



DEFINING ENERGY POVERTY IN STEP PROJECT COUNTRIES REPORT

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.



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INTRODUCTION

The current document: *Defining Energy Poverty in STEP Project Countries* 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 of understanding for the project.

"Defining Energy Poverty in STEP Project Countries" was developed through a survey applied nationally to a wide range of entities, such as social housing institutions, anti-poverty networks, social services, energy agencies, municipalities, academics and other stakeholders. The aim was to gain an overview of the national energy poverty situation and to define the target groups for each partner.

The definitions of energy poverty in each target country will feed into the development of the STEP Training Modules and will be an important source for every partner to tailor their local/regional activities and adjust the modules to their national/local specificities.

"Defining Energy Poverty in STEP Project Countries"
will serve as a framework for the upcoming activities of
the project.

DEFINING ENERGY POVERTY IN STEP PROJECT COUNTRIES

METHODOLOGY

This report presents the results of the surveys applied by partners to national entities, which focused on questions regarding the energy poverty definition, diagnosis and causes, and measures to tackle this.

The survey was drafted by the work package leader, and then discussed amongst the project partners, who actively contributed to the final version. The survey had two versions:

- one version directed to stakeholders such as: national regulators, energy agencies, researchers, academia;
- a second version directed to referral organizations, such as: social housing institutions, anti-poverty networks, municipalities, social service and other organizations working directly with consumers.

Both versions had a majority of common questions, with minor adjustments, but the second version had more questions addressing the organizations' current work on energy poverty. Both surveys are available in annexes 2 and 3 of this report.

In order to enable the comparability of results, the majority of questions provided multiple-choice answers. However, in most cases, respondents also had the option to provide comments, or justifications to their answers.

Project partners translated the survey to their national languages and applied the surveys according to their own internal organization, in some cases using digital tools, or by face-to-face interviews, but always respecting the original questions of the surveys, in order to keep the results comparable.

The aim of the survey was to get an overview of the national energy poverty situation and to define the target groups for each partner.

Partners were encouraged to submit each at least 10 completed surveys from organizations in their countries. These could be made up of organisations across the two versions of the survey or from one version only.

Regarding the global number of surveys, the following graphic, shows that in total 151 surveys were filled, the majority of them by referral organizations.

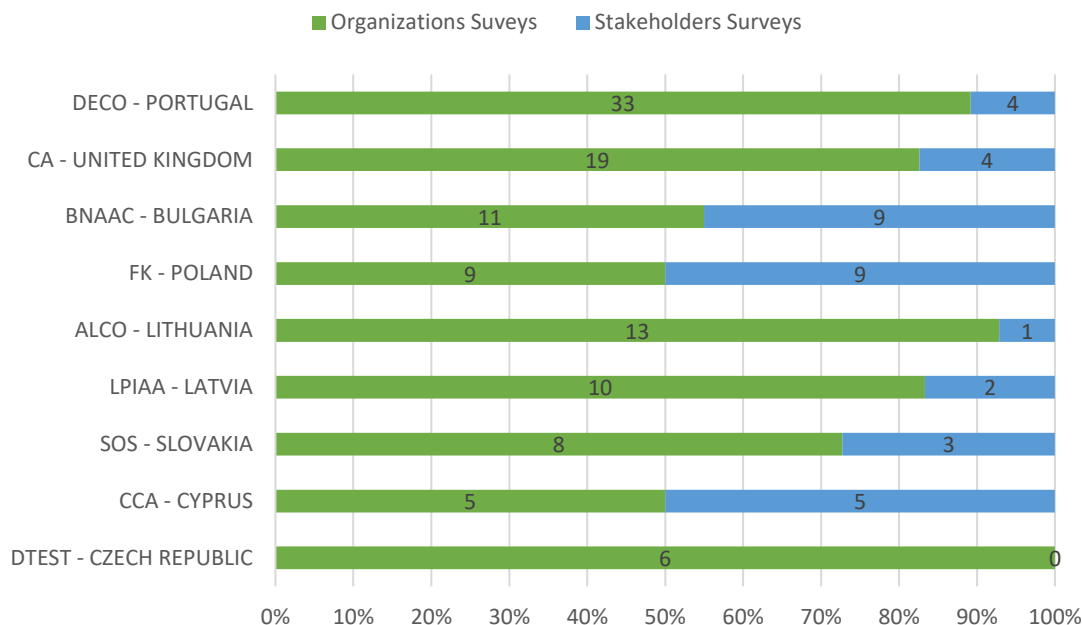


Fig. 1: Global number of surveys submitted

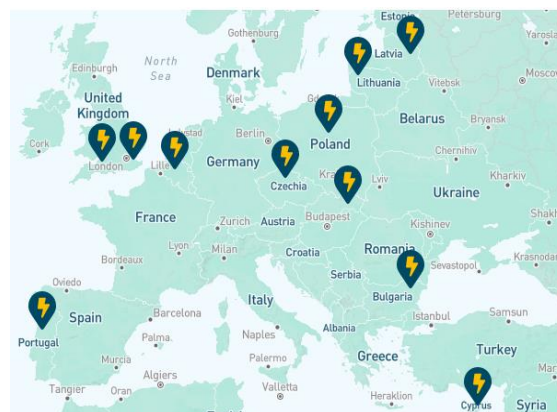
The results presented below include a global comparison of results regarding the referral organizations' version and a global analysis of the stakeholders' version. A short analysis of the compiled results is also available.

National results are then presented individually for the referral organizations' version only, since a larger number of organisations responded to this version. Besides, it was also taken into consideration that partners will develop STEP project activities with the referral organizations.

The open-ended answers, as well as the comments and suggestions provided by respondents are available in annexes 5 and 6 of this report.

General
Referral
Organizations
Version

All STEP Partners



Regarding the referrals' version of the survey, a total of 114 surveys were completed by entities across STEP project countries. The list of organizations is displayed in each country presentation of results, and for the most part it comprises municipalities, social institutions, local advice centres, energy regulators, government authorities, consumer information centres, ombudsman and anti-poverty NGO's amongst others.

77% are familiar with
energy poverty

70% receive requests from
consumers regarding energy
poverty

87% are interested in taking
part in STEP's training

85% of respondents considered that:

**A situation when a household is unable to afford the most basic levels of
energy for adequate heating, cooking, lighting and use of appliances in
the home**

is an appropriate definition for energy poverty

I – ENERGY POVERTY DEFINITION

Regarding the definition of energy poverty, the question was asked on the organization's opinion regarding which, from the provided definitions of energy poverty, they considered to be more appropriate.

According to the results detailed in the table below, the definition that received a higher positive result, with 85% of positive answers (considering the sum of agree and strongly agree answers) was:

A situation when a household is unable to afford the most basic levels of energy for adequate heating, cooking, lighting and use of appliances in the home

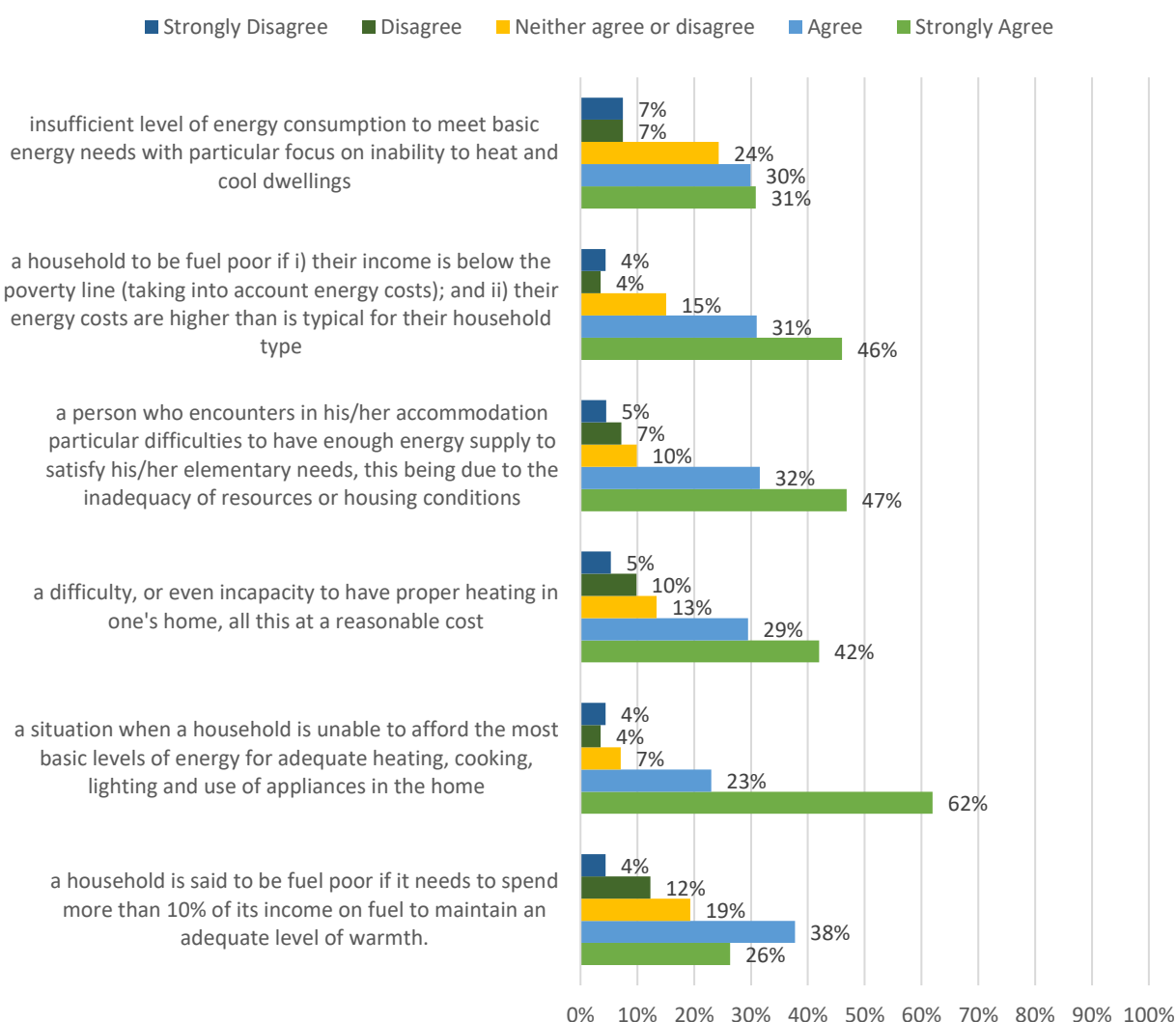


Fig. 2: Answers to question 2 of the referral organizations survey (definition of energy poverty)

In contrast, the definition which got the least result (only 61% answered agree or strongly agree and 16% disagreed or strongly disagreed that this was an appropriate definition) was:

A household is said to be fuel poor if it needs to spend more than 10% of its income on fuel to maintain an adequate level of warmth.

In what concerns indicators for energy poverty, the respondents were asked about their opinion what should be the top criteria to monitor/diagnose energy poverty. The top 3 of indicators which received the highest ranking are:

- 1. Household Income: 90%**
- 2. The inability to pay the energy bill: 89%**
- 3. Access to basic household energy services (e.g.: cooking, heating, lighting): 87%**

The only indicator that received a clear negative answer was local climate conditions, since 59% of respondents didn't consider it to be an appropriate indicator of energy poverty. The full table with the global results to this question is presented below.

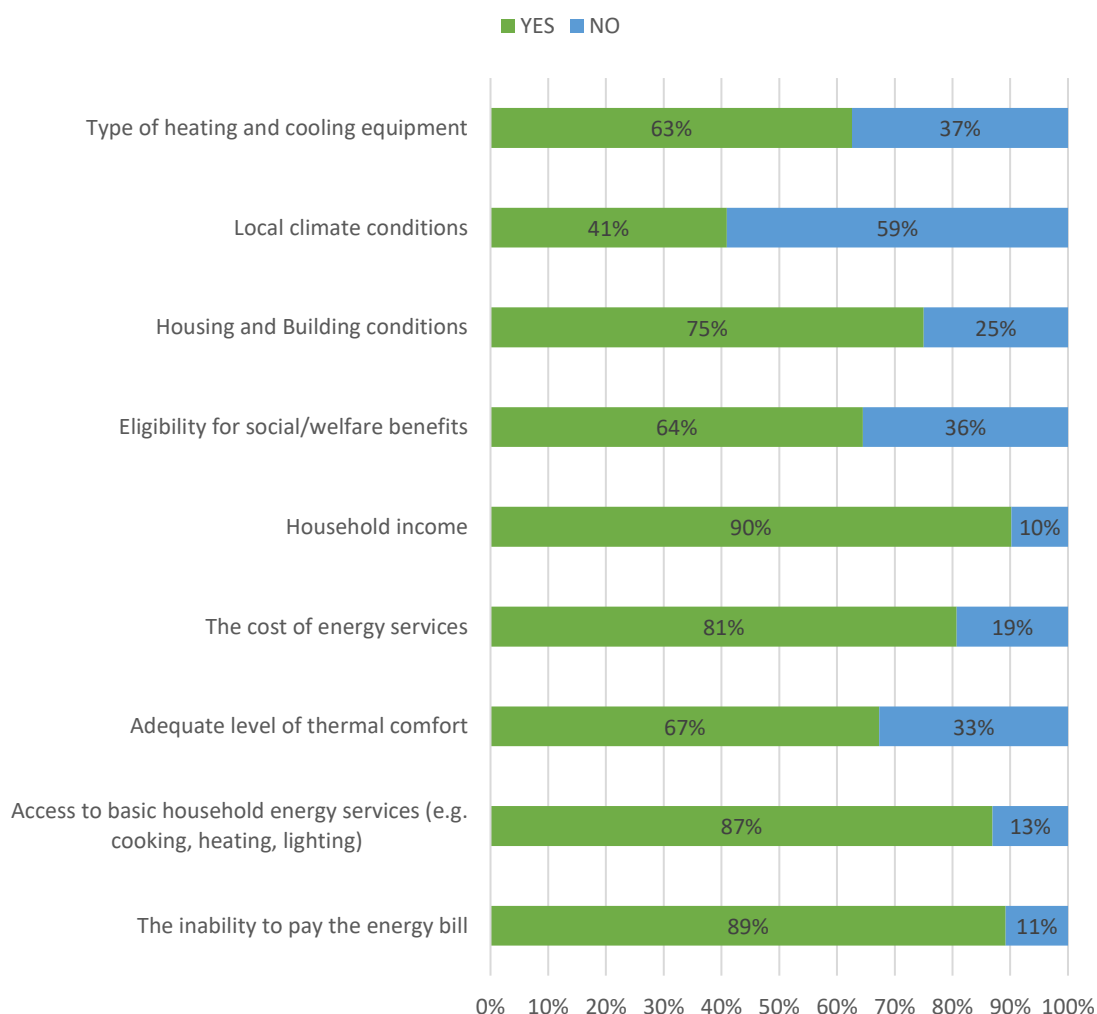


Fig. 3: Answers on question 3 of the referral organizations survey (indicators of energy poverty)

II – TARGETING ENERGY POVERTY

57% of the consulted referral organizations stated that they currently receive, or have received, requests from consumers related with energy poverty issues.

From these, the majority (55%) of them receive requests more than once per month, whilst 22% mentioned to receive these requests more than once a week, and 23% more than once a day.

Regarding the types of households who are more likely to suffer from energy poverty, the referral organisations considered the following (in descending order):

- 83% considered more likely: lone parent with child(ren)
- 80% considered more likely: one person aged 60 or over
- 73% considered more likely: couple with dependent child(ren)
- 67% considered more likely: couple, no dependent children, aged 60 or over

As for the categories evaluated as less likely to suffer of energy poverty, the answers demonstrate the following:

- 81% considered less likely: couple, no dependent children, aged under 60
- 65% considered less likely: one person aged under 60
- 54% considered less likely: other multi-person households

Regarding the influence of poor health and disability on energy poverty, **77% of the consulted organisations consider that long term illness or disability has an influence on energy poverty.**

87% considered more likely that a person with disability suffers from energy poverty, and 89% considered more likely that long term illness has an influence on energy poverty.

Regarding the question on the gender influence on energy poverty, when asked if female consumers suffer more from energy poverty, 67% considered it more likely.

However, 85% considered more likely that there isn't a significant difference between male and female genders on this issue.

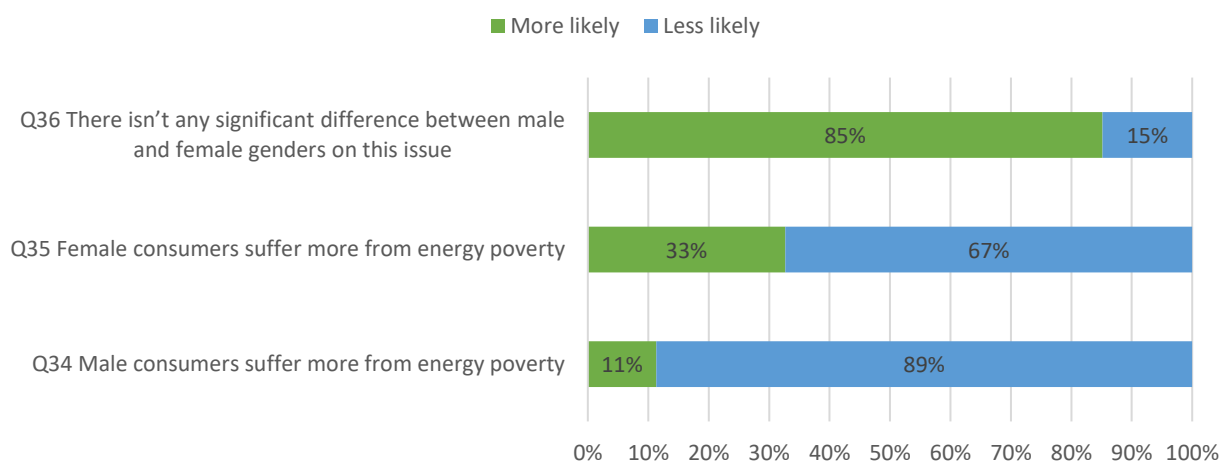


Fig. 4: Answers on question 9 of the referral organizations survey (gender issues influence on energy poverty)

On the types of tenures, 69% of consulted organisations considered that social housing is more likely to suffer from energy poverty, while 58% also considered more likely that rented homes are more likely to suffer from energy poverty. However, regarding owned private housing, 65% of respondents considered these to be less likely to suffer from energy poverty.

Regarding the areas which are more likely to suffer from energy poverty:

55% of respondents considered consumers in the urban area more likely to suffer from energy poverty.

As for villages, hamlets and isolated dwellings, 52% of respondents considered that consumers in these areas suffer more from energy poverty, whilst 54% answered it is less likely to suffer from energy poverty in a small town and fringe areas.

III – ORGANIZATIONS’ CURRENT WORK

This chapter acknowledges what type of activities the referral organizations currently develop towards tackling the energy poverty issues.

The results are very important, especially at a national level, in order to understand what are the organisations’ needs, and the subsequent activities of the project which will involve these later on.

The activities that are currently developed by more than 50% of the consulted organizations are (in decreasing order):

1. **Information on Social Welfare Benefits (83%)**
2. **Information on available support schemes (e.g.: social tariff, incentives, grants, funding opportunities) (75%)**
3. **Assistance to request support mechanisms (67%)**
4. **Assistance to request payment for energy bills by instalments (62%)**
5. **Debt Management support (61%)**
6. **Information on energy efficiency behaviours (consuming energy smarter and more efficiently) (54%)**
7. **Information on power and/or gas reconnection (50%)**

Regarding the activities which aren’t developed by the majority of respondents these are (in decreasing order):

1. **Development of renewable energy projects (e.g.: PV panels, Thermal panels) (89%)**
2. **Offering LED lightbulbs, or other similar small-scale energy efficient equipment (82%)**
3. **Information on energy efficient heating/cooling equipment (74%)**
4. **Deep housing renovation using support schemes (e.g.: wall and/or roof insulation, replacement of heating system) (70%)**
5. **Small scale energy efficient housing renovations (e.g.: equipment replacement for more efficient ones, lightbulbs replacement) (67 %)**
6. **Information and guidance for choosing the best tariff and supplier (e.g.: price comparison tools, switching to cheaper contract/supplier, choosing a more adequate tariff, etc.) (64%)**

Regarding the obstacles that referral organizations face whilst assisting energy poor consumers, the items that received more positive answers were (in decreasing order):

1. **Family income below the threshold (87% agreed or strongly agreed)**
2. **Consumers don't have the necessary knowledge/information (78% agreed or strongly agreed)**
3. **Poor energy performance of buildings (73% agreed or strongly agreed)**
4. **Lack of support schemes (63% agreed or strongly agreed)**
5. **Barriers on access to support schemes (54% agreed or strongly agreed)**

None of the obstacles displayed in the question, gathered disagreement from the majority of the respondents. The items that respondents didn't consider to be obstacles for assisting consumers, were (in decreasing order):

1. **The issue is not a priority for consumers (36% disagreed or strongly disagreed, but interestingly also 36% agreed or strongly agreed)**
2. **Consumers don't request assistance (34% disagreed or strongly disagreed)**
3. **Lack of specific knowledge in the association (26% disagreed or strongly disagreed, however 49% agreed or strongly agreed)**

All the other possible obstacles included in the question, didn't gather more than 19% disagreement responses, as visible in the table below.

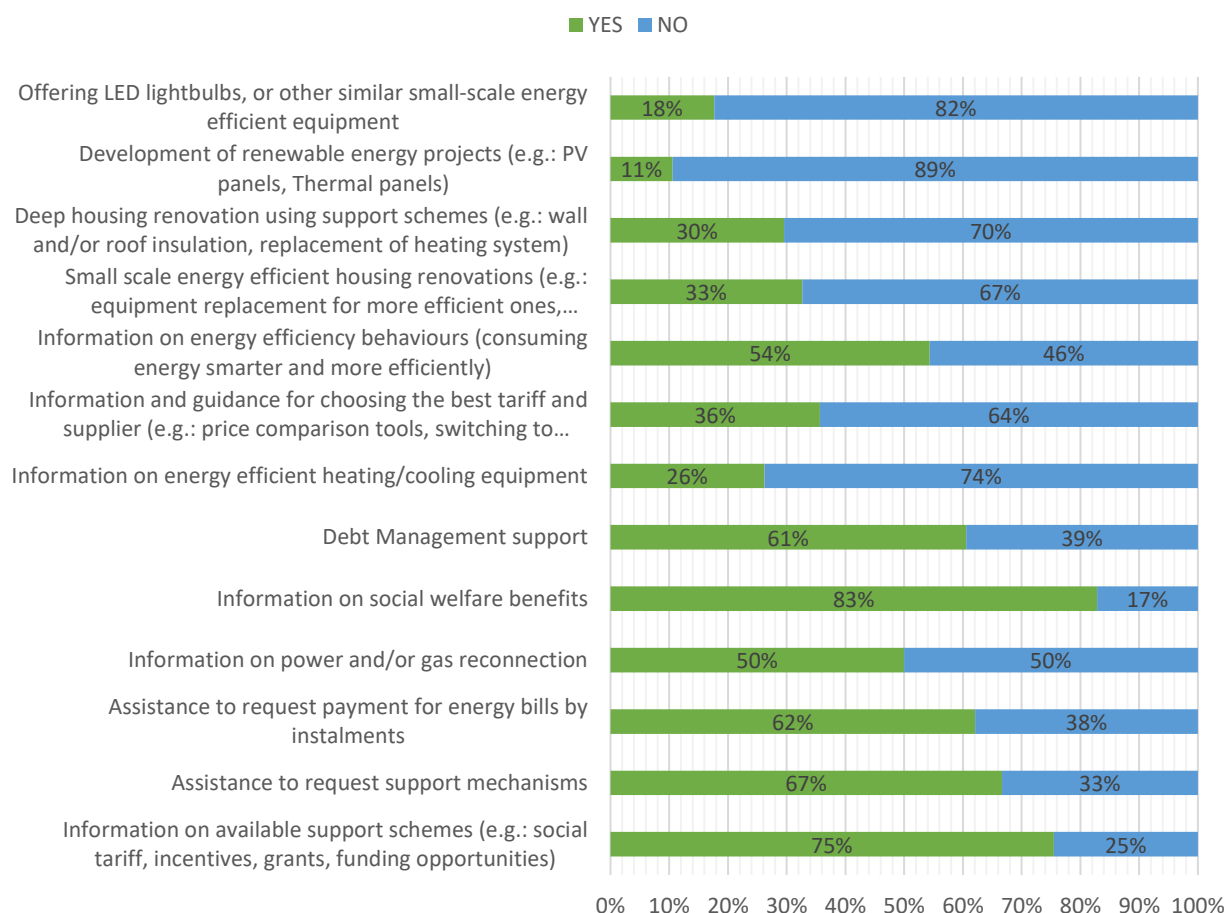


Fig. 5: Answers on question 13 of the referral organizations survey (referral organizations' current activities)
The respondents' opinion on STEP project's future activities was remarkably positive, since the negative answers didn't exceed 7% (adding disagree and strongly disagree).

These results are extremely important for the future work in STEP project, since they help with the selection of activities to be developed, taking into consideration each referral organization answers at national level. Nonetheless, for now, they definitely can be translated into a clear support shown to the activities planned in STEP project.

All activities from STEP project listed in the question gathered positive feedback from the respondent organisations, ranging from 94% the highest to 70% the lowest result (considering the sum between agree and strongly agree answers).

The 5 activities which collected the highest positive answers were:

1. **Providing updated information and guidance regarding support schemes (94%)**
2. **Training programme for frontline workers (89%)**
3. **Providing information to consumers (website, leaflets) (88%)**
4. **Establishment of referral procedures to assist energy poor consumers (87%)**
5. **Providing support for your local/national/European advocacy work regarding energy poverty (83%)**

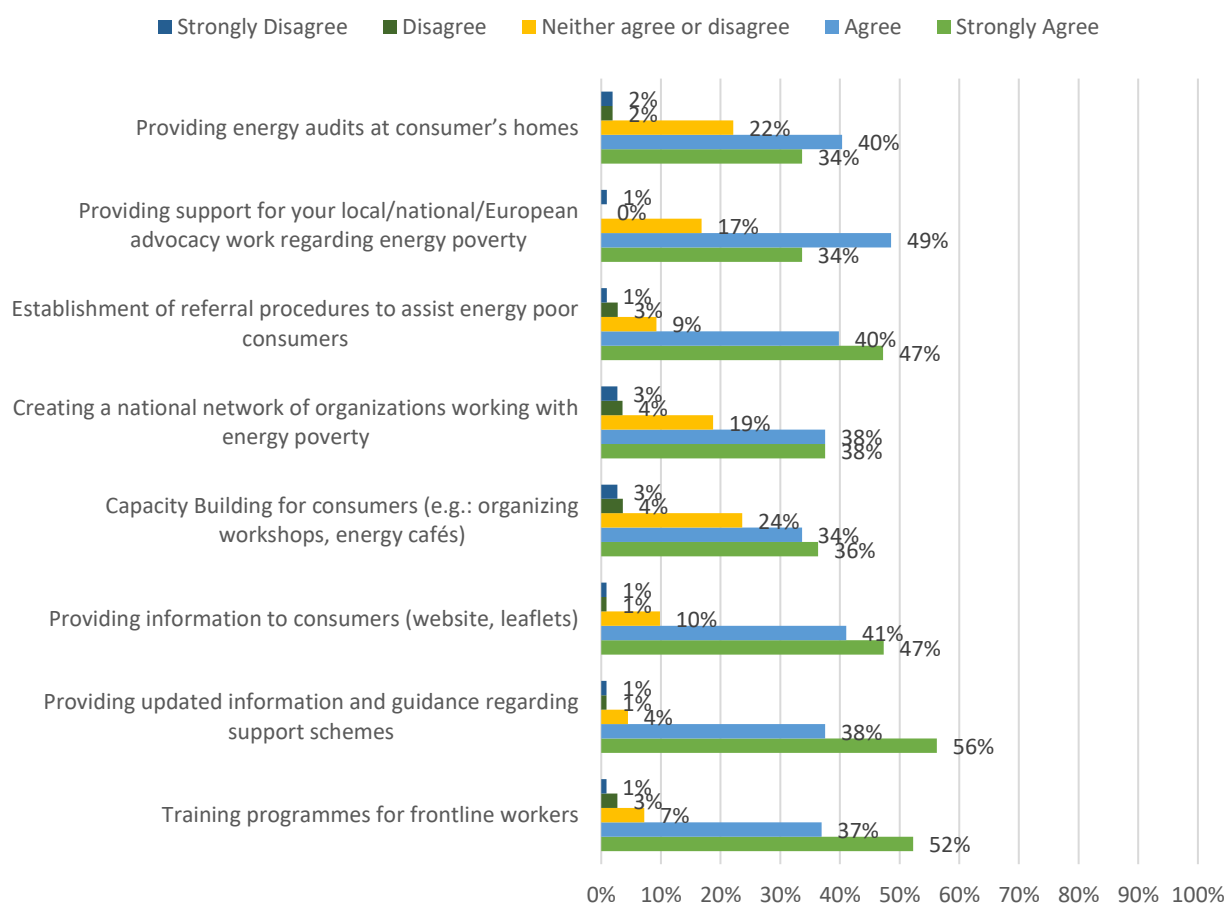
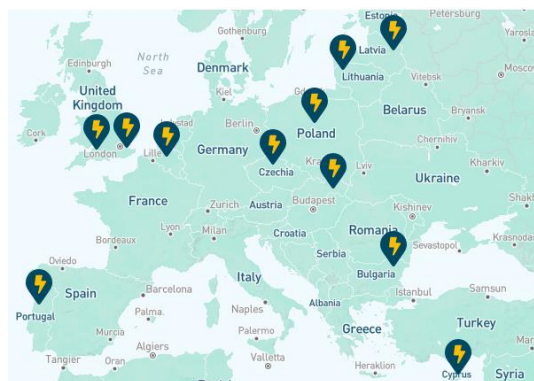


Fig. 6: Answers on question 14 of the referral organizations survey (STEP project future activities)

The last question intended to learn the interest of the consulted referral organizations on taking part in STEP project training programme. 87% of the respondents answered yes.

General Stakeholders Version

All STEP Partners



Regarding the stakeholders' version of the survey, a total of 37 questionnaires were answered by different organizations across STEP project countries.

The consulted stakeholders provided information on the work they have developed concerning energy poverty, and a total of 44 documents are listed in annex 4. These include research studies, reports, projects and/or policy statements.

I - ENERGY POVERTY DEFINITION

Stakeholders' opinion regarding different energy poverty definitions, reveals as shown on the table below, that the definition more commonly accepted by stakeholders was:

Energy poverty is a situation when a household is unable to afford the most basic levels of energy for adequate heating, cooking, lighting and use of appliances in the home.

When questioned which of the provided definitions was considered to be the most appropriate one of energy poverty, 47% of the stakeholders responded to strongly agree with the above-mentioned definition, while 36% revealed to agree. When the positive opinions are added together the result shows that 83% of the respondents agree that this is an appropriate definition of energy poverty. In contrast, only 8% of the respondents stated their disagreement with this definition, and no one responded to strongly disagree.

The definition which received least favourable opinions was:

A difficulty, or even incapacity to have proper heating in one's home, all this at a reasonable cost

Regarding this definition 5% of the consulted stakeholders stated they strongly disagreed that this is an appropriate definition of energy poverty, while 22% responded to disagree. The sum of negative opinions on this definition is 27%, whilst 16% mentioned neither to disagree or agree, and 57% in total agreed or strongly agreed. It should be noted that this definition also has the lowest percentage when it comes to positive (agree and strongly agree) answers.

The global results to this question are shown in the table below.

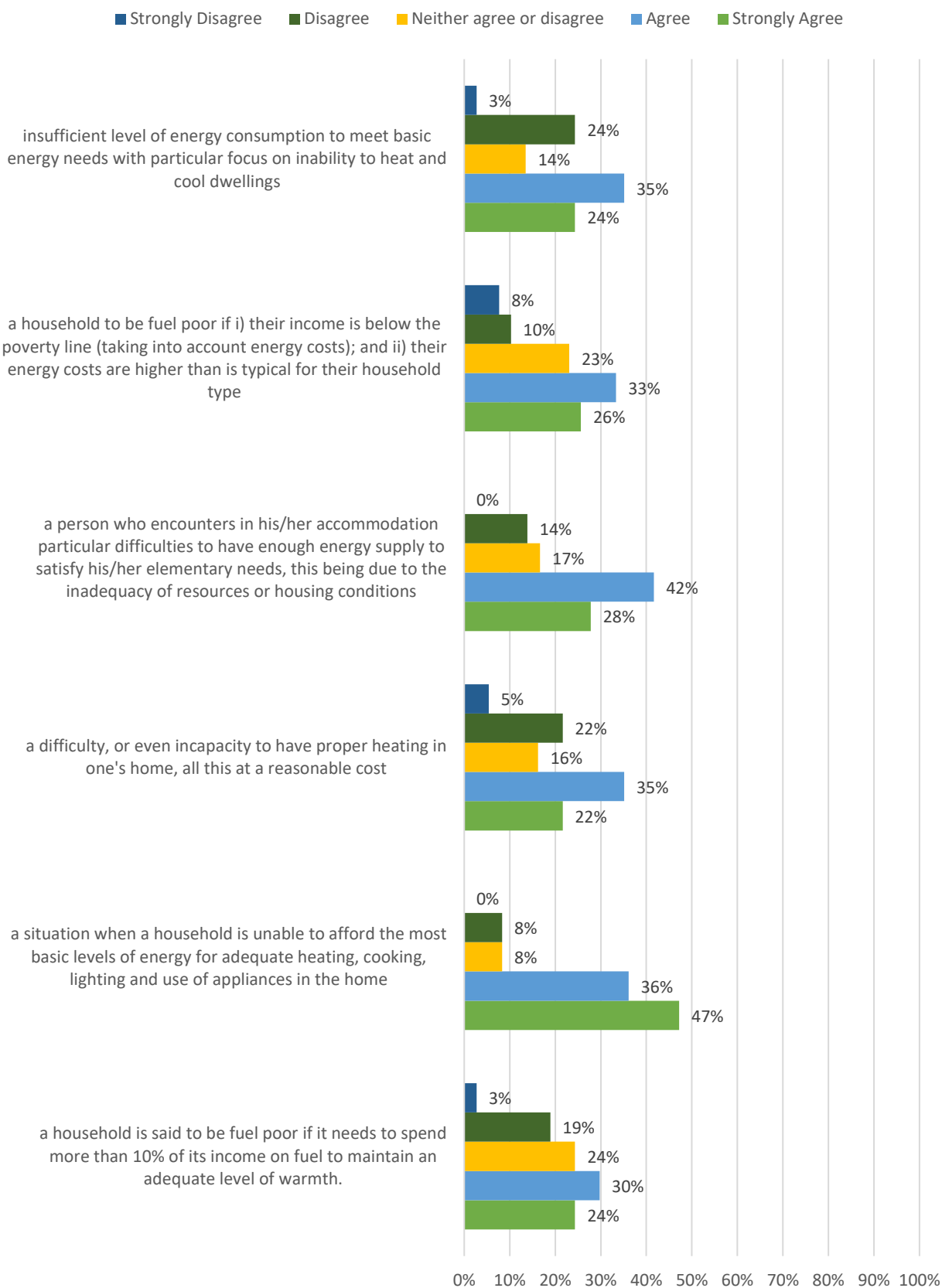


Fig. 8: Answers on question 2 of the stakeholders' survey (definition of energy poverty)

Regarding energy poverty indicators, except for eligibility for social/welfare benefits, all provided indicators (included in the multiple-option question), were considered by stakeholders as relevant indicators of energy poverty. The mentioned indicators received more than 50% positive answers.

It's relevant to see that access to basic household energy services (e.g. cooking, heating, lighting) and the inability to pay the energy bill were considered as appropriate indicators by more than 90% of the respondents.

As mentioned above eligibility for social/welfare benefits wasn't considered by the majority of the respondents as an appropriated indicator of energy poverty, since only 45% responded positively.

The details on this topic are available on the table below:

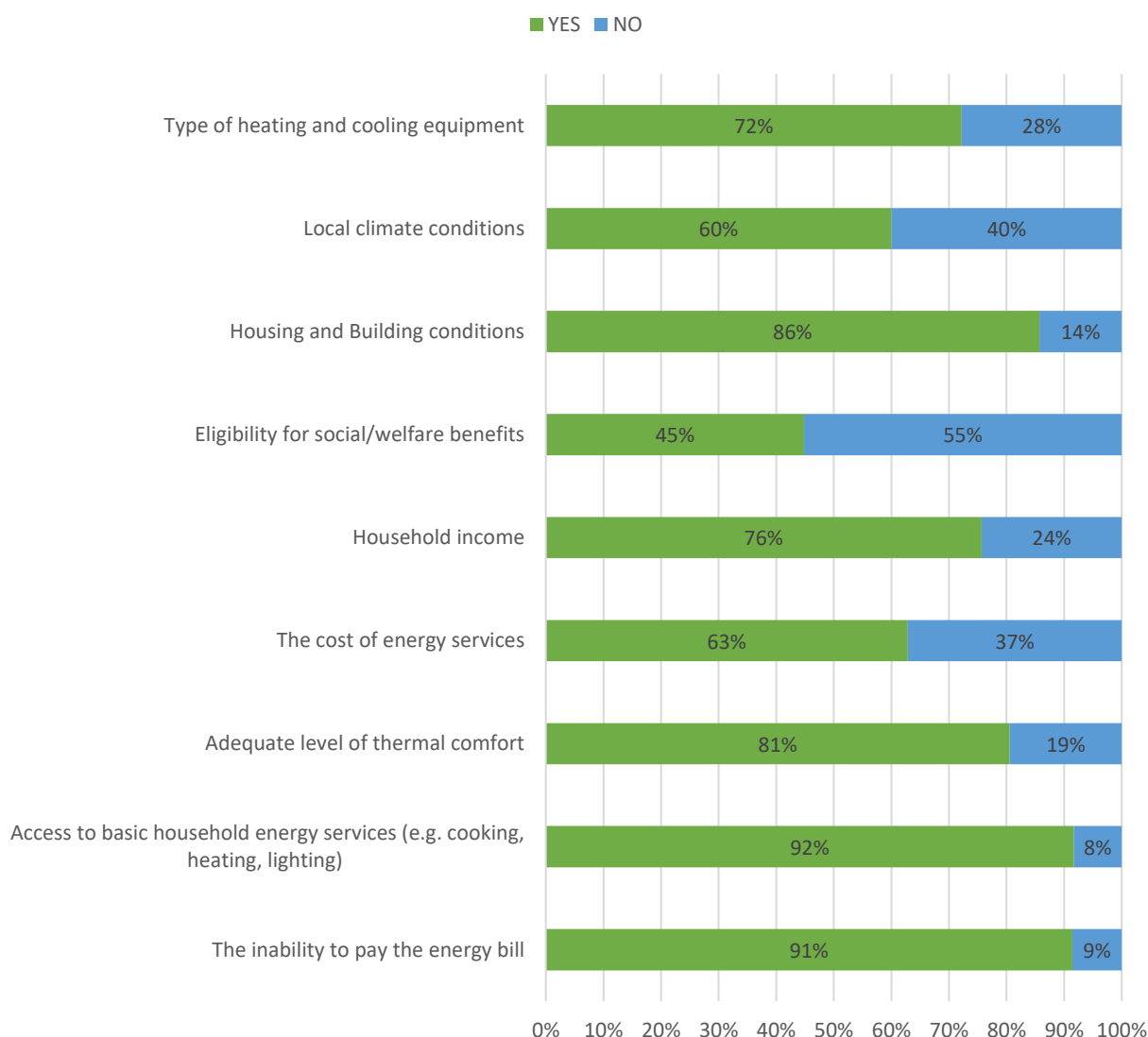


Fig. 9: Answers on question 3 of the stakeholders' survey (energy poverty indicators)

II – TARGETING ENERGY POVERTY

Regarding the types of households who are more likely to suffer from energy poverty, stakeholders considered the following (in decrescent order):

- 91% considered more likely: lone parent with child(ren)
- 88% considered more likely: one person aged 60 or over
- 70% considered more likely: other multi-person households
- 65% considered more likely: couple with dependent child(ren)
- 64% considered more likely: couple, no dependent children, aged 60 or over

As for the categories evaluated as less likely to suffer of energy poverty, the answers demonstrate the following:

- 90% considered less likely: couple, no dependent children, aged under 60
- 81% considered less likely: one person aged under 60

Regarding the influence of poor health and disability on energy poverty, the answers were nearly unanimous.

94% of the consulted stakeholders consider that long term illness or disability has an influence on energy poverty.

84% considered more likely that a person with disability suffers from energy poverty, and 91% considered more likely that long term illness has an influence on energy poverty.

Regarding the question on the gender influence on energy poverty, stakeholders were divided in their answers. When asked if female consumers suffer more from energy poverty, 68% considered it more likely.

However, 64% considered more likely that there isn't a significant difference between male and female genders on this issue.

On the types of tenures, 87% of the consulted stakeholders considered that social housing is more likely to suffer from energy poverty. This was followed by private rented homes (63%) and then by owned properties (50%).

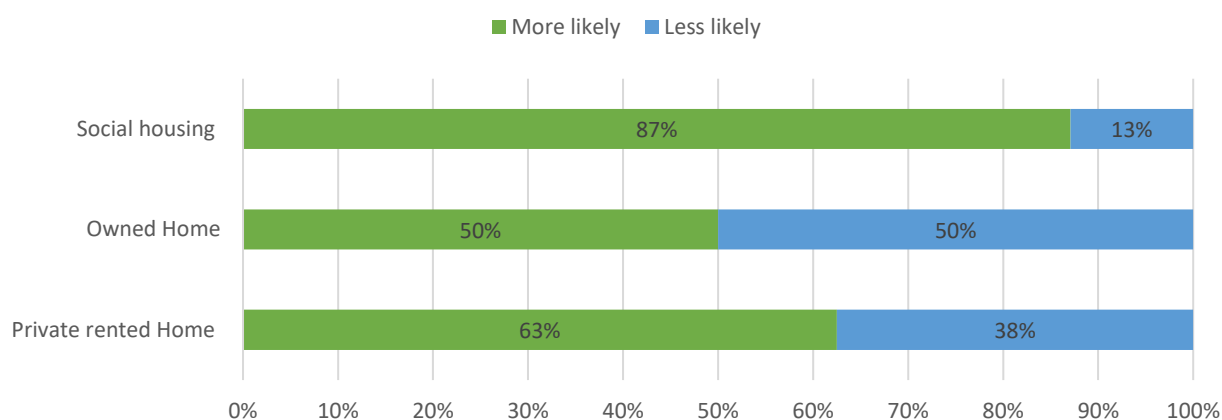


Fig. 10: Answers on question 2 of the stakeholders' survey (type of tenures' influence on energy poverty)

Regarding the areas more likely to suffer from energy poverty, 67% of respondents considered more likely that the small towns and fringes are more likely to suffer from energy poverty followed by villages, hamlets and other isolated dwellings (60%).

Nevertheless, as for the urban areas, 72% of the consultants answered this area to be less likely to suffer from energy poverty.

III – TACKLING ENERGY POVERTY

When consulted about the obstacles for tackling energy poverty, the top three reasons that gathered more positive answers (adding the options agree and strongly disagree) are:

1. **Poor energy performance of buildings (83%)**
2. **Family income below the poverty threshold (78%)**
3. **Consumers don't have the necessary knowledge or information (76%)**

The full results to this question are available in the chart underneath.

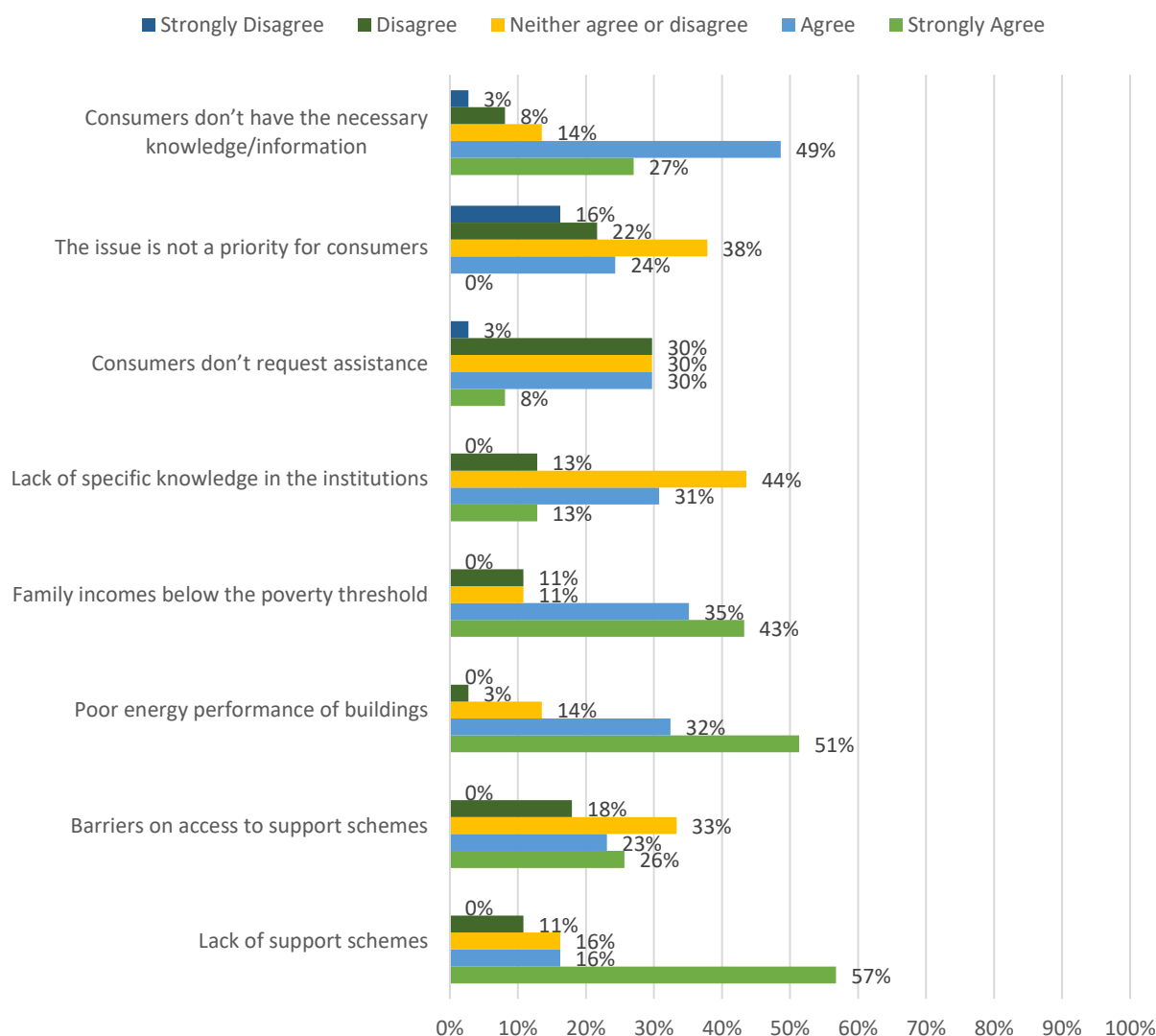


Fig. 11: Answers on question 13 of the stakeholders' survey (obstacles for tackling energy poverty)

On what concerns STEP project's future activities, stakeholders were asked if they agreed that the listed activities can contribute to tackling energy poverty.

The measures that got a higher positive feedback were (decreasing order):

1. Establishment of referral procedures to assist energy poor consumers (85%)
2. Providing information to consumers (website, leaflets) (82%)
3. Providing support for your local/national/European advocacy work regarding energy poverty (82%)

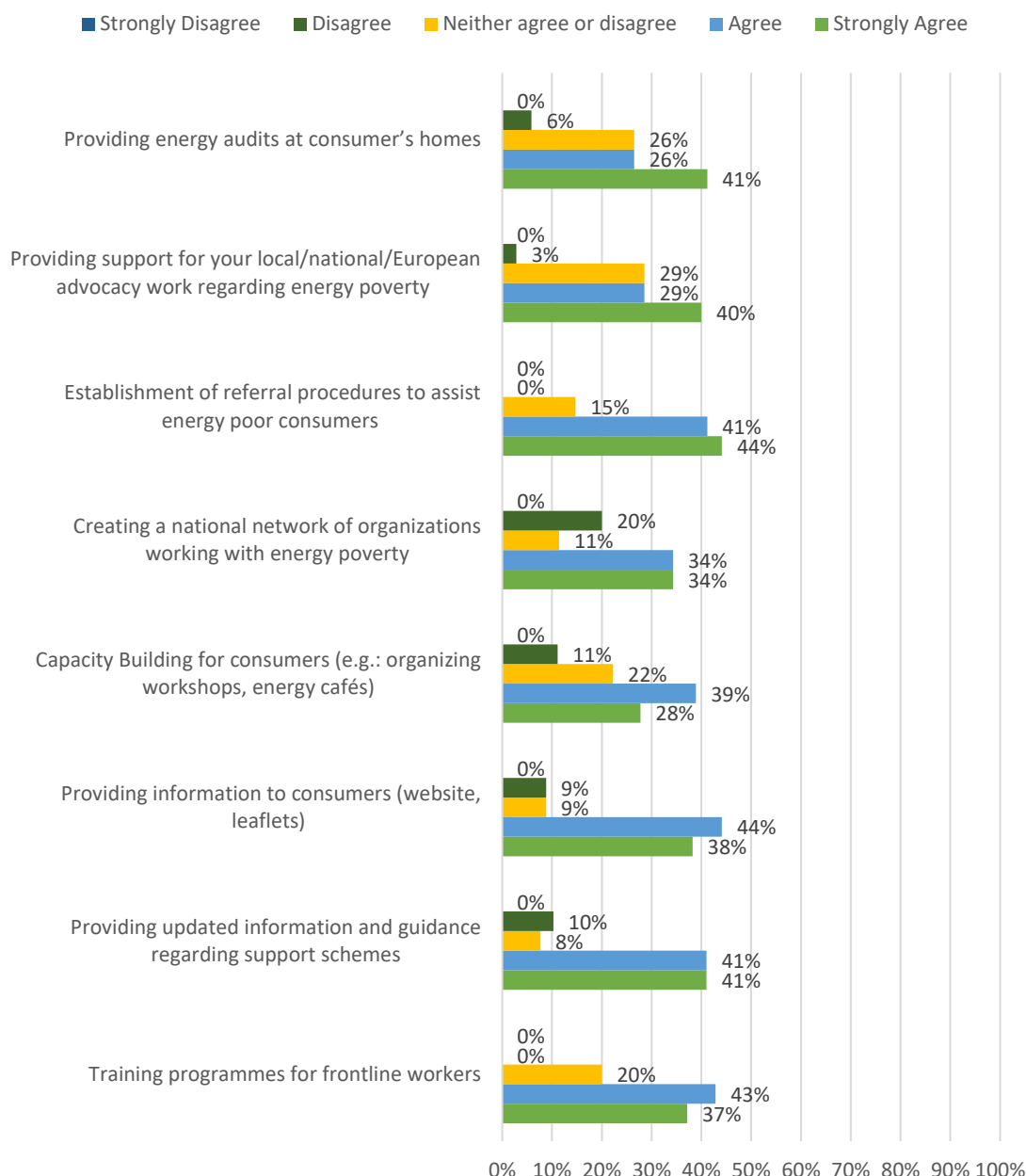
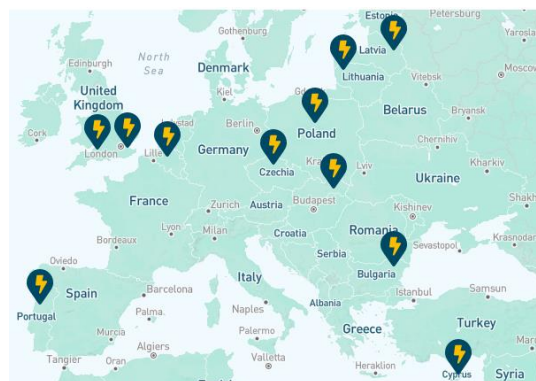


Fig. 12: Answers on question 13 of the stakeholders' survey (STEP project future activities)

General

Compiled Results

All STEP Partners



The following conclusions are the outcome of the compilation between the referral organizations surveys' results with the stakeholders' surveys' results. Since part of the questions were different, not all results could be compiled. Therefore, the following results are a selection of the most significant findings.

84% of respondents considered the following as an appropriate definition for energy poverty:

“A situation when a household is unable to afford the most basic levels of energy for adequate heating, cooking, lighting and use of appliances in the home”

More than 85% agreed that:

- **Inability to pay the energy bill**
 - **Access to basic household energy services**
 - **Household income**
- are appropriate indicators to measure energy poverty.

More than 75% considered that:

- **Family incomes below the threshold**
 - **Consumers don't have the necessary knowledge and information**
 - **Poor energy performance of buildings**
- are obstacles to assist energy poor consumers.

