment	a) all pensioners b) people in receipt of certain means-tested benefits	Exchequer (general tax)		b) Only triggered when temperature < zero for 7 consecutive days. Anomalies in temperature measurement	a) annual b) prolonged periods of cold weather	a) https://www.gov.uk/winter-fuel-payment b) https://www.gov.uk/cold-weather-payment
Information and awareness measures	Citizens Advice	a) Big Energy Saving Network b) Big Energy Saving Week c) Energy Advice Programme (formerly known as Energy Best Deal Extra)	Main focus is on low income and vulnerable consumers	a) &b) levy on energy bills c) energy companies (consumers)	Potentially people who find it difficult to get advice/attend sessions during working hours	Only available 6 months/year. Funding only sufficient to provide basic advice, particularly on energy efficiency	Winter periods	https://www.citizensadvice.org.uk/about-us/how-we-provide-advice/our-prevention-work/BESN/
Home Energy Advice Visits	Citizens Advice Specialist energy advice	a) The above projects will try to carry out home visits for particularly	Particularly vulnerable consumers	b) specialists often funded by local authorities	Home visits are expensive and many providers struggle to offer them meaning many who need home visits miss out	Lack of funding		CSE: https://www.cse.org.uk/our-work/work-area:home-energy LEAP: https://applyforleap.org.uk/

	agencies in some areas	vulnerable consumers. b) Some specialist energy advice agencies will carry out home visits, e.g. CSE, LEAP						
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