I – ENERGY POVERTY DEFINITION

Regarding the definition of energy poverty, 84% of stakeholders and referral organisations considered the following as the most appropriate definition (considering the sum of agree and strongly agree answers):

A situation when a household is unable to afford the most basic levels of energy for adequate heating, cooking, lighting and use of appliances in the home

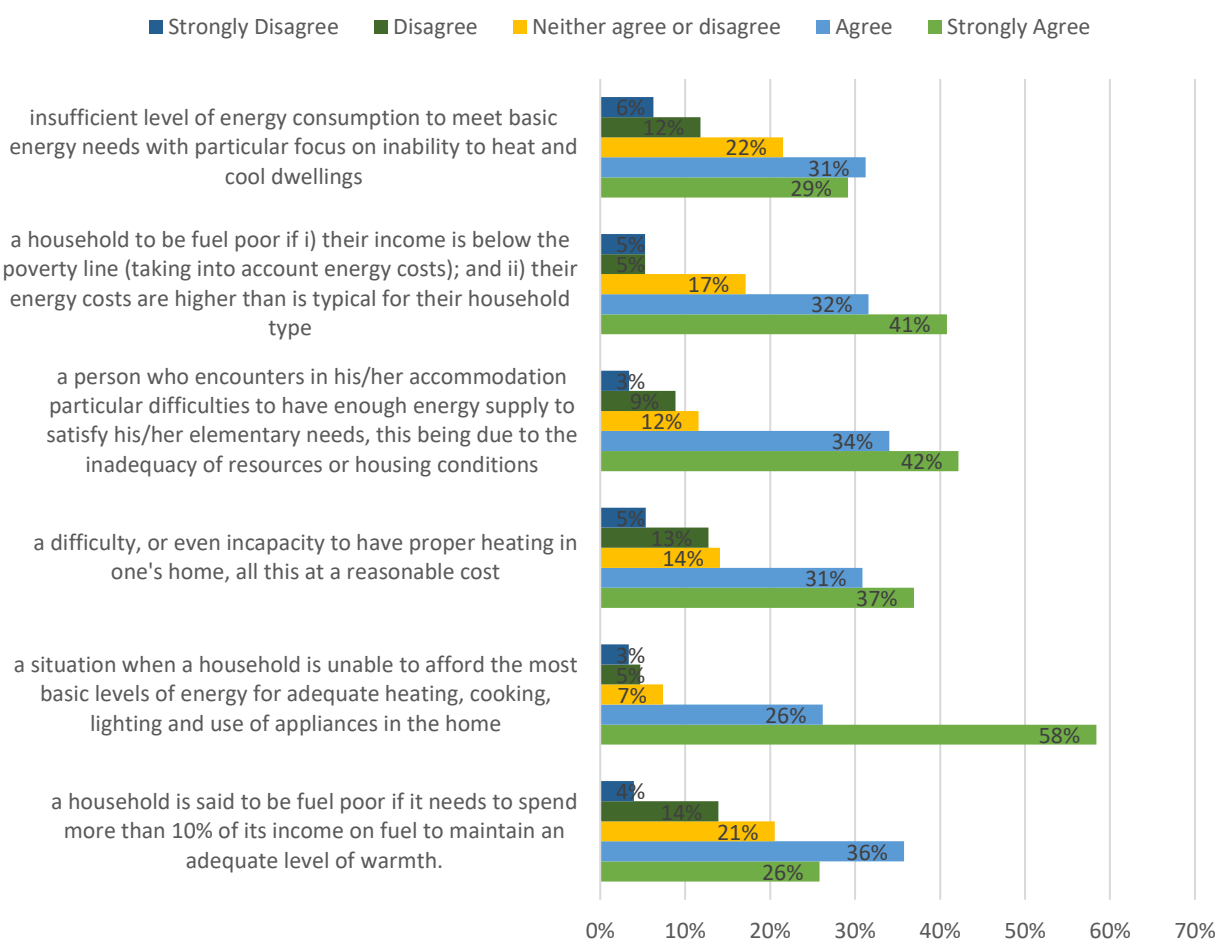


Fig. 13: Answers on question 2 of the surveys (definition of energy poverty)

It's also important to notice that this definition got the highest positive results on both versions of the surveys.

On the other hand, the definitions that gathered the least results (combining disagree and strongly disagree answers) were both of them rated with 18%.

A household is said to be fuel poor if it needs to spend more than 10% of its income on fuel to maintain an adequate level of warmth.

and

A difficulty, or even incapacity to have proper heating in one's home, all this at a reasonable cost

Regarding the indicators to diagnose energy poverty, the combination of results demonstrates that globally, except for local climate conditions, all of the indicators provided in the question were considered as appropriate indicators of energy poverty.

The indicators which received a higher number of positive answers were (by decreasing order):

1. **The inability to pay the energy bill (90%)**
2. **Access to basic household energy services (e.g. cooking, heating, lighting) (88%)**
3. **Household income (87%)**
4. **Housing and building conditions (78%)**
5. **The cost of energy services (76%)**

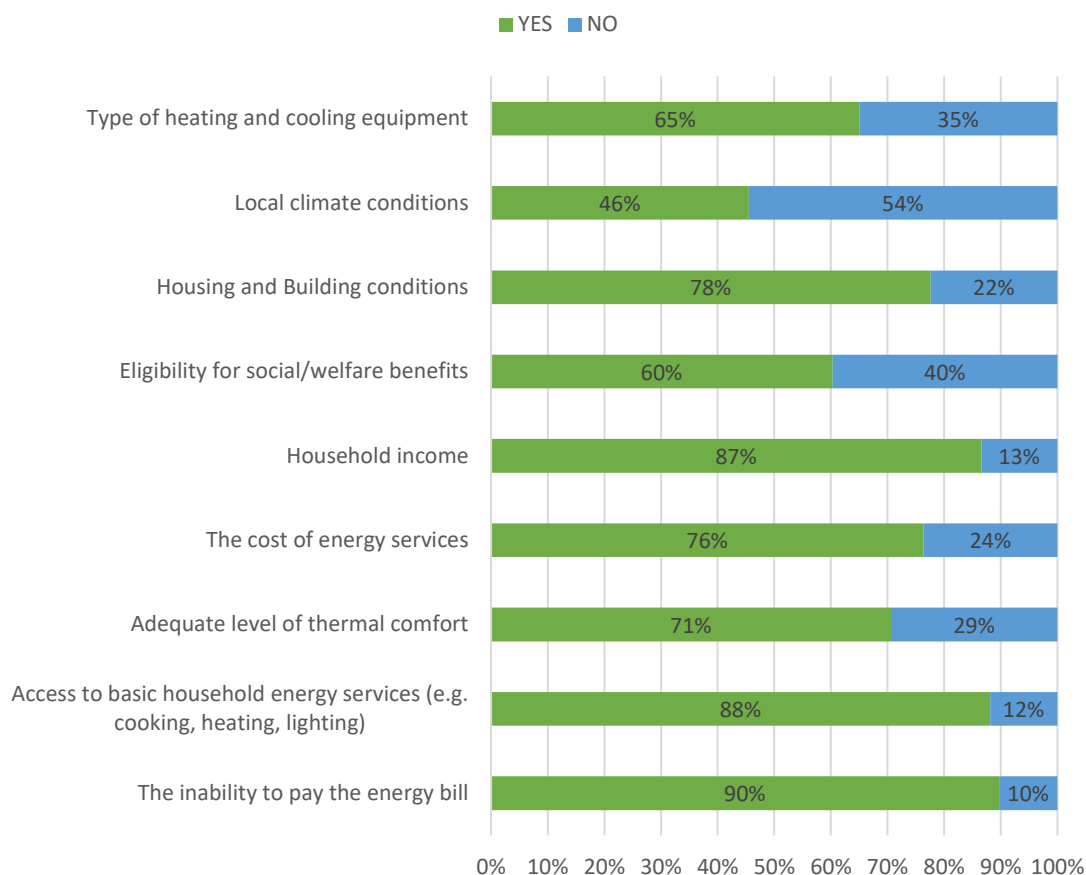


Fig. 14: Answers on question 3 of the surveys (energy poverty indicators)

II - TACKLING ENERGY POVERTY

Regarding the obstacles when tackling energy poverty, the top three that collected most positive answers (adding the options agree and strongly agree) are:

1. **Family income below the poverty threshold (84%)**
2. **Consumers don't have the necessary knowledge or information (77%)**
3. **Poor energy performance of buildings (76%)**

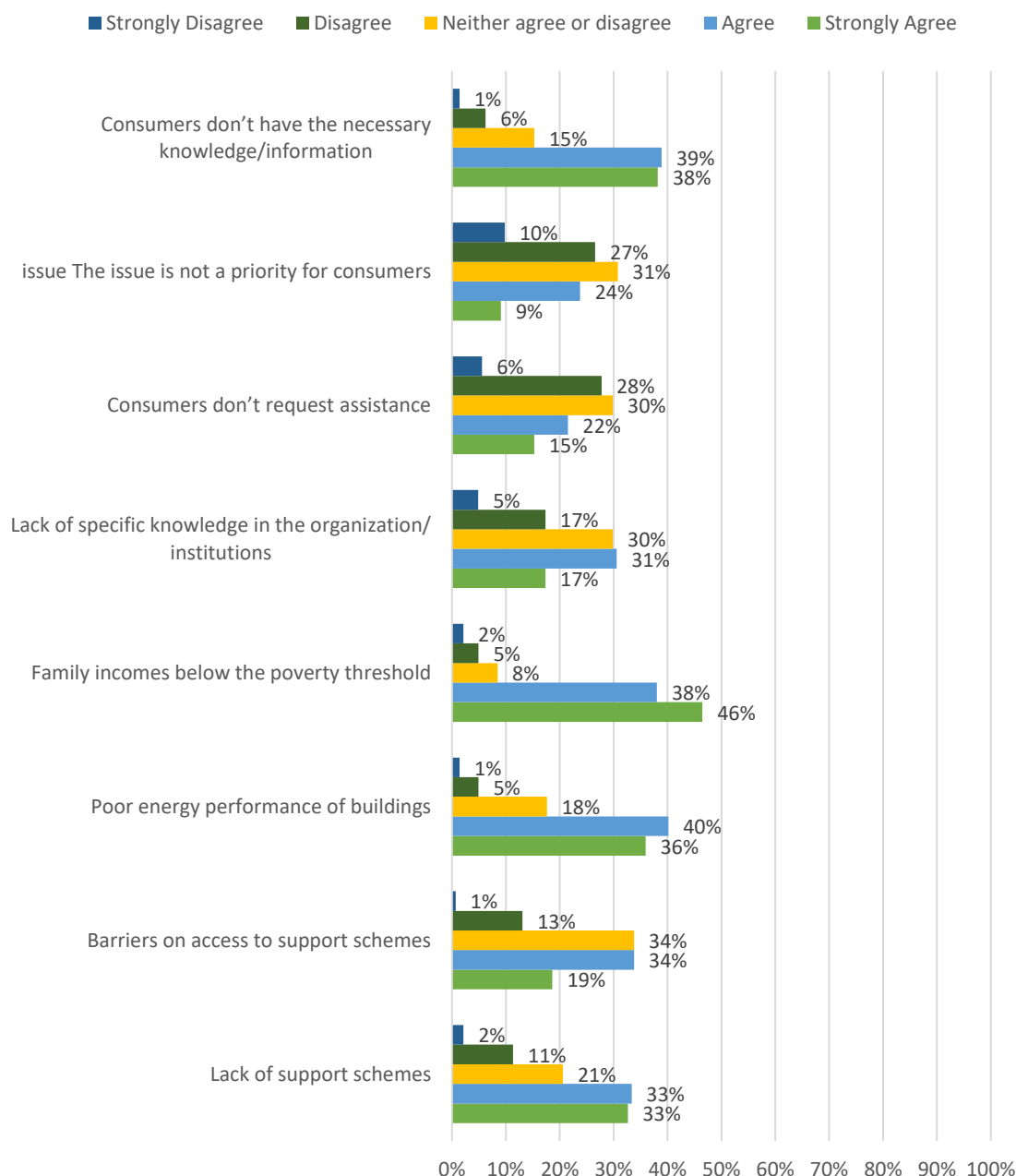


Fig. 15: Answers on question 13 of the surveys (obstacles for tackling energy poverty)

ANNEXES

Annex 1 – National referral organizations survey results

Bulgaria

STEP Partner:
BNACC (Българска
национална
асоциация
“Активни
потребители”)



Number of organisations that answered the survey: 11

- Sofia Municipality
- Varna Municipality
- Gabrovo Municipality
- Kyustendil Municipality
- Pernik Municipality
- Yambol Municipality
- Sliven Municipality
- Pleven Municipality
- Vratsa Municipality
- Bulgarian Ombudsman
- Social Assistance Agency

91% are familiar with
energy poverty

45% currently receive
requests from energy poor
consumers

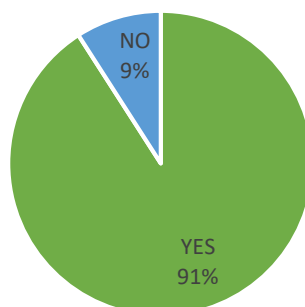
90% are interested in taking part
in STEP's training programme

90% considered that energy poverty can be defined as:

A household to be fuel poor if i) their income is below the poverty line (taking into account energy costs); and ii) their energy costs are higher than is typical for their household type

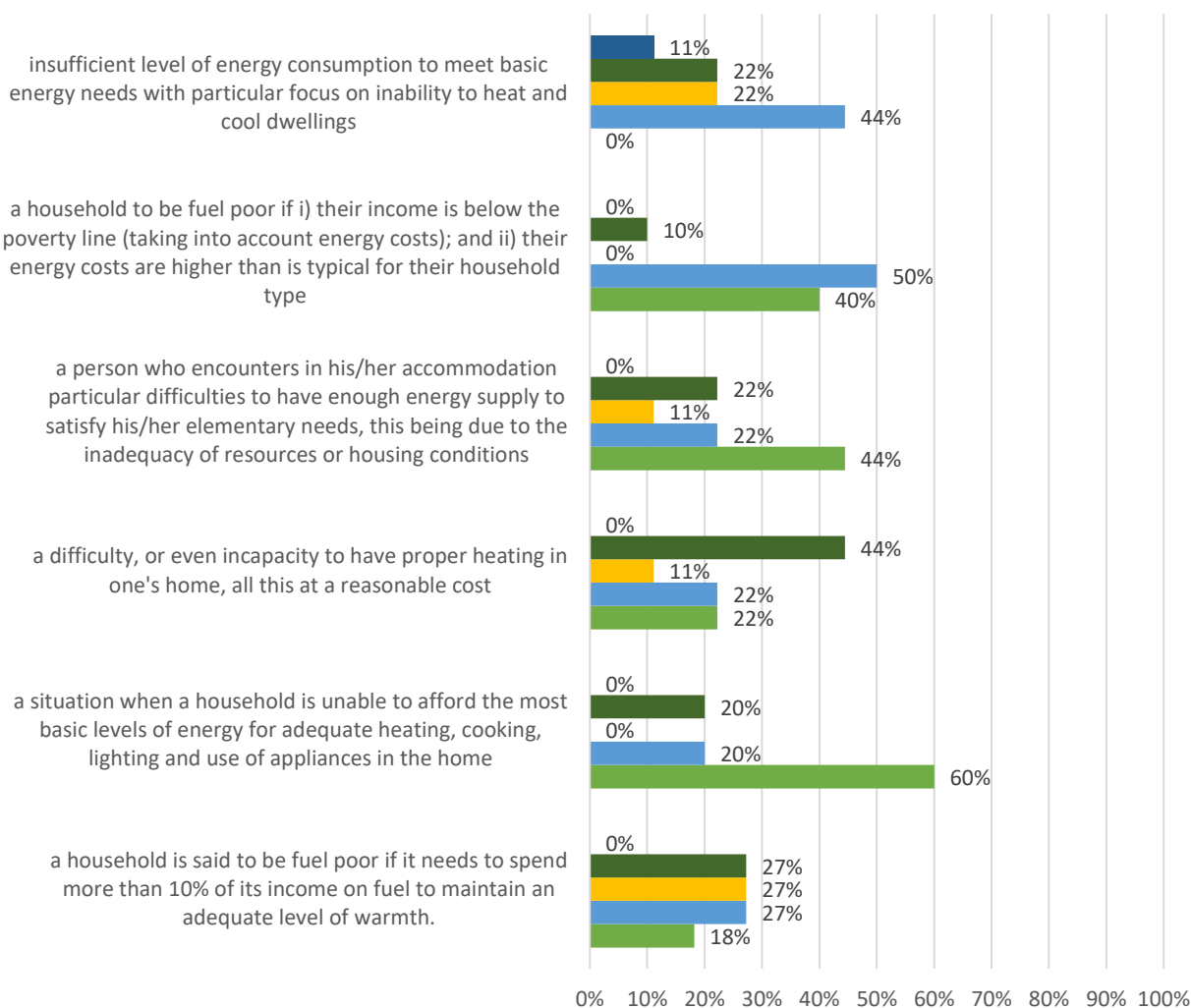
I – ENERGY POVERTY DEFINITION

1. Is your organization already familiar with energy poverty issues?

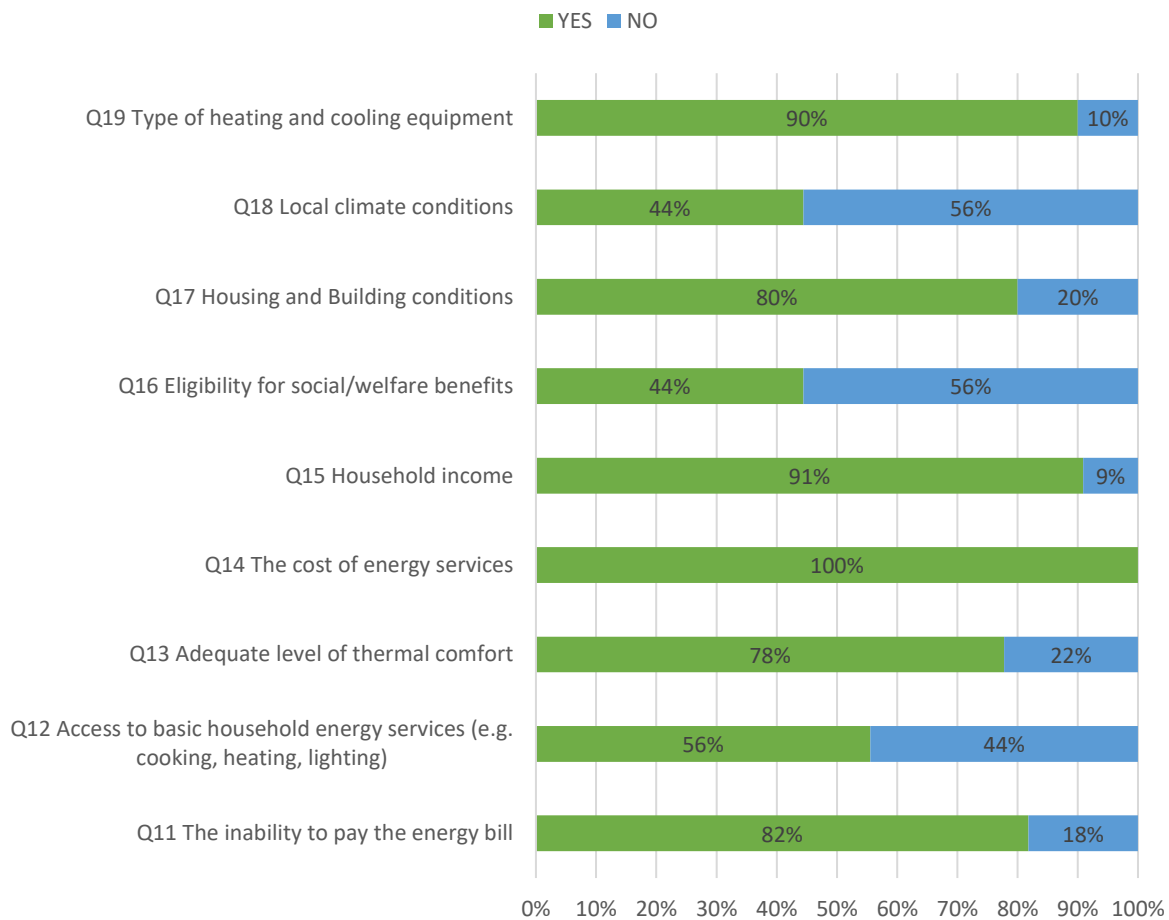


2. Please give your opinion on what could be the most appropriate definition for energy poverty:

■ Strongly Disagree ■ Disagree ■ Neither agree or disagree ■ Agree ■ Strongly Agree

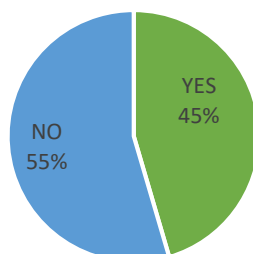


3. Which of these indicators do you consider would be appropriate for evaluating/monitoring energy poverty?

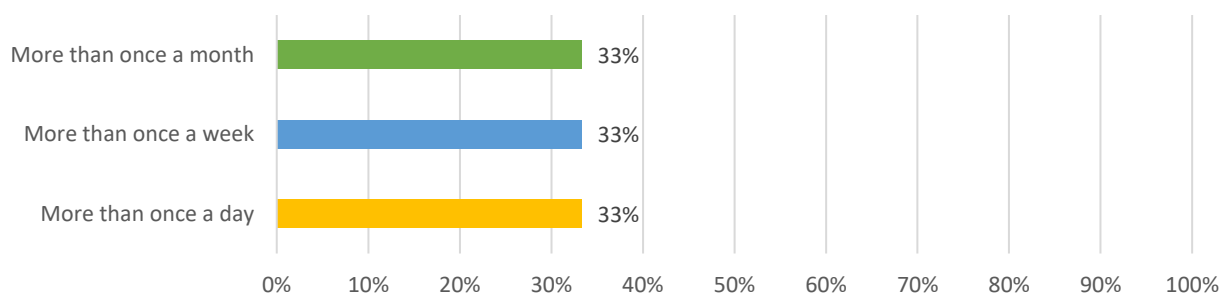


II – TARGETING ENERGY POVERTY

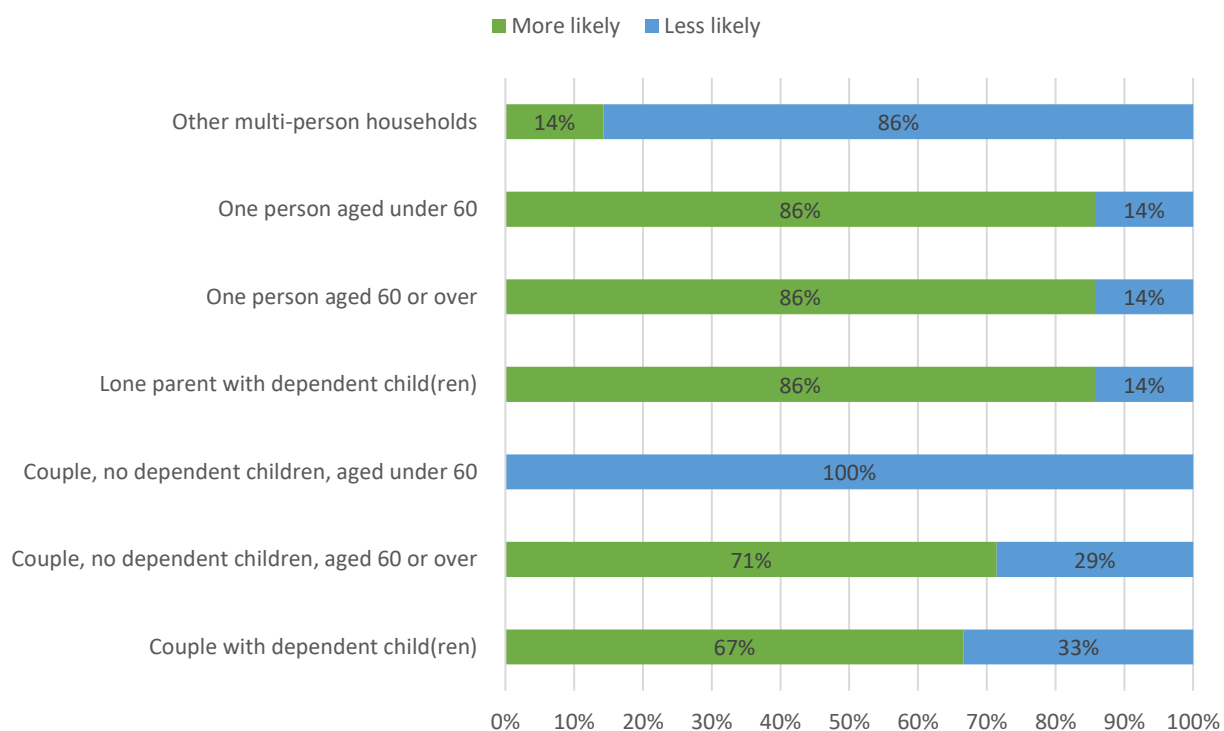
4. Does your organization receive requests from consumers regarding energy poverty issues?



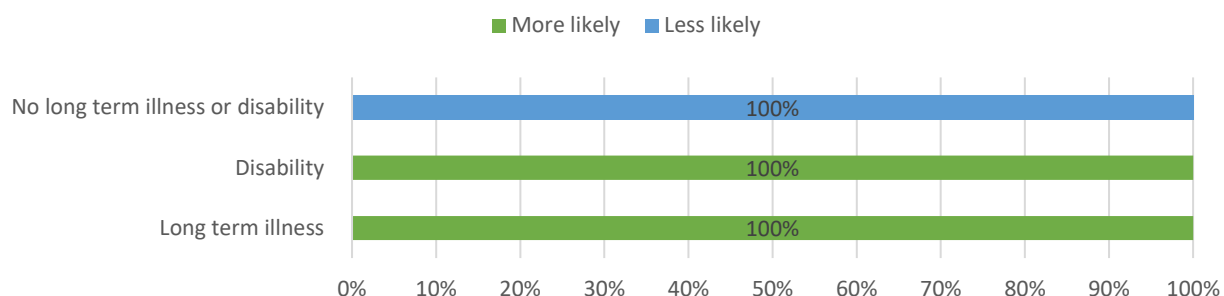
5. If yes, how often do you receive these requests?



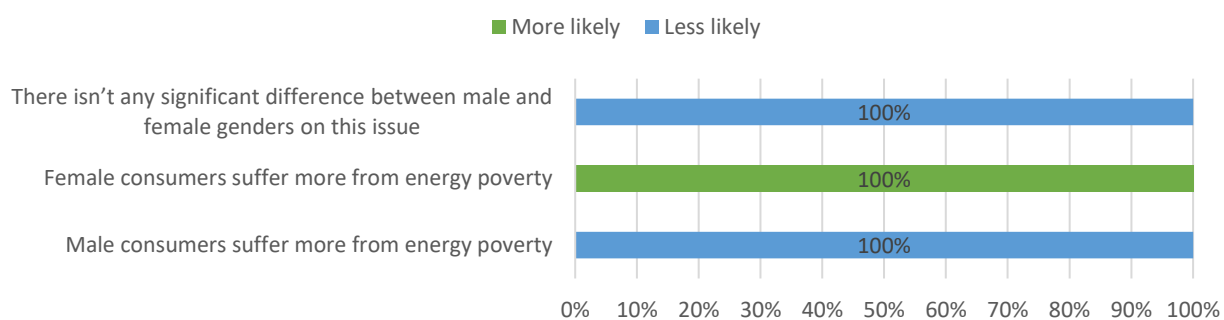
6. Please fill in the following table, according to your organization's experience, regarding which type of households is more likely to suffer from energy poverty.



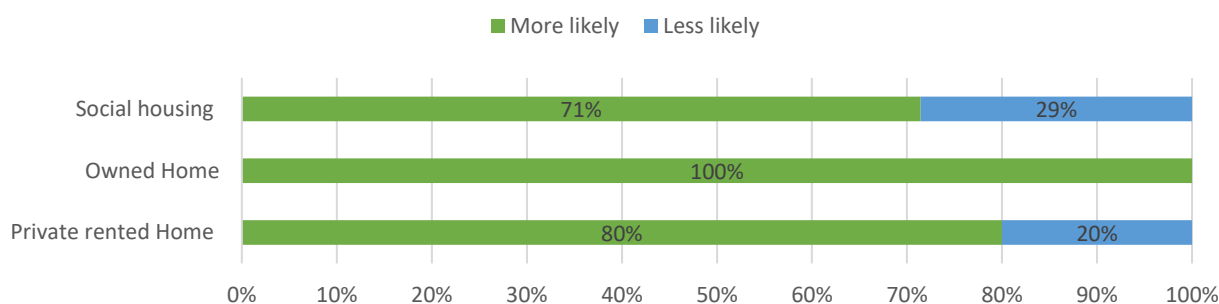
7. Please fill in the following table, according to your organization's experience, regarding the influence of poor health and disability on energy poverty.



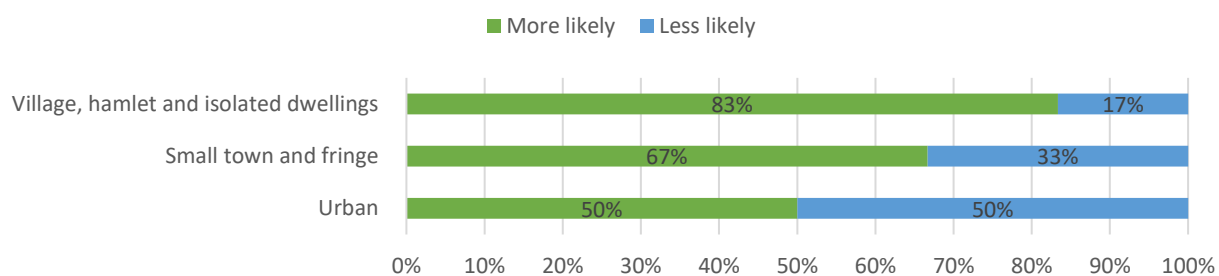
8. Please fill in the following table, according to your organization's experience, regarding if male or female consumers are more likely to suffer from energy poverty.



9. Please fill in the following table, according to your organization's experience, which type of tenure is more likely to suffer from energy poverty.

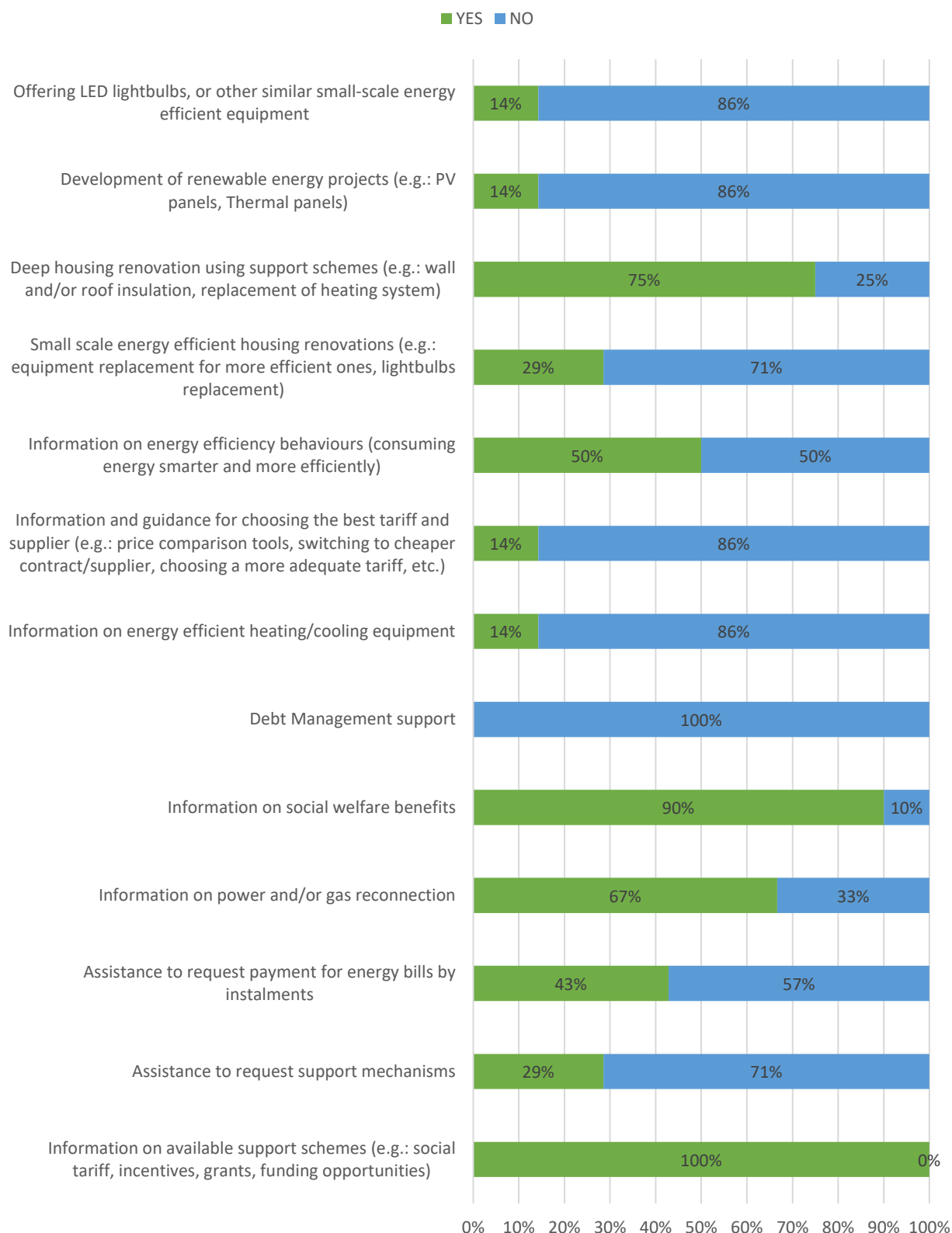


10. Please fill in the following table, according to your organization's experience, regarding which type of area is more likely to suffer from energy poverty.

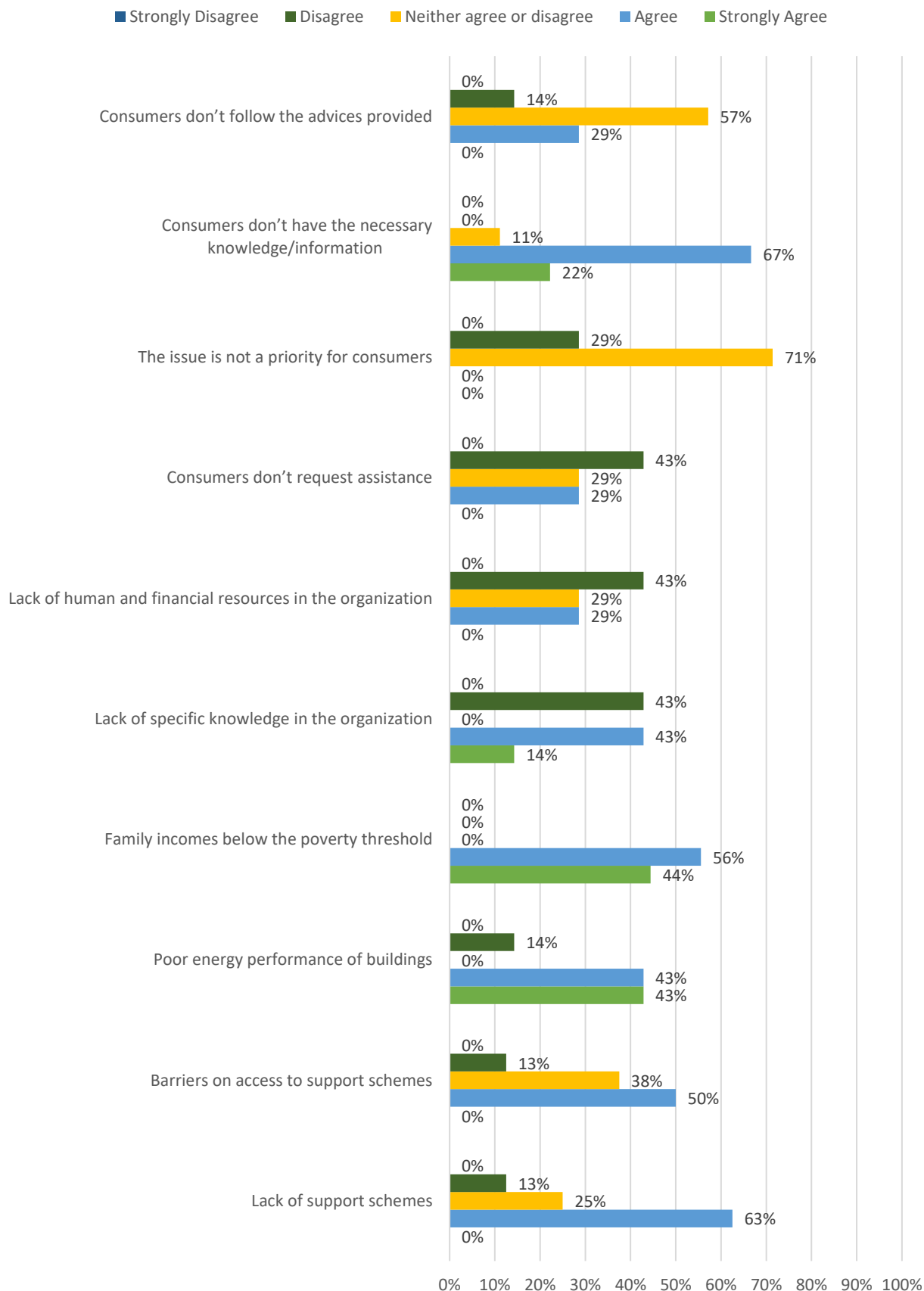


III – YOUR CURRENT WORK

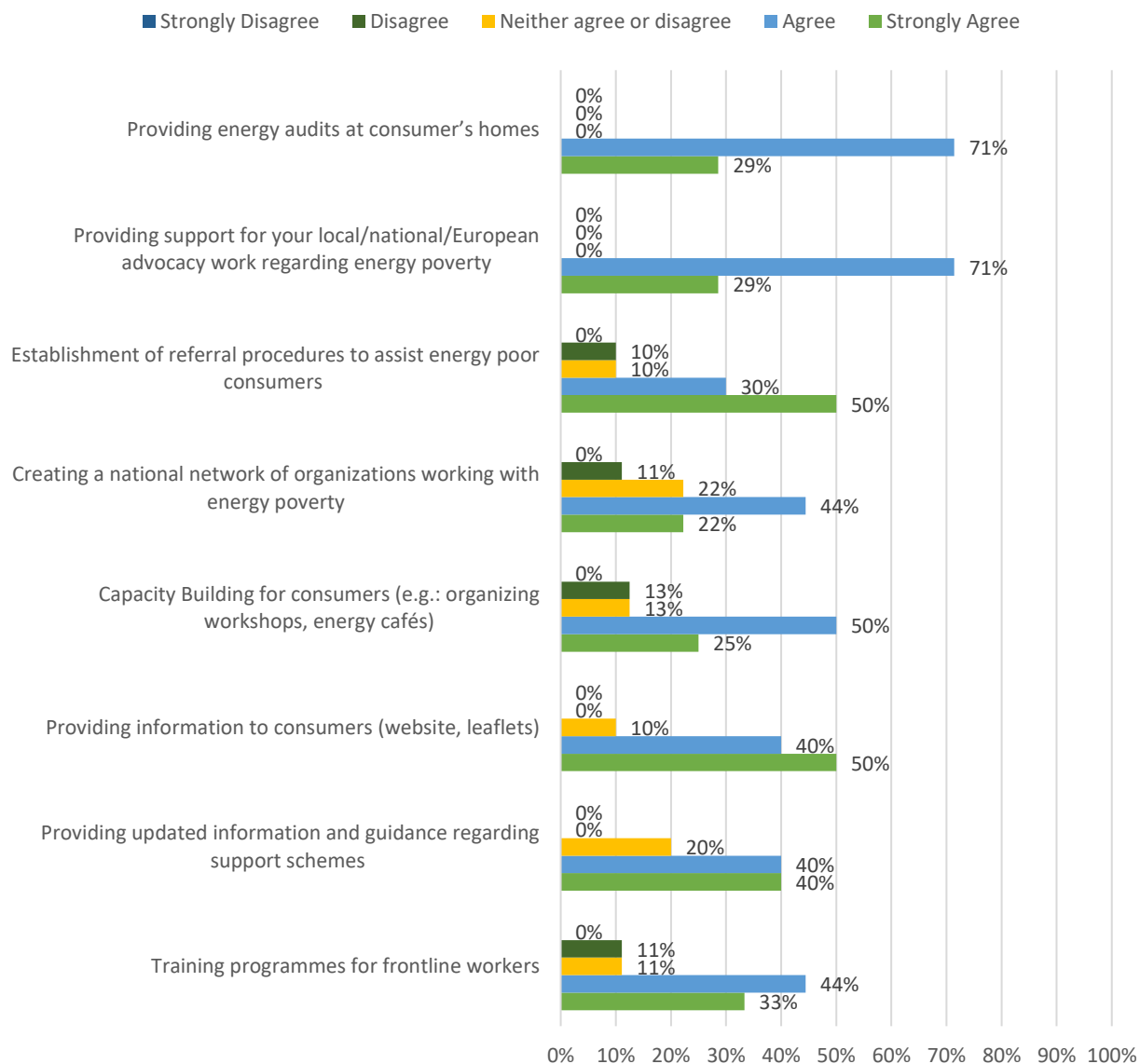
11. What kind of assistance does your organization currently provide regarding energy poverty issues?



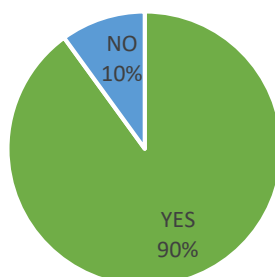
12. What obstacles does your organization face while assisting consumers on this issue?



13. Within the budget available to STEP, we plan to carry out the following activities to tackle energy poverty. Please indicate if you consider they will help improve your organization's work regarding energy poverty.



14. Is your organization interested in taking part in STEP's training programme?



Cyprus

STEP Partner: CCA
(Cyprus
Consumers
Association)



Number of organizations that answered the survey: 5

- Pancyprrian Volunteerism Coordinative Council,
- Cyprus Consumers Association,
- Cyprus Energy Regulatory Authority,
- Electricity Authority of Cyprus,
- Ministry of Energy, Commerce and Industry

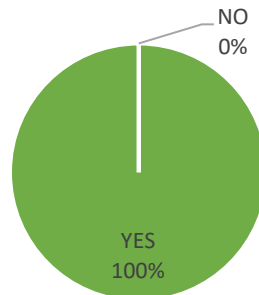
100% are familiar
with energy poverty

25% are interested in taking part
in STEP's training programme

90% considered that energy poverty can be defined as:
a situation when a household is unable to afford the most basic levels of energy
for adequate heating, cooking, lighting and use of appliances in the home

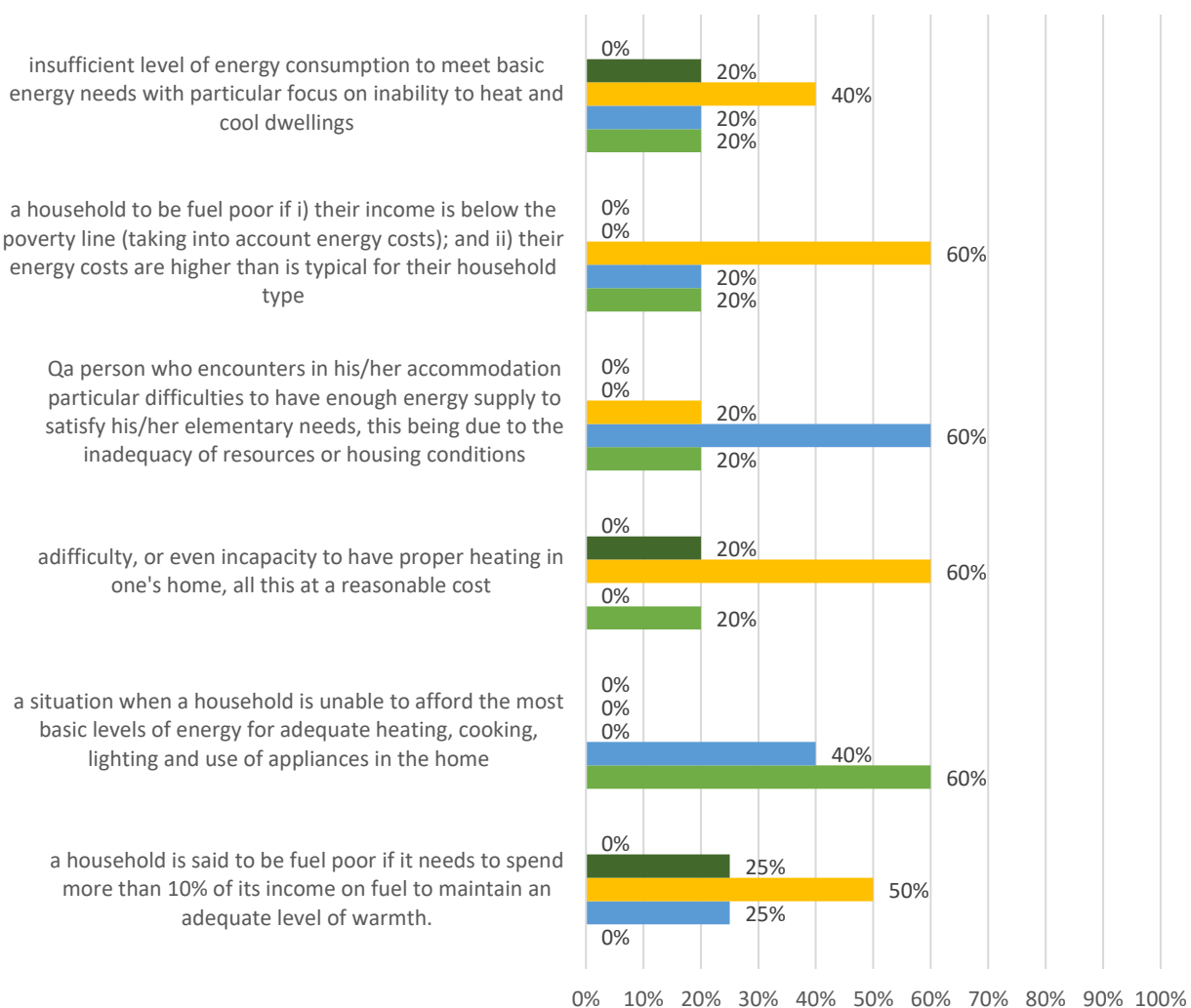
I – ENERGY POVERTY DEFINITION

1. Is your organization already familiar with energy poverty issues?

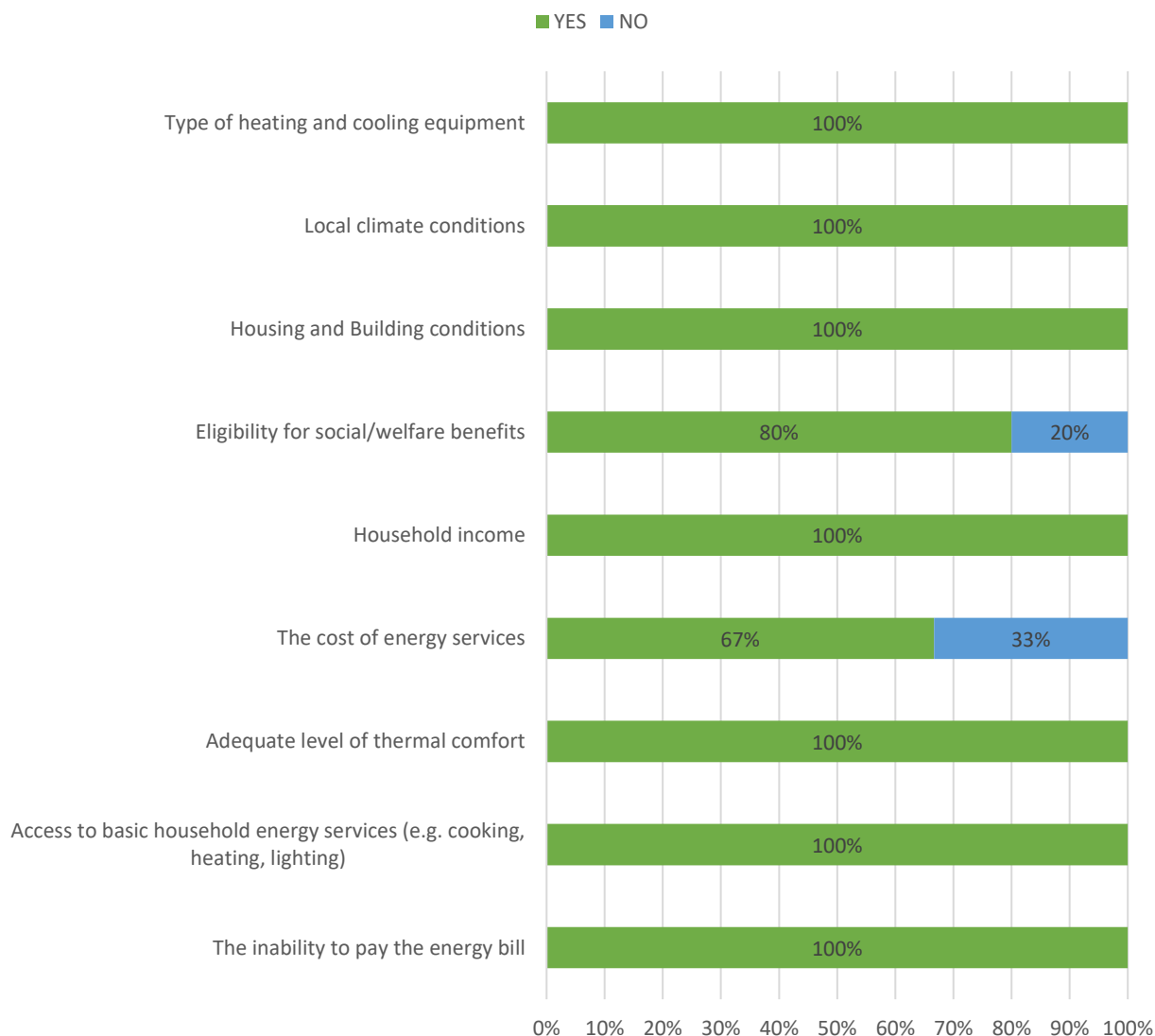


2. Please give your opinion on what could be the most appropriate definition for energy poverty:

■ Strongly Disagree ■ Disagree ■ Neither agree or disagree ■ Agree ■ Strongly Agree

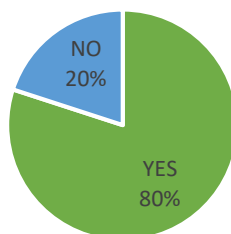


3. Which of these indicators do you consider would be appropriate for evaluating/monitoring energy poverty?

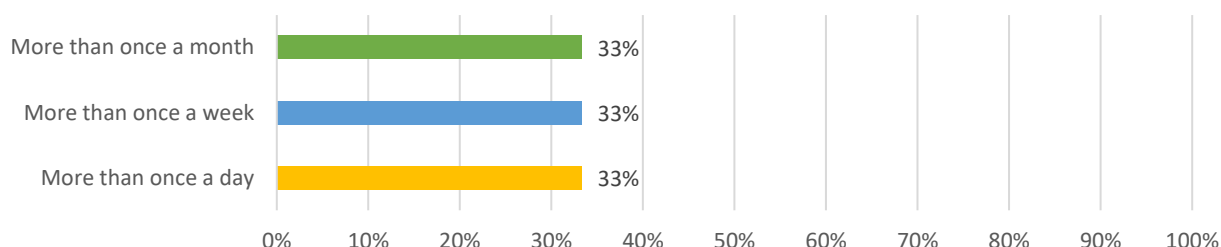


II – TARGETING ENERGY POVERTY

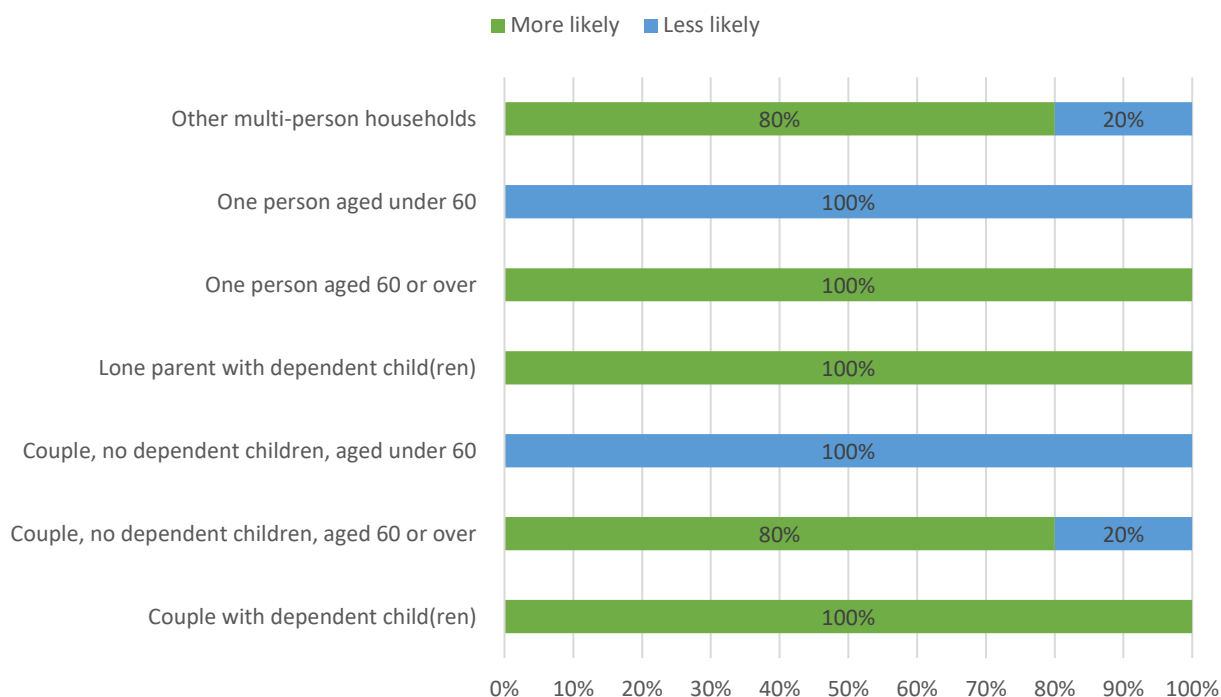
4. Does your organization receive requests from consumers regarding energy poverty issues?



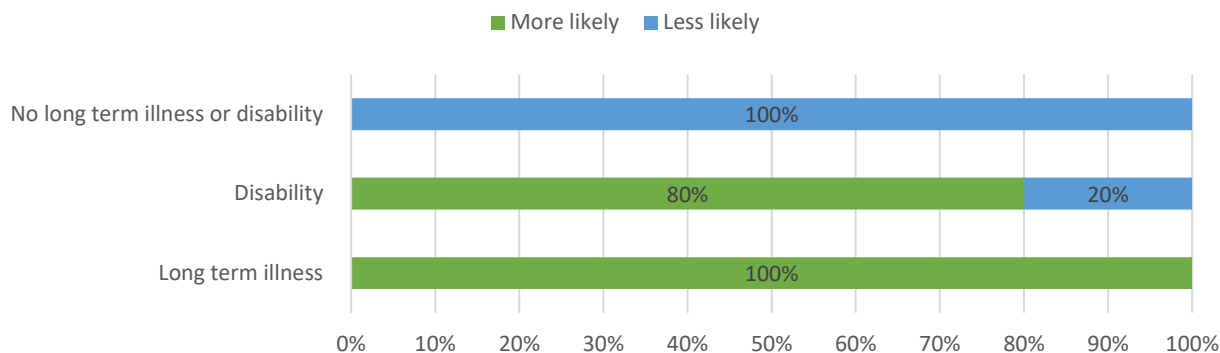
5. If yes, how often do you receive these requests?



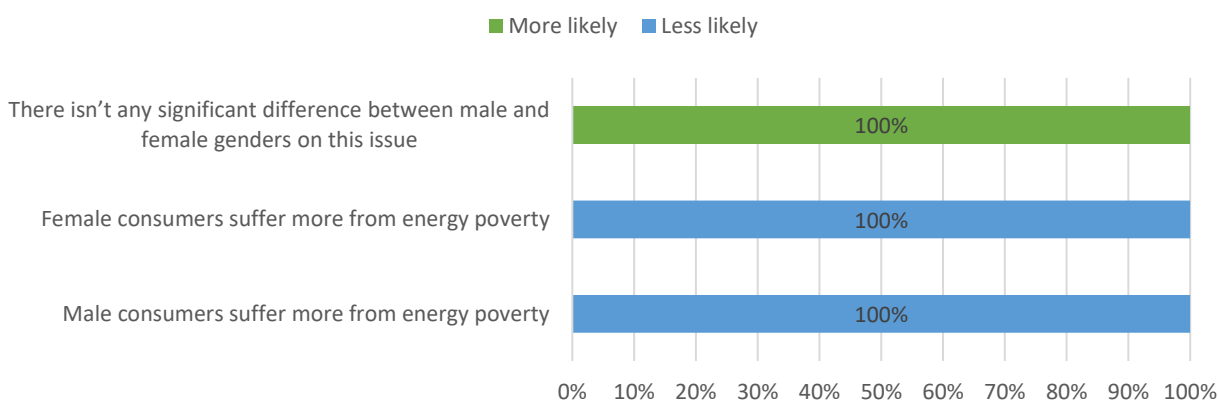
6. Please fill in the following table, according to your organization's experience, regarding which type of households is more likely to suffer from energy poverty.



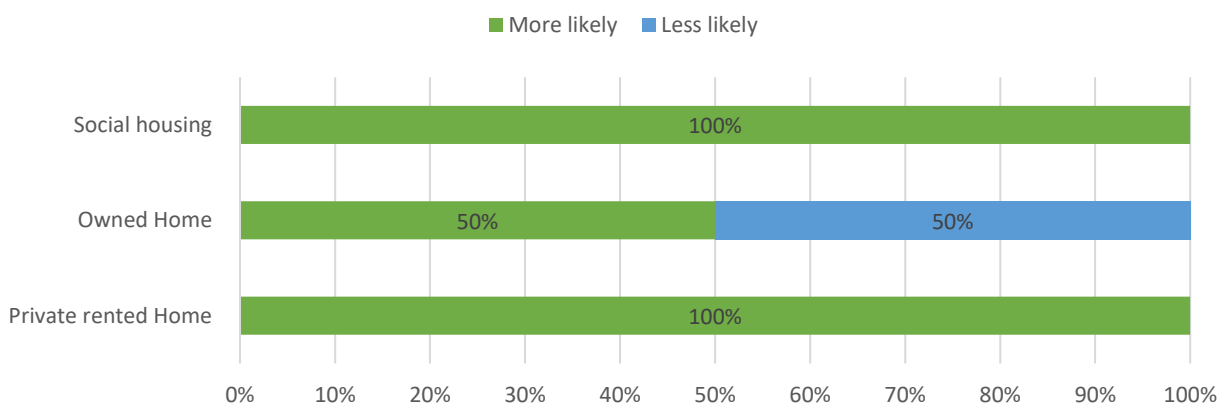
7. Please fill in the following table, according to your organization's experience, regarding the influence of poor health and disability on energy poverty.



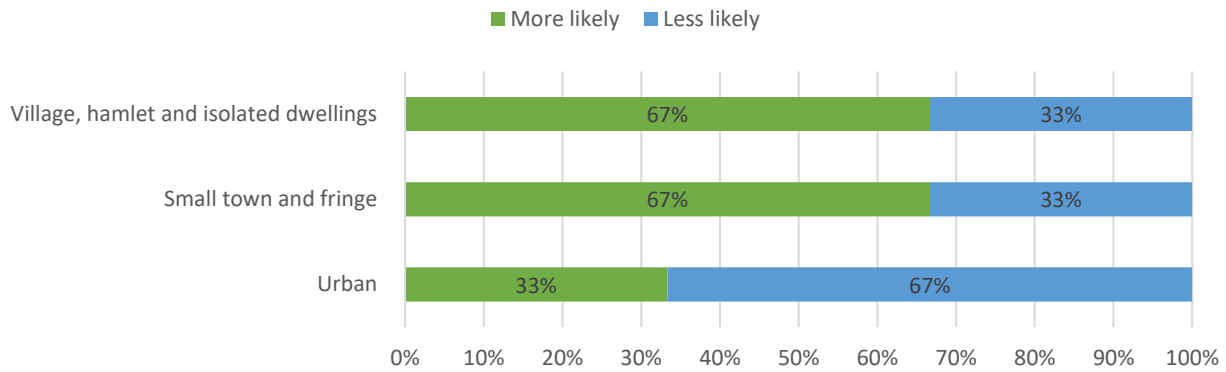
8. Please fill in the following table, according to your organization's experience, regarding if male or female consumers are more likely to suffer from energy poverty.



9. Please fill in the following table, according to your organization's experience, which type of tenure is more likely to suffer from energy poverty.

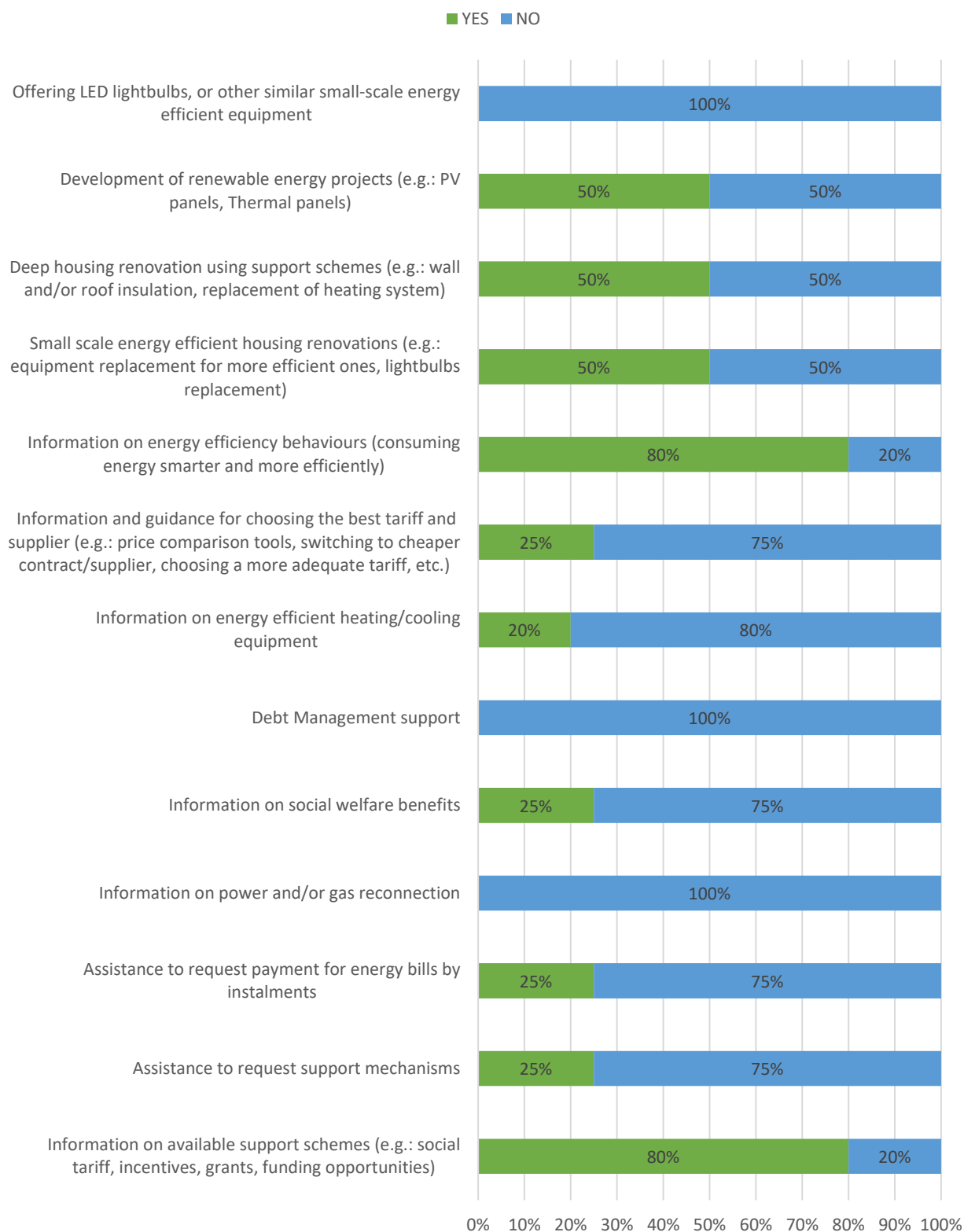


10. Please fill in the following table, according to your organization's experience, regarding which type of area is more likely to suffer from energy poverty.

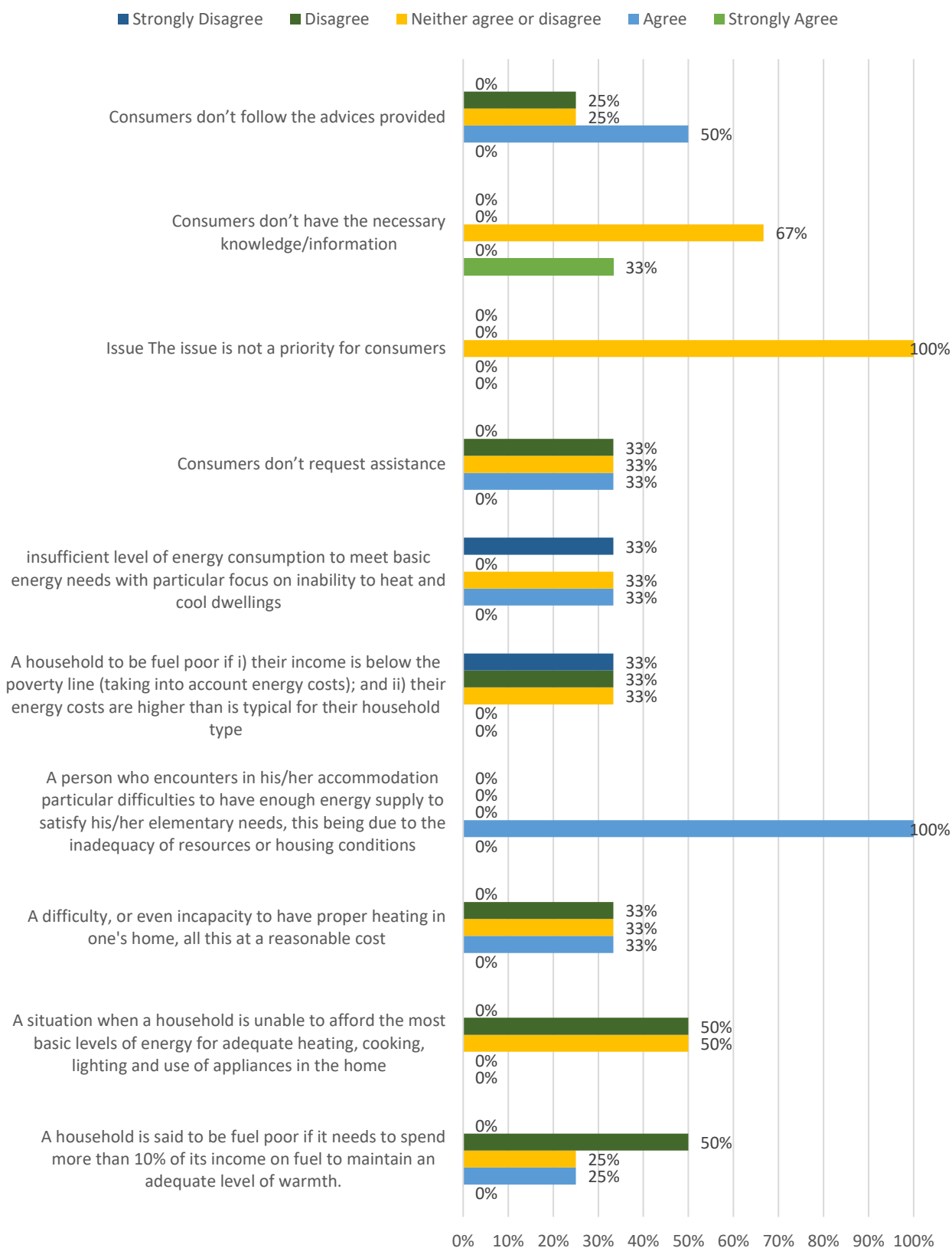


III – YOUR CURRENT WORK

11. What kind of assistance does your organization currently provide regarding energy poverty issues?

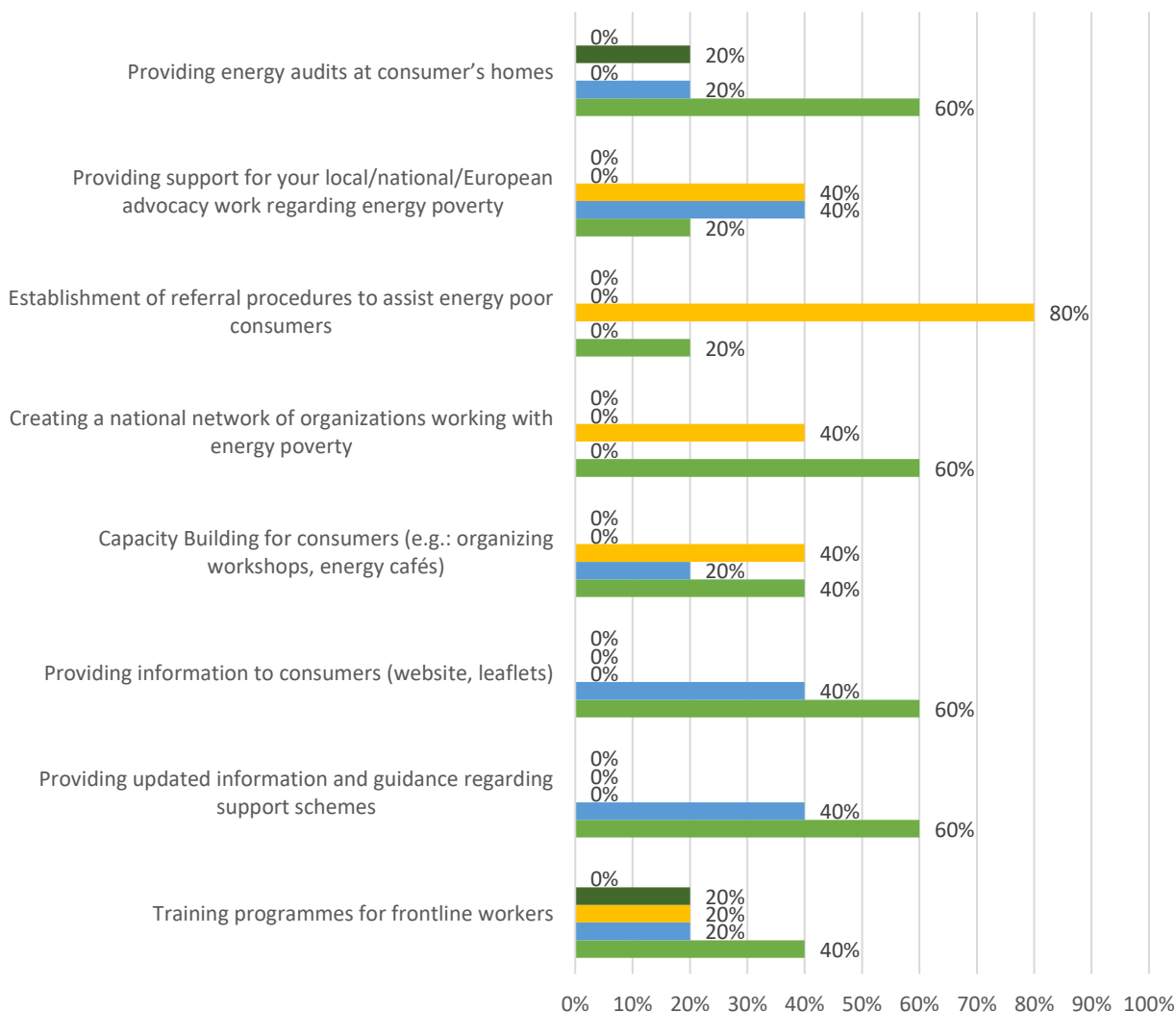


12. What obstacles does your organization face while assisting consumers on this issue?

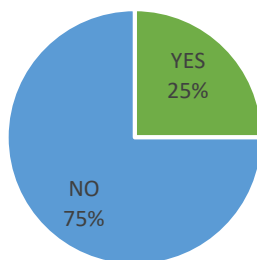


13. Within the budget available to STEP, we plan to carry out the following activities to tackle energy poverty. Please indicate if you consider they will help improve your organization's work regarding energy poverty.

■ Strongly Disagree ■ Disagree ■ Neither agree or disagree ■ Agree ■ Strongly Agree



14. Is your organization interested in taking part in STEP's training programme?



Czech Republic

STEP Partner: dTEST
(Czech Association of Consumers TEST)



Number of organizations that answered the survey: 6

- Asociace občanských poraden (Association of Citizens Advisory),
- Občanská poradna Pardubice (Citizens Advisory Pardubice),
- Občanská poradna Praha 1 (Citizens Advisory Prague 1),
- Občanská poradna Třebíč (Citizens Advisory Trebic),
- Občanská poradna Brno (Citizens Advisory Brno),
- Energetický regulační úřad (Energy Regulatory Office)

67% are familiar with energy poverty

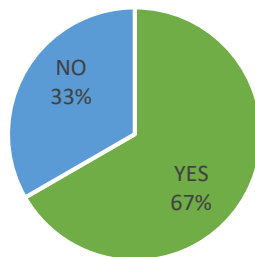
50% currently receive requests from energy poor consumers

100% are interested in taking part in STEP's training programme

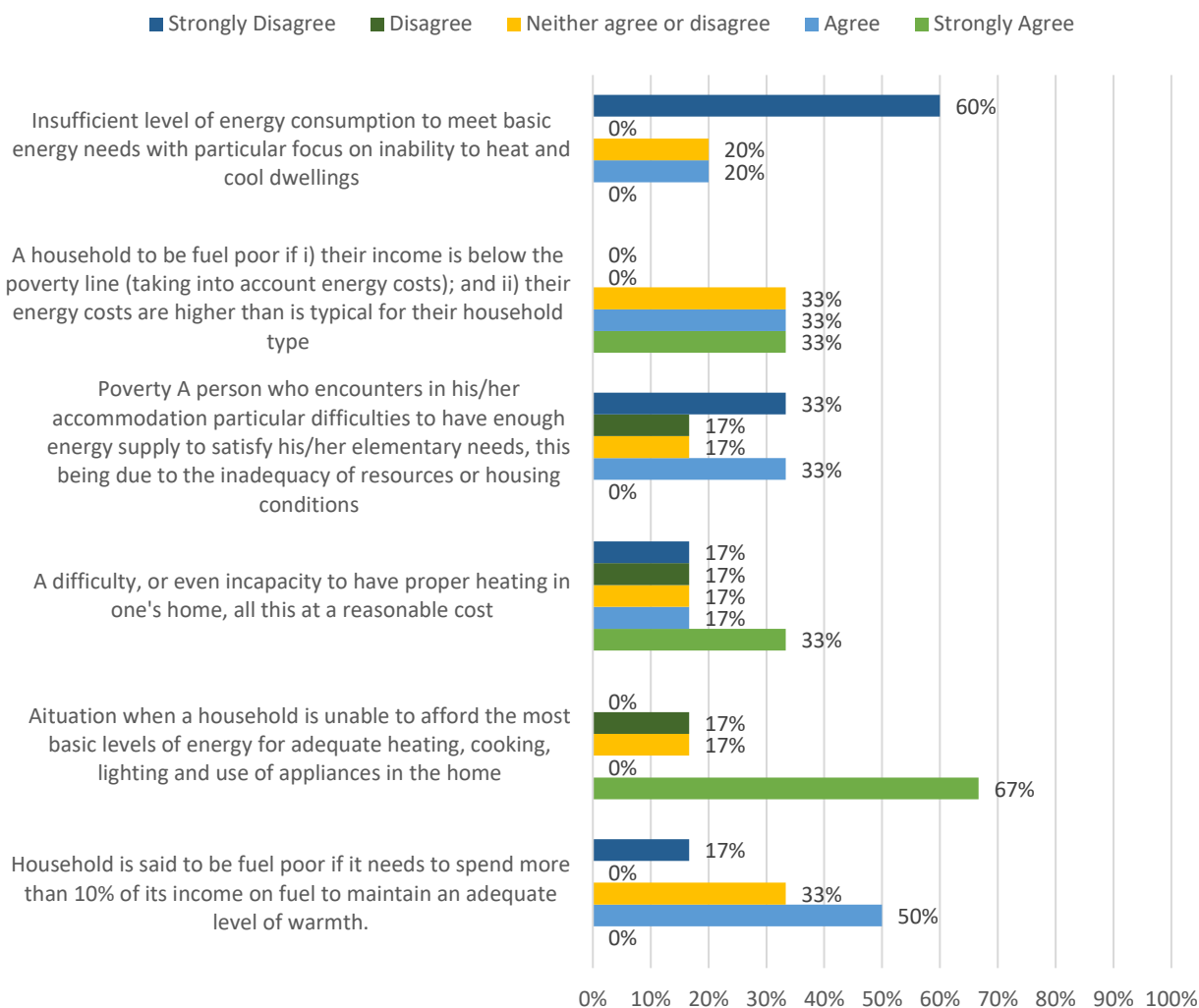
67% considers that energy poverty can be defined as:
a situation when a household is unable to afford the most basic levels of energy for adequate heating, cooking, lighting and use of appliances in the home

I – ENERGY POVERTY DEFINITION

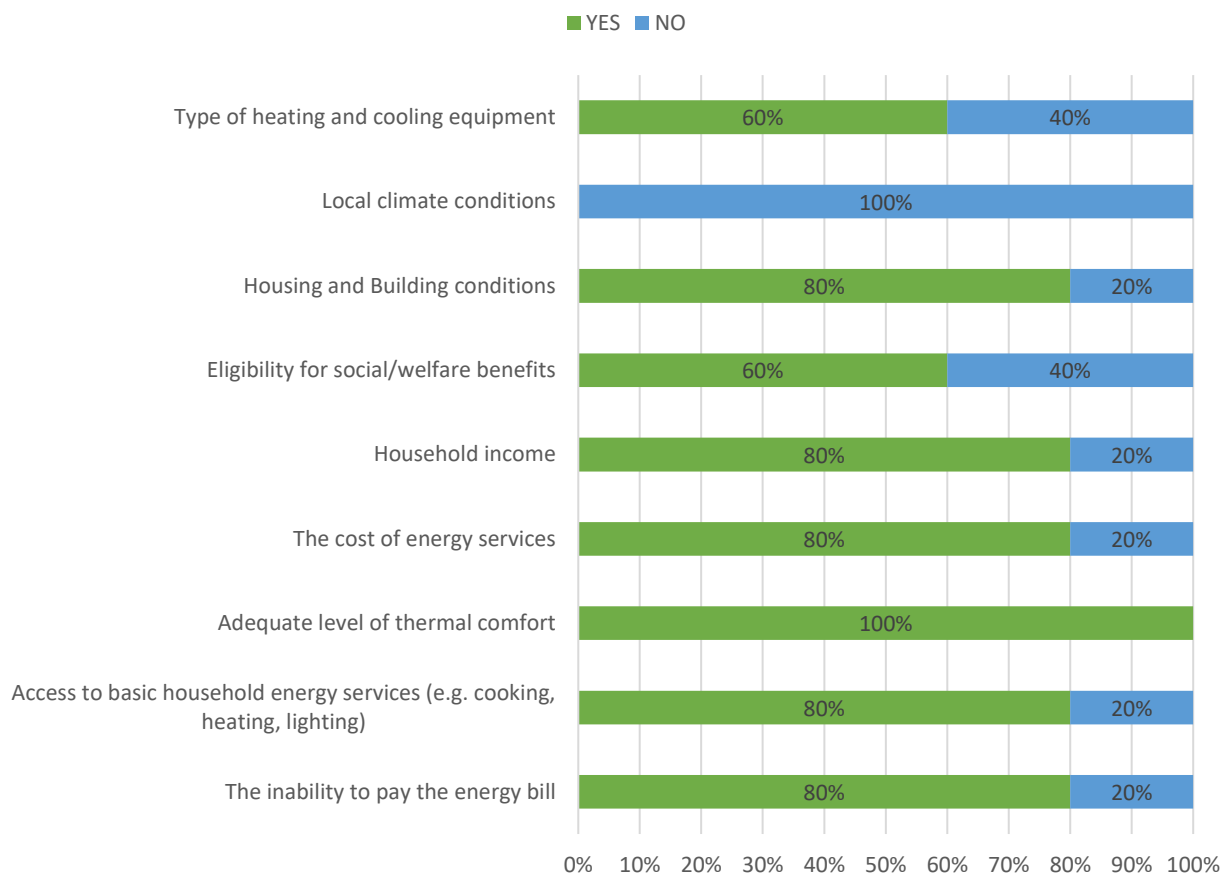
1. Is your organization already familiar with energy poverty issues?



2. Please give your opinion on what could be the most appropriate definition for energy poverty:

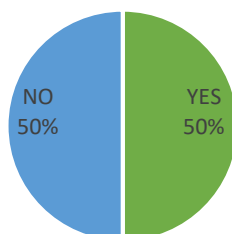


3. Which of these indicators do you consider would be appropriate for evaluating/monitoring energy poverty?

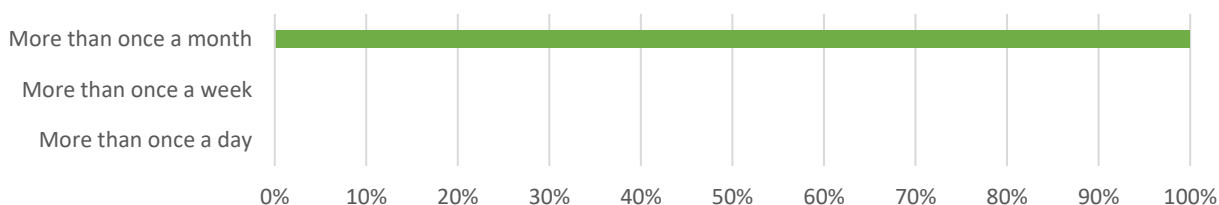


II – TARGETING ENERGY POVERTY

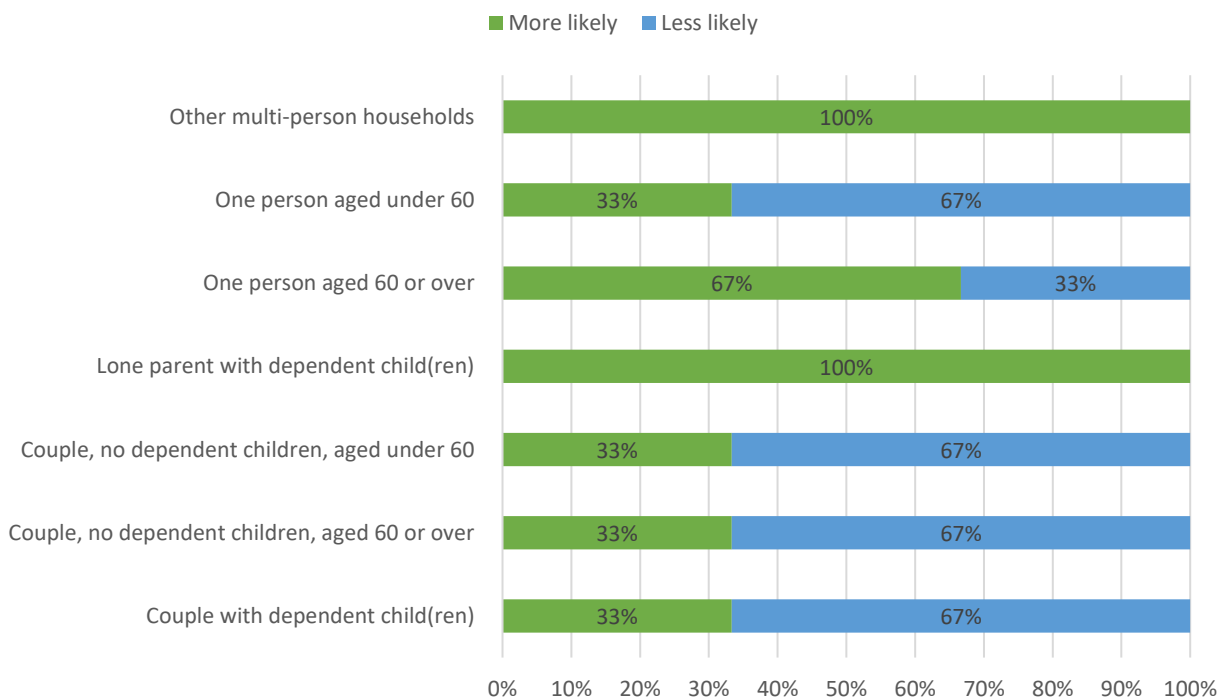
4. Does your organization receive requests from consumers regarding energy poverty issues?



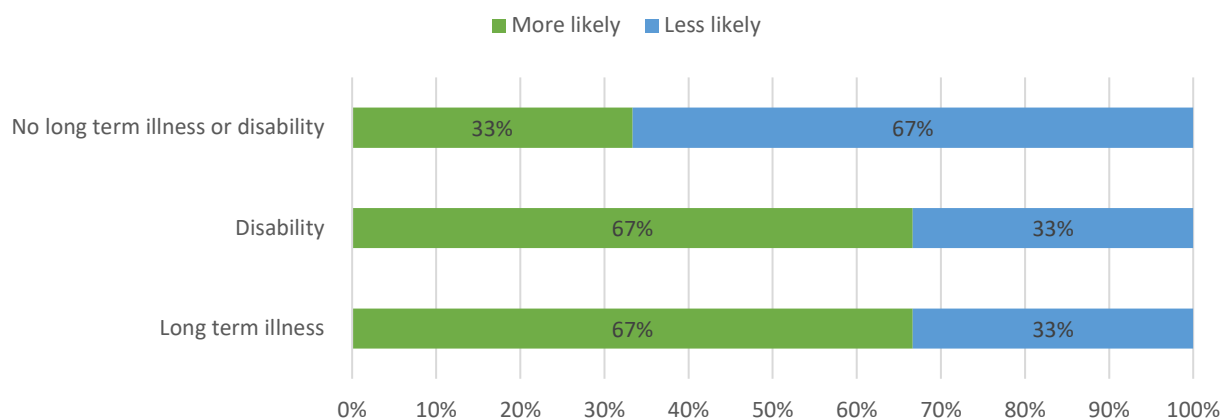
5. If yes, how often do you receive these requests?



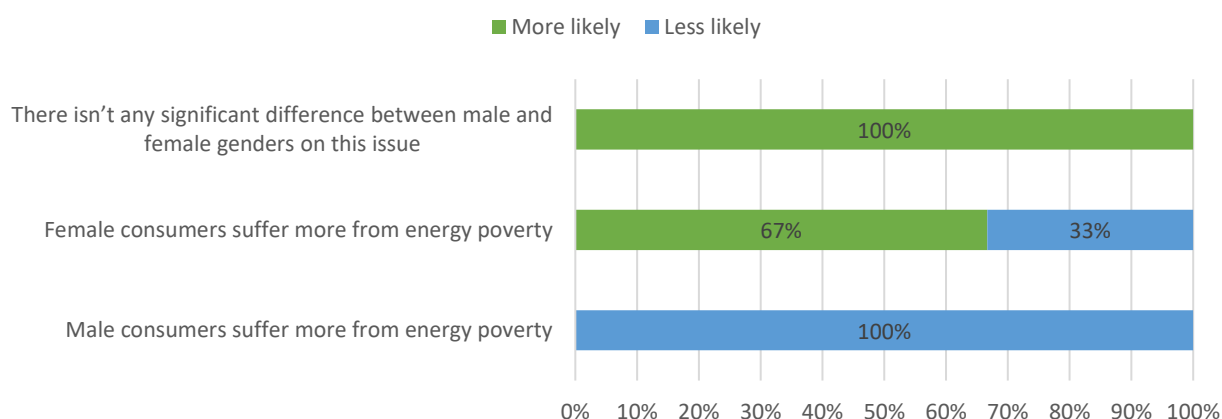
6. Please fill in the following table, according to your organization's experience, regarding which type of households is more likely to suffer from energy poverty.



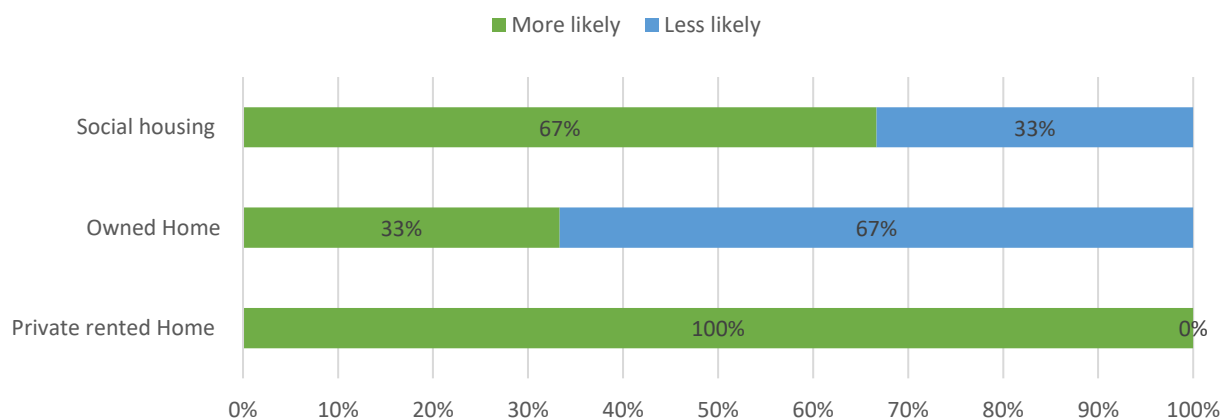
7. Please fill in the following table, according to your organization's experience, regarding the influence of poor health and disability on energy poverty.



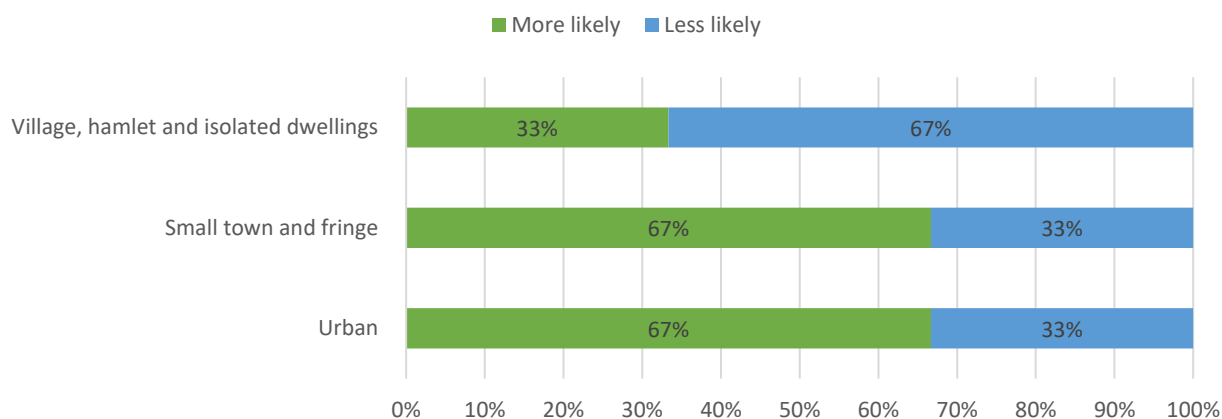
8. Please fill in the following table, according to your organization's experience, regarding if male or female consumers are more likely to suffer from energy poverty.



9. Please fill in the following table, according to your organization's experience, which type of tenure is more likely to suffer from energy poverty.

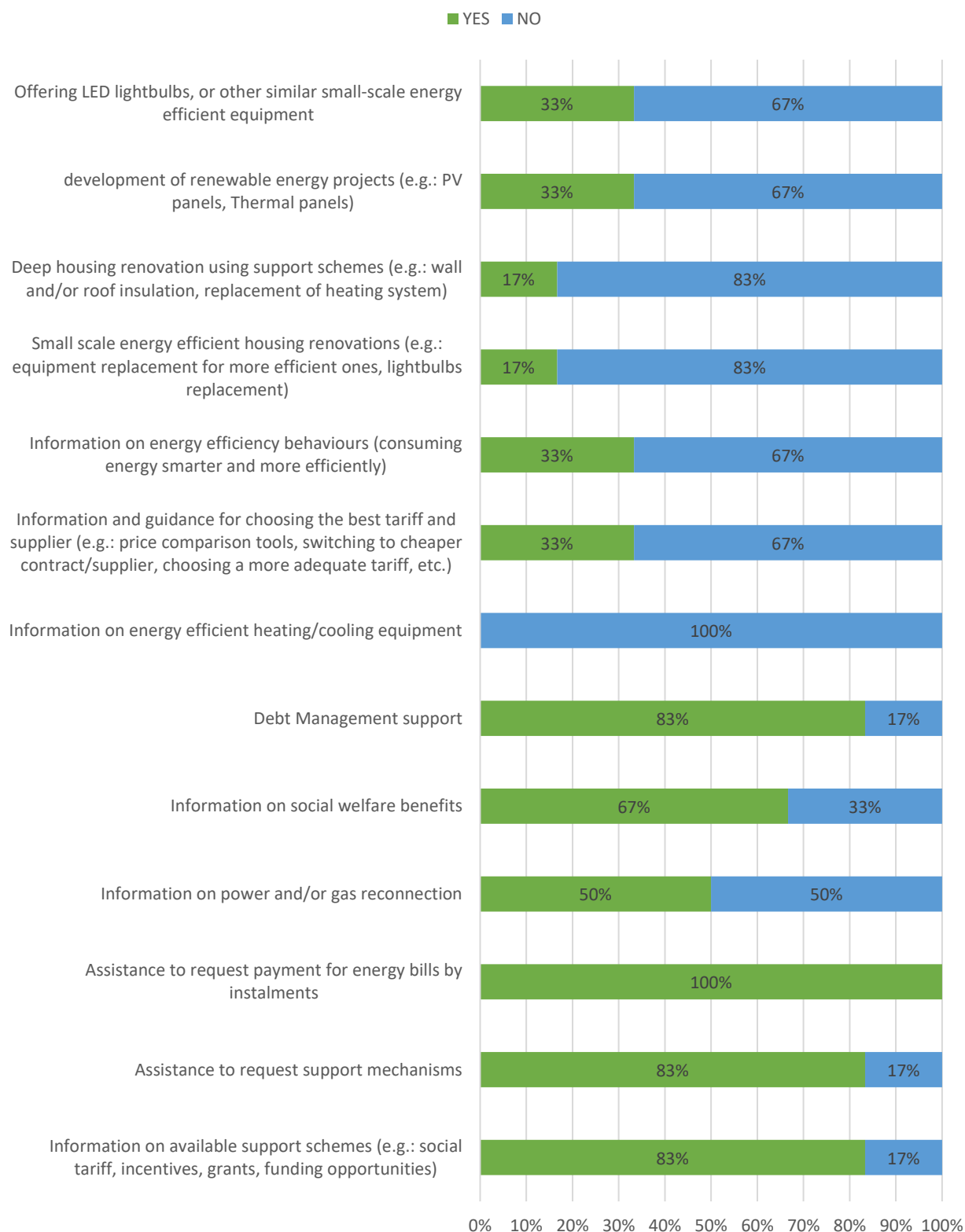


10. Please fill in the following table, according to your organization's experience, regarding which type of area is more likely to suffer from energy poverty.

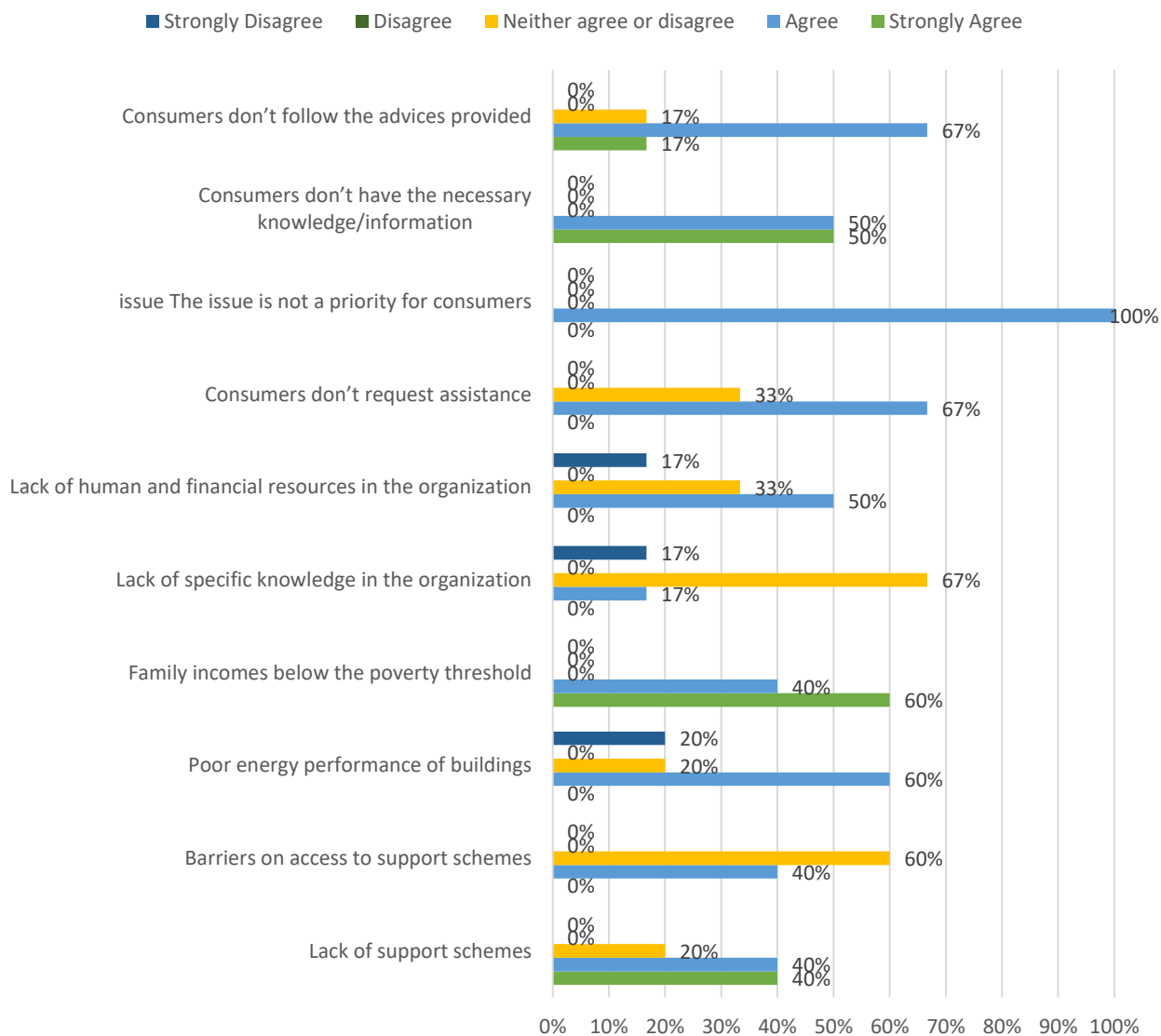


III – YOUR CURRENT WORK

11. What kind of assistance does your organization currently provide regarding energy poverty issues?

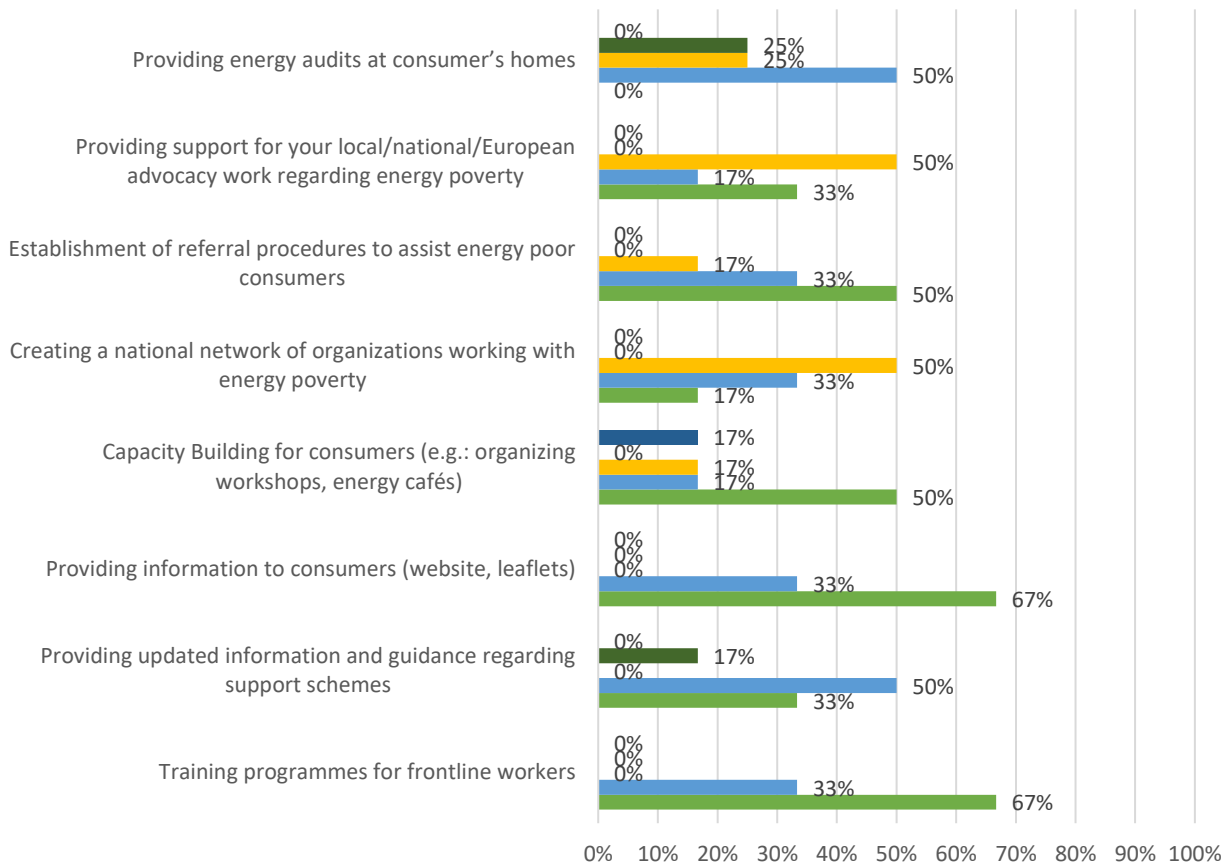


12. What obstacles does your organization face while assisting consumers on this issue?

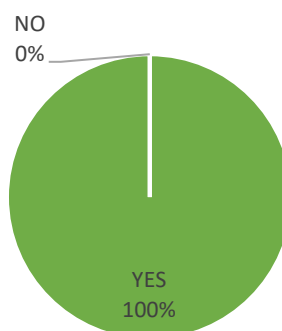


13. Within the budget available to STEP, we plan to carry out the following activities to tackle energy poverty. Please indicate if you consider they will help improve your organization's work regarding energy poverty.

Strongly Disagree Disagree Neither agree or disagree Agree Strongly Agree



14. Is your organization interested in taking part in STEP's training programme?



Latvia

STEP Partner: LPIAA
(Latvijas Patērētāju
interesešu aizstāvības
asociācija)



Number of organizations that answered the survey: 10

- Jelgavas daudzdzīvokļu īpašnieku biedrība (Jelgava Apartment Owners Association),
- Biedrību „EAPN-Latvia” (EAPN – European Anti-Poverty Network-Latvia”),
- Jelgavas pensionāru biedrība (Jelgava Pensioners' Association),
- Zemgales NVO Centrs (Zemgale NGO Centre),
- Jelgavas nekustamā īpašuma pārvalde (Jelgava house maintenance company),
- The Latvian Red Cross Jelgava branch,
- Jelgavas patērētāju biedrības klubs (Jelgava's consumer organization/club),
- Biedrība "Radošo domu un darbu centrs "Svetelis" (Charity organization "Centre for Creative Thought and Work" Svetelis),
- Latvijas Denacionalizēto namu īrnieku asociācija (Latvian Denationalized House Tenants Association)

20% are familiar with energy poverty

70% currently receive requests from energy poor consumers

100% are interested in taking part in STEP's training programme

80% considered that energy poverty can be defined as:

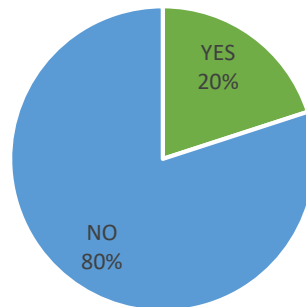
a situation when a household is unable to afford the most basic levels of energy for adequate heating, cooking, lighting and use of appliances in the home

or:

a difficulty, or even incapacity to have proper heating in one's home, all this at a reasonable cost

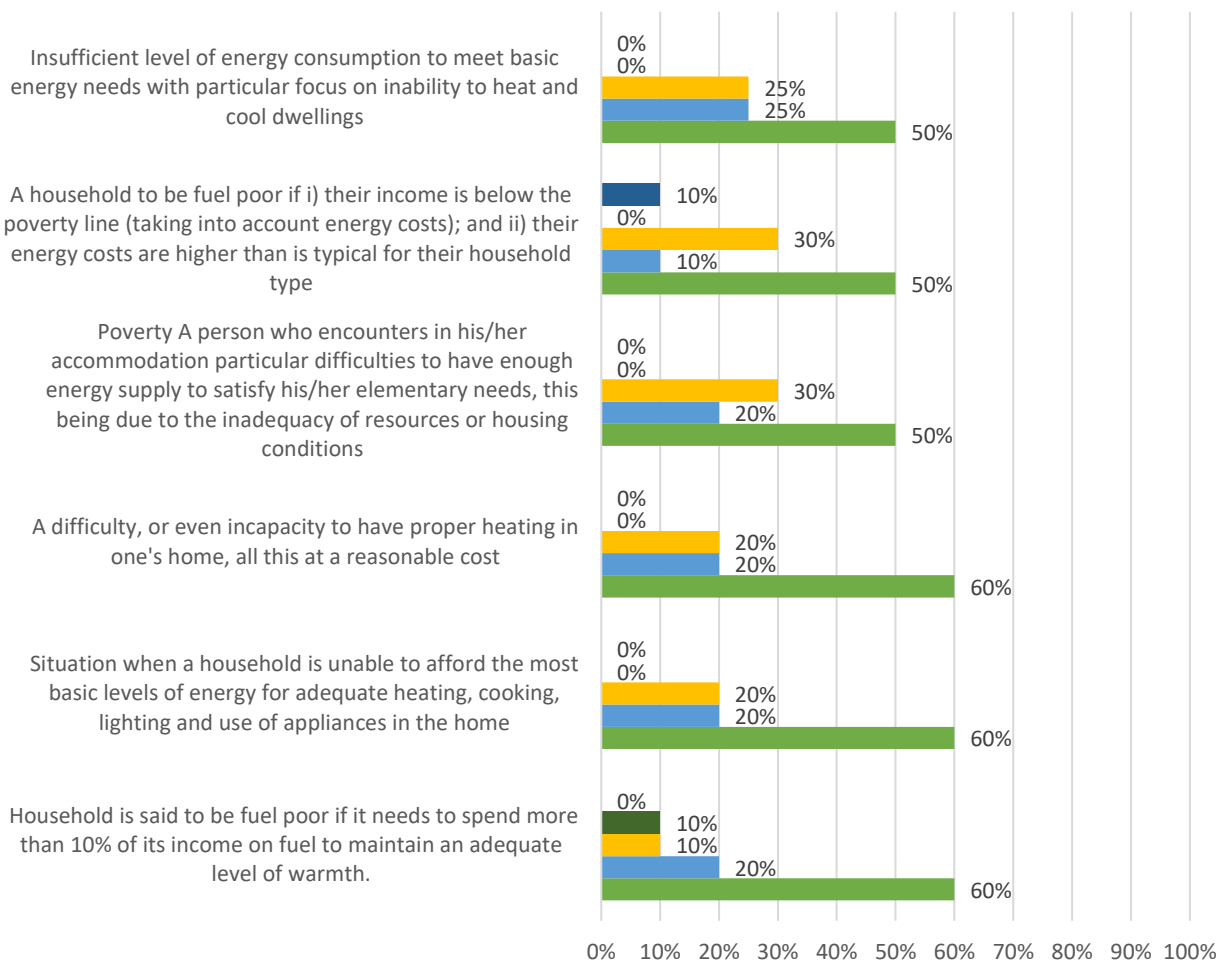
PART I – ENERGY POVERTY DEFINITION

1. Is your organization already familiar with energy poverty issues?

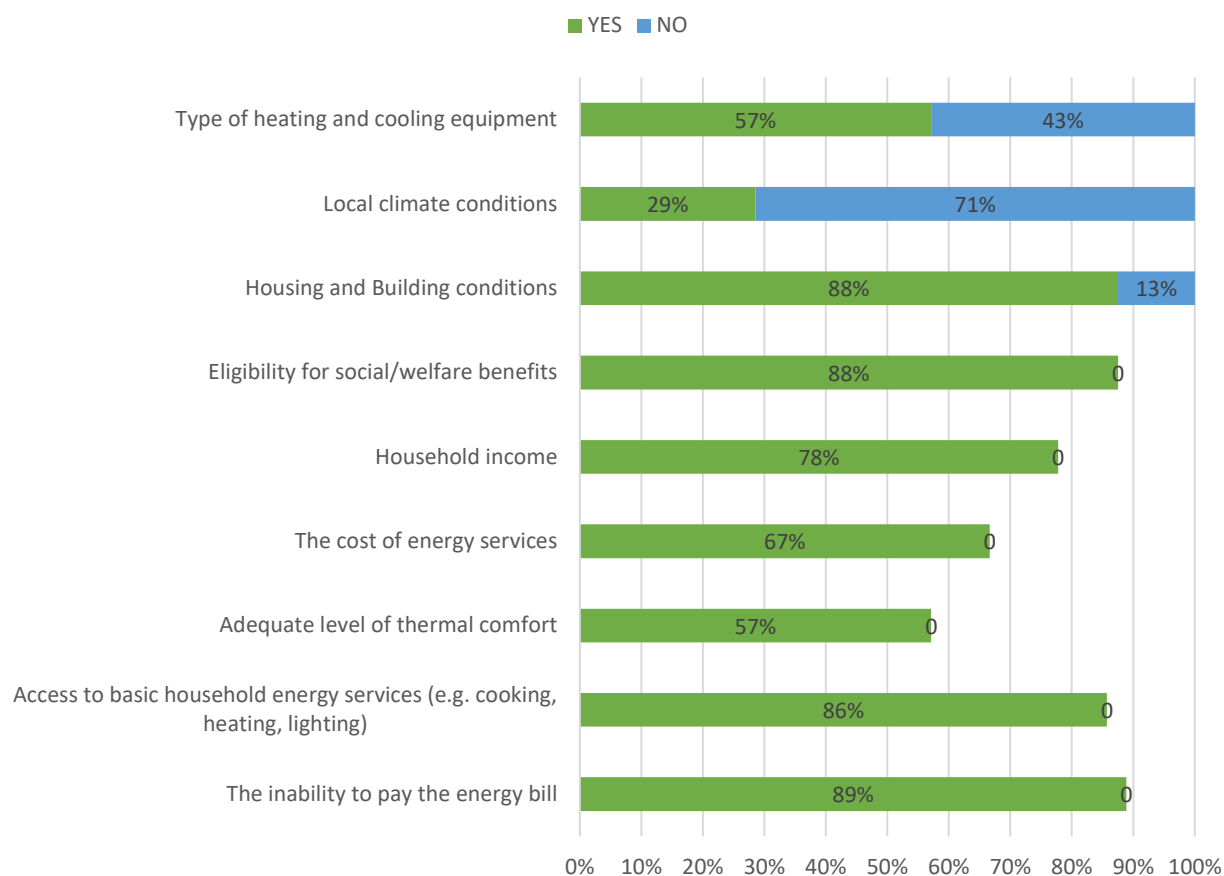


2. Please give your opinion on what could be the most appropriate definition for energy poverty:

Strongly Disagree Disagree Neither agree or disagree Agree Strongly Agree

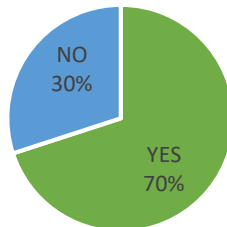


3. Which of these indicators do you consider would be appropriate for evaluating/monitoring energy poverty?

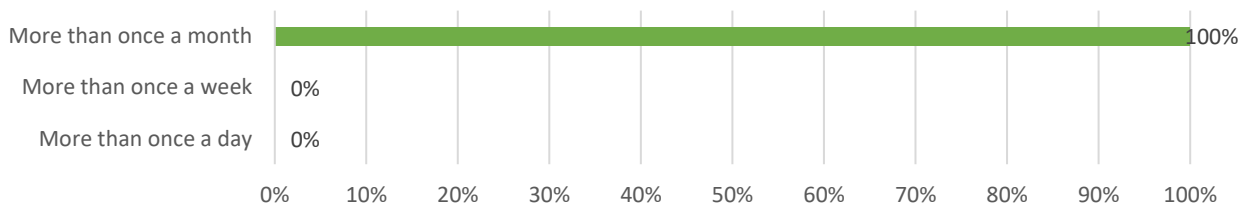


II – TARGETING ENERGY POVERTY

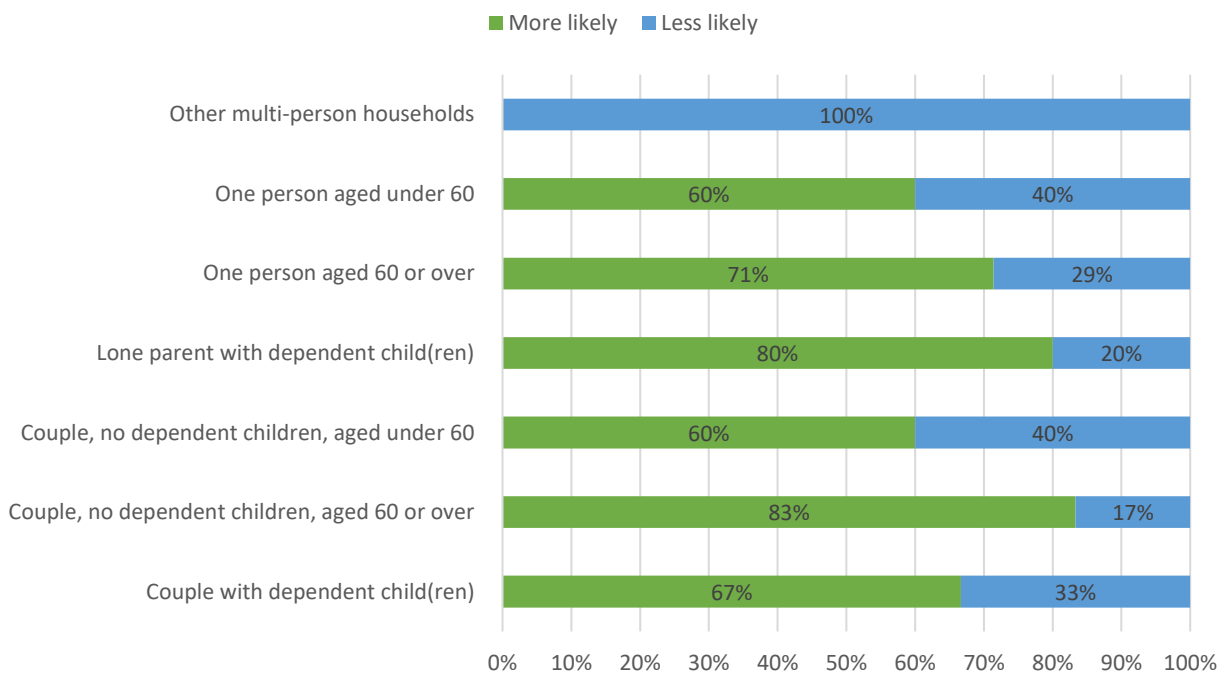
4. Does your organization receive requests from consumers regarding energy poverty issues?



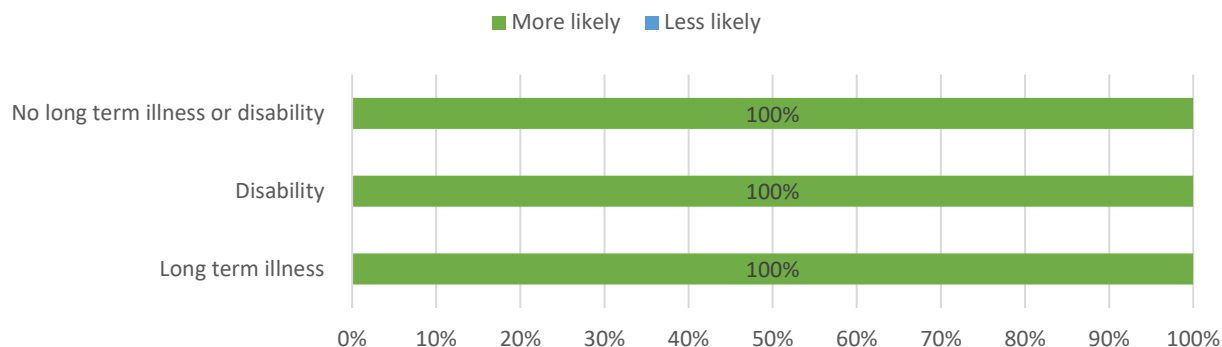
5. If yes, how often do you receive these requests?



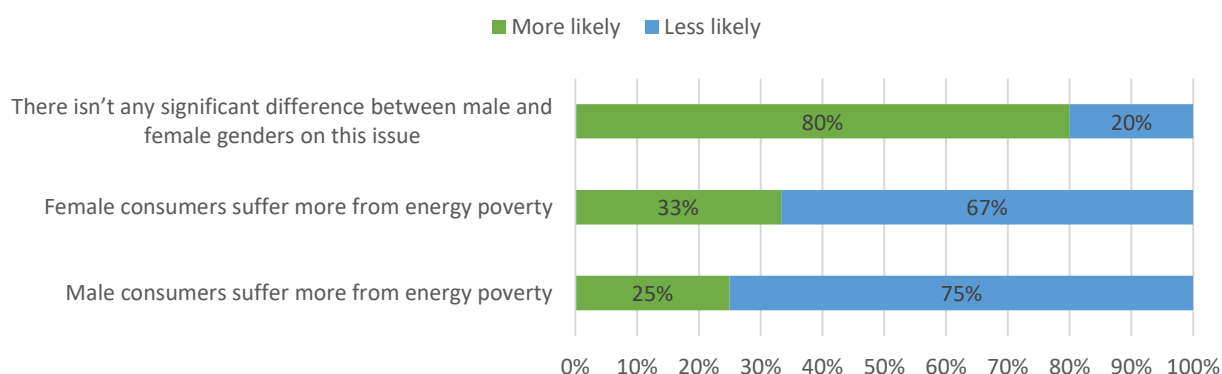
6. Please fill in the following table, according to your organization's experience, regarding which type of households is more likely to suffer from energy poverty.



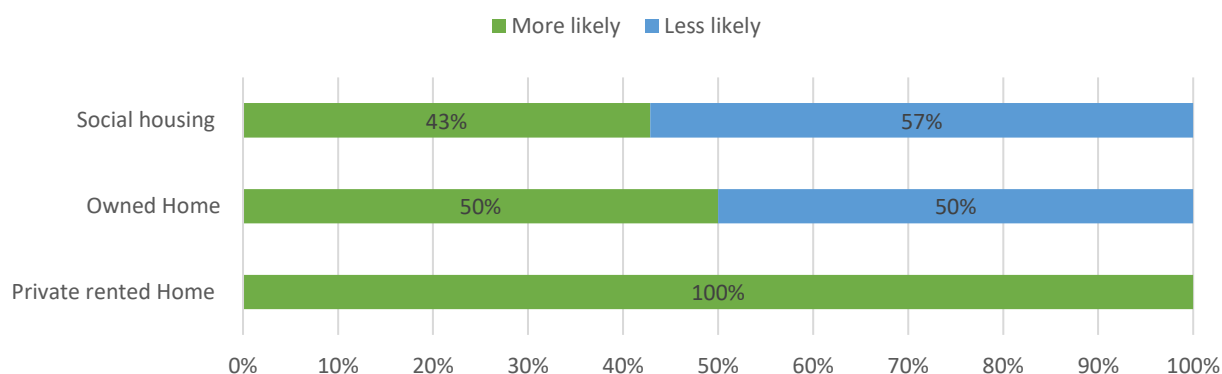
7. Please fill in the following table, according to your organization's experience, regarding the influence of poor health and disability on energy poverty.



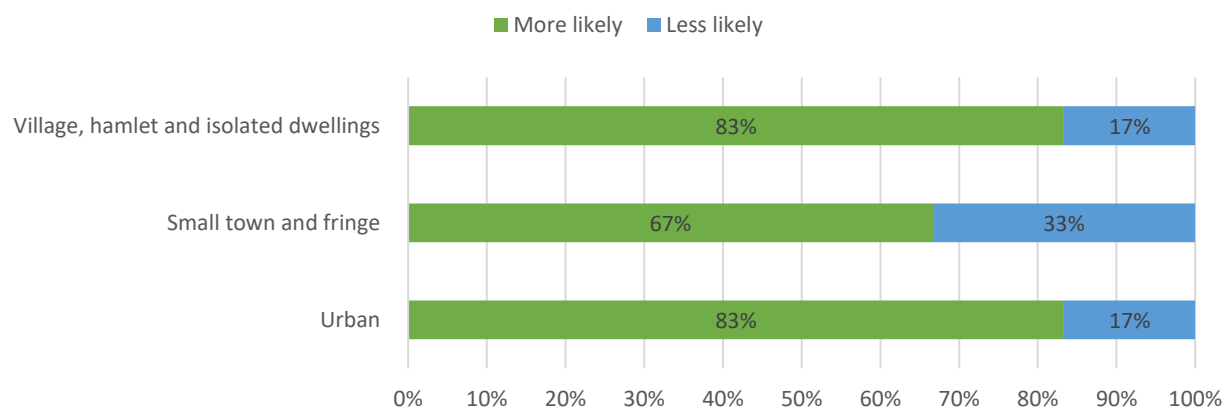
8. Please fill in the following table, according to your organization's experience, regarding if male or female consumers are more likely to suffer from energy poverty.



9. Please fill in the following table, according to your organization's experience, which type of tenure is more likely to suffer from energy poverty.

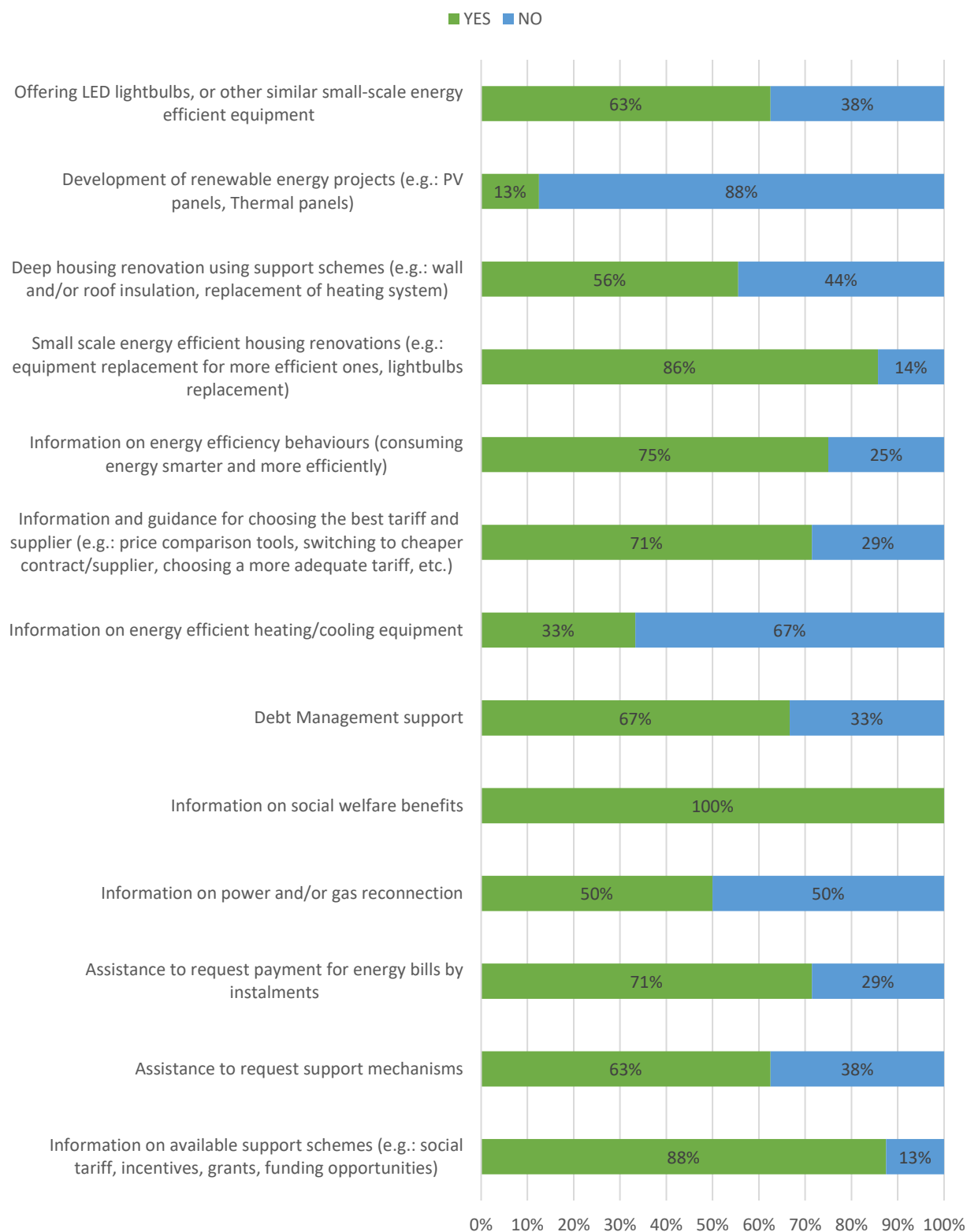


10. Please fill in the following table, according to your organization's experience, regarding which type of area is more likely to suffer from energy poverty.



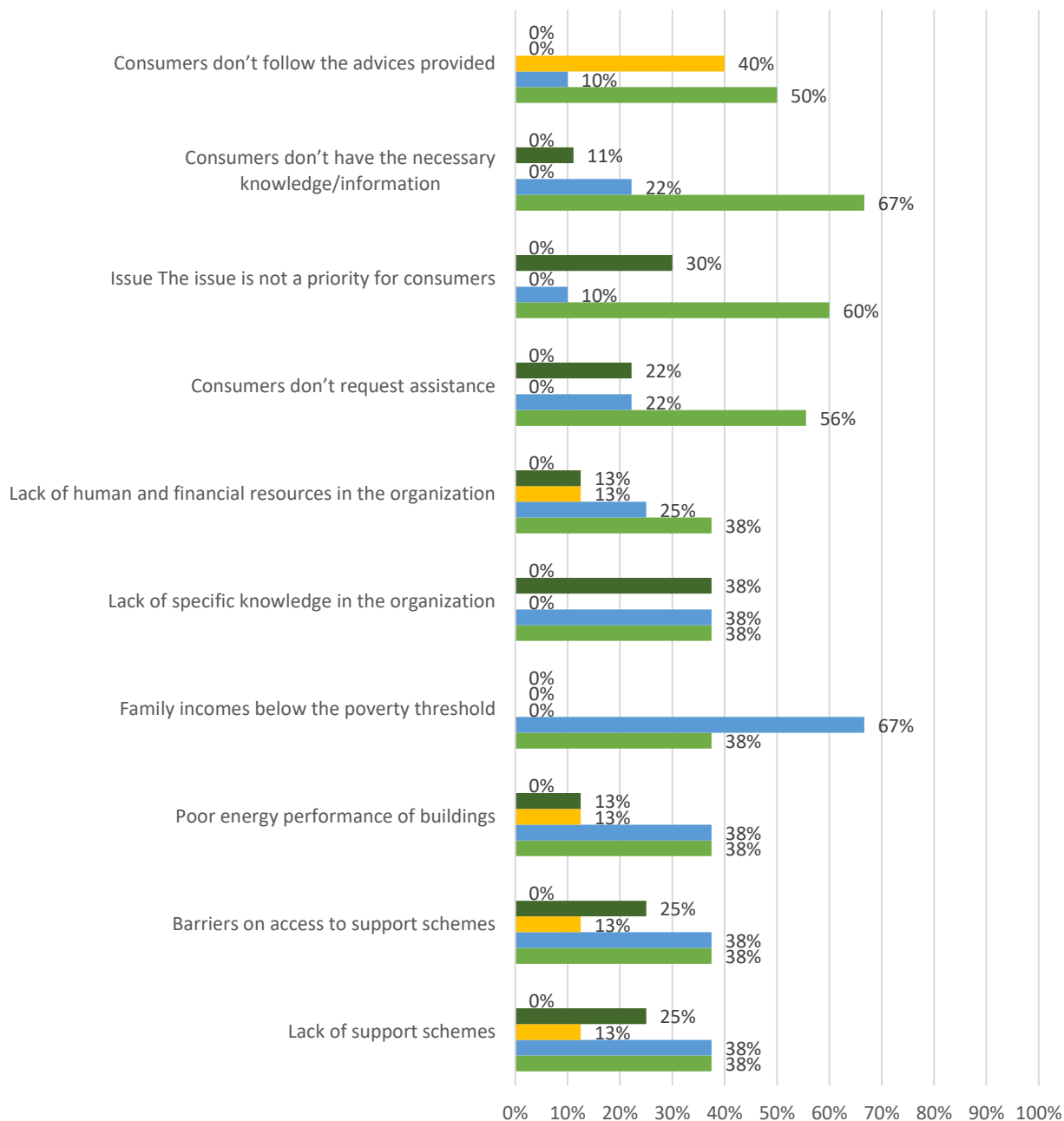
III – YOUR CURRENT WORK

11. What kind of assistance does your organization currently provide regarding energy poverty issues?

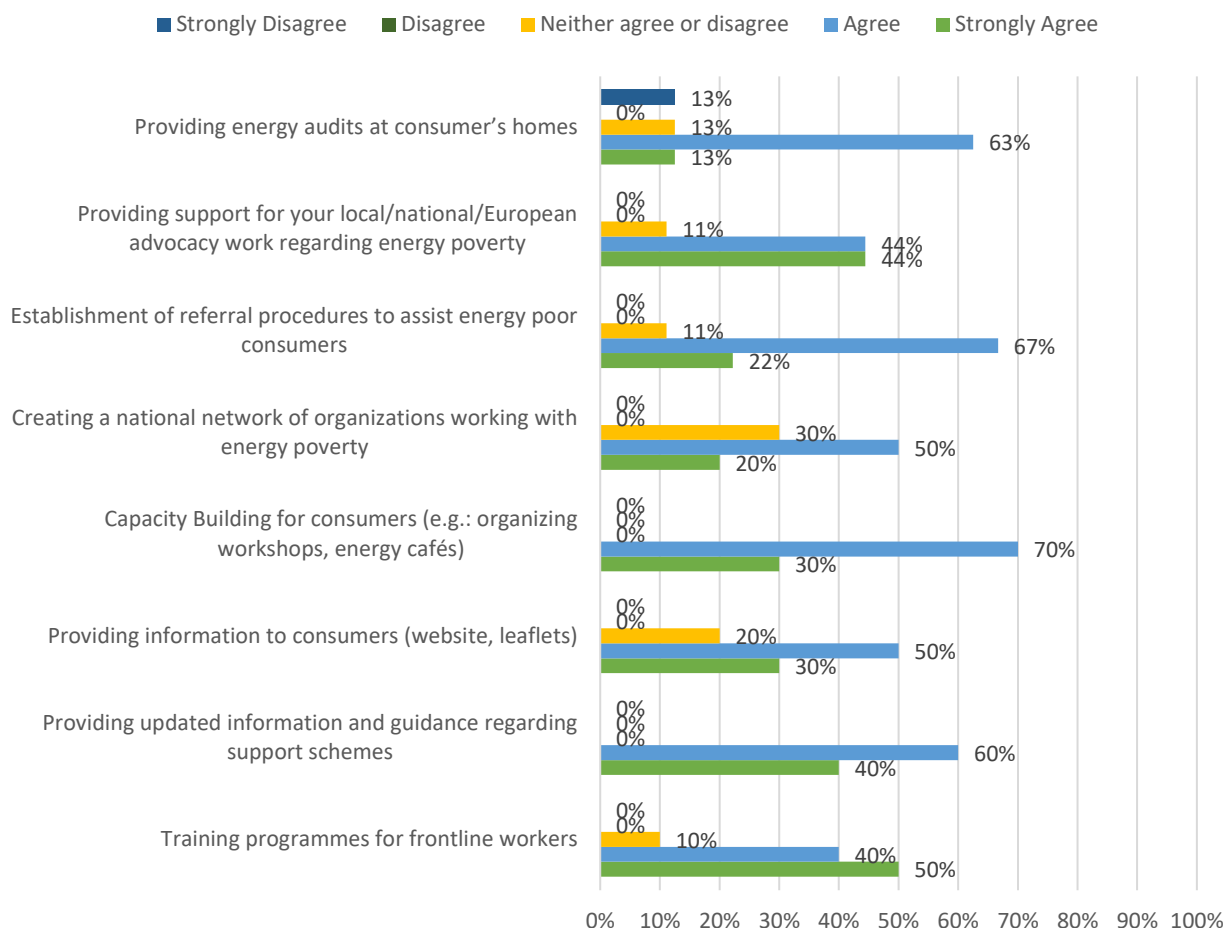


12. What obstacles does your organization face while assisting consumers on this issue?

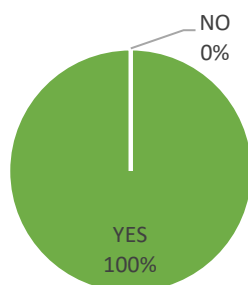
■ Strongly Disagree ■ Disagree ■ Neither agree or disagree ■ Agree ■ Strongly Agree



13. Within the budget available to STEP, we plan to carry out the following activities to tackle energy poverty. Please indicate if you consider they will help improve your organization's work regarding energy poverty.



14. Is your organization interested in taking part in STEP's training programme?



Lithuania

STEP Partner: ALCO
(Alliance of
Lithuanian
Consumer
Organizations)



Number of organizations that answered the survey: 13

- Nacionalinis skurdo mažinimo organizacijų tinklas - Anti-poverty network (EAPN Lithuania)
- Socialinių darbuotojų asociacija – Social Workers Association, NGO
- Pal. J. Matulaičio socialinės paramos centras - Blessed J. Matulaitis Social Support Centre
- Vilniaus savivaldybė - Vilnius Municipality, Social Care Division
- Kauno savivaldybė - Kaunas Municipality Social Care Division
- Kalvarijų savivaldybė - Kalvarija Municipality Social Care Division
- Lithuanian Disability Organizations Forum

92% are familiar with energy poverty

54% currently receive requests from energy poor consumers

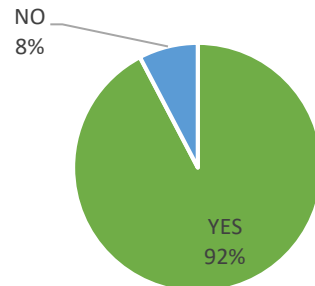
100% are interested in taking part in STEP's training programme

100% considered that energy poverty can be defined as:

A person who encounters in his/her accommodation particular difficulties to have enough energy supply to satisfy his/her elementary needs, this being due to the inadequacy of resources or housing conditions

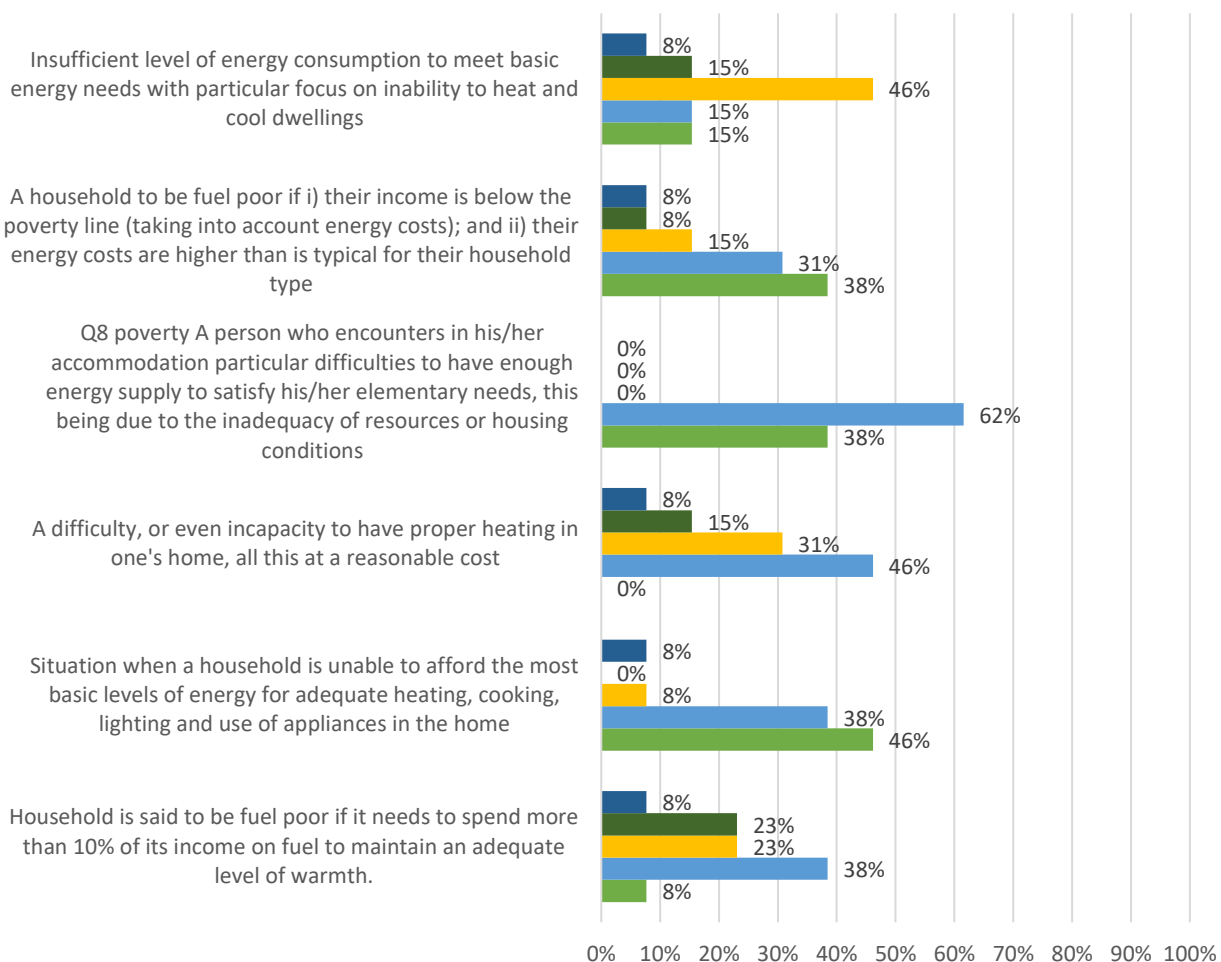
PART I – ENERGY POVERTY DEFINITION

1. Is your organization already familiar with energy poverty issues?

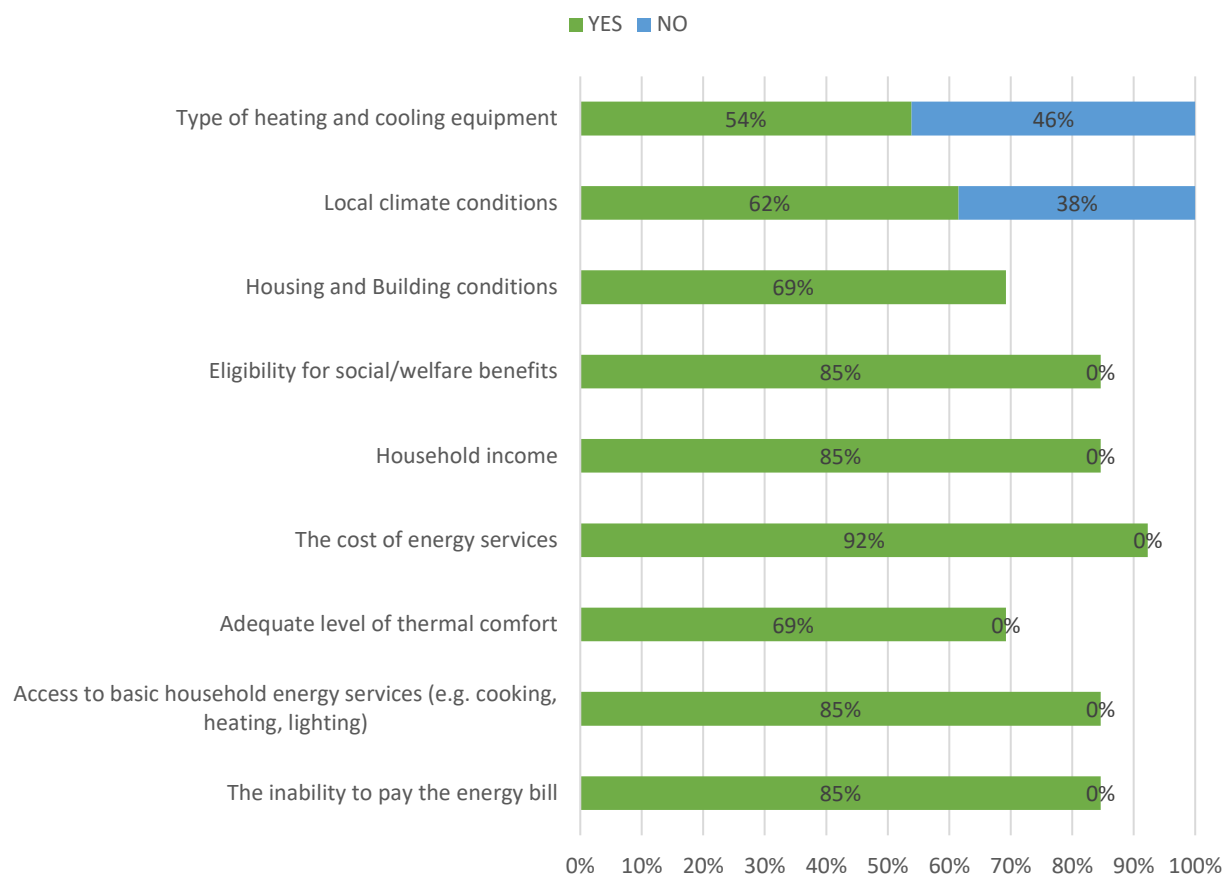


2. Please give your opinion on what could be the most appropriate definition for energy poverty:

Strongly Disagree Disagree Neither agree or disagree Agree Strongly Agree

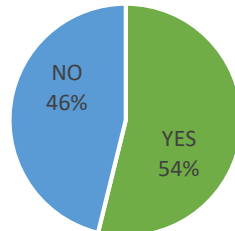


3. Which of these indicators do you consider would be appropriate for evaluating/monitoring energy poverty?

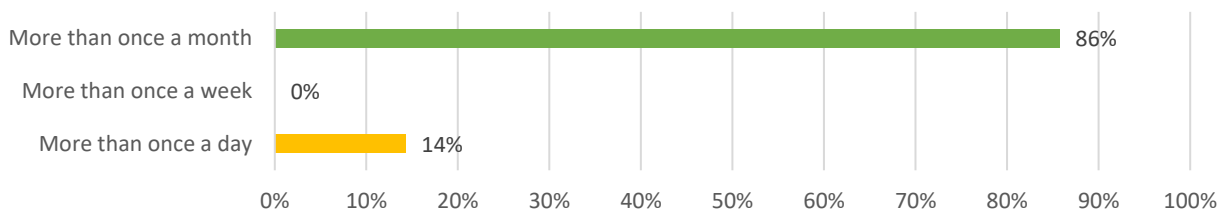


II – TARGETING ENERGY POVERTY

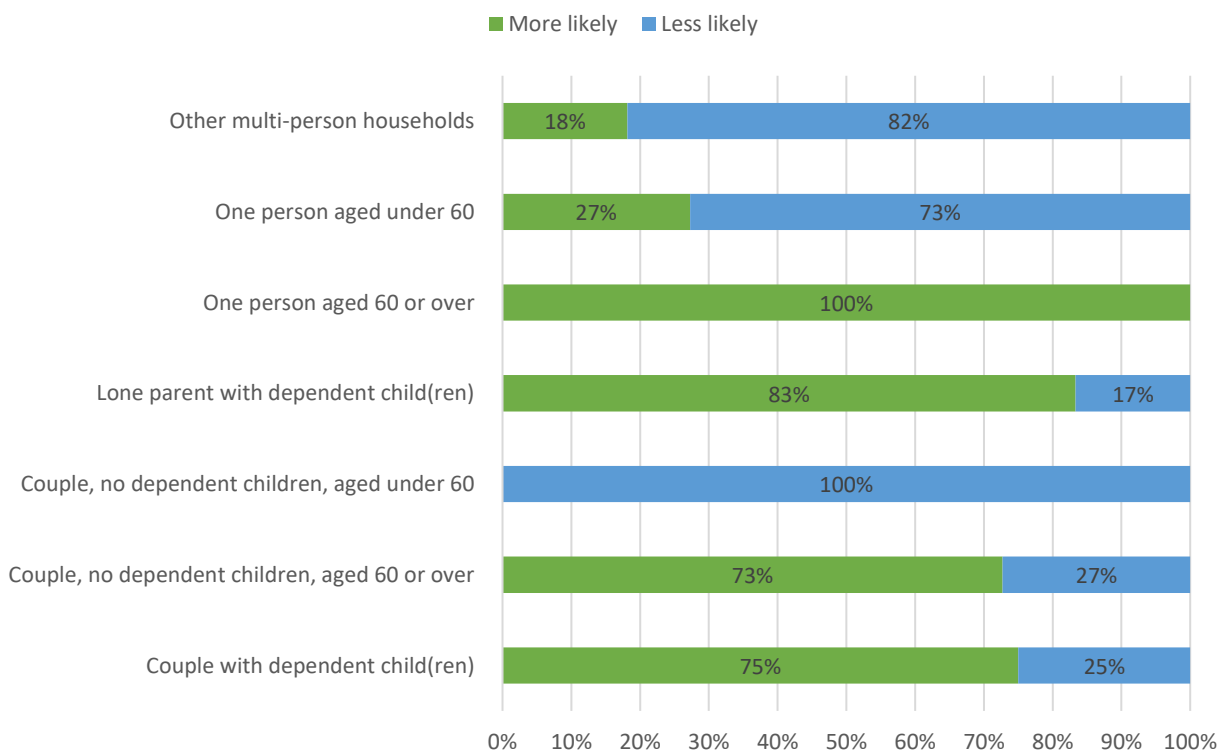
4. Does your organization receive requests from consumers regarding energy poverty issues?



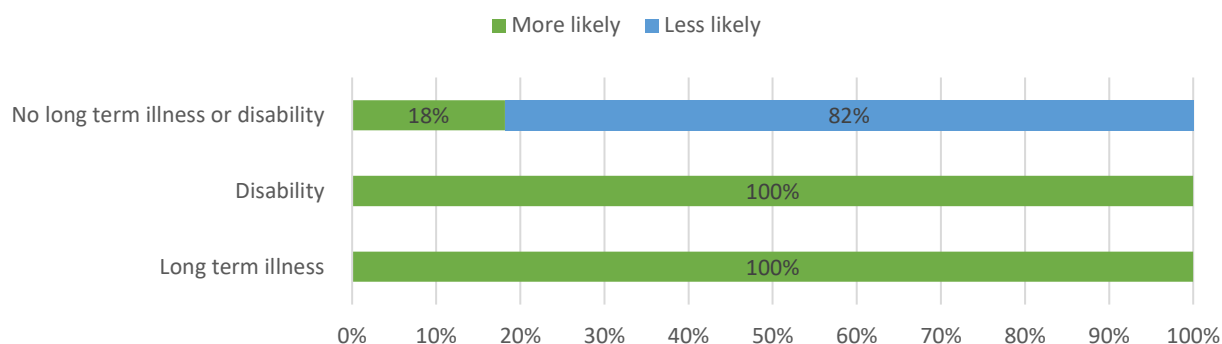
5. If yes, how often do you receive these requests?



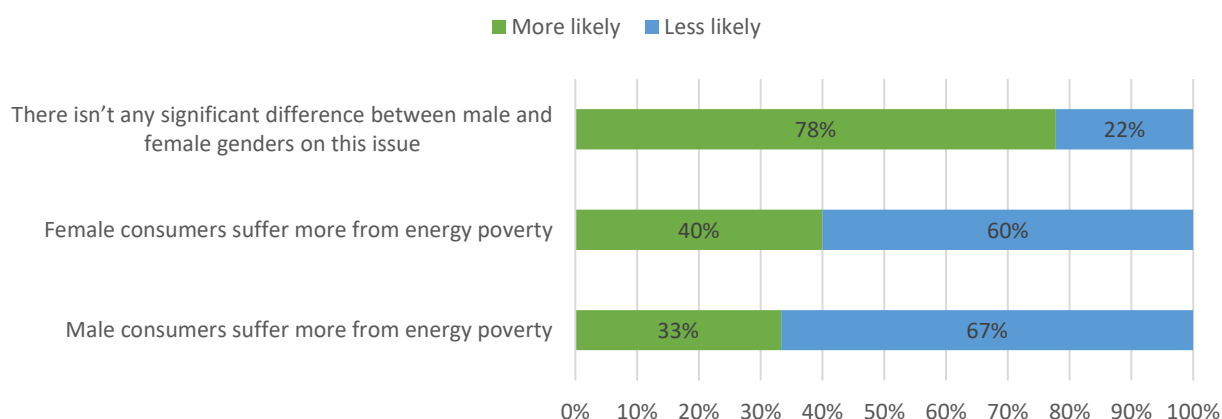
6. Please fill in the following table, according to your organization's experience, regarding which type of households is more likely to suffer from energy poverty.



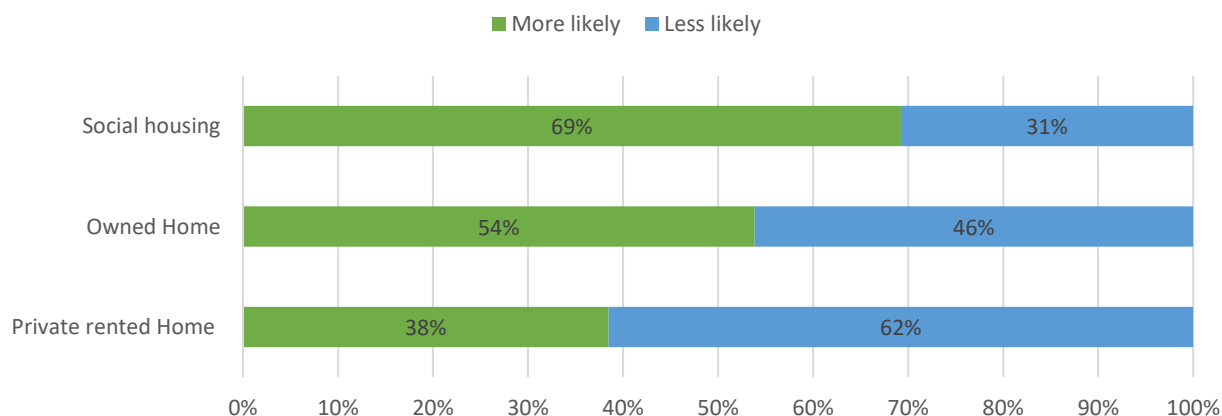
7. Please fill in the following table, according to your organization's experience, regarding the influence of poor health and disability on energy poverty.



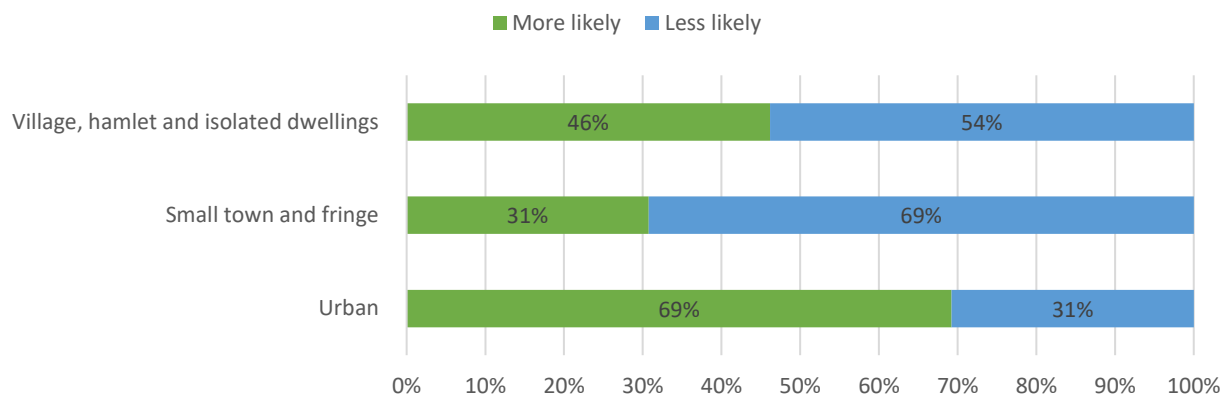
8. Please fill in the following table, according to your organization's experience, regarding if male or female consumers are more likely to suffer from energy poverty.



9. Please fill in the following table, according to your organization's experience, which type of tenure is more likely to suffer from energy poverty.

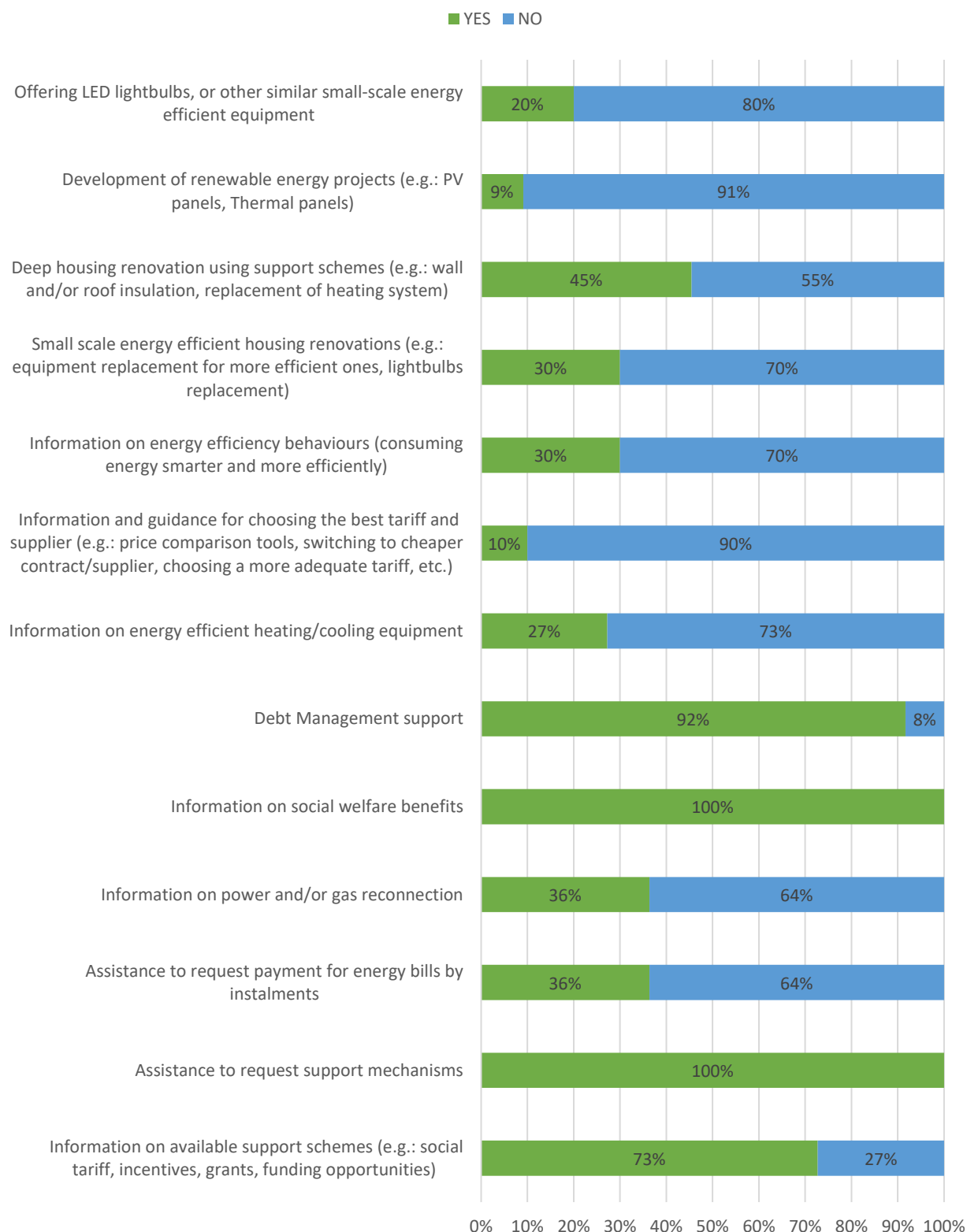


10. Please fill in the following table, according to your organization's experience, regarding which type of area is more likely to suffer from energy poverty.

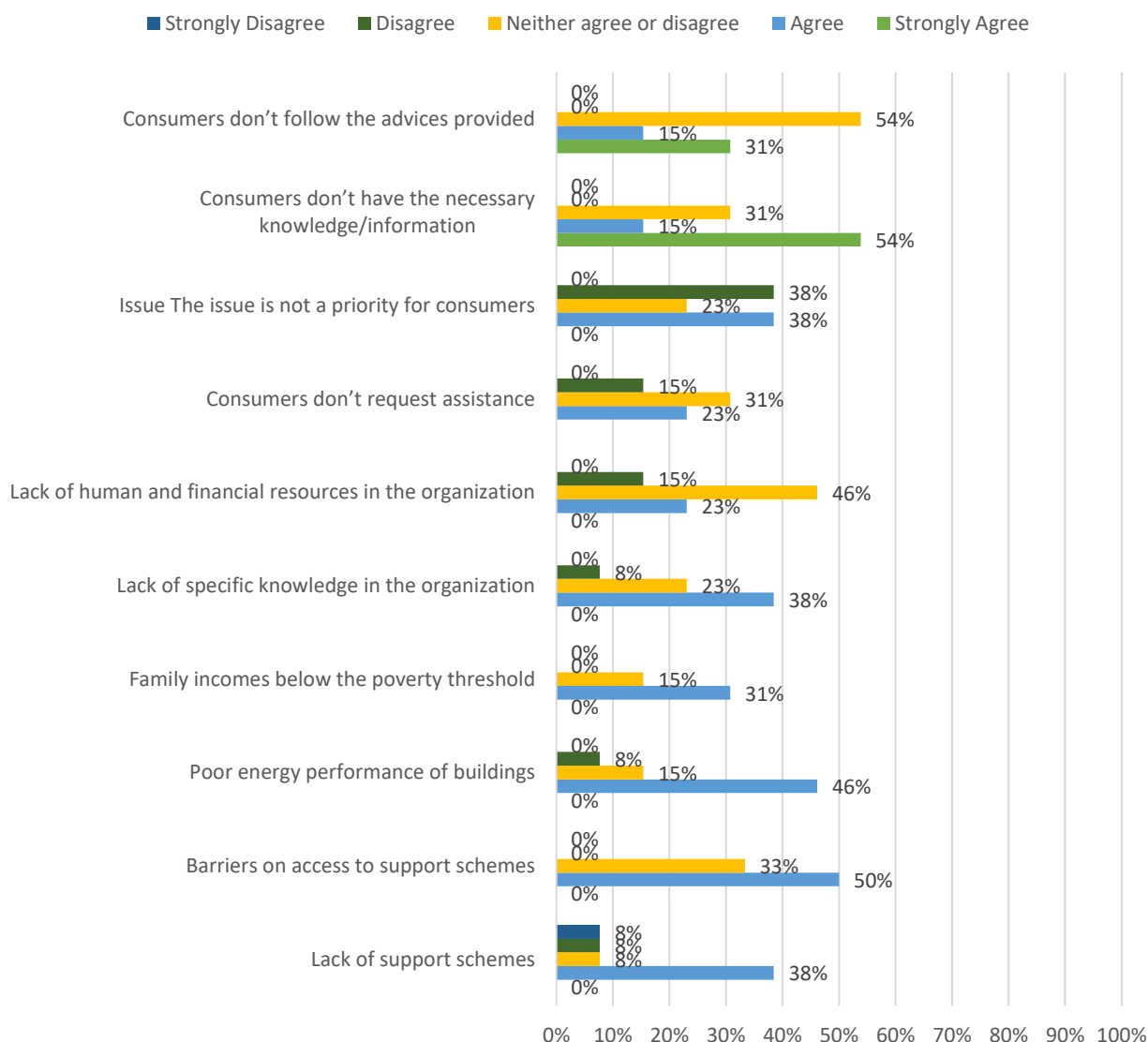


III – YOUR CURRENT WORK

11. What kind of assistance does your organization currently provide regarding energy poverty issues?

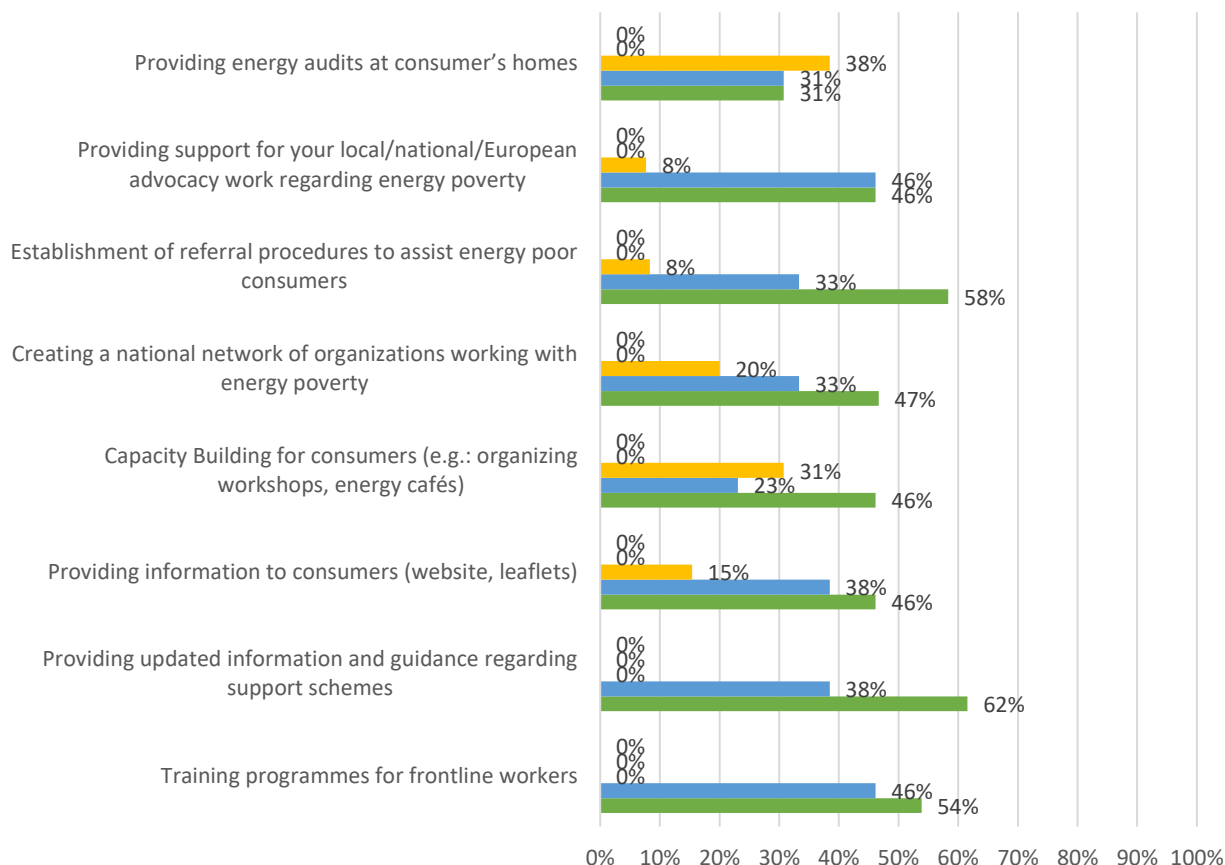


12. What obstacles does your organization face while assisting consumers on this issue?

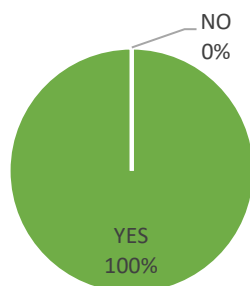


13. Within the budget available to STEP, we plan to carry out the following activities to tackle energy poverty. Please indicate if you consider they will help improve your organization's work regarding energy poverty.

Strongly Disagree Disagree Neither agree or disagree Agree Strongly Agree



14. Is your organization interested in taking part in STEP's training programme?



Poland

STEP Partner: FK
(Federacja
Konsumentów)



Number of organizations that answered the survey: 9

- Wspólnota Robocza Związków Organizacji Socjalnych, non-governmental organisation, member of the EAPN
- Banki Żywności, food banks, non-governmental organization,
- Reznik Konsumenta w Gdańsku - consumer ombudsman, self-governmental institution,
- Centrum Doradztwa Konsumentckiego w Nowej Rudzie, Local Consumer Advice Centre
- Centrum Doradztwa Konsumentckiego w Wałczu, Local Consumer Advice Centre,
- Centrum Doradztwa Konsumentckiego w Brzeszczach, Local Consumer Advice Centre
- Centrum Doradztwa Konsumentckiego w Warszawie, Local Consumer Advice Centre
- Centrum Doradztwa Konsumentckiego w Katowicach, Local Consumer Advice Centre
- Centrum Doradztwa Konsumentckiego w Gnieźnie, Local Consumer Advice Centre

100% are familiar with
energy poverty

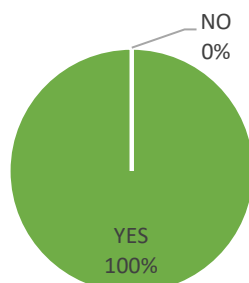
78% currently receive
requests from energy poor
consumers

100% are interested in taking
part in STEP's training
programme

100% considered that energy poverty can be defined as:
Insufficient level of energy consumption to meet basic energy needs
with particular focus on inability to heat and cool dwellings

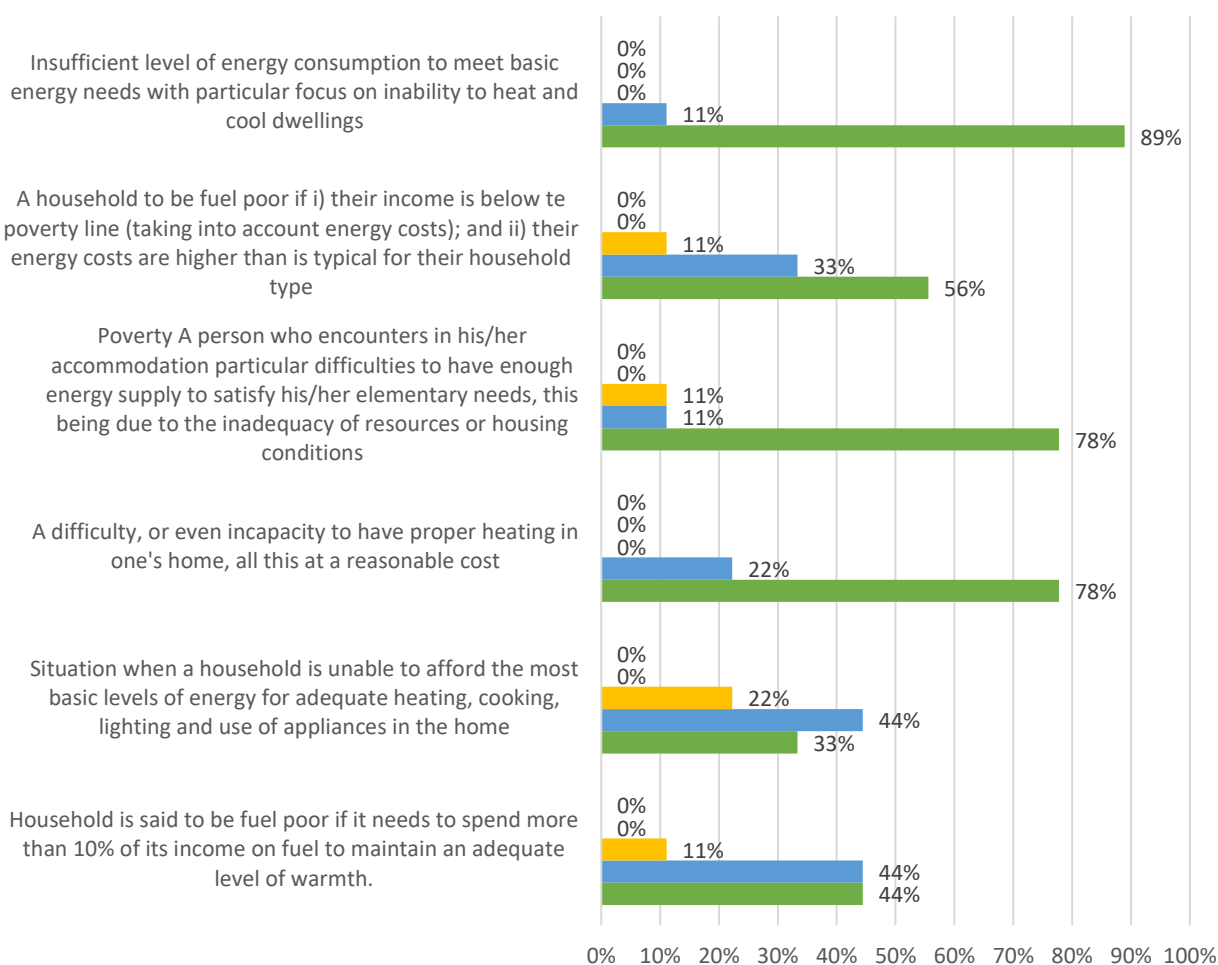
PART I – ENERGY POVERTY DEFINITION

1. Is your organization already familiar with energy poverty issues?

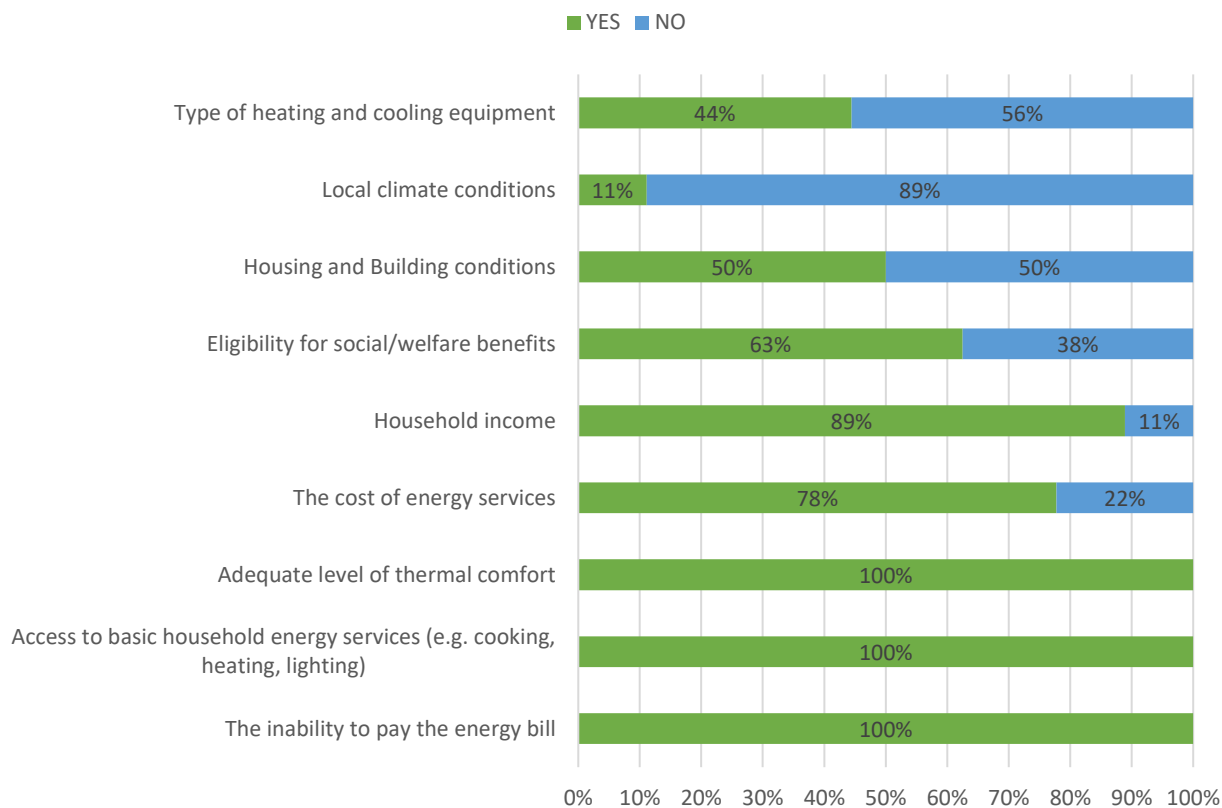


2. Please give your opinion on what could be the most appropriate definition for energy poverty:

■ Strongly Disagree ■ Disagree ■ Neither agree or disagree ■ Agree ■ Strongly Agree

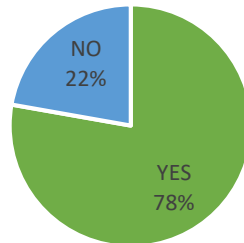


3. Which of these indicators do you consider would be appropriate for evaluating/monitoring energy poverty?

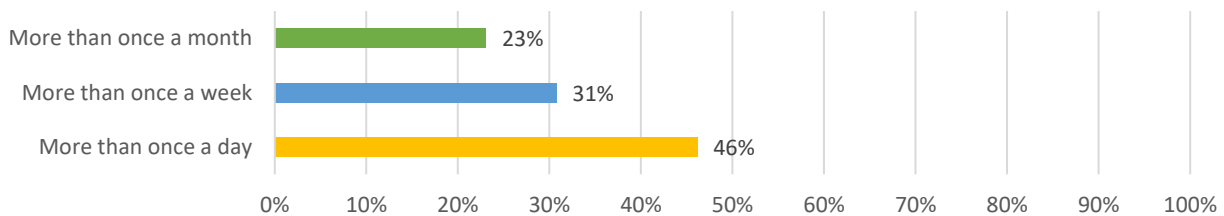


II – TARGETING ENERGY POVERTY

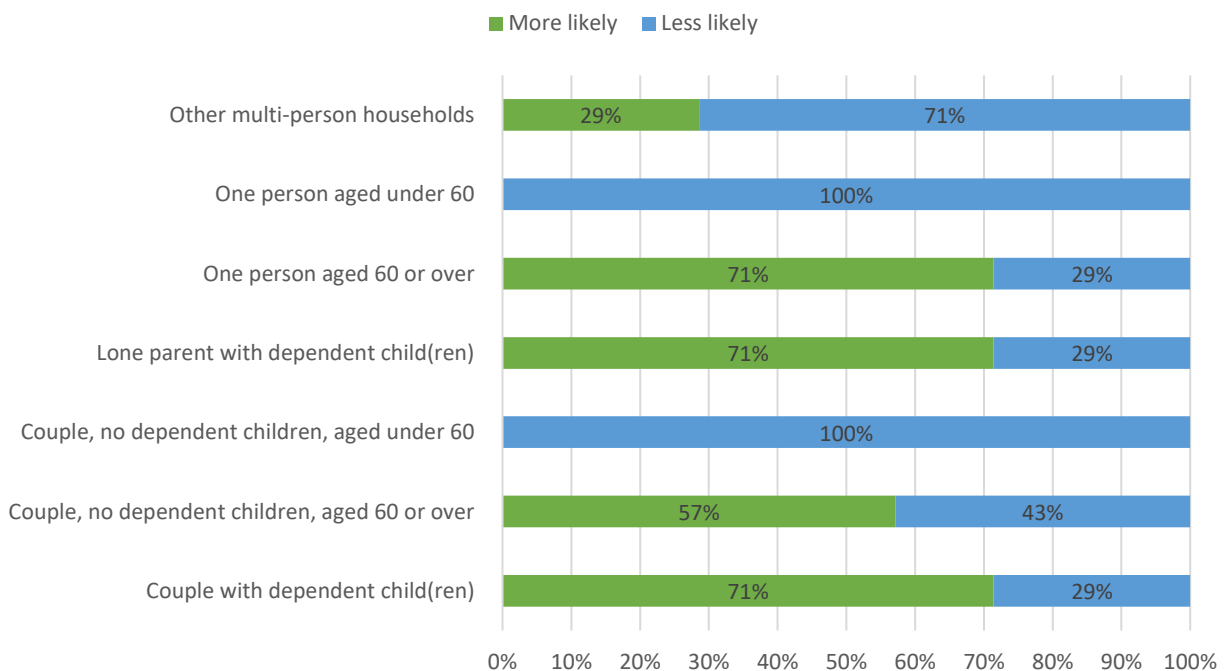
4. Does your organization receive requests from consumers regarding energy poverty issues?



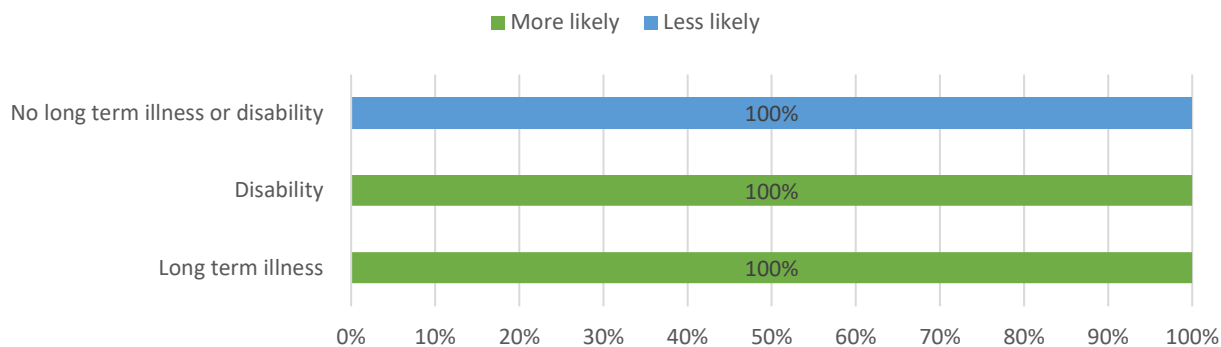
5. If yes, how often do you receive these requests?



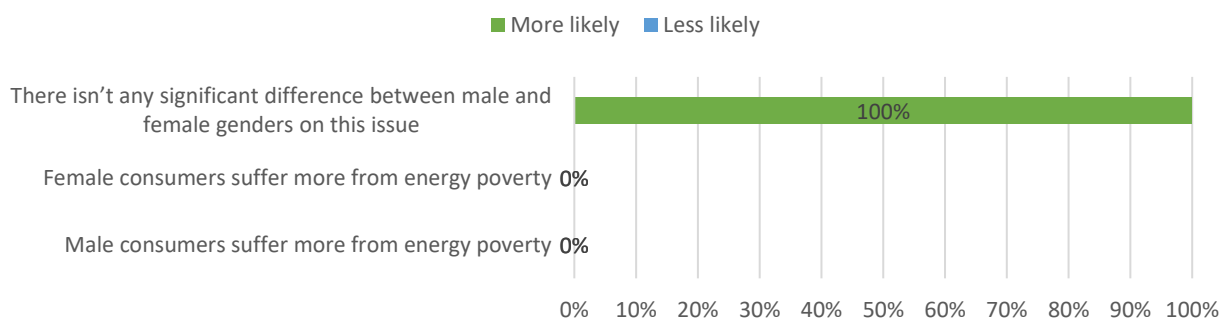
6. Please fill in the following table, according to your organization's experience, regarding which type of households is more likely to suffer from energy poverty.



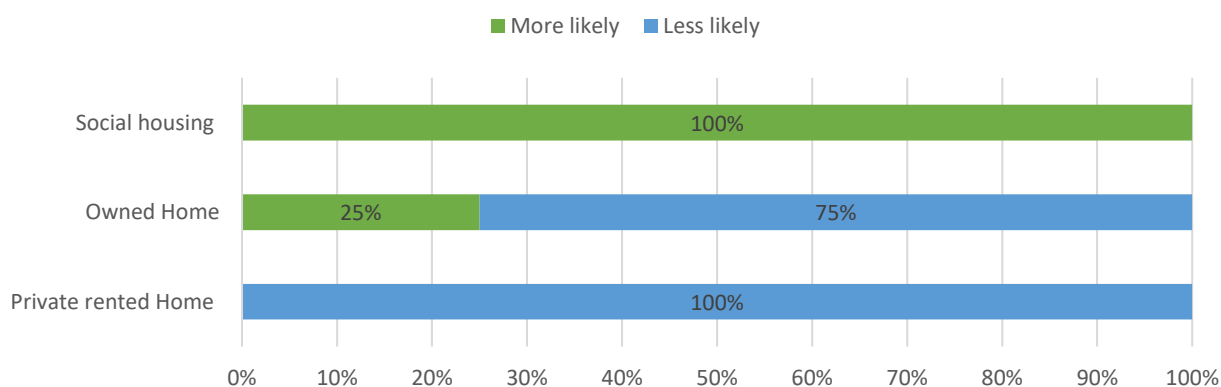
7. Please fill in the following table, according to your organization's experience, regarding the influence of poor health and disability on energy poverty.



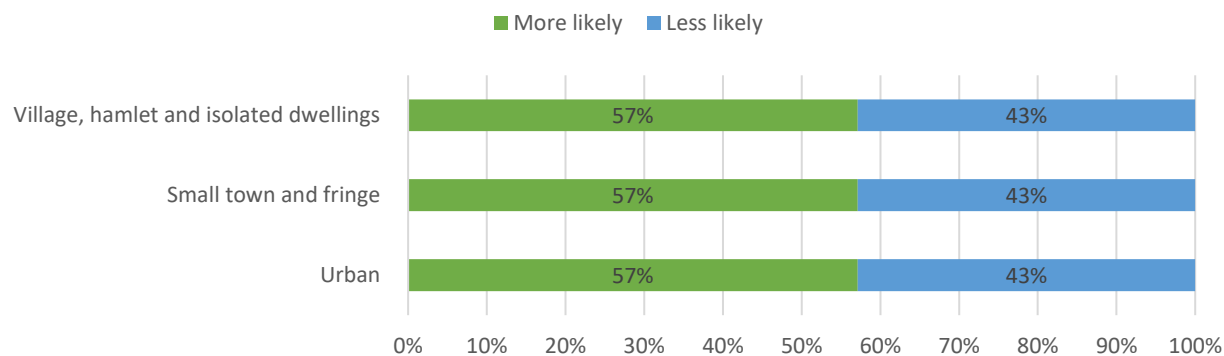
8. Please fill in the following table, according to your organization's experience, regarding if male or female consumers are more likely to suffer from energy poverty.



9. Please fill in the following table, according to your organization's experience, which type of tenure is more likely to suffer from energy poverty.

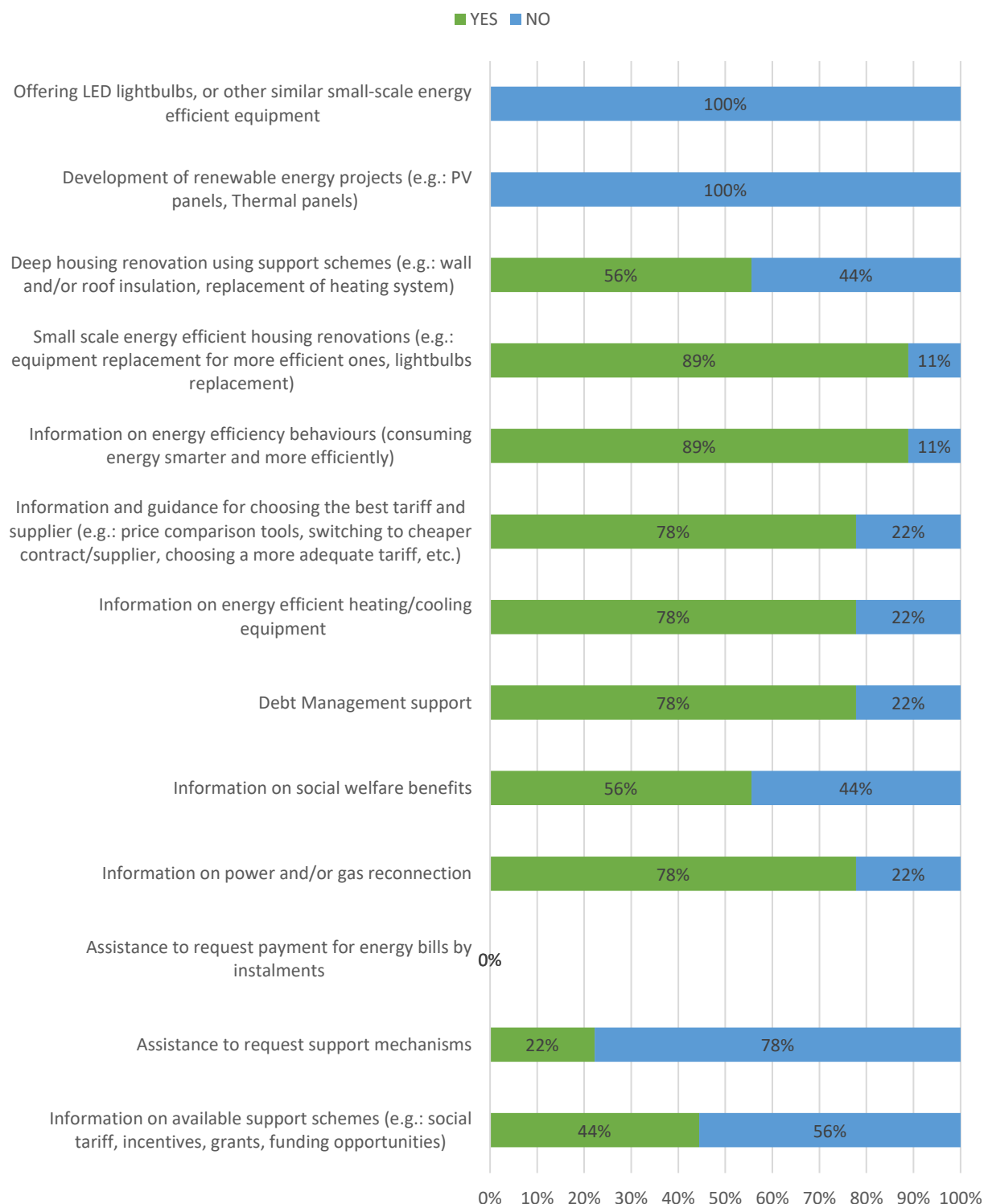


10. Please fill in the following table, according to your organization's experience, regarding which type of area is more likely to suffer from energy poverty.



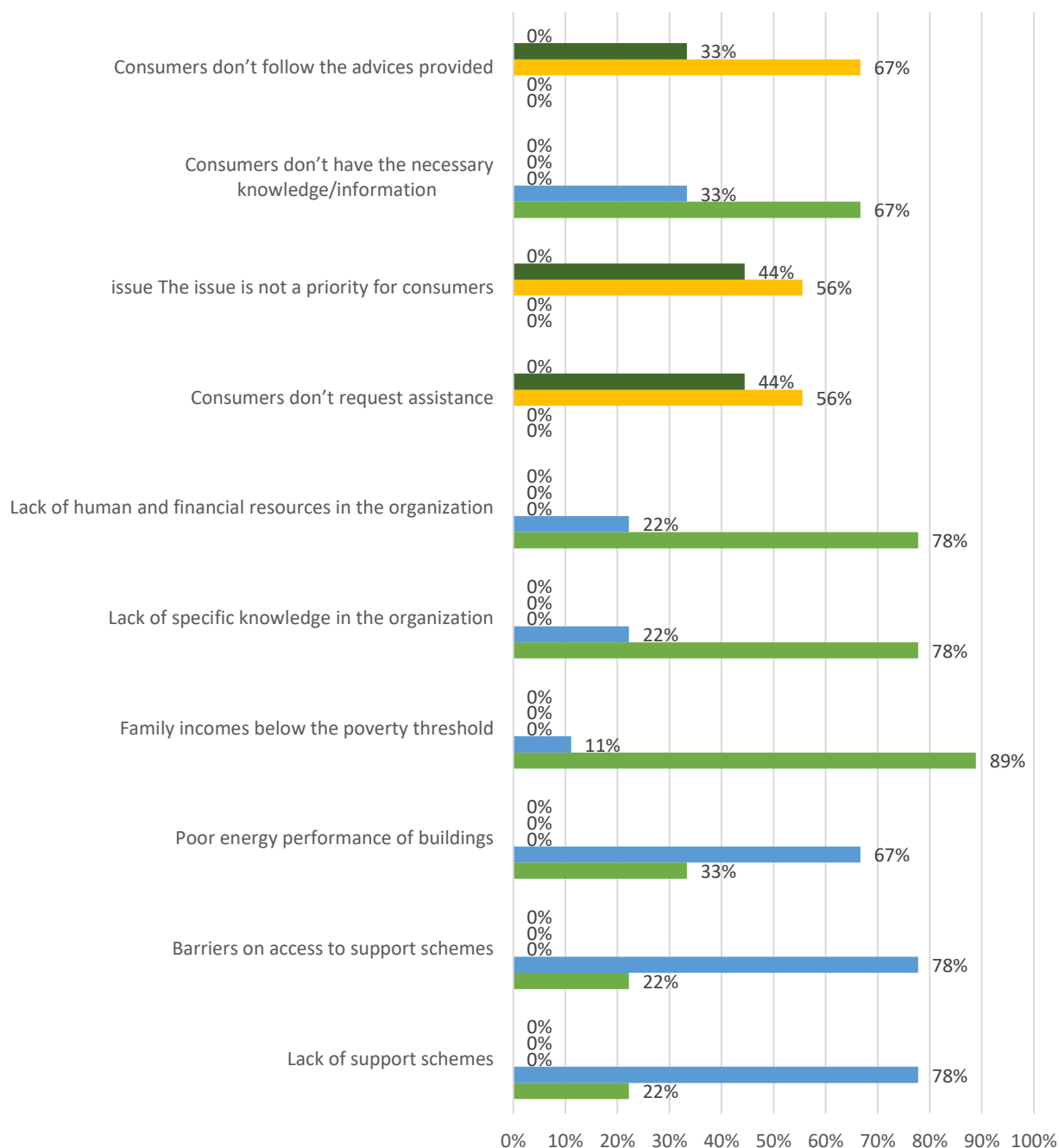
III – YOUR CURRENT WORK

11. What kind of assistance does your organization currently provide regarding energy poverty issues?



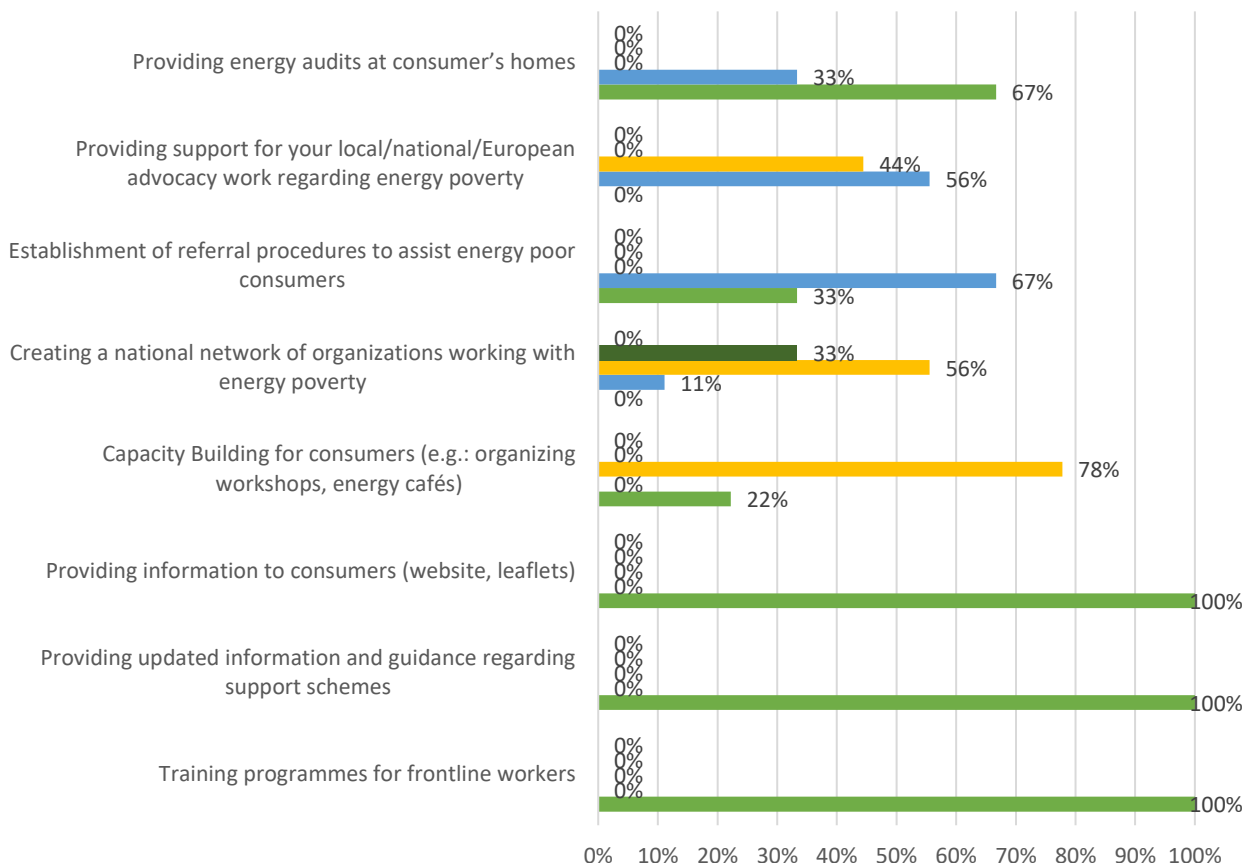
12. What obstacles does your organization face while assisting consumers on this issue?

■ Strongly Disagree
 ■ Disagree
 ■ Neither agree or disagree
 ■ Agree
 ■ Strongly Agree

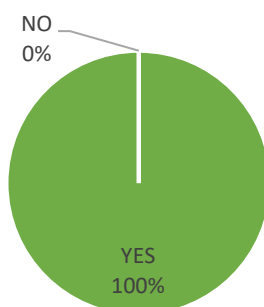


13. Within the budget available to STEP, we plan to carry out the following activities to tackle energy poverty. Please indicate if you consider they will help improve your organization's work regarding energy poverty.

■ Strongly Disagree ■ Disagree ■ Neither agree or disagree ■ Agree ■ Strongly Agree



14. Is your organization interested in taking part in STEP's training programme?



Portugal

STEP Partner: DECO
(Portuguese
Association for
Consumer
Protection)



Number of organizations that answered the survey: 33

- SMIC da Câmara Municipal de Sintra (Consumer Information Centre of Sintra Municipality);
- Sabugal Municipality;
- Rio Maior Municipality;
- CIAC Amarante (Consumer Information Centre of Amarante Municipality);
- Alfandega da Fé Municipality;
- ACRA (Azores Consumer Association);
- Loulé Municipality;
- Lagos Municipality Information centre;
- Loures Municipality;
- Figueira da Foz Municipality;
- Lisbon Consumer Conflicts Arbitration Centre;
- CIAC Santo Tirso (Consumer Information Centre of Santo Tirso Municipality);
- Grandola Municipality;
- Alentejo Litoral Intermunicipal Community (CIMAL);
- Covilhã Municipality;
- Salvaterra de Magos Municipality;
- Praia da Vitória Municipality;
- Montijo Municipality;
- CIAC Seia (Consumer Information Centre of Seia Municipality);
- Madalena Municipality;
- Consumer Conflicts Arbitration centre of Coimbra;
- Consumer Information Centre of Tavira Municipality;
- Consumer Information Centre of Palmela;
- Olhão Municipality;
- Benavente Municipality;
- Macedo de Cavaleiros Municipality;
- Chamusca Municipality;
- Energy Agency of Seixal;
- Energy Agency of Ave;
- 2 unidentified

64% are familiar with
energy poverty

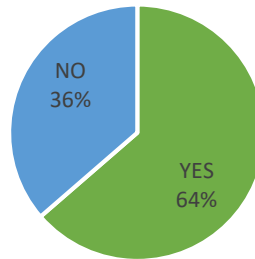
64% are familiar with
energy poverty

97% are interested in taking part
in STEP's training programme

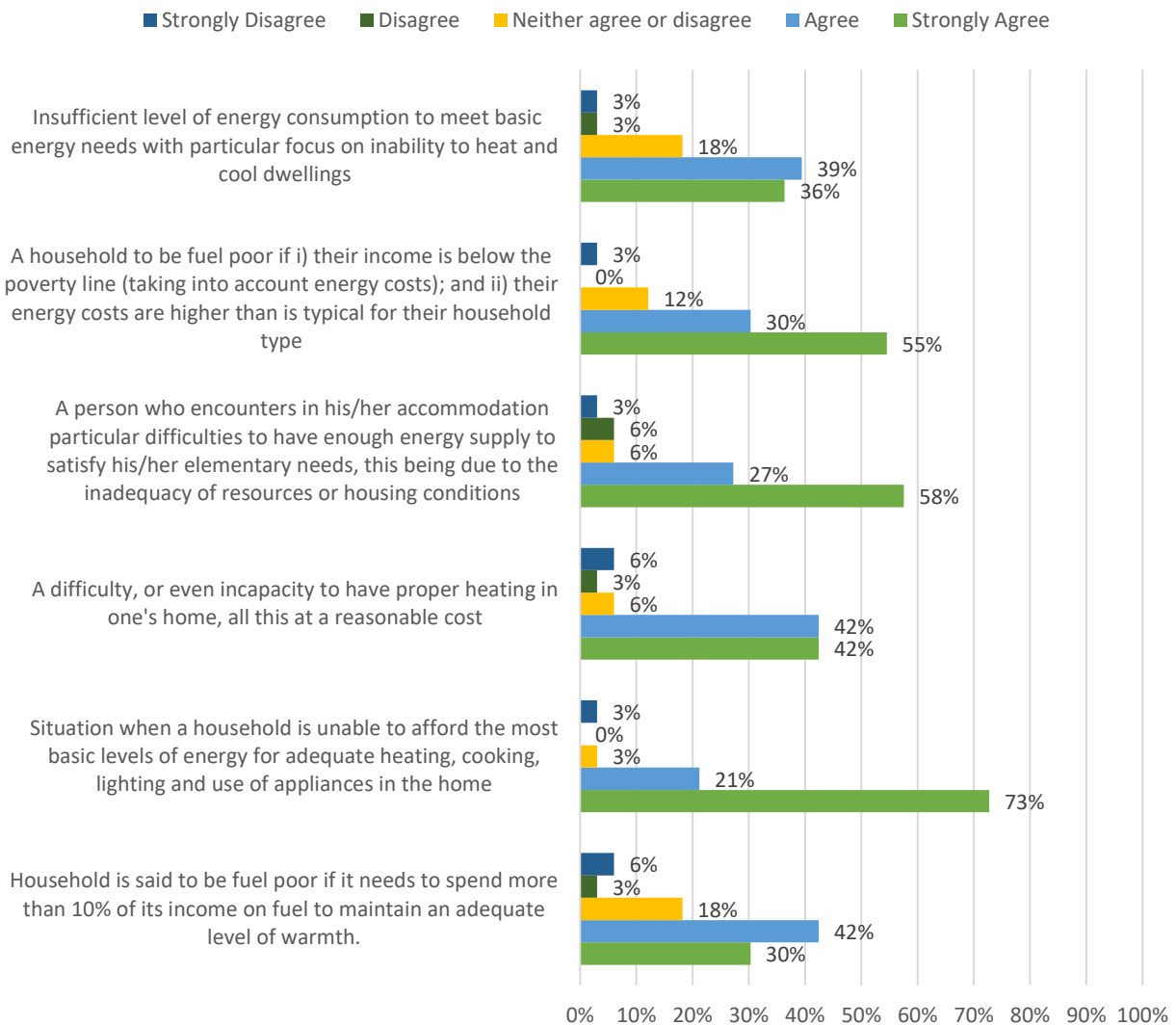
94% considered that energy poverty can be defined as:
a situation when a household is unable to afford the most basic levels of
energy for adequate heating, cooking, lighting and use of appliances in the
home

PART I – ENERGY POVERTY DEFINITION

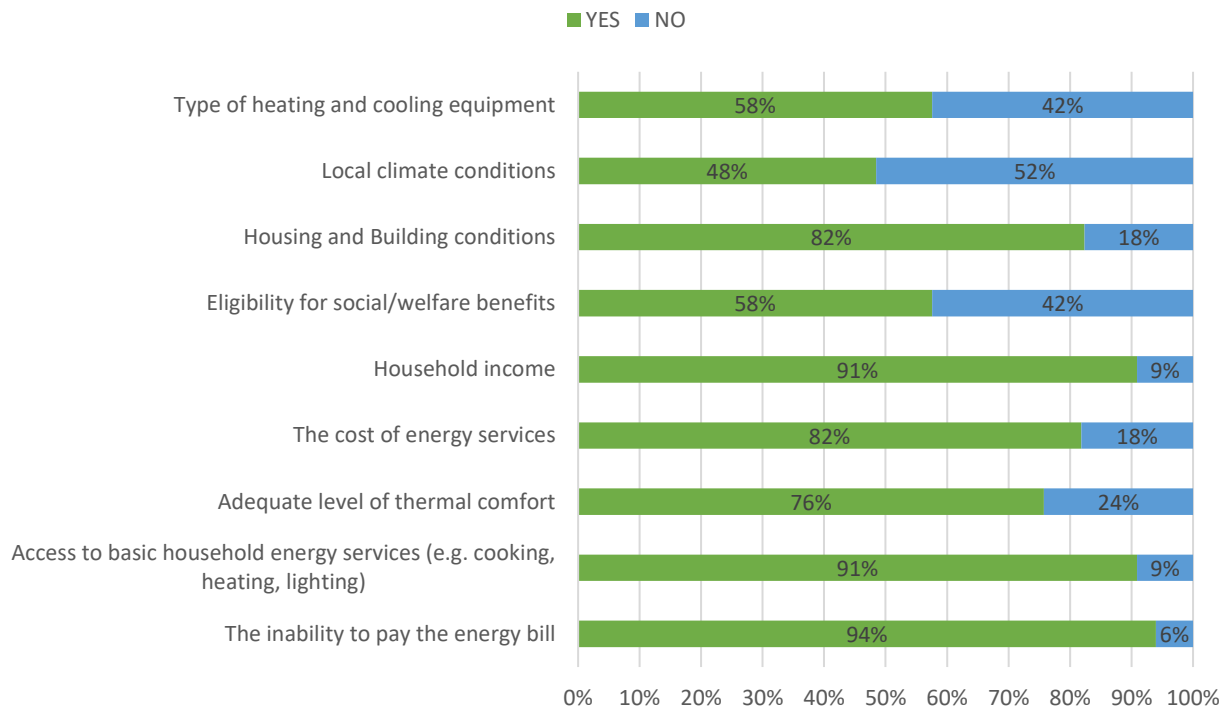
1. Is your organization already familiar with energy poverty issues?



2. Please give your opinion on what could be the most appropriate definition for energy poverty:

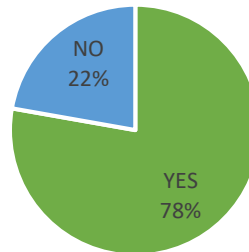


3. Which of these indicators do you consider would be appropriate for evaluating/monitoring energy poverty?

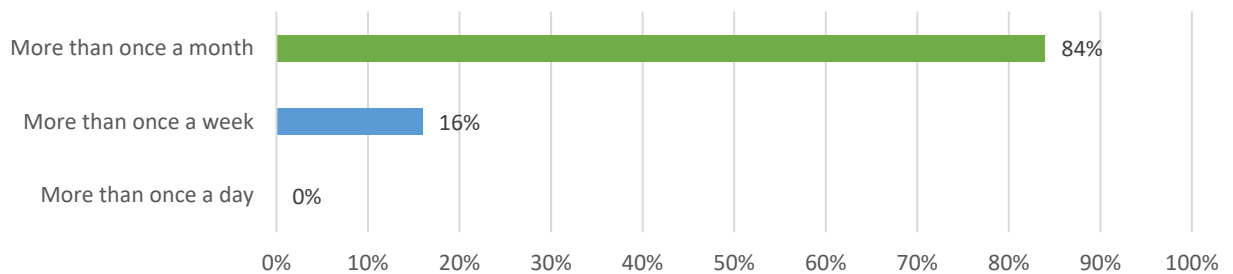


II - TARGETING ENERGY POVERTY

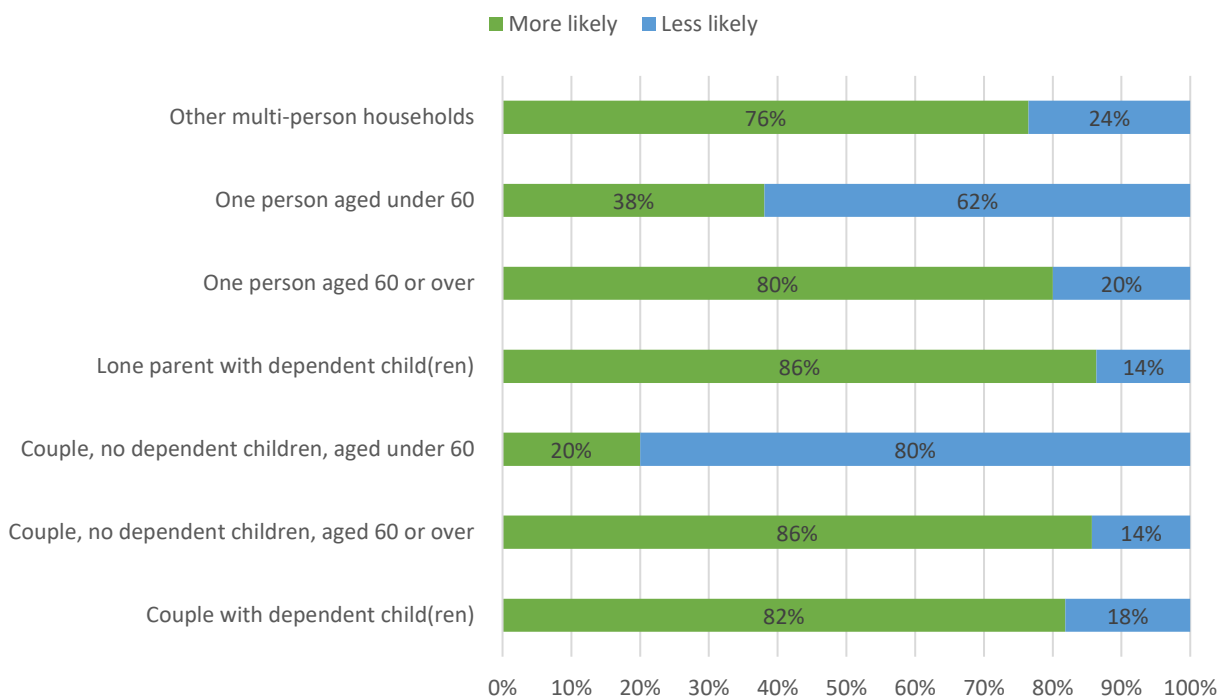
4. Does your organization receive requests from consumers regarding energy poverty issues?



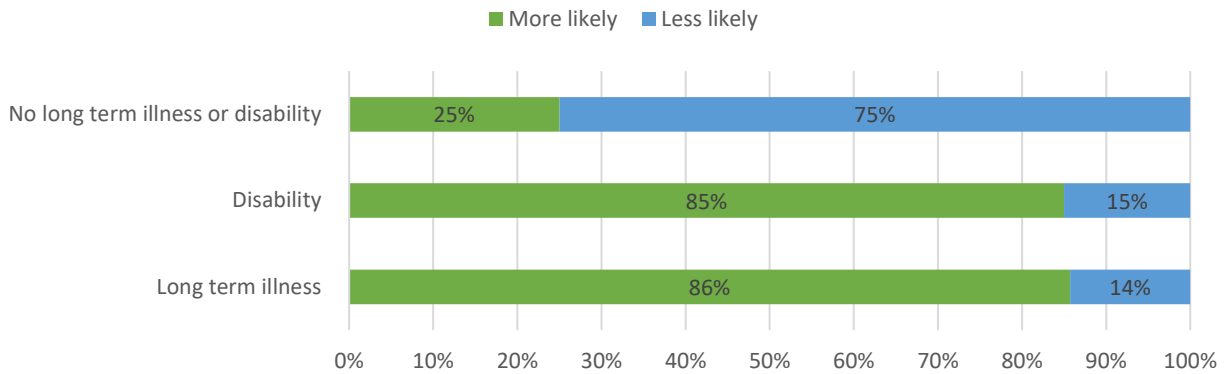
5. If yes, how often do you receive these requests?



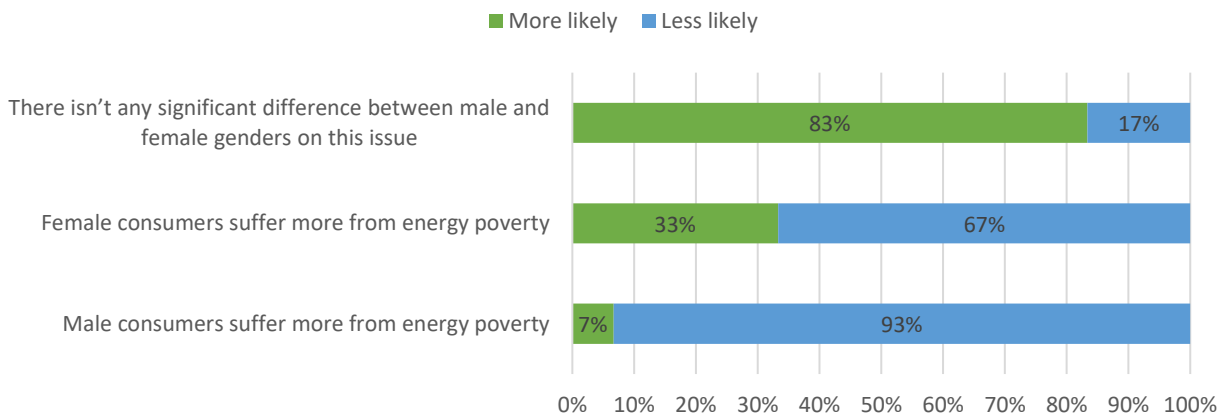
6. Please fill in the following table, according to your organization's experience, regarding which type of households is more likely to suffer from energy poverty.



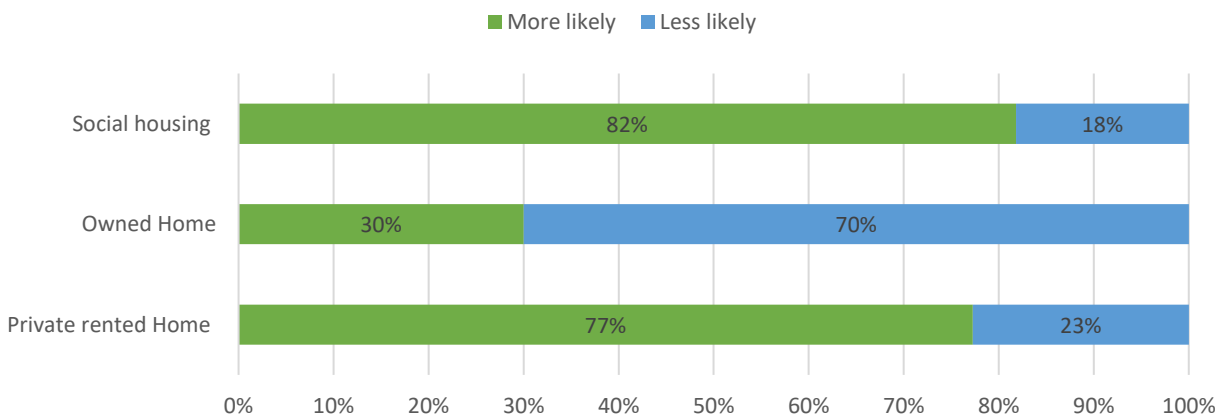
7. Please fill in the following table, according to your organization's experience, regarding the influence of poor health and disability on energy poverty.



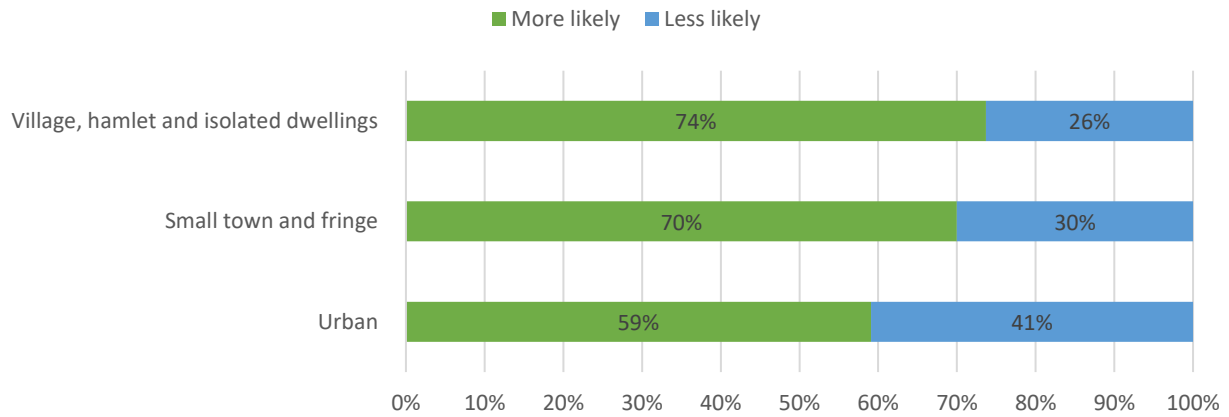
8. Please fill in the following table, according to your organization's experience, regarding if male or female consumers are more likely to suffer from energy poverty.



9. Please fill in the following table, according to your organization's experience, which type of tenure is more likely to suffer from energy poverty.

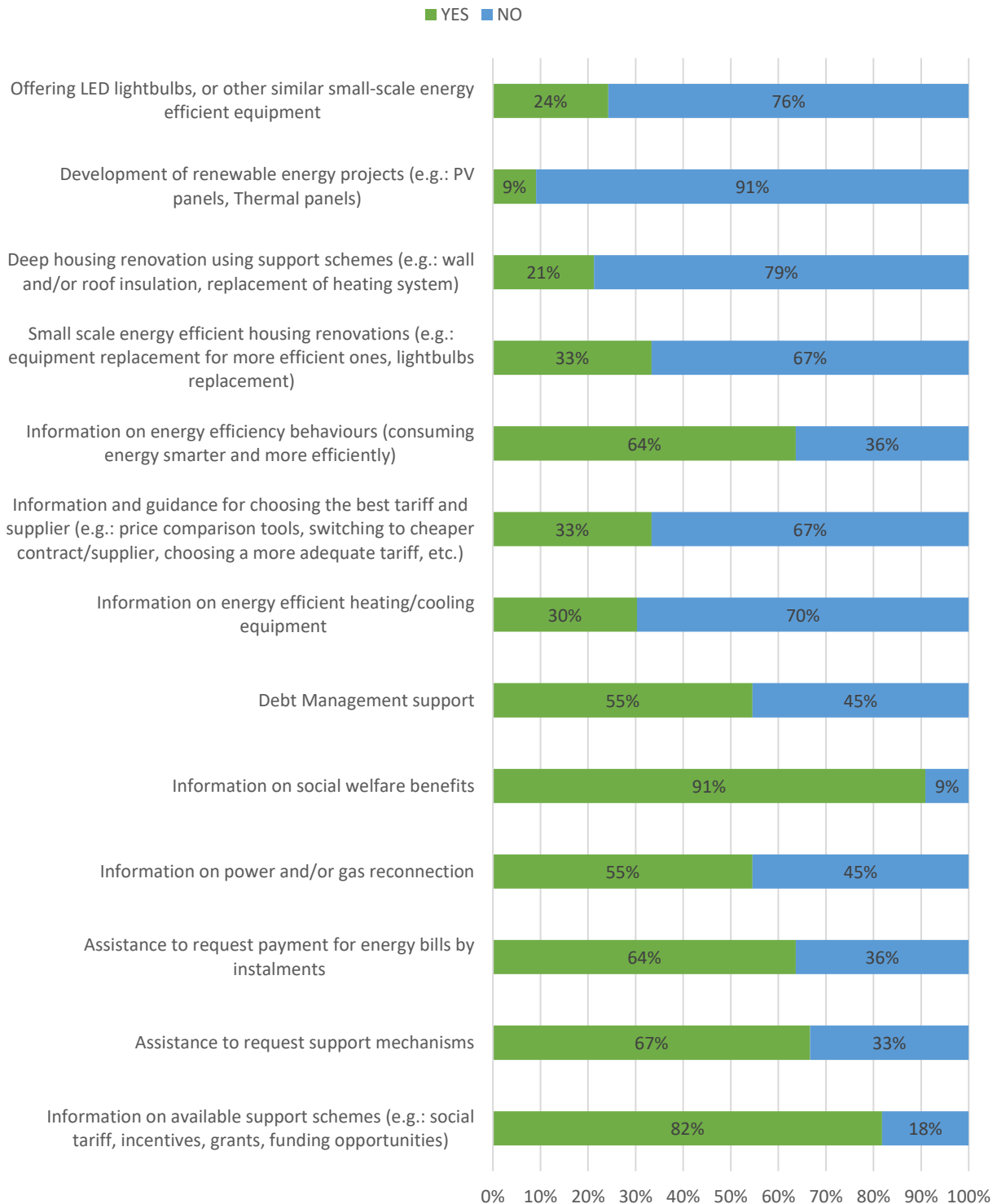


10. Please fill in the following table, according to your organisation's experience, regarding which type of area is more likely to suffer from energy poverty.

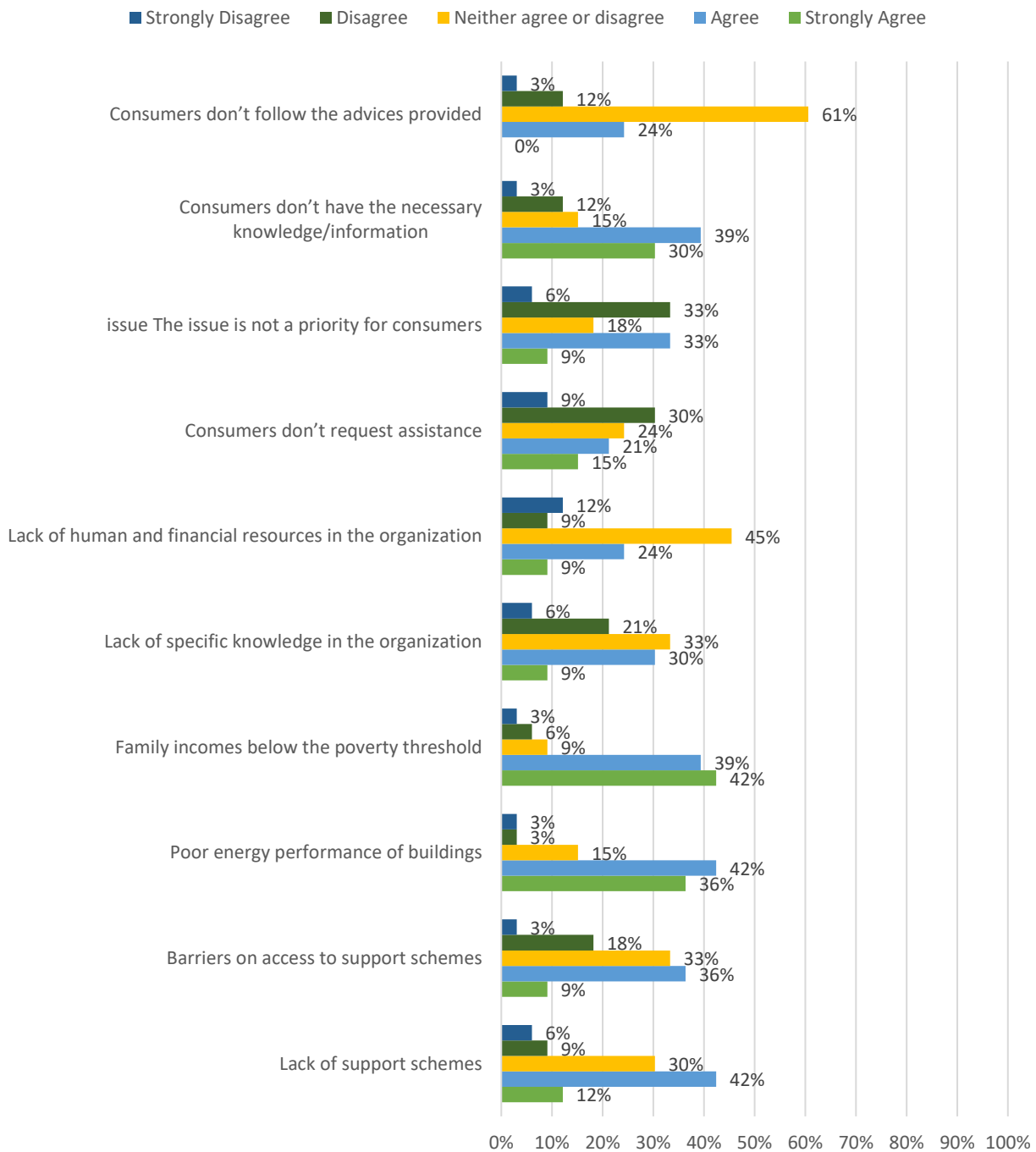


III – YOUR CURRENT WORK

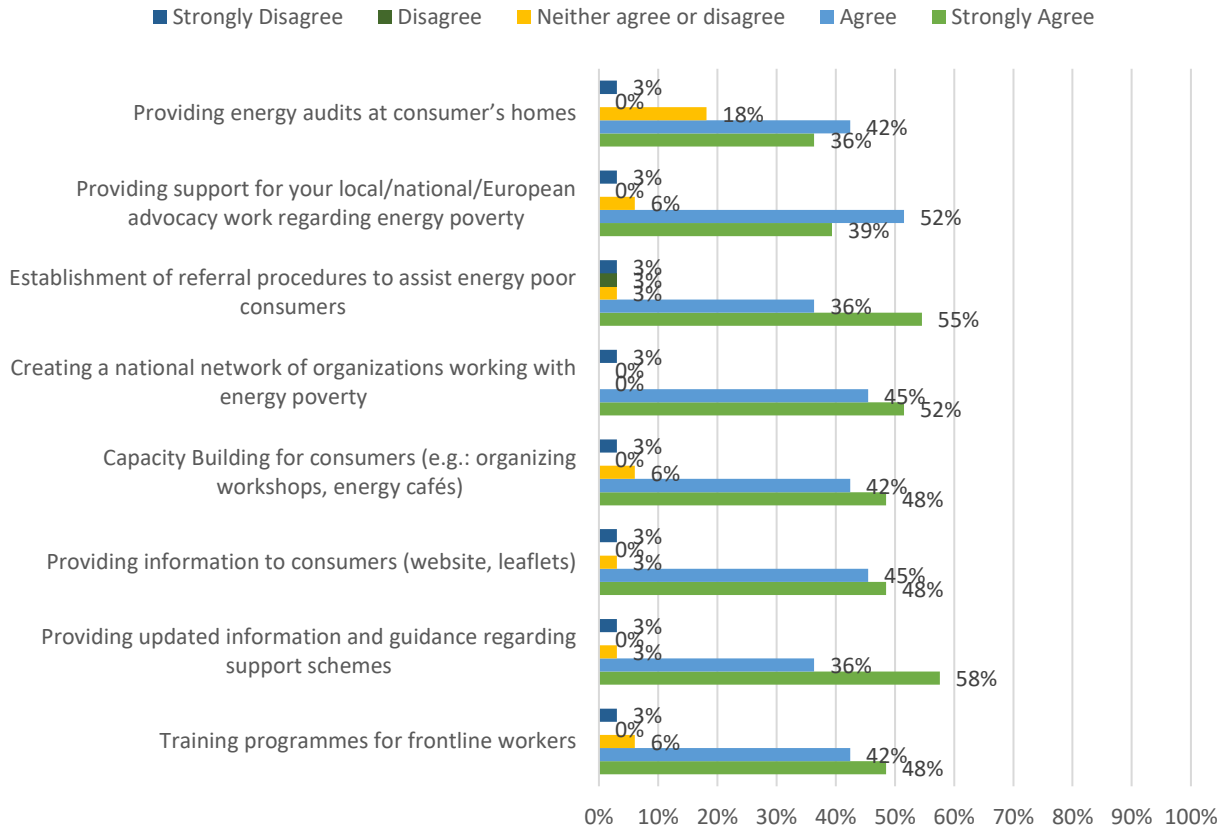
11. What kind of assistance does your organization currently provide regarding energy poverty issues?



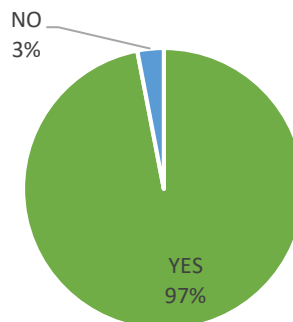
12. What obstacles does your organization face while assisting consumers on this issue?



13. Within the budget available to STEP, we plan to carry out the following activities to tackle energy poverty. Please indicate if you consider they will help improve your organization's work regarding energy poverty.



14. Is your organization interested in taking part in STEP's training programme?



Slovakia

STEP Partner: SOS
(Spoločnosť
ochrany
spotrebiteľov)



Number of organizations that answered the survey: 8

- Slovak Trade Inspection (state control institution)
- Government Plenipotentiary for Roma Communities (department under Ministry of interior)
- Transtech (energy company)
- Ministry of Interior
- Košice County (regional municipality)
- Zdravé regióny (state allowance organisation)
- Centre of Mediation and Probation Košice (Probation and Mediation Service at the Municipality of Košice)
- Centre of Mediation and Probation Prešov (Probation and Mediation Service at the Municipality of Prešov)

78% are familiar with
energy poverty

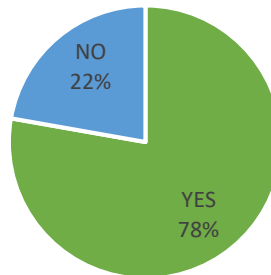
67% currently receive
requests from energy
poor consumers

43% are interested in taking part
in STEP's training programme

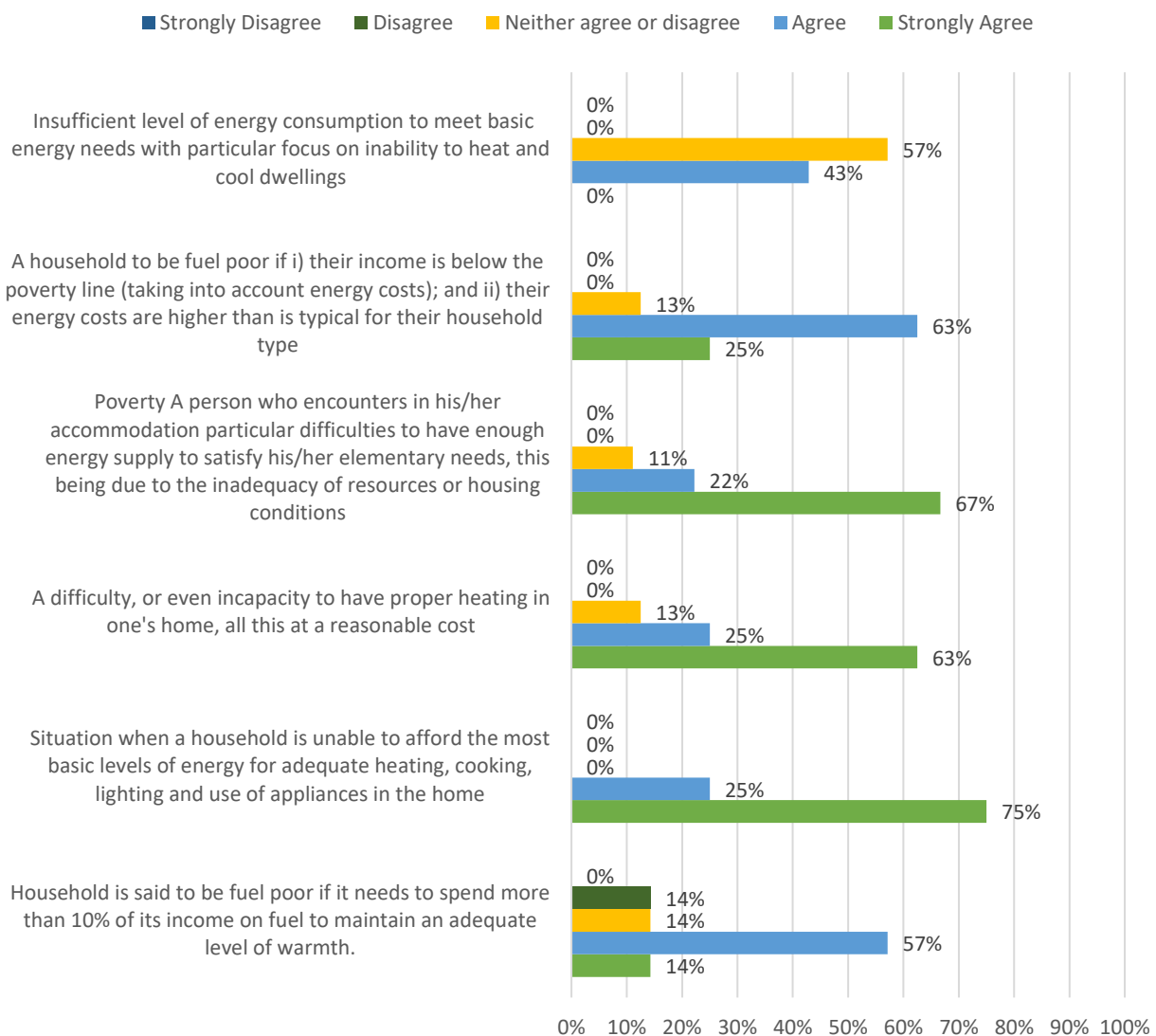
100% considered that energy poverty can be defined as:
a situation when a household is unable to afford the most basic
levels of energy for adequate heating, cooking, lighting and use of
appliances in the home

I – ENERGY POVERTY DEFINITION

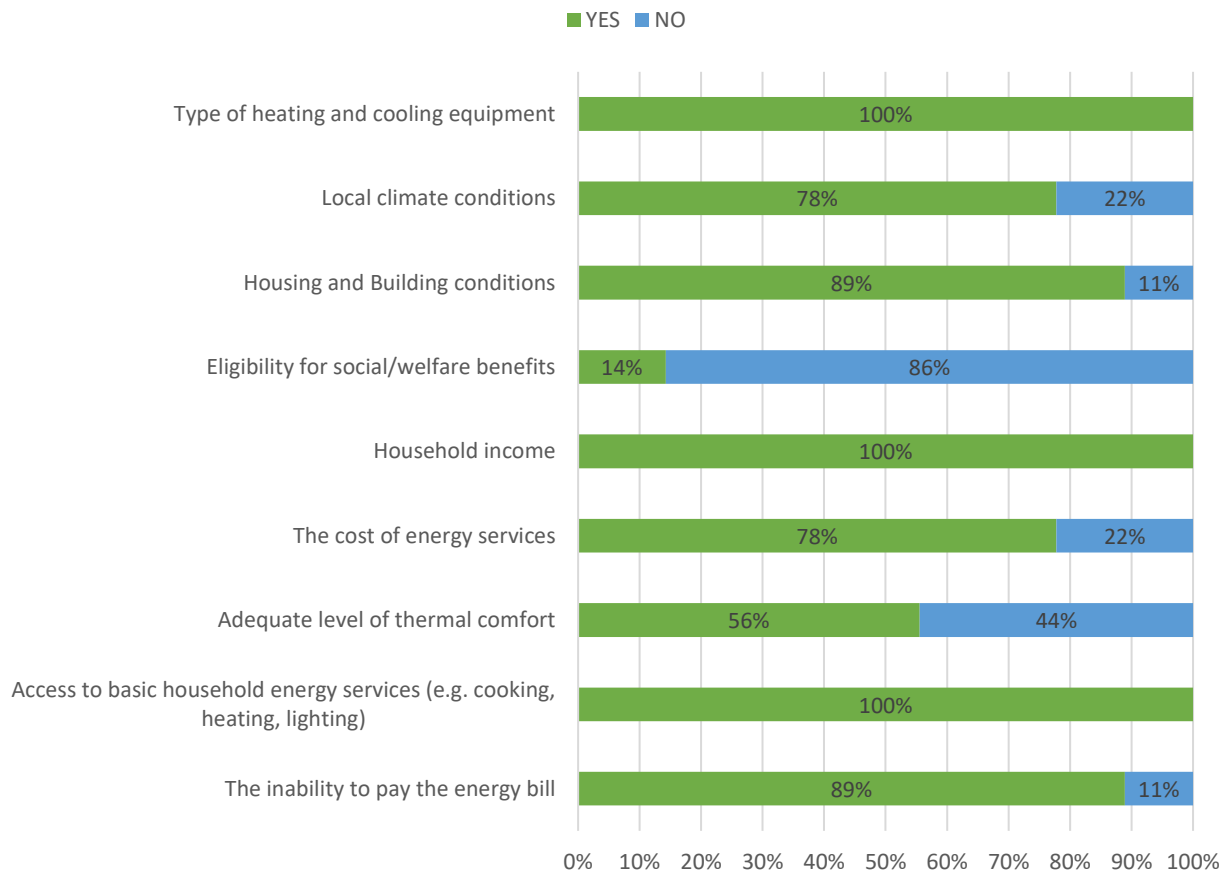
1. Is your organization already familiar with energy poverty issues?



2. Please give your opinion on what could be the most appropriate definition for energy poverty:

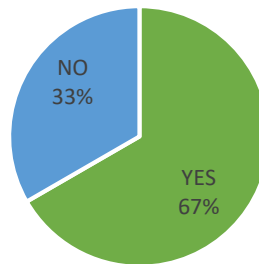


3. Which of these indicators do you consider would be appropriate for evaluating/monitoring energy poverty?

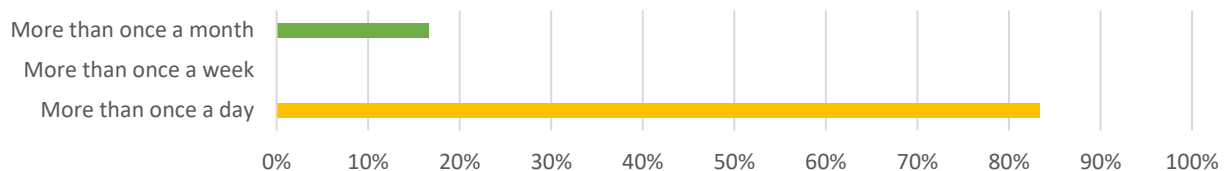


II – TARGETING ENERGY POVERTY

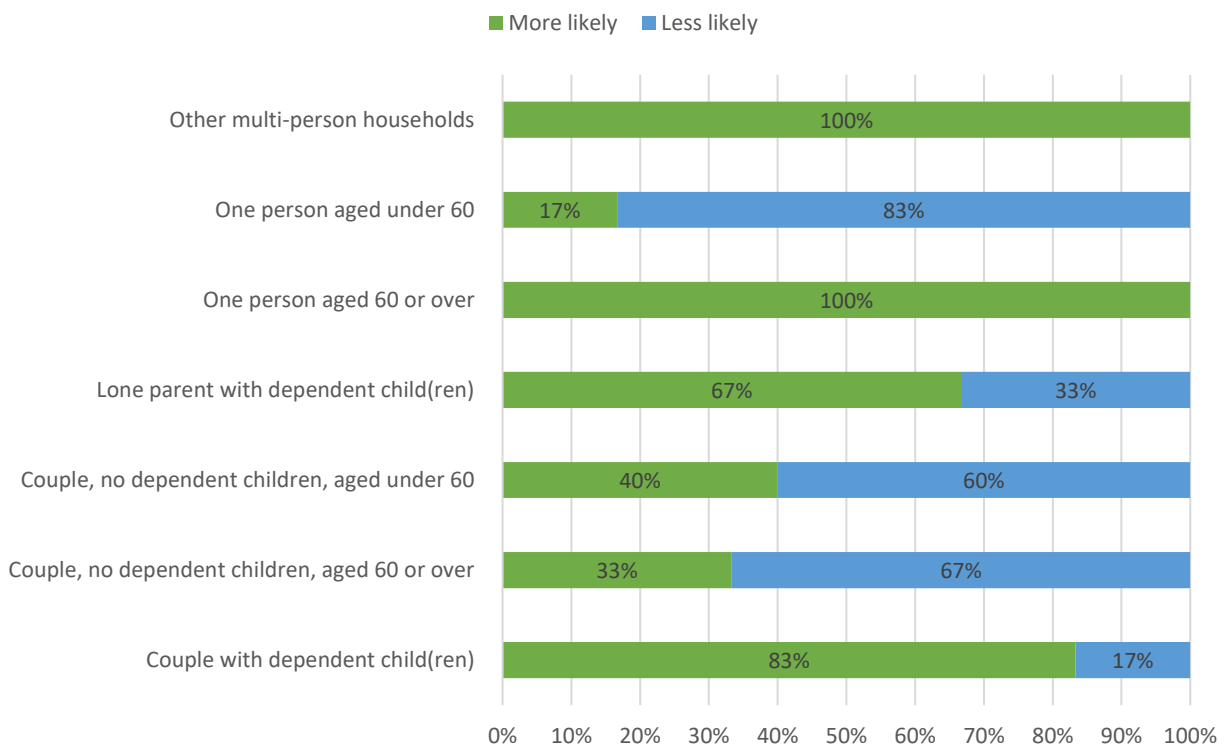
4. Does your organization receive requests from consumers regarding energy poverty issues?



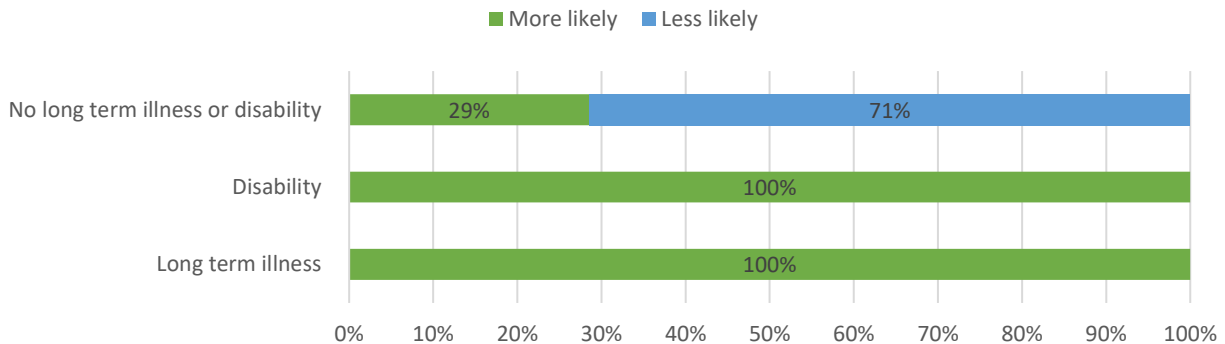
5. If yes, how often do you receive these requests?



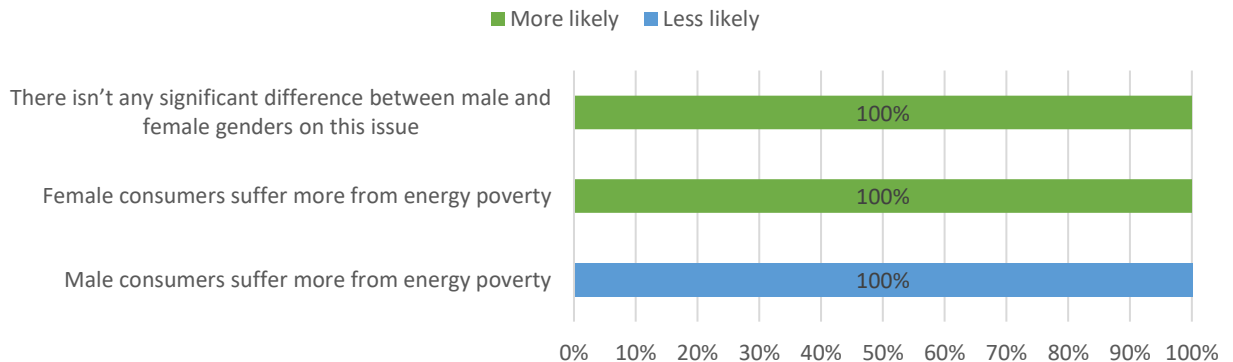
6. Please fill in the following table, according to your organization's experience, regarding which type of households is more likely to suffer from energy poverty.



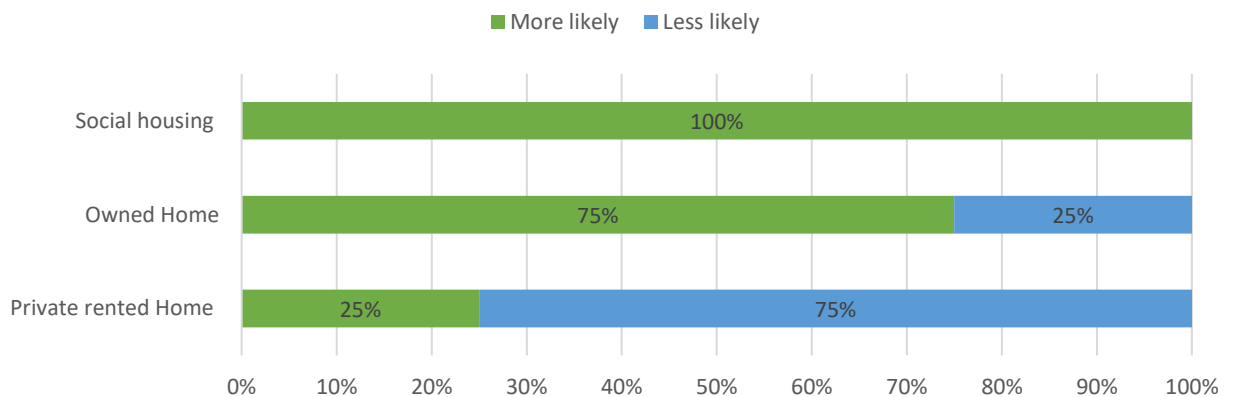
7. Please fill in the following table, according to your organization's experience, regarding the influence of poor health and disability on energy poverty.



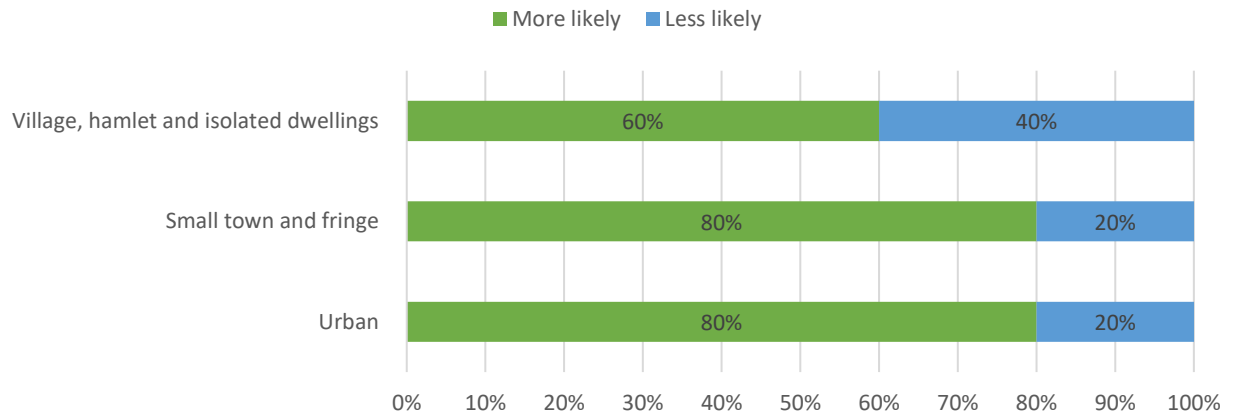
8. Please fill in the following table, according to your organization's experience, regarding if male or female consumers are more likely to suffer from energy poverty.



9. Please fill in the following table, according to your organization's experience, which type of tenure is more likely to suffer from energy poverty.

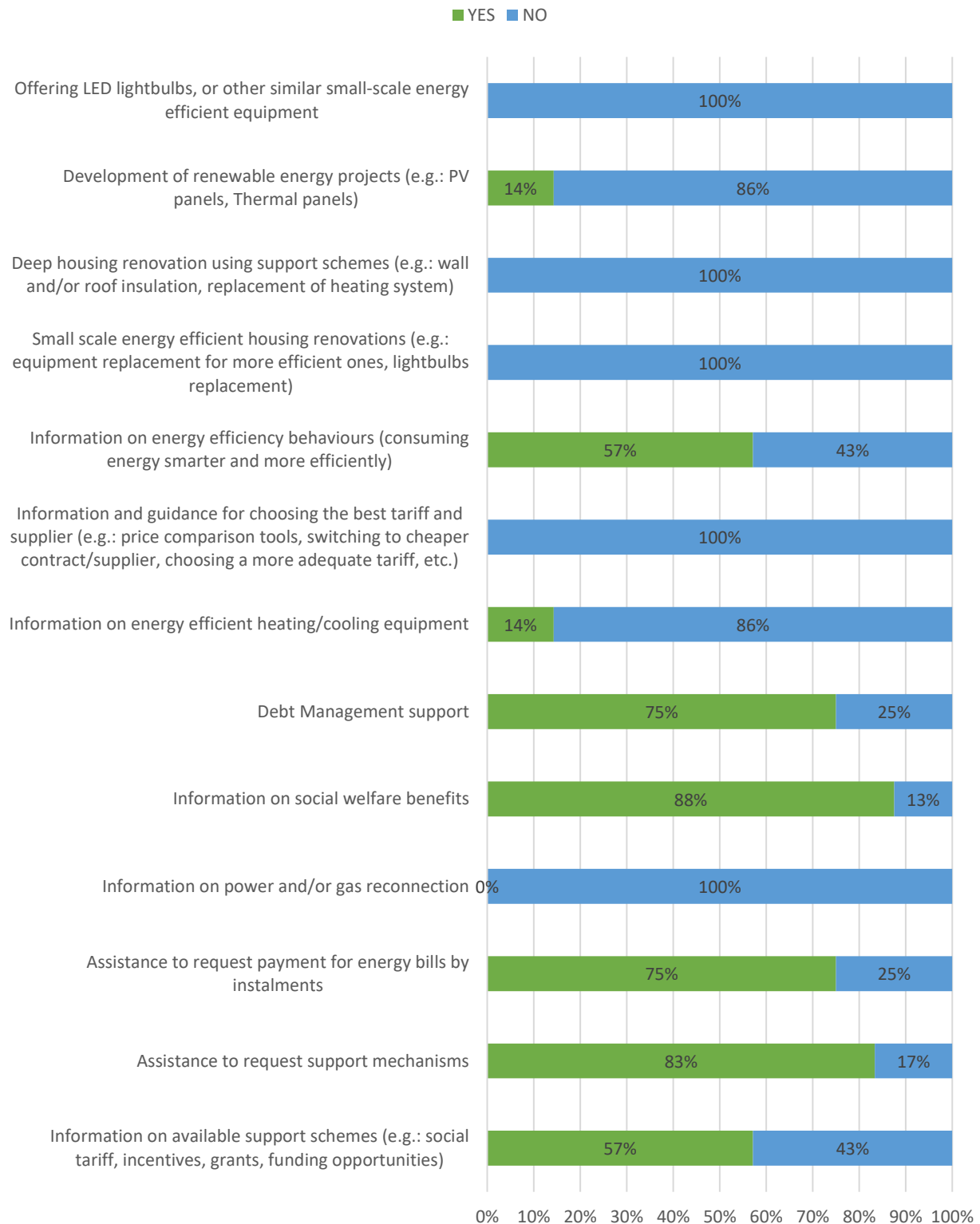


10. Please fill in the following table, according to your organization's experience, regarding which type of area is more likely to suffer from energy poverty.

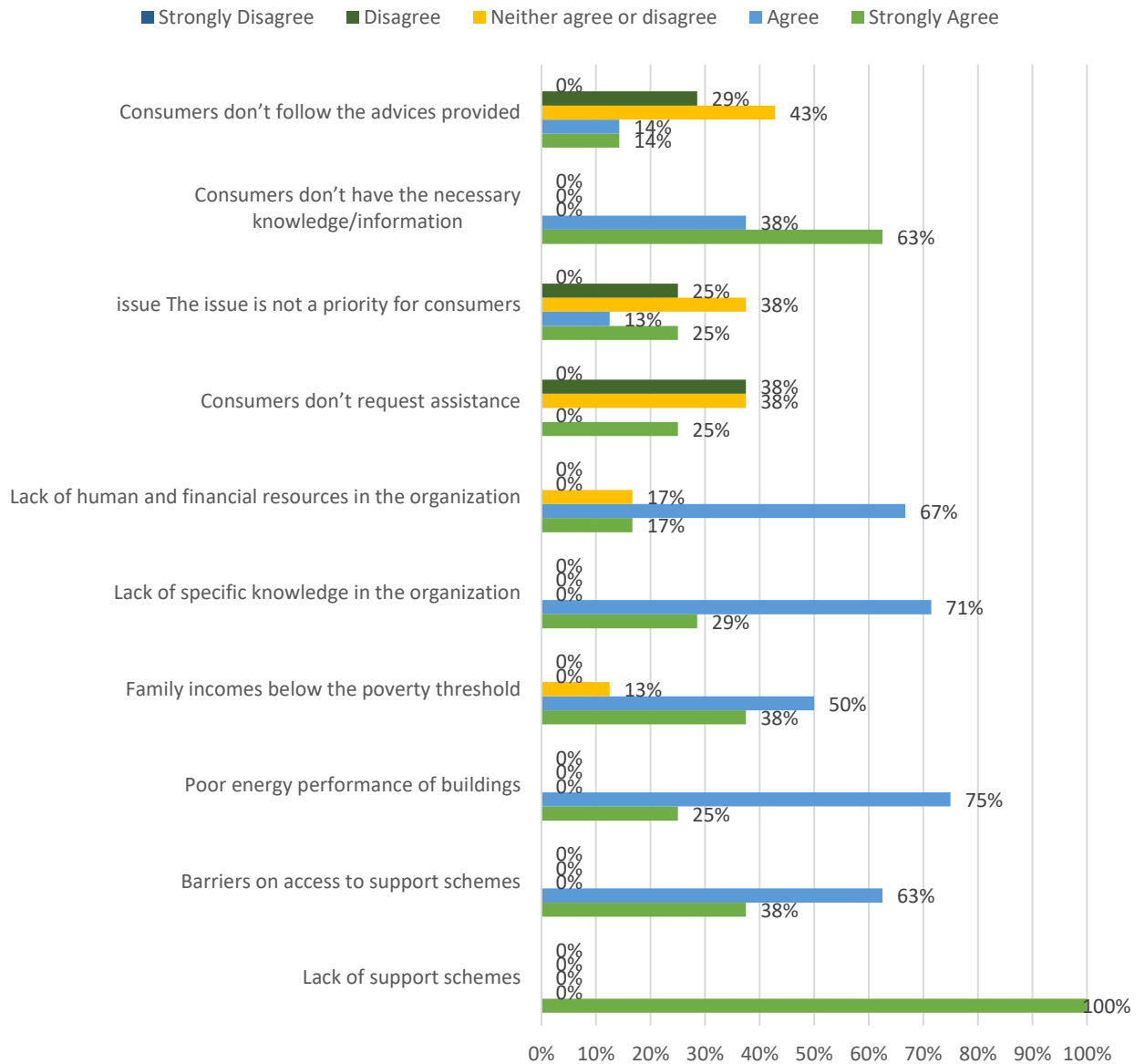


III – YOUR CURRENT WORK

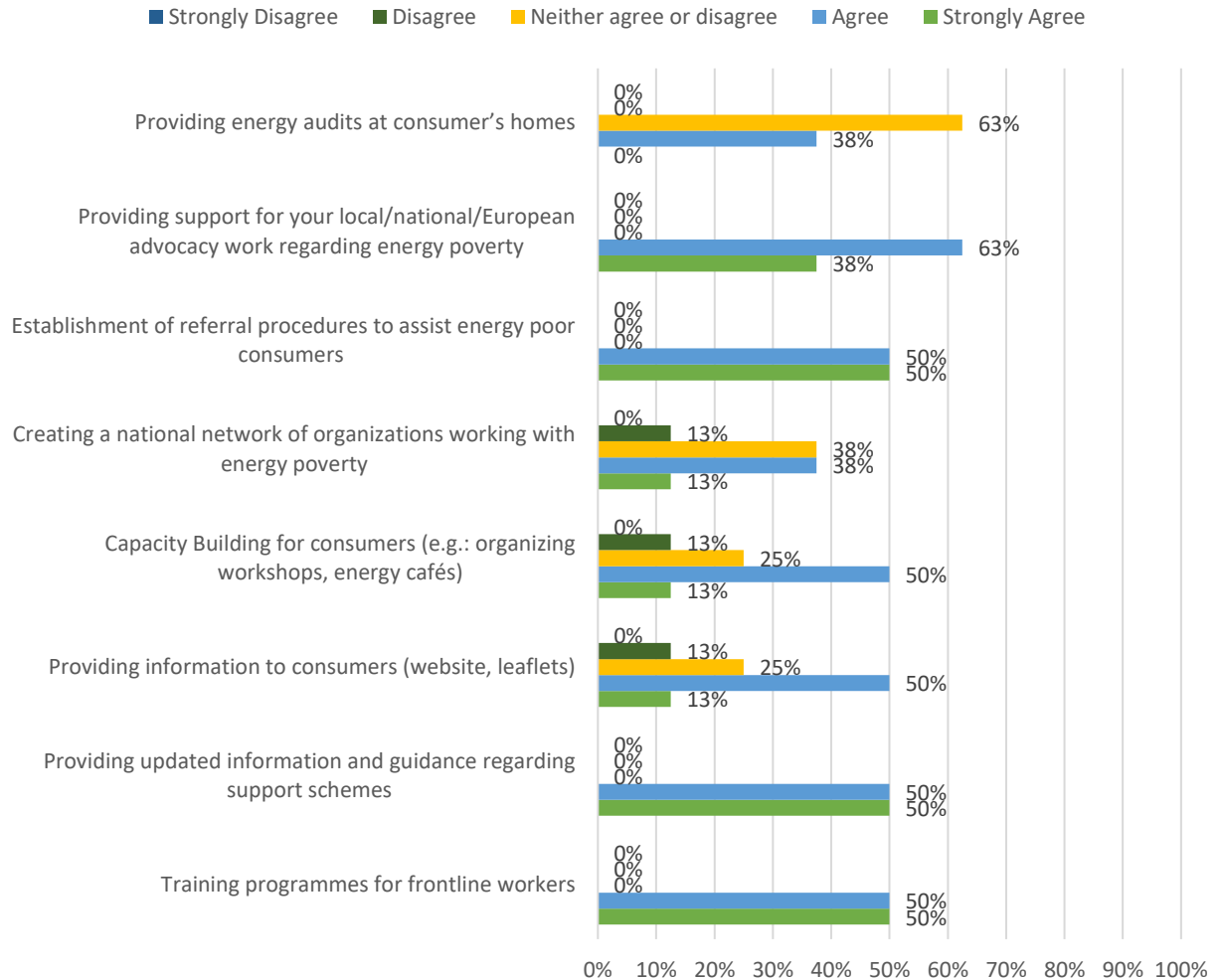
11. What kind of assistance does your organization currently provide regarding energy poverty issues?



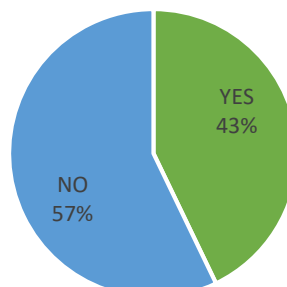
12. What obstacles does your organization face while assisting consumers on this issue?



13. Within the budget available to STEP, we plan to carry out the following activities to tackle energy poverty. Please indicate if you consider they will help improve your organization's work regarding energy poverty.

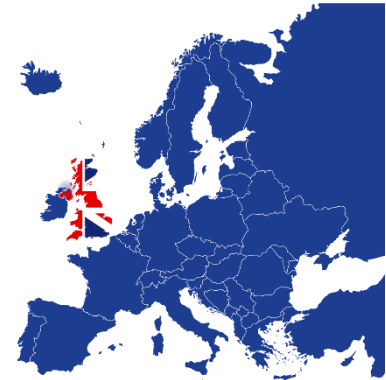


14. Is your organization interested in taking part in STEP's training programme?



United Kingdom

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



Number of organizations that answered the survey: 19

- Communicare (advice agency)
- Community Respiratory Team at Manchester hospital
- Midland Heart (housing organisation)
- Bestwood Advice Centre (advice agency)
- Derby Homes (social housing agency)
- Birmingham City Council
- Coventry Independent Advice (advice agency)
- Saffron Resource Centre (support for vulnerable adults)
- Citizens Advice Basingstoke (local advice centre)
- 10 unidentified

95% are familiar with
energy poverty

83% currently receive
requests from energy
poor consumers

67% are interested in taking part
in STEP's training programme

74% considered that energy poverty can be defined as:

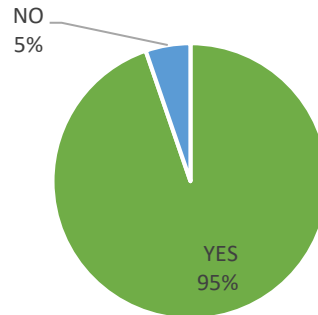
"A household to be fuel poor if i) their income is below the poverty line (taking into account energy costs); and ii) their energy costs are higher than is typical for their household type."

or:

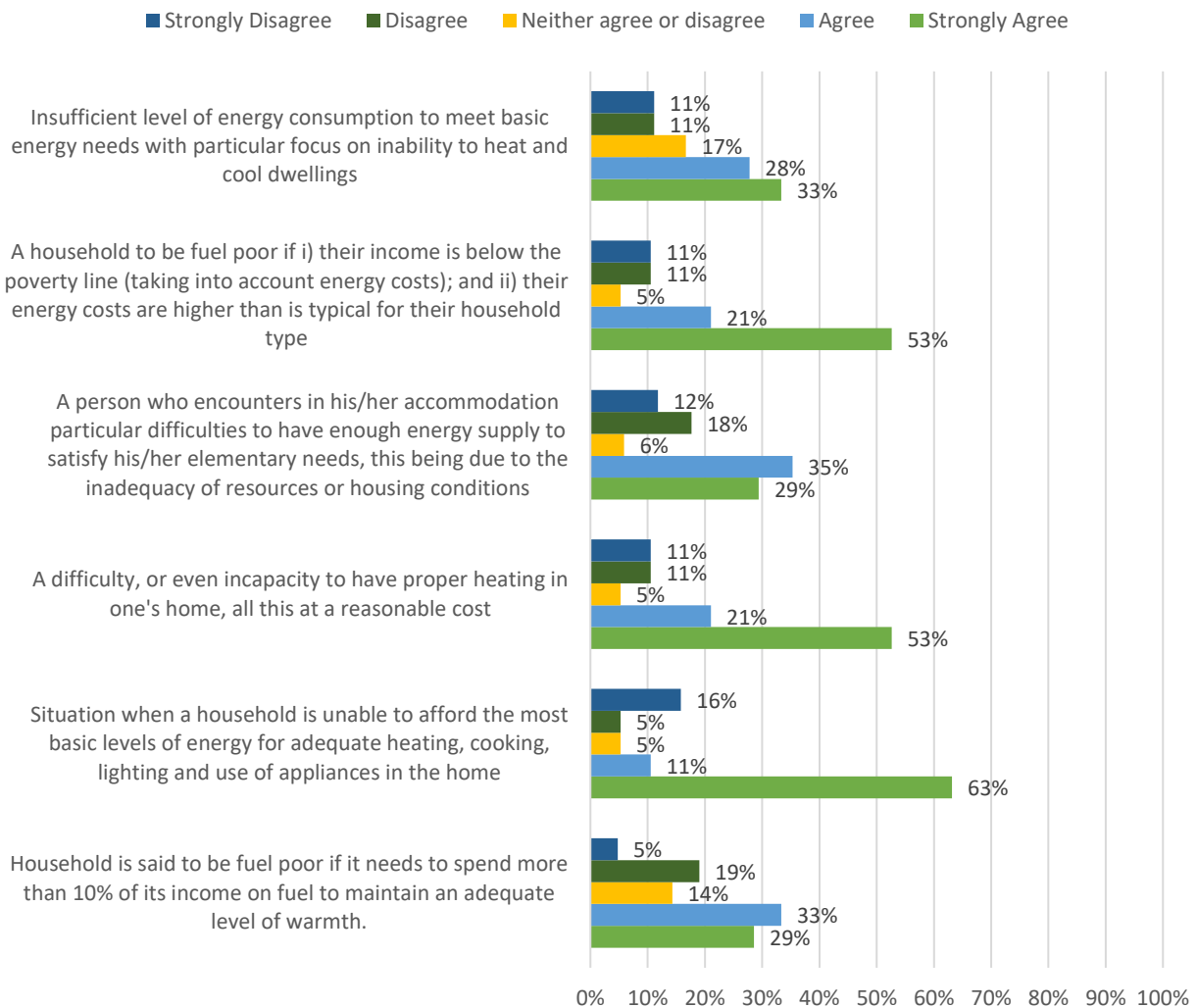
"A difficulty, or even incapacity to have proper heating in one's home, all this at a reasonable cost."

PART I – ENERGY POVERTY DEFINITION

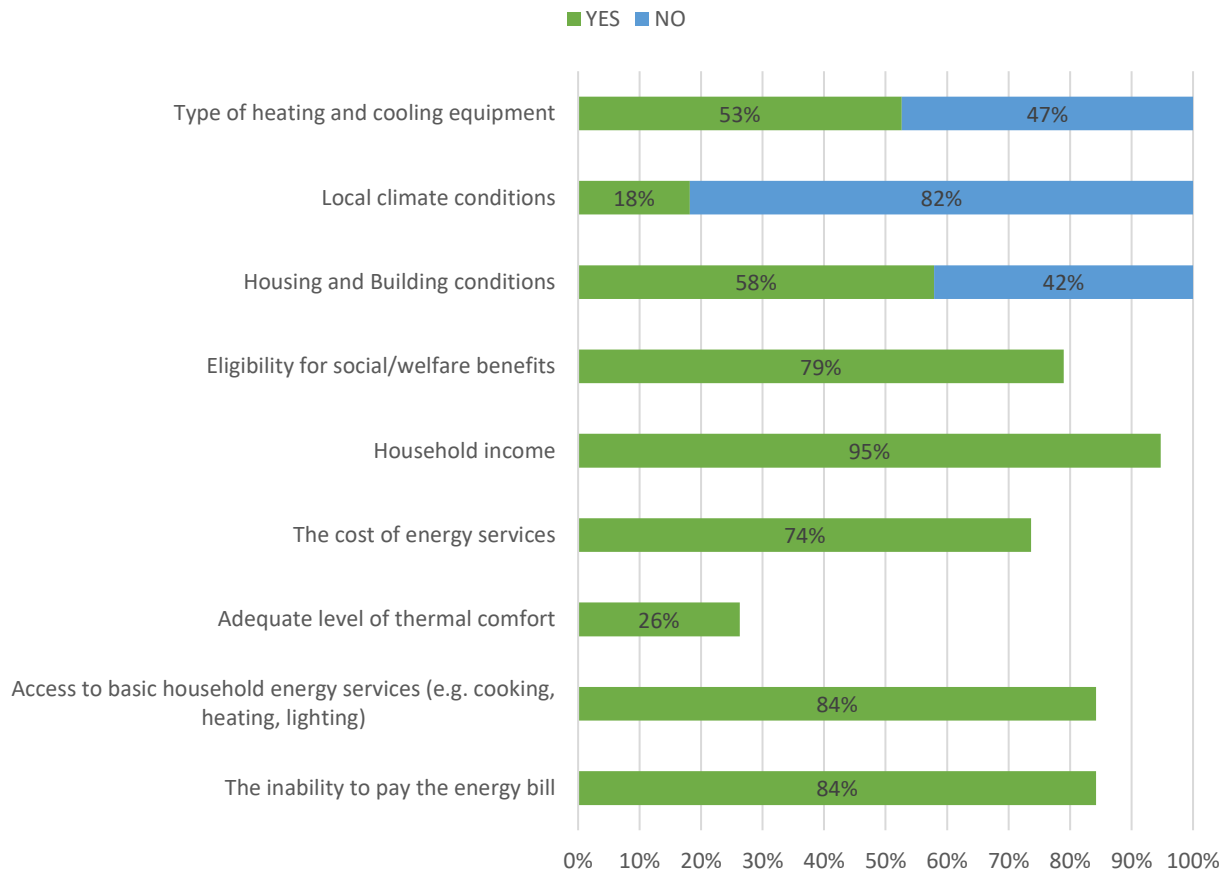
1. Is your organization already familiar with energy poverty issues?



2. Please give your opinion on what could be the most appropriate definition for energy poverty:

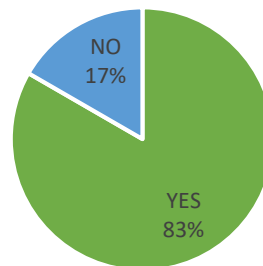


3. Which of these indicators do you consider would be appropriate for evaluating/monitoring energy poverty?

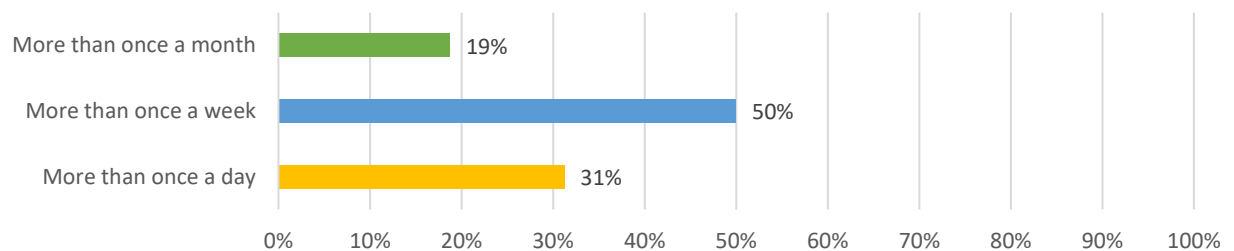


II – TARGETING ENERGY POVERTY

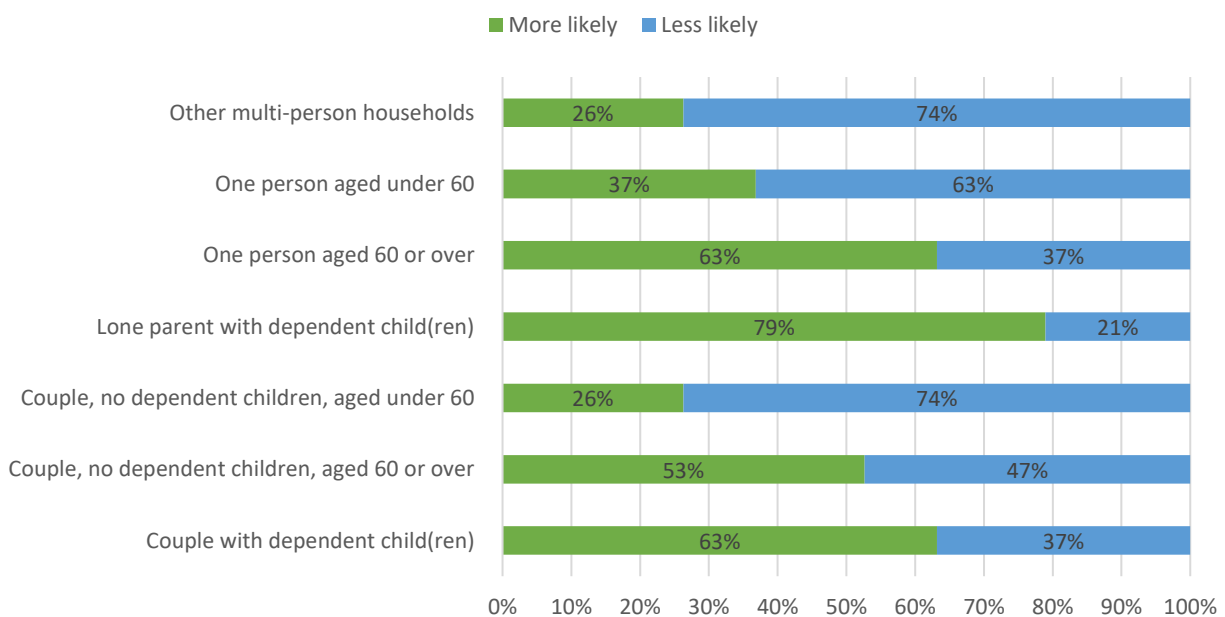
4. Does your organization receive requests from consumers regarding energy poverty issues?



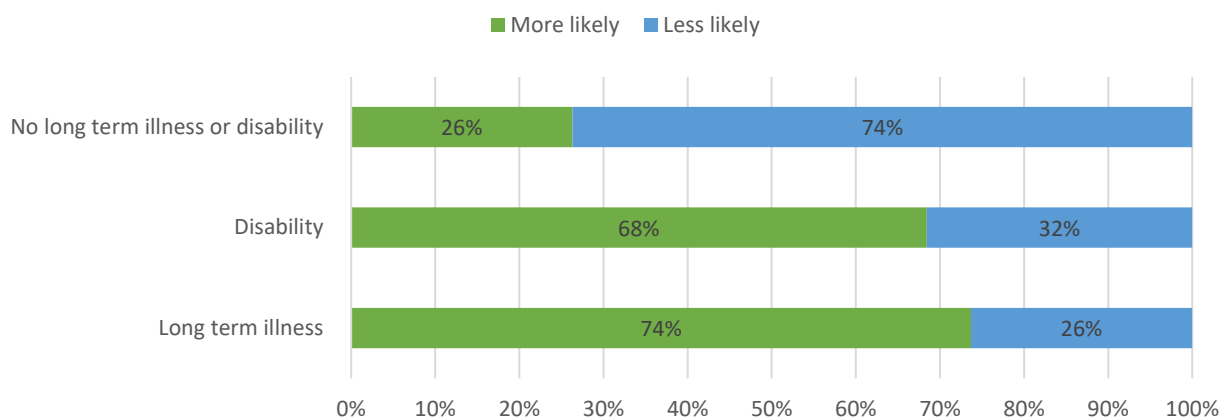
5. If yes, how often do you receive these requests?



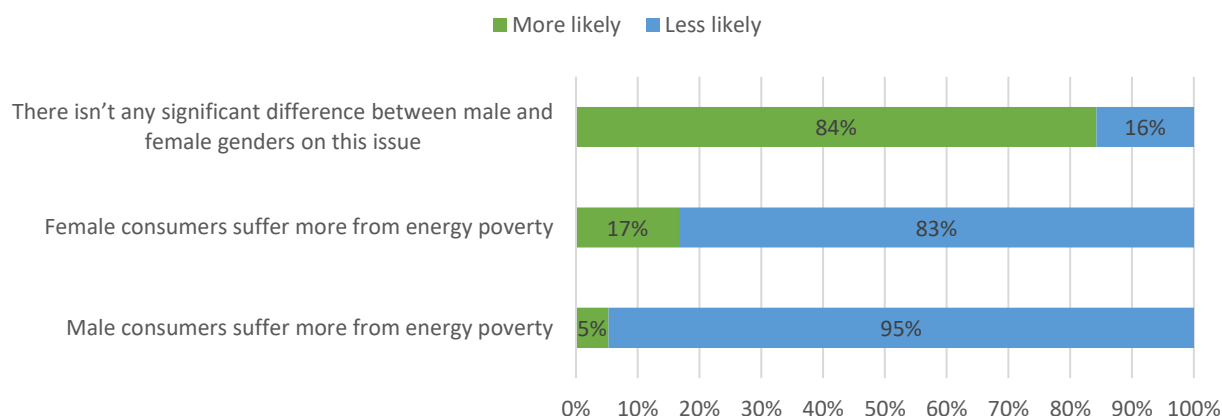
6. Please fill in the following table, according to your organization's experience, regarding which type of households is more likely to suffer from energy poverty.



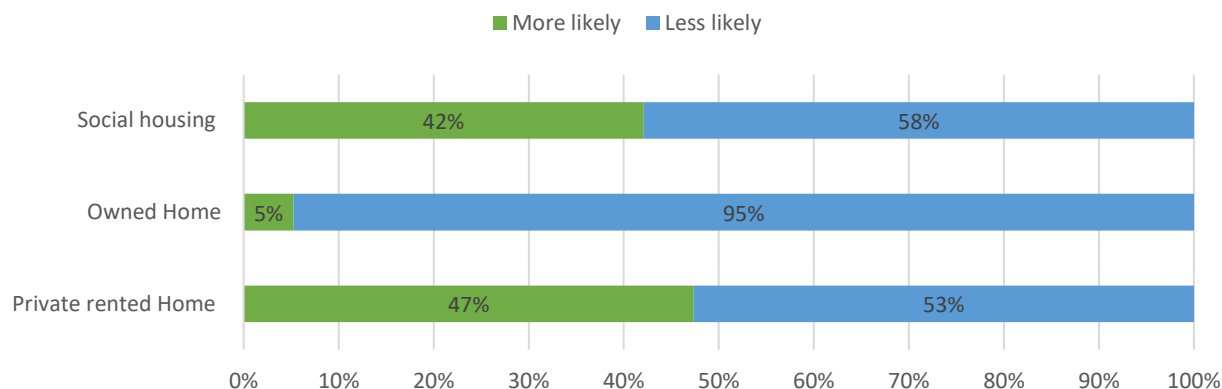
7. Please fill in the following table, according to your organization's experience, regarding the influence of poor health and disability on energy poverty.



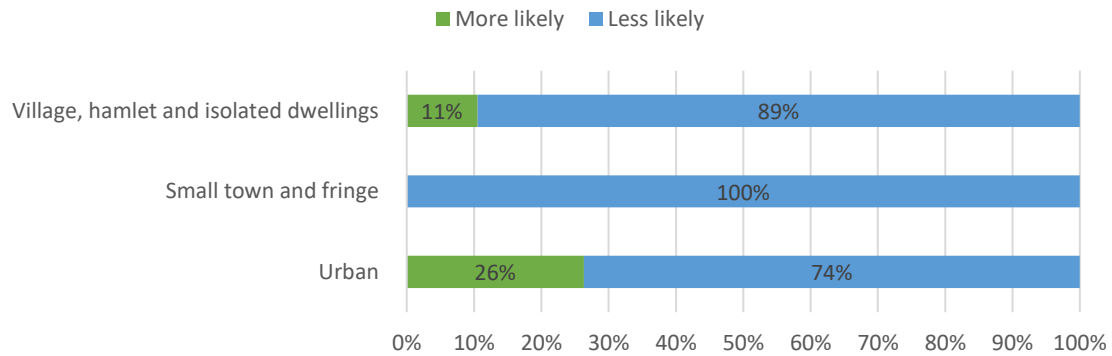
8. Please fill in the following table, according to your organization's experience, regarding if male or female consumers are more likely to suffer from energy poverty.



9. Please fill in the following table, according to your organization's experience, which type of tenure is more likely to suffer from energy poverty.

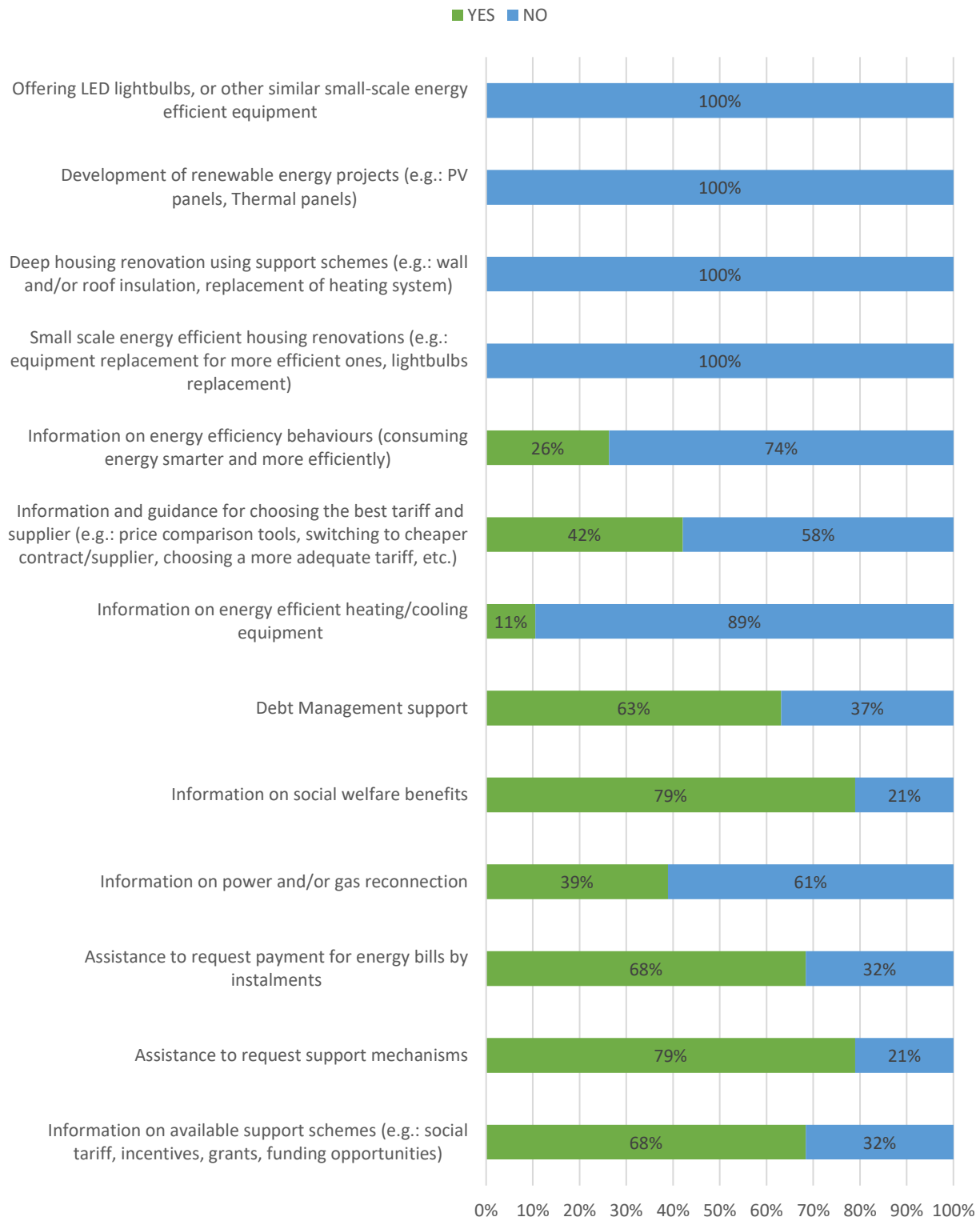


10. Please fill in the following table, according to your organization's experience, regarding which type of area is more likely to suffer from energy poverty.

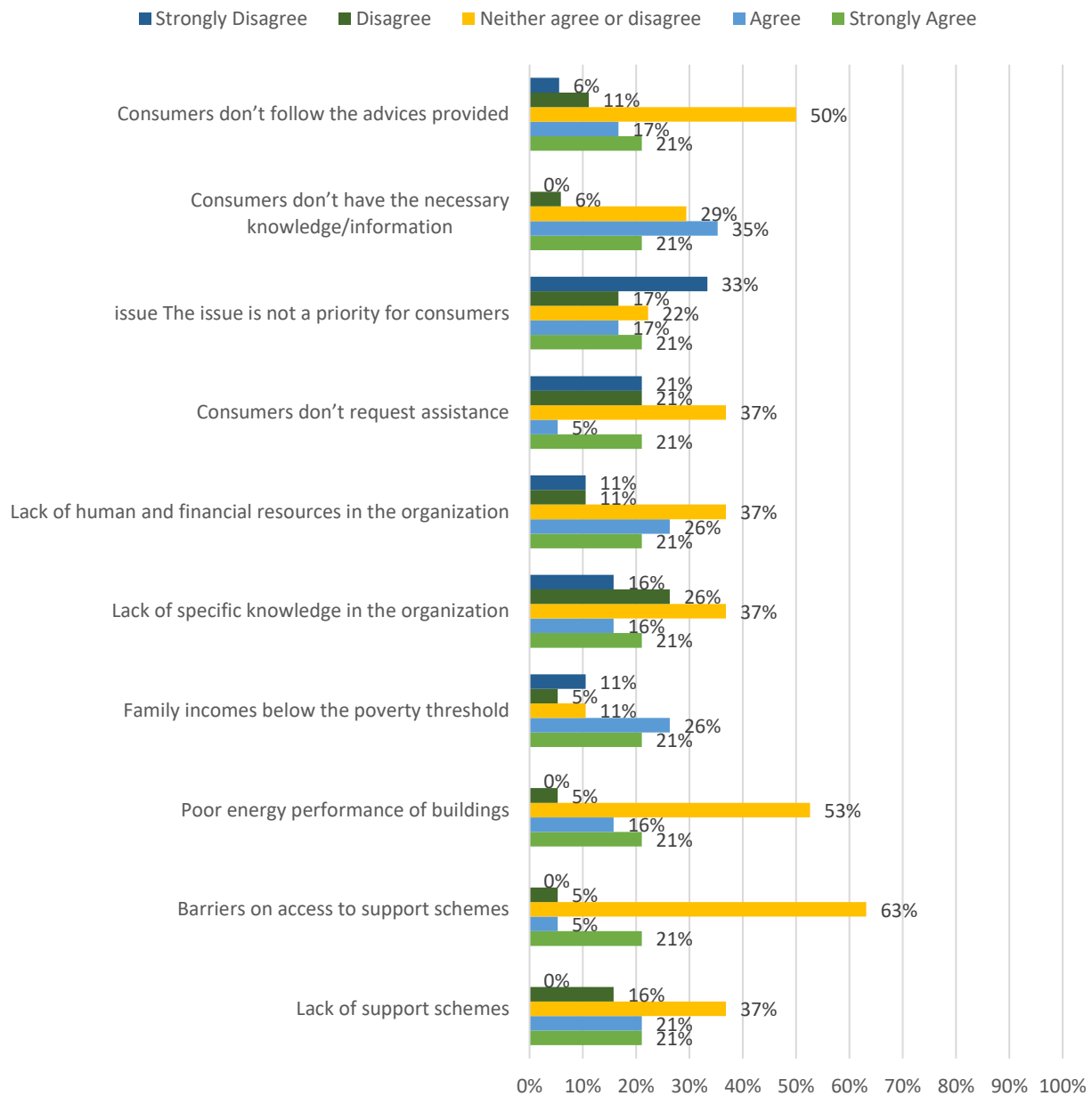


III – YOUR CURRENT WORK

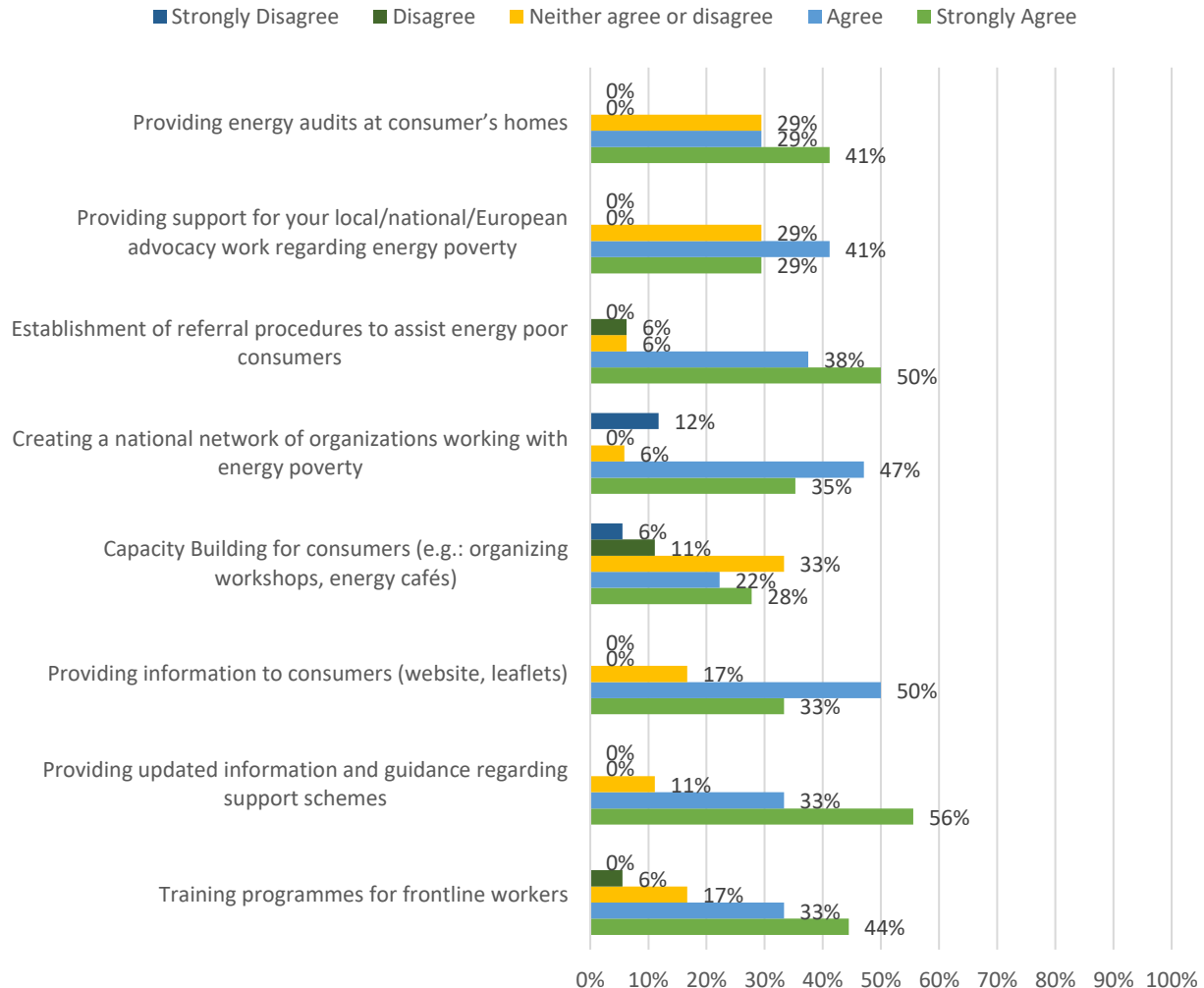
11. What kind of assistance does your organization currently provide regarding energy poverty issues?



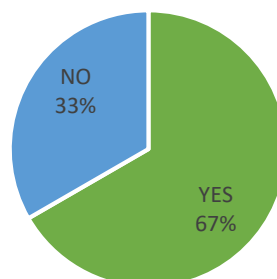
12. What obstacles does your organization face while assisting consumers on this issue?



13. Within the budget available to STEP, we plan to carry out the following activities to tackle energy poverty. Please indicate if you consider they will help improve your organization's work regarding energy poverty.



14. Is your organization interested in taking part in STEP's training programme?



ANNEX 2 – Template of referral organizations survey

PART I – ENERGY POVERTY DEFINITION

1. Is your organization already familiar with *energy poverty* issues?

YES ☐

NO ☐

2. Please give your opinion on what could be the most appropriate definition for energy poverty:

	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree	Justification (if possible, suggest improvements)
A household is said to be fuel poor if it needs to spend more than 10% of its income on fuel to maintain an adequate level of warmth						
A situation when a household is unable to afford the most basic levels of energy for adequate heating, cooking, lighting and use of appliances in the home						
A difficulty, or even incapacity to have proper heating in one's home, all this at a reasonable cost						
A person who encounters in his/her accommodation particular difficulties to have enough energy supply to satisfy his/her elementary needs, this being due to the inadequacy of resources or housing conditions						
A household to be fuel poor if i) their income is below the poverty line (taking into account energy costs); and ii) their energy costs are higher than is typical for their household type						
Insufficient level of energy consumption to meet basic energy needs with particular focus on inability to heat and cool dwellings.						

3. Which of these indicators do you consider would be appropriate for evaluating/monitoring energy poverty?

	YES	NO
The inability to pay the energy bill		
Access to basic household energy services (e.g. cooking, heating, lighting)		
Adequate level of thermal comfort		
The cost of energy services		
Household income		
Eligibility for social/welfare benefits		
Housing and Building conditions		

Local climate conditions		
Type of heating and cooling equipment		
Other		

II – TARGETING ENERGY POVERTY

4. Does your organization receive requests from consumers regarding energy poverty issues¹?

YES ☐ NO ☐

5. If yes, how often do you receive these requests?

More than once a day ☐

More than once a week ☐

More than once a month ☐

6. If your organization has concrete numbers, please indicate:

6.1. Total number of requests regarding energy poverty issues received in 2018:

7. Please fill in the following table, according to your organization's experience, regarding which type of households is more likely to suffer from energy poverty. Please provide numbers, if available (referring to number of requests in 2018 answered in question 6.1):

	MORE LIKELY	LESS LIKELY	NUMBER
Couple with dependent child(ren)			
Couple, no dependent children, aged 60 or over			
Couple, no dependent children, aged under 60			
Lone parent with dependent child(ren)			
One person aged 60 or over			
One person aged under 60			
Other multi-person households			

8. Please fill in the following table, according to your organization's experience, regarding the influence of poor health and disability on energy poverty. Please provide numbers, if available (referring to number of requests in 2018 answered in question 6.1):

	MORE LIKELY	LESS LIKELY	NUMBER
Long term illness			
Disability			
No long-term illness or disability			

¹ For this purpose, *Energy Poverty issues* can refer to: arrears and other difficulties on paying energy bills, disconnection (self-disconnection) due to lack of payment, lack of thermal comfort in the home due to lack of resources to pay for improvements, poor housing conditions, inefficient appliances, health issues related to energy poverty.

9. Please fill in the following table, according to your organization's experience, regarding if male or female consumers are more likely to suffer from energy poverty. Please provide numbers, if available (referring to number of requests in 2018 answered in question 6.1):

	MORE LIKELY	LESS LIKELY	NUMBER
Male consumers suffer more from energy poverty			
Female consumers suffer more from energy poverty			
There isn't any significant difference between male and female genders on this issue			

10. Please fill in the following table, according to your organization's experience, which type of tenure is more likely to suffer from energy poverty. Please provide numbers, if available (referring to number of requests in 2018 answered in question 6.1):

	MORE LIKELY	LESS LIKELY	NUMBER
Private rented Home			
Owned Home			
Social housing			

11. Please fill in the following table, according to your organization's experience, regarding which type of area is more likely to suffer from energy poverty. Please provide numbers, if available (referring to number of requests in 2018 answered in question 6.1):

	MORE LIKELY	LESS LIKELY	NUMBER
Urban			
Small town and fringe			
Village, hamlet and isolated dwellings			

III – YOUR CURRENT WORK

12. What kind of assistance does your organization currently provide regarding energy poverty issues?

	YES	NO
Information on available support schemes (e.g.: social tariff, incentives, grants, funding opportunities)		
Assistance to request support mechanisms		
Assistance to request payment for energy bills by instalments		
Information on power and/or gas reconnection		
Information on social welfare benefits		
Debt Management support		
Information on energy efficient heating/cooling equipment		
Information and guidance for choosing the best tariff and supplier (e.g.: price comparison tools, switching to cheaper contract/supplier, choosing a more adequate tariff, etc.)		

Information on energy efficiency behaviours (consuming energy smarter and more efficiently)		
Small scale energy efficient housing renovations (e.g.: equipment replacement for more efficient ones, lightbulbs replacement)		
Deep housing renovation using support schemes (e.g.: wall and/or roof insulation, replacement of heating system)		
Development of renewable energy projects (e.g.: PV panels, Thermal panels)		
Offering LED lightbulbs, or other similar small-scale energy efficient equipment		
Other:		

13. What obstacles does your organization face while assisting consumers on this issue?

	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree	Justification
Lack of support schemes						
Barriers on access to support schemes						
Poor energy performance of buildings						
Family incomes below the poverty threshold						
Lack of specific knowledge in the organization						
Lack of human and financial resources in the organization						
Consumers don't request assistance						
The issue is not a priority for consumers						
Consumers don't have the necessary knowledge/information						
Consumers don't follow the advice provided						
Other:						

PART IV – FUTURE WORK

14. Within the budget available to STEP, we plan to carry out the following activities to tackle energy poverty. Please indicate if you consider they will help improve your organization's work regarding energy poverty.

	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree	Justification
Training programmes for frontline workers ²						
Providing updated information and guidance regarding support schemes						
Providing information to consumers (website, leaflets)						
Capacity Building for consumers (e.g.: organizing workshops, energy cafés)						
Creating a national network of organizations working with energy poverty						
Establishment of referral procedures to assist energy poor consumers						
Providing support for your local/national/European advocacy work regarding energy poverty						
Providing energy audits at consumer's homes						
Other:						

15. Is your organization interested in taking part in STEP's training programme?

YES ☐ NO ☐

16. Other comments or suggestions:

Thank you for your time and for your major contribution for STEP project!

² Frontline workers: employees who directly deal with consumers, providing them direct advice (through phone or face-to-face)

ANNEX 3 – Template of stakeholders survey

PART I – ENERGY POVERTY DEFINITION

- Please fill in the table regarding your organisation's research work related to energy poverty (e.g.: research study, report, project, policy statement):

TITLE	CATEGORY (research report, project, policy statement)	GEOGRAPHICAL SCOPE (regional, national, European)	SHORT SUMMARY	LINK

- Please give your opinion on the following definitions for energy poverty, according to what you consider to be the most appropriate definition for energy poverty:

	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree	Justification
A household is said to be fuel poor if it needs to spend more than 10% of its income on fuel to maintain an adequate level of warmth						
A situation when a household is unable to afford the most basic levels of energy for adequate heating, cooking, lighting and use of appliances in the home						
A difficulty, or even incapacity to have proper heating in one's home, all this at a reasonable cost						
A person who encounters in his/her accommodation particular difficulties to have enough energy supply to satisfy his/her elementary needs, this being due to the inadequacy of resources or housing conditions						
A household to be fuel poor if i) their income is below the poverty line (taking into account energy costs); and ii) their energy costs are higher than is typical for their household type						
Insufficient level of energy consumption to meet basic energy needs with particular focus on inability to heat and cool dwellings.						
OTHER:						

3. Which of these indicators you believe should integrate an instrument to evaluate/monitor energy poverty?

	YES	NO
Ability to pay the energy bill		
Access to basic household energy services (e.g. cooking, heating, lighting)		
Level of thermal comfort		
The cost of energy services		
Household income		
Eligibility for social/welfare benefits		
Housing and Building conditions		
Local climate conditions		
Type of heating and cooling equipment		
Other/Comments:		

II – TARGETING ENERGY POVERTY

4. Please fill in the following table, according to your experience and knowledge, regarding which type of households is more likely to suffer from energy poverty. Please provide numbers, if available and specifying timeframe:

	MORE LIKELY	LESS LIKELY	NUMBER
Couple with dependent child(ren)			
Couple, no dependent children, aged 60 or over			
Couple, no dependent children, aged under 60			
Lone parent with dependent child(ren)			
One person aged 60 or over			
One person aged under 60			
Other multi-person households			

5. Please fill in the following table, according to your experience and knowledge, regarding the influence of poor health and disability on energy poverty. Please provide numbers if available and specifying timeframe:

	MORE LIKELY	LESS LIKELY	NUMBER
Long term illness			
Disability			
No long-term illness or disability			

6. Please fill in the following table, according to your experience and knowledge, regarding if male or female consumers are more likely to suffer from energy poverty. Please provide numbers, if available and specifying timeframe:

	MORE LIKELY	LESS LIKELY	NUMBER
Male consumers suffer more from energy poverty			
Female consumers suffer more from energy poverty			

There isn't any significant difference between male and female genders on this issue			
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7. Please fill in the following table, according to your experience and knowledge, which type of tenure is more likely to suffer from energy poverty. Please provide numbers, if available and specifying timeframe:

	MORE LIKELY	LESS LIKELY	NUMBER
Private rented Home			
Owned Home			
Social housing			

8. Please fill in the following table, according to your organization's experience, regarding which type of area is more likely to suffer from energy poverty. Please provide numbers, if available and specifying timeframe:

	MORE LIKELY	LESS LIKELY	NUMBER
Urban			
Small town and fringe			
Village, hamlet and isolated dwellings			

PART III – TACKLING ENERGY POVERTY

9. According to your organization's experience, what do you consider to be the main obstacles for tackling energy poverty?

	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree	Justification
Lack of support schemes						
Barriers on access to support schemes						
Poor energy performance of buildings						
Family incomes below the poverty threshold						
Lack of specific knowledge in the institutions						
Consumers don't request assistance						
The issue is not a priority for consumers						
Consumers don't have the necessary knowledge/information						
Other:						

10. What actions do you consider should be taken to tackle energy poverty, at national level?
11. Which other organisations do you consider should have a role in tackling energy poverty? Please state the type of activity they could undertake.

12. Which areas should be involved in the actions mentioned above? (e.g.: environment, social security, health, energy, employment)

PART IV – STEP’S FUTURE ACTIVITIES

13. Within the budget available to STEP, we plan to carry out the following activities to tackle energy poverty. Do you agree that these activities can contribute to tackle energy poverty?

	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree	Justification
Training programmes for frontline workers ³						
Providing updated information and guidance regarding support schemes						
Providing information to consumers (website, leaflets)						
Capacity Building for consumers (e.g.: organizing workshops, energy cafés)						
Creating a national network of organizations working with energy poverty						
Establishment of referral procedures to assist energy poor consumers						
Providing support for your local/national/European advocacy work regarding energy poverty						
Providing energy audits at consumer’s homes						
Other:						

14. Other comments or suggestions:

Thank you for your time and for your major contribution for STEP project!

³ Frontline workers: employees who directly deal with consumers, providing them direct advice (through phone or face-to-face)

ANNEX 4 –Documents provided in question 1 of the stakeholders’ survey

Bulgaria

STAKEHOLDER	TITLE	CATEGORY (research report, project, policy statement)	GEOGRAPHICAL SCOPE (regional, national, european)	SHORT SUMMARY	LINK
Institute Open Society (Boyan Zahariev)	Energy poverty in Bulgaria, 2016	Research report	National level	Energy poverty simulation report in the country using different definitions. A household survey of Institute Open Society-Sofia and the World Bank were used as a basis.	http://osi.bg/downloads/File/2016df
Institute Open Society (Boyan Zahariev)	Energy poverty in Bulgaria (presentation)	Simulation	National level	A renewed version of the simulation was reproduced but using a much larger sample than EU-SILC.	The data are not published in a report.
Agency for Sustainable Energy Development	Participation in the European Energy Network -EnR Task Force and the preparation of the EU Energy Poverty Network's Position	Research report	European level	EnR is a network of national energy agencies in 26 European countries (AUER represents Bulgaria). In 2017 and 2018, during the two consecutive Network Presidencies (ANRE-Romania and ENEA-Italy), the members had the task of conducting a European-level study on energy poverty and drafting recommendations for implementing policies and measures to tackle energy poverty.	http://enr-network.org/wp-content/uploads/ENERGYPOVERTY-EnRPositionPaper-January-2019.pdf
Agency for Sustainable Energy Development	Discussions with EU organizations and institutions relevant to energy poverty	1.Concerted actions to implement Directive 2010/32 / EU - CA-EPBD” 2.Concerted actions to implement Directive 2012/27 / EU - CA-EED”	European level	The projects coordinate joint initiatives between the European Member States and the European Commission and have been implemented over the last 10 years with the involvement of energy ministries and national agencies from 28 Member States and Norway. For Bulgaria, the projects are coordinated and implemented by AUER. They bring together a group of experts who share experience in the implementation of the energy efficiency directives and the energy performance of buildings. The issue of energy poverty has become popular since the adoption of the two Directives and their amendments in 2018, including The Energy Efficiency Directive. Within the two projects, thematic meetings were held and measures to tackle energy poverty were discussed.	Presentations and materials from the Energy poverty meeting held in March 2019 in Helsinki within the framework of the CA-EED project: https://www.ca-eed.eu/Expert-areas/Expert-Areas/Energy-efficiency-obligation-schemes-and-alternatives-measures The results of the CA-EPBD thematic session held in Riga in June 2019 are not public.
Veolia Energy Varna Ead	Energy efficiency projects for energy poor households in Varna	Energy projects	Regional level	Replacement of indoor installations in buildings to reduce energy costs. Limiting the price of heating with the aim of better predictability of household expenses.	https://energy-varna.bg/en/taxonomy/term/2
Centre for Energy Efficiency Enefect	Accelerating the Renovation of the Bulgarian Building Stock	Declarations of policies	National	Analysis of the possibilities for future development of the Bulgarian National Programmes for Energy Efficiency in the Multifamily Residential Buildings (joint publication with BPIE) (2016)	http://bpie.eu/publication/accelerating-the-renovation-of-the-bulgarian-building-stock/
Centre for Energy Efficiency Enefect	EmBuild	Projects	European	A Horizon 2020 project supporting public authorities to develop long-term building renovation strategies, as a part of their urban development strategies and sustainable energy action plans. Supported	www.embuild.eu



STAKEHOLDER	TITLE	CATEGORY (research report, project, policy statement)	GEOGRAPHICAL SCOPE (regional, national, european)	SHORT SUMMARY	LINK
				by energy audits of signatory buildings targeting at least 60% energy savings	
Centre for Energy Efficiency Enefect	ECHOES	Projects	European	Studying the decision-making process in adoption of energy efficiency and RES solutions: looking at social and psychological models in the process of adoption of innovative energy efficiency and RES solutions within different social groups, communities and life-style patterns	www.echoes-project.eu
Centre for Energy Efficiency Enefect	Official Opinion on a draft National Housing Strategy	Declarations of policies	National	EnEffect comment on the draft National Housing Strategy (2018 version)	http://www.eneffect.bg/button/?category_id=129&page_id=671
Council of Ministers - Economic and Social Policy Directorate	Opinions on regulations and strategic documents	Official documents	National European	The Council of Ministers' administration, including the Economic and Social Policy Directorate, expresses opinions on acts and strategic documents related to energy efficiency, social inclusion and social protection, in particular energy poverty.	http://www.gov.bg/
Institute of Energy Management	Social protection in the transition to complete liberalization of the electricity market, June 2017	Research report	National	The development provides up-to-date information (as of June 2017) on social protection in the country, European practices, trends, and also presents and comments on the Ministry of Energy's proposals for change and the World Bank's views; the document concludes with specific recommendations from the Institute on the subject	https://www.emi-bg.com/bg/search/article/59354290e5967e266f58f604?q=%D1%81%D0%BE%D1%86%D0%B8%D0%B0%D0%BB%D0%BD%D0%BO&page=1
Institute of Energy Management	How much does the heat energy during the autumn-winter season costs? (first and second part), October-November 2018	Research report	National	<p>The first part of the study examines the heating costs during the autumn-winter season 2018-2019 by presenting a comparison of the most commonly used, existing and new heating systems in the residential sector in Bulgaria, taking into account the efficiency of different thermal systems and fuel costs.</p> <p>In the second part of the study, an analysis was made of the timing of the purchase of energy-efficient heating systems.</p>	<p>First part: https://www.emi-bg.com/bg/analysis/emis/3/article/5bd2ce11e6790001001dde2b</p> <p>second part: https://www.emi-bg.com/bg/analysis/emis/3/article/5be5822be6790001001dde34</p>

Cyprus

STAKEHOLDER	TITLE	CATEGORY (research report, project, policy statement)	GEOGRAPHICAL SCOPE (regional, national, european)	SHORT SUMMARY	LINK
University of Cyprus	Innovative Direction in Energy Advising (IDEA)	Project	European	IDEA is a project that aims to decrease energy poverty by implementing an educational platform for energy awareness.	http://www.project-idea.eu/
Frederick University	RENEW	ENI-MED Research Project	European	A coordinated effort of 10 partners and 9 countries in the Mediterranean Region to promote energy auditing and building capacity knowledge.	-----
Limassol Municipality	Family Intelligent Energy Saving Targeted Action (FIESTA)	Project	European	FIESTA's partnership is wide and counts with 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. Particular attention is paid to the involvement of vulnerable consumers (such as families with low income, living in social housing and similar) in all project activities.	http://www.fiesta-audit.eu/en/
Cyprus Energy Agency	RESOR} Interreg Europe	Project	European	The objective of the project is to support energy efficiency and renewable energy use in businesses of the secondary and tertiary sector of the partner regions by improving current regional policies.	http://www.cea.org.cy/en/resor/
Cyprus Energy Agency	PRISMI	Project	European	The Promoting RES Integration for Smart Mediterranean Island aims to support the local and regional authorities of the Mediterranean islands in planning their transition to low carbon energy systems in a cost-effective way. Specifically, the project PRISMI aims at developing a comprehensive toolkit for the evaluation and mapping of Renewable Energy Sources (RES) and the preparation of penetration scenarios for the island's electrical systems. The PRISMI is aimed at facilitating cooperation and stakeholder dialogue, to develop ambitious, yet realistic, Sustainable Energy Action Plans (SEAPs) in the Mediterranean islands.	http://www.cea.org.cy/prismi/
Cyprus Energy Agency	Countdown to Low Carbon Homes	Project	National	Countdown for low carbon housing.	http://www.cea.org.cy/en/erac-obuild/
Cyprus Energy Agency	ELIH MED	Project	European	Energy Efficiency in Households with Low Family Income in the Mediterranean.	http://www.cea.org.cy/elihmed/
Fokaides, P. A., Polycarpou, K. & Kalogirou, S (Researchers)	The impact of the implementation of the European Energy Performance of Buildings	Research	National	The main aim of this study is to discuss the impact of the implementation of the energy performance of the EU buildings Directive on the energy performance of the Cyprus Land Development Corporation buildings, which is the main social housing association of	https://www.sciencedirect.com/science/article/pii/S0301421517305694

STAKEHOLDER	TITLE	CATEGORY (research report, project, policy statement)	GEOGRAPHICAL SCOPE (regional, national, european)	SHORT SUMMARY	LINK
	Directive on the European building stock: The case of the Cyprus Land Development Corporation			Cyprus. For this purpose, the building stock of the corporation was studied, and detailed analysis of the actual performance and of the structural and thermal features of the considered dwellings was performed. This study produced well justified conclusions concerning the decrease of the energy consumption of Cyprus social housing corporation buildings.	
Ministry of Energy, Commerce and Industry	The Cyprus Gas 2EU	Project	European	The project CyprusGas2EU will contribute to market integration as it will enable Cyprus to connect with the Trans-European gas networks. It will improve Cyprus's security of energy supply and diversification of imported energy sources and fuels. The project will support objectives of sustainability as it will contribute to the reduction of GHG emissions in the island and prepare a low carbon and competitive economy. The project has direct impacts in Greece and indirect impacts in Italy and Bulgaria.	http://cyprusgas2eu.eu/index.php/en/the-project/the-project-2

Latvia

STAKEHOLDER	TITLE	CATEGORY (research report, project, policy statement)	GEOGRAPHICAL SCOPE (regional, national, european)	SHORT SUMMARY	LINK
Latvian Borrowers Association/Guntra Viksna	NGO/Mrs	Broadcasting - What can I do to get a court order? Regularly submits legislative proposal to Parliament.	National level	Regularly submits legislative proposal to Parliament regarding the Civil Procedure Law and the Civil Code to make life easier for borrowers.	https://www.youtube.com/watch?v=to18YrG6HCU https://www.diena.lv/raksts/latvija/zinas/parakstu-vaksana-kreditnemeju-aizstavasanai-nesokas-tik-raiti-ka-planots-13976306
Biedrību „EAPN-Latvia” (EAPN - European Anti-Poverty/Laila Balga	NGO/Mrs	Regular interviews, articles policy statements about poverty in Latvia and reporting to European Anti-Poverty network.	EU level expert	Regular interviews, articles about poverty. Describing the gap between the poor and the rich in Latvia, which has widened dramatically, due to Latvia's failed social and economic policy.	https://jauns.lv/raksts/zinas/323503-latvija-pretnabadzibas-politikas-joma-uz-eiropas-fonair-tresa-nabadziga-un-atstumtaka-valsts http://www.eapn.lv/strategijas-platforma/#eiropas

Lithuania

STAKEHOLDER	TITLE	CATEGORY (research report, project, policy statement)	GEOGRAPHICAL SCOPE (regional, national, european)	SHORT SUMMARY	LINK
Lietuvos energetikos institutas (Lithuanian Energy Institute)	Energy vulnerability and low carbon transitions in Europe	Report	European	<p>The low carbon transition envisioned for Europe is set to bring substantial benefits, from an increase in employment across specific sectors developing low carbon technology, to less reliance on fossil fuels and the associated price volatility, reduced levels of air pollution, and opportunities for lower energy costs through measures improving household insulation.</p> <p>However, it is inevitable that some households and industries are more vulnerable to the changes that a rapid and large-scale transition brings could lose out, particularly if adequate mitigating measures are not put in place. Recognising the sectoral and spatial distribution of impacts is important for two reasons: firstly, there is a need for broader stakeholder buy-in, which will be challenging to achieve if the low carbon transition is perceived as unfair.; secondly, the transition is a huge opportunity to address underlying structural problems across communities and industry, such as under-investment in inefficient buildings and the need for efficiency improvements to industrial processes. This research is motivated by the absence of a recognition of distributional impacts in scenario analyses, particularly true of scenarios that use a techno-economic framing. It proposes a complementary approach to highlighting the implications of different low carbon pathways for vulnerable regions, known as InVEST, or Indicators of Vulnerability in Energy System Transitions. This seeks to address the question of how we ensure that insights from modelled pathways used in strategy development take account of distributional impacts, and recognises vulnerable households and industries. The InVEST approach first maps out different subnational regions across Europe that may be more vulnerable to impacts arising from the proposed low carbon energy transitions, based on a set of indicators. The indicator set captures energy vulnerable households, and industry sectors that are energy-intensive, both of which may struggle with increased costs, and sectors that are carbon-exposed, such as the coal sector. Based on the regional picture of vulnerability, the next step is then to consider how different pathways may impact such regions and communities in the future, if such vulnerabilities were to persist. We refer to regional vulnerability indicators as sensitivity metrics, and pathway impacts as exposure metrics, as per the vulnerability framing used in the climate impacts and adaptation field.</p>	
Lietuvos energetikos institutas (Lithuanian Energy Institute)	Exploring the distributional impacts of the European Energy Transition: Focus Report on economic impacts	Report	European	These deliverable analyses the impacts of the decarbonisation efforts taken by countries on a global basis, with a higher degree of attention to the EU-28 countries, under five scenarios –the Reference, Coalitions for a Low Carbon Path, Local Solutions, Paris Agreement –EU and the Paris agreement – between 2011 and 2050. The Reference pathway assumes low ambition targets for the emission	http://www.reeem.org/wp-content/uploads/2019/08/D3.1b_Focus-

STAKEHOLDER	TITLE	CATEGORY (research report, project, policy statement)	GEOGRAPHICAL SCOPE (regional, national, european)	SHORT SUMMARY	LINK
				reduction until 2050. In comparison to the previous focus report on economic impacts, this report explores the impacts of the energy transition, and more specifically carbon taxation, on different income groups in the EU-28, which shines a light on topics such as changes in consumption, income development and tax incidence on different income groups.	Report-on-economic-impacts.pdf
Lietuvos energetikos institutas (Lithuanian Energy Institute)	Macroeconomic and distributional impacts of decarbonisation pathways:	Policy brief	European	This policy brief summarizes the insights gained from a thorough scenario analysis of the impacts of different decarbonisation pathways on the economy, with a special focus on EU-28 countries and different income groups. Five scenarios, each representing a specific decarbonisation pathway and implying different policy instruments to reach the respective emission reduction target are estimated with a computable general equilibrium model with a special emphasis on the energy system. Results for macroeconomic variables, such as development of economic growth, household income development and consumption patterns are reported. The economic impacts of pursuing different reduction targets are analysed and main challenges to ensure economic growth are discussed.	http://www.reeem.org/wp-content/uploads/2019/07/D3.3b_Second_Policy_Brief.pdf
Lietuvos energetikos institutas (Lithuanian Energy Institute)	Distributional and energy poverty impacts of energy transition	Presentation	National/European		http://aee.lt/uploads/images/seminaras20190604/Lekavicius_R_EEEM.pdf
Lietuvos energetikos institutas (Lithuanian Energy Institute)	Gyventojų galimybės apsirūpinti būstu ir priemonės būsto prieinamumui didinti (Study on accessibility to housing and measures to improve it)	Report/policy formation	National	This research project was devoted to the analysis of opportunities to obtain housing of Lithuanian population and possible measures to increase the availability of housing. Thus, energy poverty problems were considered as only one of the issues in the overall frame. The project aims to identify clear criteria and groups of persons who need support in obtaining housing and propose support measures that are relevant for each particular group identified. The main scientific result of the project is a study that provides comprehensive analysis of social housing models, retrospective analysis of government support in the field of housing in Lithuania, overview of current housing availability trends and both quantitative and qualitative analyses of the measures to increase the availability of housing. A microsimulation model that covers all Lithuanian households has been created to analyse different support measures, while semi-structured interviews have been used for qualitative analysis. The results of the project include not only the analysis of current situation and recommendations for its improvement, but also a methodology and an applied model that will serve as tools for the Ministry of Social Security and Labour and other stakeholders to perform the monitoring of access to housing as well as to evaluate existing and plan new measures to increase access to the housing.	https://socmin.lrv.lt/uploads/socmin/documents/files/veiklos-iritys/GABu_Studija_20190130.pdf

Poland

STAKEHOLDER	TITLE	CATEGORY (research report, project, policy statement)	GEOGRAPHICAL SCOPE (regional, national, european)	SHORT SUMMARY	LINK
Energy Regulatory Office	"Ubóstwo Energetyczne w Polsce"	Report	Poland	Evaluation of Energy poverty in Poland with some descriptions of instruments to tackle it	https://www.cire.pl/item,168662,2,0,0,0,0,raport-ubostwo-energetyczne-w-polsce.html



Portugal

STAKEHOLDER	TITLE	CATEGORY (research report, project, policy statement)	GEOGRAPHICAL SCOPE (regional, national, european)	SHORT SUMMARY	LINK
ADENE - National Energy Agency	Connect - Energy Efficiency for all	Project	National	This is an initiative that aims to develop inclusive strategies to mitigate energy poverty and increase the energy efficiency among the population in disadvantaged socioeconomic conditions and info-exclusion. This will be achieved through the dynamization of field actions in ten parishes, distributed throughout the country. Energy and energy efficiency must be available to everyone, so this project is expected to foster behaviour change and contribute to reduction of energy poverty vulnerability of citizens.	https://ligar.adene.pt/
ADENE - National Energy Agency	Implementation of the Social Tariff in Portugal	Study	National	Study conducted by CeBER of the University of Coimbra for the Energy Observatory. The analysis of measures essentially aimed at reducing the energy bill shows that they are insufficient to address the problem of energy poverty. Despite highlighting the importance of the Social Energy Tariff, in the context of ensuring universal access to energy services, the study concludes that the Social Energy Tariff has little influence on the fight against energy poverty in our country.	https://www.observatoriadaenergia.pt/pt/comunicar-energia/post/6146/estudo-1-aplicacao-da-tarifa-social-de-energia-em-portugal/
Coopérnico - cooperative of renewable energies	Conversations with energy	Workshop	National	Workshops across the country to share energy efficiency tips and how to be a smart consumer. Thus, tackling energy poverty through energy efficiency.	https://www.coopernico.org/pt/blog/filter/15-eventos
Coopérnico - cooperative of renewable energies	Save Watts	Platform	European	A platform that shares tips on how to save electricity through energy efficiency, while also tackling energy poverty. Available in both Portuguese and English on the Coopérnico website.	https://www.coopernico.org/pt/faqs/2
Coopérnico - cooperative of renewable energies	Renewable Energy Production	Project	National	Renewable energy projects where power plants are installed on the roofs of third sector or public sector entities (e.g. homes, NGOs, schools, IPSS). The plant is paid by the members of the cooperative and installed on the roof of the institution. For 15 years of rent is paid to the institution for the use of the roof and the energy produced is sold to the grid. At the end of 15 years the plant is donated to the institution to use the energy produced in self-consumption. Thus, for 15 years you receive a percentage of the sale of energy and in the end you still have a free power station producing energy for your building without ever having to invest in the project. These types of projects can help energy-poor institutions to pay about two bills a year for the first 15 years and	https://www.coopernico.org/pt/proje-cts

STAKEHOLDER	TITLE	CATEGORY (research report, project, policy statement)	GEOGRAPHICAL SCOPE (regional, national, european)	SHORT SUMMARY	LINK
				the rest of the time to reduce their electricity consumption from the grid.	
João Pedro Gouveia CENSE- FCT NOVA Centre for Environmental and Sustainability Research	Gouveia, J.P., Seixas, J. (2016). Unravelling electricity consumption profiles in households through clusters: Combining smart meters and door-to-door surveys. Energy and Buildings. 116, 666–676.	Scientific Publication on international magazine	Local (Évora)	Use of smart meters daily electricity consumption records combined with socio-economic data and housing characteristics for the definition of consumer groups. One of the groups was identified as being in energy poverty	https://www.sciencedirect.com/science/article/pii/S0378778816300421
João Pedro Gouveia CENSE- FCT NOVA Centre for Environmental and Sustainability Research	Gouveia, J.P., Seixas, J., Long, G. (2018). Mining households' energy data to disclose fuel poverty: Lessons for Southern Europe. Journal of Cleaner Production	Scientific Publication on international magazine	Local (Évora)	Use of smart meters that record daily electricity consumption combined with socioeconomic data and housing characteristics for analysis of contrasting consumer groups, potentially in energy poverty and energy "obesity". This analysis is further combined with thermal simulation of building typologies to assess the needs of buildings for space heating and cooling.	https://doi.org/10.1016/j.jclepro.2018.01.021
João Pedro Gouveia CENSE- FCT NOVA Centre for Environmental and Sustainability Research	Gouveia, J.P., Palma, P. Simoes, S. (2019). Energy poverty vulnerability index: A multidimensional tool to identify hotspots for local action. Energy Reports 5, November 2019, pp. 187-201	Project/Scientific Publication on international magazine	National (3092 parishes)	Development of a multidimensional index to evaluate energy poverty at a parish scale. It combines climate information, with building characteristics, socioeconomic data of the population and energy consumption and needs.	https://doi.org/10.1016/j.enbuild.2019.03.002

Slovakia

STAKEHOLDER	TITLE	CATEGORY (research report, project, policy statement)	GEOGRAPHICAL SCOPE (regional, national, european)	SHORT SUMMARY	LINK
Ministry of Economy of the Slovak Republic				The MoE SR did not carry out any independent research in relation to energy poverty. However, it forms an Integrated National Energy and Climate Plan (its proposal is available at: https://www.mhsr.sk/uploads/files/22iUe9T9.pdf and is currently finalizing its content), which also addresses energy poverty. In its approach to energy poverty solutions, the Ministry of Economy of the Slovak Republic refers to the Draft Concept for the Protection of Customers Meeting the Conditions of Energy Poverty, to which we actively commented in the MPK (https://www.slov-lex.sk/legislativne-procesy/SK/LP / 2019/332)	
Slovak Academy of Sciences: SKI study on the National Integrated Energy and Climate Plan of the Slovak Republic (NECP)		Research			https://bpb.sk/wp-content/uploads/2019/07/SKI_studia_NECP_sk_screen_final.pdf
Slovak Academy of Sciences: An expanded version of the previous project in line 2 focusing only on energy poverty. The report will be released in Forecasting Works at the end of summer 2019		Research		The study devoted to the analysis of energy poverty in Slovakia.	
Natural person from the energy industry				A private opinion and view of researched issues	

United Kingdom

STAKEHOLDER	TITLE	CATEGORY (research report, project, policy statement)	GEOGRAPHICAL SCOPE (regional, national, european)	SHORT SUMMARY	LINK
Manchester City Council - Family Poverty Strategy 2017-22		Strategy	Local/Regional	This strategy was developed using an Our Manchester approach, listening and responding to families living in poverty in Manchester. It has 10 objectives and 3 main aims within which Manchester City Council and its partners aim to reduce the impact that poverty and inequality have on the lives of children as they are growing up in the city.	https://secure.manchester.gov.uk/downloads/download/6929/family_poverty_strategy_2017-22
Coventry City Council - Warm and Healthy Homes for Disabled Householders		Project	Local/Regional	Provides external wall insulation and other insulation and heating improvements for low-income householders who have recently received a Disabled Facilities Grant from the Council.	https://www.coventry.gov.uk/info/65/home_energy_and_warmth/3226/warm_and_healthy_homes_for_disabled_householders_scheme
Coventry City Council - Warmer Homes in Coventry		Project	Local/Regional	Provides insulation and heating measures funded by the Energy Company Obligation (ECO).	https://www.coventry.gov.uk/info/65/home_energy_and_warmth/3078/energy_company_obligation_eco
Coventry City Council - Keeping Coventry Warm		Project	Local/Regional	Providing a quick response service to help low income and vulnerable households whose boilers and heating systems have failed.	
Coventry City Council - Heating Assistance Preventing Hospital Admissions		Project	Local/Regional	Provides heating repairs and improvements, and affordable warmth advice, for vulnerable and low-income individuals identified by hospital discharge services and home care providers providing personal care.	
BEIS - Getting the measure of fuel poverty		Research Report	National	An independent review of fuel poverty for the UK Government which examined three issues: 1) Whether 'fuel poverty' is a distinct problem, or simply a manifestation of more general problems of poverty. 2) If it is distinct, how it is best measured and whether the current approach captures the problems most effectively. 3) The implications of measurement for the way we understand the effectiveness of the range of policy approaches to reducing it.	https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/48297/4662-getting-measure-fuel-pov-final-hills-rpt.pdf
BEIS - Do households move in and out of fuel poverty		Research Report	National	BEIS statistics research article illustrates how Government projects how households may move in and out of fuel poverty between 2016 and 2017	https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/766091/Do_households_move_in_and_out_of_fuel_poverty.pdf

STAKEHOLDER	TITLE	CATEGORY (research report, project, policy statement)	GEOGRAPHICAL SCOPE (regional, national, european)	SHORT SUMMARY	LINK
BEIS - Fuel poverty strategy consultation		Policy Statement	National	2019 consultation document on proposals to update the fuel poverty strategy for England, including proposals to update the Low-Income High Cost indicator.	https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/819606/fuel-poverty-strategy-england-consultation.pdf
BEIS - Cutting the Cost of Keeping Warm: a fuel poverty strategy for England		Strategy	National	2015 Fuel Poverty Strategy for England.	https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/408644/cutting_the_cost_of_keeping_warm.pdf

ANNEX 5 – Referral Organizations survey - additional comments and open ended-responses

(Q2) Please give your opinion on what could be the most appropriate definition for energy poverty:

A household is said to be fuel poor if it needs to spend more than 10% of its income on fuel to maintain an adequate level of warmth.

BNAAC - BULGARIA	The Social Assistance Agency disagrees with (5.Q2). They do not consider that a household is energy poor if their income reaches 5000 Euro and their expenses for energy consumption is 500 Euro. The position of SAA is a result of the economic situation and national standard of income.
CA - UNITED KINGDOM	Neither agree/disagree "working on average income of £30000 spending 10% on warmth is more than adequate, but 10% of an income for a single person on benefits of £317 monthly is not so adequate"; Strongly agree "For a family with a total income of £200000 per annum, £2000 is a huge sum"
CCA - CYPRUS	<p>Neither agree or disagree: In Cyprus, according to Article 93(6) the Minister of Energy, Commerce and Industry, after consultation with the Cyprus Energy Regulatory Authority (CERA), issues a decree defining the energy poverty which may concern consumers who may be in a difficult position because of their low income, as evidenced by their tax returns, in combination with their occupational status, marital status and special health status, and therefore unable to cover the costs of their reasonable electricity supply needs, as they constitute a significant proportion of their disposable income. According to the Decree (Act 289/2015), under the concept of energy poverty fall the recipients of public assistance provided by the Social Welfare Services of the Ministry of Labour, Welfare and Social Insurance and the beneficiaries of guaranteed minimum income provided by the Welfare Benefits Administration Service of the Ministry of Labour, Welfare and Social Insurance, which are Cyprus citizens or citizens of a European Member State or European Economic Area or those who have the same rights as the above and who reside legally in areas controlled by the Republic of Cyprus. The vulnerable consumers are defined by the following categories:</p> <ul style="list-style-type: none"> • The recipients of public assistance provided by the Social Welfare Services of the Ministry of Labour, Welfare and Social Insurance, • The beneficiaries of guaranteed minimum income provided by the Welfare Benefits Administration Service of the Ministry of Labour, Welfare and Social Insurance, • Families with more than 3 dependent children with an annual gross family income up to € 51.258. The income criterion of €51,258 for annual combined gross family income is increased by €5,126 for each additional child over the number of fourth, • The Recipients of severe motor disability allowance provided by the Department for Social Inclusion of Persons with Disabilities, Ministry of Labour, Welfare and Social Insurance, • The recipients of care allowance in paraplegic individuals granted by the Department for Social Inclusion of Persons with Disabilities, Ministry of Labour, Welfare and Social Insurance, • The recipients of care allowance in quadriplegic individuals granted by the Department for Social Inclusion of Persons with Disabilities, Ministry of Labour, Welfare and Social Insurance, and • The Recipients of the grant to blind granted by the Department for Social Inclusion of Persons with Disabilities, Ministry of Labour, Welfare and Social Insurance.

	<ul style="list-style-type: none"> • Haemodialysis renal patients who receive a mobility allowance from the Department of Social Inclusion of Persons with Disabilities of the Ministry of Labour, Welfare and Social Insurance, and • Individuals suffering from multiple sclerosis who are registered members of the Cyprus Multiple Sclerosis Association. (CERA)
DECO - PORTUGAL	<ul style="list-style-type: none"> • Spending on up to 10% of household energy income is an acceptable effort rate. High energy costs compared to household averages naturally result in their inability to access housing comfort standards. (Agree – Rio Maior Municipality) • Yes, in our opinion a family should spend a lower percentage of their income, 10% is a very high value. (Strongly Agree – Consumer Information Centre Amarante Municipality) • Consider household income and direct measurement of energy needs in the calculation (Agree - Loulé Municipality) • To consider income that doesn't exceeding minimum salary or index of social benefits. Creation of levels according to familiar per capita. (Disagree – Consumer Information Centre of Santo Tirso) • Regardless of the total amount of household income, in my opinion 10% of that income is already a considerable amount to spend on energy. However, I think it depends on the needs of each family. If you are a family that really needs to spend so much to have the minimum favourable temperature conditions in your house, I think so, that you can consider yourself an energy poor family. If it's a family that spends it all just because, I don't think it can be considered energetically poor. (Neither agree or disagree - Azores Consumer Association) • I add the reality of the territory where I live and work in which families spend 20% of their income on energy to have access to drinking water through a water pump for the dwell, we speak of the rural areas of mainland Portugal. (Strongly Agree - Palmela Consumer Information Centre) • Considering that most households receive the guaranteed minimum income, energy costs are high and housing doesn't have adequate thermal conditions, the monthly expenditure will exceed 10%. (Agree – Olhão Municipality)

A situation when a household is unable to afford the most basic levels of energy for adequate heating, cooking, lighting and use of appliances in the home

ALCO - LITHUANIA	There might be some difficulties in determining the basic energy quantity since it heavily depends on the quality of housing and other issues.
BNAAC - BULGARIA	One without answer. Municipality Vratsa strongly agrees with this definition, taking into consideration the situation in Bulgaria about the factors for energy poverty: low income of the household and low energy efficiency of the building.
DECO - PORTUGAL	<ul style="list-style-type: none"> • The inability to afford the costs of energy supply and household equipment to meet basic food, heating, comfort, safety, etc., expresses a situation of poverty or economic fragility. (Strongly Agree - Rio Maior Municipality) • Such families should be able to benefit from sufficient social support to cope with the most basic levels of energy if they cannot cope because it is an economically vulnerable family. (Strongly Agree - Consumer Information centre of Amarante) • Energy poverty gains importance in the health of the population, in their living conditions, comfort and social exclusion. (Agree - Loulé Municipality) • Nowadays, I think it is no longer justified to live without all this, except even in cases of financial poverty, which will eventually lead to energy poverty. (Strongly Agree - Azores Consumer Association)

	<ul style="list-style-type: none"> • All consumers / households must have access to basic public services, otherwise we will sacrifice various constitutionally established principles, such as human dignity. So, when a family cannot afford the most basic levels of energy financially, it certainly faces energy poverty. (Strongly Agree - Anonymous) • and to have access to drinking water. (Strongly Agree – Palmela Consumer Information Centre)
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A difficulty, or even incapacity to have proper heating in one's home, all this at a reasonable cost

CA - UNITED KINGDOM	Neither agree or disagree: The difficulty to have proper heating in the house is an important part of the definition for energy poverty but not being the definition by itself. Heating is included in the previous definition. (CERA)
DECO - PORTUGAL	<ul style="list-style-type: none"> • In addition to issues such as the high cost of building construction, which often makes it impossible to use high performance materials and equipment, for example to have better thermal comfort, you must add the energy costs necessary for the daily operation of the heating solutions that families would use if they could afford. (Agree - Rio Maior Municipality) • The comfort of a family is very important, there is also some lack of knowledge about the most appropriate heating for a particular house or family. (Agree Amarante Consumer Information Centre) • Heating the house during the winter is impossible for about 20% of the elderly population in Portugal. The social rate does not help because they do not have electrical equipment at home. Encourage disconnection safeguard measures in the winter months. (If this difficulty or incapacity results from poor housing conditions or low income. (Agree - Loulé Municipality) • In some regions, warming is fundamental to living with a minimum of comfort, so the difficulty, and worse, the inability to have heating at a reasonable cost, may fall under the concept of energy poverty. (Agree - Anonymous) • Most energy-poor consumers cannot afford to spend energy on heating or cooling their homes. On the other hand, these consumers do not have the financial capacity to upgrade the electrical installations of their homes (some over 40 years old) and put their lives at risk and there is a risk of short circuits. (Strongly Agree - Palmela Consumer Information Centre)
SOS - SLOVAKIA	Government Plenipotentiary for Roma Communities: The issue of what is a reasonable price. Affordability would be a more appropriate term.

A person who encounters in his/her accommodation particular difficulties to have enough energy supply to satisfy his/her elementary needs, this being due to the inadequacy of resources or housing conditions

CA - UNITED KINGDOM	Agree "prepayment meters in rented accommodation or plug-in electric heaters are too expensive for many to run"
DECO - PORTUGAL	<ul style="list-style-type: none"> • In many situations there are difficulties due to housing conditions, they are not properly insulated and there is a great waste of energy. (Strongly Agree – Amarante Consumer Information Centre) • Being a multidimensional concept (energy poverty) it also involves the assessment of the physical energy consumption needs of housing. (Agree – Loulé Municipality) • In this case, it may not be a financial matter. This is a housing issue. You may not have housing conditions and income to change to something better. (Disagree - Santo Tirso Consumer Information Centre)

	<ul style="list-style-type: none"> • If housing does not have the proper resources or conditions to enable a minimally acceptable energy service these days, I think one might well consider energy poverty. (Strongly agree - Azores Consumer Association) • Effectively inadequate resources or housing conditions may be elements of measurement of the concept under consideration, especially given the difficulties of families / individuals in meeting their basic needs. States should implement incentives to purchase products / goods at a cost appropriate to each household's household budget, while considering necessary and basic expenditures that have a large impact on that budget, as long as they are reasonable. (Agree - Anonymous)
SOS - SLOVAKIA	<p>Zdravé regióny: In our opinion, perhaps the best definition reflecting the situation of our clients, i.e. very low incomes and catastrophic housing conditions. For this reason, these people often improvise in securing heat (various ovens and wood burning in a small space), which can, and in some cases led, lead to fires with tragic consequences. From the infrastructure point of view, there is also an energy problem as it is practically impossible to use the official / legal way of supplying energy (illegal lands - impossibility to introduce electricity, water supply, sewerage). Note: individual definitions are very close / similar in nature, based on our experience we are inclined to this.</p>

A household to be fuel poor if i) their income is below the poverty line (taking into account energy costs); and ii) their energy costs are higher than is typical for their household type

CA - UNITED KINGDOM	<p>Disagree "their energy costs are not necessarily higher than typical households", "the charges applied for pre-payment meters makes the price of energy comparatively more expensive and generally it is those on lower income level who tend to have pre-payment meters which seems unjust"</p>
DECO - PORTUGAL	<ul style="list-style-type: none"> • We do not think these are the most appropriate points for defining energy poverty, since the income of certain households need not be below the poverty line for them to be struggling. Moreover, limiting the concept to point ii) may not be ideal because it all depends on the cause of higher energy costs (energy costs are high because the household, despite having the basic and necessary services, is not financially able to have energy efficient equipment and conditions? Or are they high because simply this aggregate has a number of non-essential equipment or "luxury" goods, which entail high energy costs?). (Neither agree or disagree - Anonymous) • At this point the poverty threshold has a quite different index than what is in this issue. Families with two children, both of whom earn the national minimum wage, live in near extreme poverty because of the values they have to guarantee to pay for rent, water, electricity, offspring education and food plus energy and electronic communications. (Agree – Palmela Consumer Information Centre) • This situation also covers middle / lower class families. (Strongly Agree - Olhão Municipality)

Insufficient level of energy consumption to meet basic energy needs with particular focus on inability to heat and cool dwellings

BNAAC - BULGARIA	Two without answer. Sofia Municipality and Pleven Municipality agree with the definition and adds that insufficient level of energy consumption is connected with the low income of the household and/or the poor housing conditions.
DECO - PORTUGAL	<ul style="list-style-type: none"> • Apart from the issue of heating, there are situations of people without adequate solutions for cooking and cooling food, indoor and outdoor lighting of housing, etc. (Neither agree or disagree - Rio Maior Municipality) • Incentives for housing insulation. (Agree – Amarante Consumer Information centre) • Encourage consumer protection measures, particularly disconnection protection in the winter months (Agree – Loulé Municipality) • Even the most vulnerable consumers in Portugal are entitled to the social energy tariff up to 9.6 KVA capacity. With this power capacity it is possible to guarantee the normal operation of heating / cooling (Palmela Consumer Information centre) • Taking into account the thermal conditions of the dwellings, this is what requires higher energy costs. (Strongly Agree - Olhão Municipality)

(Q3) Which of these indicators do you consider would be appropriate for evaluating/monitoring energy poverty?

Other:

BNAAC - BULGARIA	<p>Sofia Municipality adds about the indicators:</p> <ul style="list-style-type: none"> • Expenditure on energy services as a percentage of total household expenditure; • Access to / use of alternative energy sources by individual energy users; • Percentage of households using passive measures of thermal comfort in residential buildings; • Level of energy efficiency of buildings; • Existence of subsidies for households for improving the energy efficiency of residential buildings; • Availability of financial instruments for improving the energy efficiency of residential buildings.
CCA - CYPRUS	<ul style="list-style-type: none"> • Health problems
DECO - PORTUGAL	<ul style="list-style-type: none"> • If you live in rural areas and need a water pump to access safe drinking water (Palmela Consumer Information centre); • Appropriate information / skills on energy efficiency. (Olhão Municipality)

(Q12) What kind of assistance does your organization currently provide regarding energy poverty issues?

Other:

BNAAC - BULGARIA	Municipality Varna - Informing about the right to receive social benefits from a person, incl. heating aid
CA - UNITED KINGDOM	Referral to services that offer the above options (3 organisations)
CCA - CYPRUS	<ol style="list-style-type: none"> 1. Cyprus Consumers' Association only offers advice and information (CCA), 2. A measure to safeguard the continuous supply of electricity, during critical periods, to those vulnerable consumers that uninterrupted power supply is essential for reasons related to their health (Ministry of Energy, Commerce and Industry), 3. According to the Laws Regulating the Electricity Market of 2003 to 2018, in the exercise of its duties, CERA includes in its general objectives the

	<p>safeguarding of the needs of rural consumers, disadvantaged consumers, the elderly and in particular the vulnerable consumers. CERA ensures high levels of protection for all consumers, including vulnerable consumers, in particular with regard to transparency concerning contractual terms and conditions, all the necessary information about their rights and dispute resolution mechanisms. It also ensures that the rights and obligations associated with vulnerable consumers are respected, ensuring that there are sufficient safeguards to protect vulnerable consumers, and in particular takes measures to protect end-users in remote areas. The Minister of Energy, Commerce and Industry (Minister), after consultation with CERA, shall take appropriate measures, such as National Energy Action Plans, benefits in social security systems, to secure the necessary energy equipment to vulnerable consumers or to support energy efficiency improvements so as to address energy poverty. The Minister, after consultation with CERA, issues a Decree defining energy poverty and which may concern consumers who may be in a difficult position because of their low income, as evidenced by their tax returns, in combination with their occupational status, marital status and special health status, and therefore unable to cover the costs of their reasonable electricity supply needs, as they constitute a significant proportion of their disposable income. The criteria, conditions and procedure for the inclusion of a customer in the category of vulnerable consumers are determined by a Ministerial Decree, after consulting with CERA and the Minister of Labour, Welfare and Social Insurance. CERA controls and monitors compliance with the obligations set out for vulnerable consumers and may impose penalties in the event of breach of these obligations (CERA),</p> <p>4. There is the critical period scheme for those vulnerable customers that the disconnection of electricity supply to their house will be dangerous for their health (Electricity Authority of Cyprus)</p>
DTEST - CZECH REPUBLIC	lecture for public

(Q13) What obstacles does your organization face while assisting consumers on this issue?

Lack of support schemes

BNAAC - BULGARIA	Varna Municipality considers that the specific national measures are ineffective, targeting a very small proportion of the population and providing very low heat quotas for the poorest groups.
DECO - PORTUGAL	<ul style="list-style-type: none"> Few support mechanisms (Strongly Agree – Amarante Consumer Information Centre); The existing support is for remodelling with high investment values, which is not supported by family budgets. (Agree – Olhão Municipality)

Barriers on access to support schemes

BNAAC - BULGARIA	Municipality Varna considers that the difficulty arises from the fact that in order to achieve sufficient thermal comfort in a household, it is necessary to have a correspondence between the type of building, the type of heating installation and the household needs, as well as between income and energy efficiency. The temporary measure - granting allowances for a large number of households to survive the winter months in one room only, needs to be replaced by a comprehensive and institutionally coordinated long-term program.
DECO - PORTUGAL	<ul style="list-style-type: none"> Difficulties on requesting those instruments (Agree - Amarante Consumer Information centre); There are no non-performing loans, only through lower interest banks, which entails difficult conditions to present. (Strongly Agree - Olhão Municipality)

Consumers don't have the necessary knowledge/information

DECO - PORTUGAL	In our opinion ignorance related to this problem is a very important factor. (Strongly Agree – Amarante Consumer Information centre)
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Consumers don't follow the advice provided

DECO - PORTUGAL	sometimes people cannot follow the advice left over to replace equipment or housing repairs with financial constraints available in the family (Neither agree or disagree - Palmela Consumer Information centre)
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(Q14) Within the budget available to STEP, we plan to carry out the following activities to tackle energy poverty. Please indicate if you consider they will help improve your organization's work regarding energy poverty.

Training programmes for frontline workers

BNAAC - BULGARIA	Varna Municipality considers that a large-scale information campaigns is necessary so citizens be more informed about the harms of low-quality fuels such as low-calorie, high-sulphur, wet wood that go directly to the hearth instead of drying at least one winter, as is standard, etc., and to inform them about more efficient forms of heating and approaches to reducing energy consumption.
CCA - CYPRUS	<ul style="list-style-type: none"> Strongly agree: Frontline workers: employees who directly deal with consumers, providing them direct advice (through phone or face-to-face) (Pancyprian Volunteerism Coordinative Council), Strongly agree: Frontline workers: employees who directly deal with consumers, providing them direct advice (through phone or face-to-face) (CCA), Neither agree or disagree: Frontline workers: employees who directly deal with consumers, providing them direct advice (through phone or face-to-face) (Ministry of Energy, Commerce and Industry), Strongly agree: Frontline workers: employees who directly deal with consumers, providing them direct advice (through phone or face-to-face) (CERA), Disagree: Frontline workers: employees who directly deal with consumers, providing them direct advice (through phone or face to-face) (Electricity Authority of Cyprus)
DECO - PORTUGAL	<ul style="list-style-type: none"> Very important to share information. (Strongly Agree - Amarante Consumer Information centre); Providing workers with the necessary mechanisms and adequate information on energy poverty, in order to be able to act correctly when faced with one of these situations, seems to us to be an important aspect of providing quality service to our consumers. (Agree - Anonymous)

Providing updated information and guidance regarding support schemes

DECO - PORTUGAL	Having up-to-date information and guidance on energy poverty support instruments is critical. This knowledge certainly helps consumers who come to us. (Agree - Anonymous)
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Providing information to consumers (website, leaflets)

DECO - PORTUGAL	This will meet the requirements of the Consumer Protection Act on the right to information. This means that we can avoid potential conflicts or act appropriately when there is a problem. (Strongly Agree - Anonymous)
SOS - SLOVAKIA	Zdravé regióny (disagree): Another form needs to be found. Many potential consumers, low efficiency

Capacity Building for consumers (e.g.: organizing workshops, energy cafés)

DECO - PORTUGAL	Exchanging knowledge and experience will contribute to our personal and professional enrichment and, as a result, will enable us to provide a better service to those who seek us. (Agree - Anonymous)
DTEST - CZECH REPUBLIC	One organisation is afraid of not coming target group to the workshop or energy cafés
SOS - SLOVAKIA	Zdravé regióny (neither agree or disagree): Another form needs to be found. Many potential consumers, a high rate of non-participation (financial problems, lack of interest, and other barriers) and a low level of efficiency in using the lessons learned from events of the proposed type.

Establishment of referral procedures to assist energy poor consumers

DECO - PORTUGAL	More procedures, with a wider range of requirements covering a larger number of people. (Strongly Agree - Amarante Consumer Information centre)
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Providing support for your local/national/European advocacy work regarding energy poverty

BNAAC - BULGARIA	Varna Municipality points out that although local authorities are required to carry out information campaigns under the National Energy Efficiency Program and other energy related policies, there are still no methodological guidelines or financial resources for such activities
DECO - PORTUGAL	Support is always important, more complete work is developed with another quality. (Strongly Agree - Amarante Consumer Information centre)

Providing energy audits at consumer's homes

DECO - PORTUGAL	Audits are improvement options. (Strongly Agree - Amarante Consumer Information centre); As long as consumers consent to it and audits can identify energy efficiency issues and help rectify these shortcomings, we agree on this point. (Agree - Anonymous); Some municipalities already have sustainable education programs but only for a minimal number of families and as long as 10% of families in the territories can have a real sample and can do background work that effectively changes energy consumption and energy footprint of the human being. (Strongly Agree - Palmela Consumer Information centre)
SOS - SLOVAKIA	Zdravé regióny (neither agree or disagree): Extremely inefficient - too much effort, few benefits.

Other

SOS - SLOVAKIA	Zilina county (regional municipality): many of these activities will certainly be very useful, but in our organisation, we do not advise in this area, we are dealing with acute situations where various sensible austerity measures do not help and our clients would probably not attend any such advice, but this is only our estimated opinion.
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(Q16) Introduce relevant comments or suggestions given by respondents

ALCO - LITHUANIA	Each household has its own heating methods with various pros and cons. In multi-family houses major problem is inability to regulate heat level individually flat by flat. Subsidies are not available to everyone who is experiencing energy poverty.
BNAAC - BULGARIA	The national ombudsman proposes the development of a National Strategy for Protection of Vulnerable Consumers and conducting a National Information Campaign to Combat Energy Saving.
DTEST - CZECH REPUBLIC	One response that they have very frequent cases as unfair energy auctions

LPIAA - LATVIA	Recommendations should take into account the regional specificities of each Member State and the regional specificities within each country. What matters is the total income and expenditure structure of each country's population. Climate differences are significant both within and within countries (coastal regions in Latvia, for example)/ A conflict situation in between consumer and the energy supplier who is not willing to participate, distancing itself from the consumer and the homeowner.
SOS - SLOVAKIA	Zdravé regióny: Our organization's vision is to implement measures and programs that will have a major impact on reducing health inequalities, while delivering significant improvements in access to health services, information, contributing to increased health literacy and individual responsibility for their health, and also to the integration of excluded population groups into society.

ANNEX 6 – Stakeholders survey - additional comments and open ended-responses

(Q2) Please give your opinion on the following definitions for energy poverty, according to what you consider to be the most appropriate definition for energy poverty:

A household is said to be fuel poor if it needs to spend more than 10% of its income on fuel to maintain an adequate level of warmth.

ALCO - LITHUANIA	Percentage of expenses is a more objective criterion than median-based indicators that basically show (in)equality of energy expenses/shares of energy expenses. Energy consumption is related not only to heating but also to other energy uses, including air conditioning, energy used by appliances, etc. Thus, 10 pc indicator seems to be a good way to compare energy expenses (also among different countries), but there is a need to agree on what kind of expenses should be accounted for (question 3 in your questionnaire).
BNAAC - BULGARIA	<ul style="list-style-type: none"> Agency for Sustainable Energy Development neither agrees or disagrees with this definition because considers it is not correct enough and it should include other indicators as well. Ministry of Regional Development and Public Works - Housing Policy Directorate disagrees with the definition because the expenses for energy of one household should exceed 20 % so the household is considered fuel poor. According to Eurostat data from 2017 the expenses of the Bulgarian households for water, electricity, gas, central heating and others are around 15 % of their total expenses. Council of Ministers - Economic and Social Policy Directorate neither agrees nor disagrees because 10 % of the income could be not the only criteria for defining the energy poor households. Veolia neither disagree nor agree because with an extensive property and a low income, one could not be considered as energy poor. Institute of Energy Management neither agree nor disagree because the definition is not appropriate for the Bulgaria. CENTER FOR ENERGY EFFICIENCY ENEFFECT agrees with the definition but doesn't include non-ecological options for heating, which are generally less expensive. Institute Open Society (Boyan Zahariev) completely agrees but considers that there should be different levels for energy poverty.
CA - UNITED KINGDOM	<ul style="list-style-type: none"> Neither agree nor disagree "This is an old definition of fuel poverty - it has been replaced with one that takes account of higher than average fuel bills in low-income energy inefficient homes." Agree "It is not just about warmth, but all energy use. And, it should not be 10% of income, but twice the median expenditure on fuel in that country. Fuel prices vary between countries too much for the 10% figure to be appropriate for all." Disagree "England previously used a 10% measure. The Hills review summarises some of the issues with a 10% measure. "
CCA - CYPRUS	<ul style="list-style-type: none"> Disagree: Energy poverty should encapsulate more than just fuel. Neither agree or disagree: This may be a sufficient definition for fuel poverty as it states, but it does not discuss energy poverty as a whole. Additionally, warmth is not the only energy related issue of households.

DECO - PORTUGAL	<ul style="list-style-type: none"> • (Disagree - ADENE) The energy needs of a dwelling / family are not limited to the satisfaction of thermal comfort conditions (subjective?). • (Strongly Disagree - CENSE) This definition based on 10% of income is already considered incorrect for broad application in several international studies. This number came from an analysis originally made for the conditions of the United Kingdom that began to be wrongly extrapolated to other countries. Not even in the United Kingdom is this indicator used anymore. It does not take into account other factors that are quite relevant to the assessment of energy poverty.
FK - POLAND	This definition is income based and does not reflect thermal comfort criteria
SOS - SLOVAKIA	<ul style="list-style-type: none"> • Ministry of Economy: 10% of its NET monthly income. • Slovak Academy of Sciences: To live fully, one needs to have suitable housing. We are not sure about the 10% limit. It would be better to express the absolute value - type if it spends more than XY euros, or more than 10%. It needs to be analysed further.

A situation when a household is unable to afford the most basic levels of energy for adequate heating, cooking, lighting and use of appliances in the home

ALCO - LITHUANIA	There might be some difficulties in determining the basic energy quantity since it heavily depends on the quality of housing and other issues.
BNAAC - BULGARIA	<ul style="list-style-type: none"> • Center for energy efficiency ENEFECT disagrees because the criteria for basic level of adequate heating and etc. are not clear. • Veolia completely agree and adds that criteria for the number and the type of family members and the climate of the region should be included. • Agency for Sustainable Energy Development neither agrees nor disagrees, because the definition should include other indicators as well.
CA - UNITED KINGDOM	<ul style="list-style-type: none"> • Strongly agree "Is the key principle in the Warm Homes and Energy Conservation Act (2000) definition of fuel poverty. Requires a supporting metric to set out how this situation will be measured. " • Agree "Close, but more precision is needed in a definition, whether to deliver policy on the doorstep, or to monitor it nationally. "
CCA - CYPRUS	<ul style="list-style-type: none"> • Disagree: I argue against just having basic levels. I would prefer to have a "fair" level of energy affordability rather than a "basic" level. • Strongly agree: It sound complete enough, in terms of including almost all the aspects of energy consumption within a household, and it refers to adequate so it defines the line between poverty or not. It should also include cooling.
DECO - PORTUGAL	Problem: definition of "basic energy levels" and the potential impossibility of benchmarking (Agree ADENE)
SOS - SLOVAKIA	Ministry of Economy: 1) It would be difficult to quantify the "basic amount of energy" 2) "Use of household appliances" is a very general statement and an easy-to-misuse tool for joining the ECH group.

A difficulty, or even incapacity to have proper heating in one's home, all this at a reasonable cost

ALCO - LITHUANIA	„being unable to keep the home adequately warm “is also a good indicator but more relativistic/subjective. The main issue with this indicator in surveys is that persons are unable to find the difference between affordability and some other limitations. Adding „affordable price “to the definition would make it even more complicated since then it would focus on investment-related constraints.
BNAAC - BULGARIA	<ul style="list-style-type: none"> • Veolia neither agree nor disagree because it depends also on the size of the property. • Council of Ministers - Economic and Social Policy Directorate agrees but the reasonable price and proper heating are not well defined.

	<ul style="list-style-type: none"> Agency for Sustainable Energy Development agrees because the energy characteristics of the property are included, according to the Directive for energy efficiency. Institute of Energy Management neither agree nor disagree because there is no difference between being poor and being energy poor. CENTER FOR ENERGY EFFICIENCY ENEFFECT disagrees because the reasonable price and proper heating are not well defined.
CA - UNITED KINGDOM	<ul style="list-style-type: none"> Disagree "What is a reasonable cost?", Strongly disagree "It is all energy, not just heating"
CCA - CYPRUS	Energy poverty should encapsulate more than just heating, especially for Cyprus. Strongly disagree: This definition is just about heating, omitting lighting, cooking, etc...
DECO - PORTUGAL	<ul style="list-style-type: none"> Heating is just one of the indicators (why not "Cooling") and what are the definitions of "proper heating" and "reasonable cost"? (Disagree - ADENE) The focus on heating is very low in countries where the problem is twofold as in Portugal. Cooling has to be included in the analysis. (Agree - CENSE)
FK - POLAND	House insulation is a problem, not heating itself
LPIAA - LATVIA	The definition is not precise and can be easily interpreted
SOS - SLOVAKIA	Ministry of economy: Very inaccurate and unmeasurable definition

A person who encounters in his/her accommodation particular difficulties to have enough energy supply to satisfy his/her elementary needs, this being due to the inadequacy of resources or housing conditions

ALCO - LITHUANIA	A good definition but it is hard to measure. In my opinion, the definition should provide clear guidance on measuring.
BNAAC - BULGARIA	<ul style="list-style-type: none"> Center for energy efficiency ENEFFECT agrees but the term enough energy supply is not well defined. Veolia agrees and adds that the reason behind low energy supply could be because of the illiteracy of the person. Institute Open Society (Boyan Zahariev) neither agree nor disagree because inadequacy of resources is not well defined. Those conditions are out of the control of the person or the household and are not a personal choice. Institute of Energy Management disagrees because the definition is too complex.
CA - UNITED KINGDOM	<ul style="list-style-type: none"> Disagree "Includes many key factors. Unclear if inadequate resources as sole reason for difficulty to supply sufficient energy is distinguished from poverty. "; no score "Close, but more precision is needed in a definition, whether to deliver policy on the doorstep, or to monitor it nationally. Fuel poverty exists as a result of a combination of inadequate resources (low income) and the housing conditions (energy inefficiency). They are not either / or, but both. "
CCA - CYPRUS	<ul style="list-style-type: none"> Disagree: I argue against just having elementary needs covered. Agree: This seems almost complete as definition no.2. Of course, this is defining an "energy poor" not "energy poverty" as a situation in the way it is written. One point to disagree is the "Particular difficulties", as energy poverty is about not being able to afford (money wise)
DECO - PORTUGAL	Very general definition and, above all, impossibility of quantification (Neither agree or disagree - ADENE)
FK - POLAND	The definition is not precise and can be easily interpreted
SOS - SLOVAKIA	Ministry of economy: Unclear and non-measurable definition

A household to be fuel poor if i) their income is below the poverty line (taking into account energy costs); and ii) their energy costs are higher than is typical for their household type

ALCO - LITHUANIA	The most complicated part is „typical cost for such a household “. Also, an agreement is needed if only poor households can be treated as being under energy poverty. Energy vulnerability studies show that some higher-income households are energy vulnerable.
BNAAC - BULGARIA	<ul style="list-style-type: none"> • Institute of Energy Management completely agrees because the energy poverty is part of the definition for poverty and should be calculated with a common indicator - the line of poverty. • Council of Ministers - Economic and Social Policy Directorate agrees but families with income higher than the line of poverty could also be vulnerable to energy poverty. • Agency for Sustainable Energy Development neither agree nor disagree because this indicator overlaps with the social poverty and it is not in accordance with Directive for energy efficiency. • Institute Open Society (Boyan Zahariev) neither agrees nor disagrees because the definition doesn't include the factors that are out of the control of the consumer. • Veolia disagrees because the income is dependent on the region where the person lives. The definition should be focused on the expenses not on the income. • Center for energy efficiency ENEFFECT completely disagrees because families with income higher than the line of poverty could also be vulnerable to energy poverty because of high energy expenses.
CA - UNITED KINGDOM	<ul style="list-style-type: none"> • Agree "The LIHC captures both households on a low income and living in high cost homes. It should be noted this relative measure will mean a relatively stable proportion of households will be measures as living in fuel poverty. ", • Disagree "Income doesn't always have to be below the poverty line."; • Strongly Disagree "The energy costs may be typical of the household type, but still beyond the means of the household to pay. "
CCA - CYPRUS	<ul style="list-style-type: none"> • Disagree: Energy poverty should encapsulate more than just fuel. • Neither agree or disagree: This definition is again discussing “fuel poverty” which is not the only subject here. The rest of the definition might be appropriate to apply for energy poverty if such thresholds are defined (poverty line, typical energy costs etc)
DECO - PORTUGAL	income below the poverty line (in fact, in this situation the family is not only at risk of energy poverty) and high costs can only translate into inefficiency / waste (Disagree - ADENE)
SOS - SLOVAKIA	<ul style="list-style-type: none"> • Ministry of economy: The definition captures the principle of understanding ECH, but in particular point (ii) is difficult to measure. • Slovak Academy of Sciences: But then they are already in big trouble - basically all households that are below the poverty line are also energy poor. We think that it is a bad definition. The first part is useless.

Insufficient level of energy consumption to meet basic energy needs with particular focus on inability to heat and cool dwellings

ALCO - LITHUANIA	This definition fails when energy efficiency is high. In Lithuanian example, statistics about energy consumption in deep-renovated buildings might show insufficient energy consumption despite adequate comfort level. On the contrary, energy efficiency measures should be a way to reach both goals of energy poverty alleviation and more efficient use of resources.
BNAAC - BULGARIA	<ul style="list-style-type: none"> • Veolia agrees because the definition is not complete enough, heating and cooling are not the only energy needs. • Agency for Sustainable Energy Development neither agree nor disagree because this indicator is not complete enough. The insufficient level of energy could be caused by different factors. • Ministry of Regional Development and Public Works - Housing Policy Directorate neither agree nor disagree because insufficient level of energy is not well defined. • Council of Ministers - Economic and Social Policy Directorate disagrees because this indicator is not complete enough. The insufficient level of energy could be caused by different factors which are out of the control of the household. • Institute Open Society (Boyan Zahariev) disagrees because could be caused by different factors like infrastructure or technical restrictions. • CENTER FOR ENERGY EFFICIENCY ENEFFECT completely because the reasons behind insufficient level of energy are not well described.
CA - UNITED KINGDOM	<ul style="list-style-type: none"> • Disagree "Includes many key factors. Unclear how relates to income/poverty. ", • Strongly disagree "It is about all energy needs, not just heating and cooling."
CCA - CYPRUS	<ul style="list-style-type: none"> • Agree: A more holistic view of energy poverty • Disagree: I disagree in two points: 1. with the particular focus on heat and cooling, it should also include usage of any appliance (e.g. washing machine) and lighting. 2. Insufficient energy consumption doesn't explicitly state that the household can't afford it. There might be also some other reasons.
DECO - PORTUGAL	It is a part of the problem, possibly the simplest to quantify / compare. (Agree - ADENE)
LPAA - LATVIA	The definition is not precise and can be easily interpreted
SOS - SLOVAKIA	<ul style="list-style-type: none"> • Ministry of economy: Unclear and non-measurable definition. • Slovak Academy of Sciences: What does the lack of energy consumption mean?

Q11 OTHER

CA - UNITED KINGDOM	In England we distinguish between the definition of fuel poverty (option 2) and a measure (option 5). LIHC is currently used to measure fuel poverty in England. BEIS are currently consulting on updating this measure to better align with an energy efficiency-based target for addressing fuel poverty.
CCA - CYPRUS	<ul style="list-style-type: none"> • Insufficient level of energy consumption to meet satisfactory energy needs with particular focus on inability to heat and cool dwellings. • Second opinion: I would say it would be something like: "the inability of a household to afford energy consumption for adequate heating, cooling, lighting and usage of appliances"
LPAA - LATVIA	A household is said to be fuel poor if it needs to spend more than 10% of its income on fuel to maintain an adequate level of warmth.

SOS - SLOVAKIA	Ministry of economy: Energy poverty refers to a situation in which individuals or households do not have the financial means to provide adequate home temperature and other energy carriers necessary for the basic functioning of the household. Under the conditions of the Slovak Republic, this represents more than 10.0% of the average household expenditure on energy from the total net money income of the household, and at the same time this household qualifies for the benefit in material need.
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(Q3) According to your organization's experience, what do you consider to be the main obstacles for tackling energy poverty?

Lack of support schemes

ALCO - LITHUANIA	I am not sure what is the English version of this question but I would talk about a variety of measures, not only basic subsidies and compensations.
BNAAC - BULGARIA	<ul style="list-style-type: none"> Agency for Sustainable Energy Development neither agree nor disagree because there are available schemes for support but are short-term and are not focused on overcoming the issue. Institute Open Society (Boyan Zahariev) agrees because the scope of the support schemes is restricted. CENTER FOR ENERGY EFFICIENCY ENEFFECT neither agree nor disagree because the schemes are available but are contradictory.
CA - UNITED KINGDOM	Strongly Agree "Support schemes that include undertaking energy efficiency improvements in the homes of the fuel poor, for free. "

Barriers on access to support schemes

BNAAC - BULGARIA	<ul style="list-style-type: none"> Institute Open Society (Boyan Zahariev) agrees but there are restrictions for participation. CENTER FOR ENERGY EFFICIENCY ENEFFECT neither agree nor disagree because there is impossibility to combine available schemes.
CA - UNITED KINGDOM	Agree "Barriers are often self-imposed, for instance fear of the landlord's reaction."
DECO - PORTUGAL	There should be informative campaigns for people to understand what is energy poverty and what can be done to tackle it - (Agree - Coopérnico)

Poor energy performance of buildings

BNAAC - BULGARIA	<ul style="list-style-type: none"> Agency for Sustainable Energy Development agrees because the indicator is in direct connection with the energy poverty. Institute Open Society (Boyan Zahariev) completely agree because the indicator is undoubtedly connected with the buildings inhabited by poor people.
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Family incomes below the poverty threshold

ALCO - LITHUANIA	Low income as such, not necessary in relation to the poverty line
BNAAC - BULGARIA	Agency for Sustainable Energy Development agrees but this indicator should be used in combination with other indicators.

Lack of specific knowledge in the institutions

BNAAC - BULGARIA	<ul style="list-style-type: none"> Center for energy efficiency ENEFFECT neither agree nor disagree because different institutions are differently informed about the subject and have distinct attitude towards the issue. Agency for Sustainable Energy Development neither agrees or disagrees because the institutions are informed about the financial poverty but not for energy poverty.
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CA - UNITED KINGDOM	Neither agree nor disagree "Utilities, for instance, can make fuel poverty worse through policies on tariffs, disconnections, prepayment meters, etc. "
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Consumers don't request assistance

BNAAC - BULGARIA	Agency for Sustainable Energy Development neither agrees or disagrees because the society is not well informed in general.
CA - UNITED KINGDOM	Strongly Agree "A lot of the fuel poor have chaotic lives (drink, drugs), inability to manage their money, or are hiding, e.g. because of their dire poverty, fear of the landlord, etc."

The issue is not a priority for consumers

CA - UNITED KINGDOM	Strongly disagree "Except that poverty is so all-encompassing."
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Consumers don't have the necessary knowledge/information

CA - UNITED KINGDOM	Neither agree nor disagree "Nor the necessary self-confidence. Do not expect them to self-refer. "
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Other

ALCO - LITHUANIA	Energy poverty is mainly related to three issues: energy prices, energy consumption (efficiency), and income. Energy poverty alleviation is also related to the measures in any of those dimensions. Thus, the choice of measures primarily depends on the broader context. E.g., subsidizing energy consumption could be an effective way to alleviate energy poverty. However, this might be not in line with climate change mitigation and other priorities. Therefore, the problem should be approached in a systematic way. It should also be noted that due to limited access to financial resources, households tend to focus on short-term solutions (they are unable to invest in energy efficiency and thus forced to pay more for energy on an annual basis). Sufficient effort should be put on changing this trend, especially taking into account current energy transition trends.
BNAAC - BULGARIA	Agency for Sustainable Energy Development considers that defining energy poverty is a basic challenge as well as the integration of different policies and competent institutions.
CA – UNITED KINGDOM	"Lack of appropriate places to go: one-stop shops staffed by empathetic people. "; "Funding is the biggest obstacle. Our projects can only help 20-30 people at a time which is not enough."; "Targeting of support to those that most need it. "
LPIAA - LATVIA	The poverty risk among the elderly and people with disabilities is relatively high and increasing

Q10 What actions do you consider should be taken to tackle energy poverty, at national level? Identify the entity that gave the answer in brackets.

ALCO - LITHUANIA	It seems that policymakers just started to understand the importance of this issue. Therefore, further awareness rising is still needed. Then, more attention on long-term solutions as increasing energy efficiency should be paid to instead of focussing on subsidies for energy consumption. Also, the design of various household-oriented support measures should take energy poverty dimension into account to avoid the regressive nature of such measures (as it was already the case in Lithuania).
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BNAAC - BULGARIA	<ul style="list-style-type: none"> • (Agency for Sustainable Energy Development) - Definition of energy poverty and identification of indicators for measurement the energy poverty. Dialogue and coordination between the stakeholders. Energy efficiency has a key importance for overcoming energy poverty. Identification of long-term measures - energy performance of building stock. National scheme for energy efficiency. • (Ministry of Regional Development and Public Works - Housing Policy Directorate) - measures for energy efficiency, creation of mechanism for tackling energy poverty, adequate support for energy poor households by providing them with targeted assistance, creation of mechanism for support of the vulnerable consumers when the market for electricity is liberalized. • (Institute Open Society) - Approval of clear definitions, collecting data, draft political documents, actualization of the available programmes for energy support. • Center for energy efficiency ENEFFECT - collect data on regional level for housing conditions, energy consumption, energy resources, access to energy services and consumption attitude. Drafting a national housing strategy, interinstitutional coordination, participation of local authorities and optimization of national schemes for energy assistance. • (Veolia) - defining a minimal consumption of energy for a family member depending on the climate and the region. Defining the hierarchy of energy resources. Social tariff for limited energy consumption. • (Council of Ministers - Economic and Social Policy Directorate) - Measures for improvement of the energy efficiency focused on old buildings, achieving a balance between the price of energy sources and income. • (Institute of Energy Management) - improvement of the system of assistance for heating, broad social policy for tackling poverty including energy, poverty, bills for energy should be based on market prices and not to be used as a tool for financing other policies, the support provided to vulnerable households should be financed by general taxation measures. • (Ministry of Economy) - national strategy for tackling energy poverty incl. whole range of measures for assistance energy poor consumers incl. energy support, mechanism for improvement of the energy efficiency of the buildings, access to energy efficiency of energy sources. • (Balkan Institute for Labour and Social Policy) - Actualization of national programmes for tackling energy poverty that are in place.
CA - UNITED KINGDOM	<ul style="list-style-type: none"> • (Manchester City Council) Provide funding for those properties that require it to be insulated fully. Legislate for landlords to be responsible for the energy efficiency and warmth of the properties they rent out and to be fined where they are not meeting requirements. • (Oxford University) Regulations on what energy efficiency standard of building can be occupied. • (Coventry City Council) More funding needs to be made available for retrofit but the root cause is housing quality. Buildings standards need upgrading to ensure homes are being built with the highest levels of thermal efficiency. • (BEIS) Setting a target. Setting up a way of measuring progress towards the target. Implementing policy that can meet the target.
CCA - CYPRUS	<p>a more thorough research and study should be done by governmental organisation to recognise energy poor citizens and a plan should be comprised for financial and other kind of aid that could be given to them easily and discreetly. People in general should get more educated on how to efficiently use their appliances, and maybe some kind of allowance should be given for houses to buy more efficient appliances.</p> <p>(Cyprus University)</p>

DECO - PORTUGAL	<ul style="list-style-type: none"> • facilitating access by vulnerable groups to the labour market or diversifying the provision of services and social responses, e.g. local proximity networks (ADENE); • Short-term: municipal emergency measures to repair loopholes and inflation and social tariffs. Medium and long term: building maintenance and repair programs in social housing areas in cities and suburbs. • (FEUC); Identification of the various cases in order of severity of the problem. Awareness campaign and sharing of concrete measures that people can take to tackle the problem. • (Coopérnico); Large-scale support for building renovation and the integration of renewable energies (e.g. solar photovoltaic) in dwellings. (CENSE)
LPIAA - LATVIA	Address social exclusion notably by improving the adequacy of minimum income benefits, minimum old-age pensions and income support for people with disability.
SOS - SLOVAKIA	<ul style="list-style-type: none"> • (Ministry of economy) Introduction of the energy contribution as a newly introduced component of the housing contribution. • (Slovak Academy of Sciences) Define energy poverty, introduce targeted aid system - financial aid but also consulting support.

(Q11) Which other organisations do you consider should have a role in tackling energy poverty? Please state the type of activity they could undertake. Identify the entity that gave the answer in brackets.

ALCO - LITHUANIA	<ul style="list-style-type: none"> • Research institutions (like Lithuanian Energy Institute) – research and analytical support; • NGOs – depending on their activity area – capacity building, education, charity and support; • private companies could benefit from some socially oriented business opportunities.
BNAAC - BULGARIA	<ul style="list-style-type: none"> • (Veolia) - Energy and water regulation commission - regulation of the prices, Ministry of Energy - policies, Agency for Sustainable Energy Development - policies, white certificates, Ministry of Finance - policies, Ministry of Education and Science - energy and financial literacy in school plans. • (Center for energy efficiency ENEFECT) - National Statistical Institute - collection of data, Council of ministers, Ministry of Labour and Social Policy, Ministry of Regional Development and Public Works, Ministry of Energy, Ministry of health, Ministry of Economy, Ministry of Finance - interinstitutional coordination for drawing up definition and strategic documents, Municipalities and their associations - drawing up programmes and measures for tackling energy poverty, Social services and NGO specialized in the field - front line work, Medias and social society - information and awareness of the issue. Energy service providers and construction companies- participation in specialized financial schemes for improvement of building stock. • (Institute Open Society) - organizations that work with vulnerable users; • (Ministry of Economy) - tax relief mechanisms for business involvement; donation and other assets for the energy poor; • (Council of Ministers - Economic and Social Policy Directorate) – Ministry of Labour and Social Policy, Ministry of Regional Development and Public Works, Ministry of Energy, Ministry of Economy, Ministry of environment and water, Ministry of agriculture and food, Ministry of health, Municipalities – measures for energy efficiency, schemes for support of targeted groups, access of energy sources, information for consumers. • (Balkan Institute for Labour and Social Policy) – schools and municipal exp. structures and NGOs. • (Agency for Sustainable Energy Development) – national institutions responsible for health and energy policies – for defining energy poverty and measures to tackle the issue. Education institutions responsible for educational policies,

	<p>Municipalities, managing authority of the operational programme, measures for energy efficiency.</p> <ul style="list-style-type: none"> • (Ministry of Regional Development and Public Works - Housing Policy) - Ministry of Labour and Social Policy, Ministry of Energy - energy efficiency policy; Agency for Sustainable Energy Development - control over the quality of energy audits and promoting the development of energy services; Agency for Social Assistance; Ministry of environment and water - ambient air pollution control policies; NGOs.
CA - UNITED KINGDOM	<ul style="list-style-type: none"> • (Manchester City Council) All utility companies; • (Oxford University) Agencies that can offer both advice and undertake practical interventions, for free. Community groups to help the hidden and chaotic fuel poor decide to get involved.; • (Coventry City Council) Energy companies could have a low tariff available only to those in fuel poverty. Could also provide advice to customers on how they can improve the thermal efficiency of their homes.; • (BEIS) "Energy suppliers - ensuring fair and functioning energy market, adequate protection for vulnerable consumers, delivery of support Local Government - identification of households most in need, provision of holistic services based upon needs of households Health sector - identification of vulnerable households, referral to support to support households Charity sector - improving the understanding of fuel poverty, partner for delivery of support for fuel poor households Academia - improving the understanding of fuel poverty
CCA - CYPRUS	organisational and civil society organisations as discussed above. Furthermore civil (Cyprus university 2)
DECO - PORTUGAL	<ul style="list-style-type: none"> • Local Authorities, Private Social Solidarity Institutions, Non-Profit NGOs, Associations or Private Entities (ADENE); • Local power: Chambers, parish councils. (FEUC); • Parish and town councils could have local programs to identify cases and a cabinet that would help solve the problem. (Coopernico); • ESCOS, Social NGOs, Universities, Energy traders, Energy Cooperatives (CENSE);
LPAA - LATVIA	Family, children protection. Also, involvement of LPAA regional small NGO's are essential to tackling energy poverty at regional level.
SOS - SLOVAKIA	(Ministry of economy) The problem of energy poverty is mainly a reflection of poverty itself, so the Ministry of Labour, Social Affairs and Family plays the most important role in its elimination.

(Q12) Which areas should be involved in the actions mentioned above? (e.g.: environment, social security, health, energy, employment) Identify the entity that gave the answer in brackets.

ALCO - LITHUANIA	Energy; Environment, Social security; Healthcare
BNAAC - BULGARIA	<ul style="list-style-type: none"> • (Ministry of Economy) - an integrated approach for addressing energy poverty; • (Institute Open Society) - Ministry of Labour and Social Policy - support schemes, poverty and social security; Energy and water regulation commission - regulation of the prices; environmental and health aspects; • (Veolia) - environment, health, finance, energy, social security • (Center for energy efficiency ENEFECT) - Environment, health, labour, social security, regional development and finance; • (Balkan Institute for Labour and Social Policy) - Social Policy; energy efficiency, environment • (Agency for Sustainable Energy Development) - social, health, energy and educational environment - indirectly; • (Ministry of Regional Development and Public Works - Housing Policy) - Energy efficiency, green energy from renewable sources;

	<ul style="list-style-type: none"> • (Council of Ministers - Economic and Social Policy Directorate) - energy efficiency - energy related, development, economics, environment, social policy, healthcare.
CA - UNITED KINGDOM	<ul style="list-style-type: none"> • (Manchester City Council) Construction, Local Authority, Public Health, DWP; • (Oxford University) All; • (Coventry City Council) Energy; • (BEIS) Energy, housing, health, social security
CCA - CYPRUS	Governmental and civil society. Banking sector and electrical appliances businesses (Cyprus University)
DECO - PORTUGAL	<ul style="list-style-type: none"> • employment, social security, health and energy (ADENE); • Social security, health, energy and employment. (CENSE); • Social Security and energy (Coopernico); • All mentioned in the question. It is a multidimensional problem that has different shapes, origins and impacts. (CENSE)
LPAA - LATVIA	social security, health, energy, employment.
SOS - SLOVAKIA	<p>(Slovak Academy of Sciences) environment - people at risk of energy poverty tend to incinerate waste - impact on the environment.</p> <p>Health - in the case of lack of finances, people in Slovakia pay their bills first and rather save on other things (it is necessary to analyse whether they are reducing health spending, but spending on quality food is certainly reduced)</p>

(Q13) Within the budget available to STEP, we plan to carry out the following activities to tackle energy poverty. Do you agree that these activities can contribute to tackle energy poverty?

Training programmes for frontline workers

ALCO - LITHUANIA	Depends on the level of their existing competences
CA - UNITED KINGDOM	<ul style="list-style-type: none"> • Agree "Only really useful if frontline workers have access both to grants and organisations that can undertake physical improvements to the property. " and "Ensure training can be integrated into their front-line roles e.g. don't expect social care workers to be able to do more than refer to a LA for more detailed support. "; • Neither agree nor disagree "Advice is good but most residents in Coventry can't afford to implement any solutions given to them."
DECO - PORTUGAL	Problem: Identification of people in energy poverty (Agree: ADENE)
SOS - SLOVAKIA	Slovak Academy of Sciences: agree - Many people do not know how to get out of the problems and that e.g. current investment in increasing energy efficiency may not be inefficient when comparing long-term expenditure.

Providing updated information and guidance regarding support schemes

BNAAC - BULGARIA	Agency for Sustainable Energy Development agrees and adds that such information will be important about the obliged parties under the Energy Efficiency Act
CA - UNITED KINGDOM	Agree "Only really useful if frontline workers have access both to grants and organisations that can undertake physical improvements to the property. "; Disagree "A lot of material exists. Would focus on provision and referrals as set out below. "
SOS - SLOVAKIA	Slovak Academy of Sciences: strongly agree - There are people who lack such info - definitely important.

Providing information to consumers (website, leaflets)

ALCO - LITHUANIA	I guess, personalized approach (energy auditing + advise) would be more efficient
BNAAC - BULGARIA	Veolia completely agrees and adds that Facebook should also be included.

CA - UNITED KINGDOM	<ul style="list-style-type: none"> • Agree "If the information given is on support schemes, it has to be targeted at the most vulnerable and priority given to them rather." and "Useful if paired with face to face advice (below)"; • Disagree "Pretty useless. General information will be ignored, specific advice + practical measures is what is needed."
DECO - PORTUGAL	Who do we intend to impact? Who is at risk or who lives in energy poverty? The association "illiteracy & poverty" is known. Channels of communication with people in poverty should be more direct and supportive of proximity. Disagree - ADENE

Capacity Building for consumers (e.g.: organizing workshops, energy cafés)

BNAAC - BULGARIA	Agency for Sustainable Energy Development agrees that awareness of obliged parties should be raised.
CA - UNITED KINGDOM	<p>Agree "Building on BESN with face to face support and provision of 'how to' / simple guides (above) "</p> <p>Disagree "Pretty useless. General information will be ignored, specific advice + practical measures is what is needed."</p>
DECO - PORTUGAL	Problem: Mobilization of people in energy poverty Disagree - ADENE
LPIAA - LATVIA	Only face to face workshops, energy cafés. Energy poor people don't have high potential to use digital tools.

Creating a national network of organizations working with energy poverty

CA - UNITED KINGDOM	Agree "Provided they are practical and have money, they can help learn what works e.g. area-based approaches are best. " and "May be helpful, especially if paired with referrals and sharing best practice "
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Establishment of referral procedures to assist energy poor consumers

CA - UNITED KINGDOM	Agree "Only if the referral is to an agency providing practical interventions. Do not refer people to another agency just offering advice. " and "Strengthening referrals between sectors could have a beneficial impact on ensuring support reaches those that need it most ";
DECO - PORTUGAL	Fundamental to identify the goal of the activities / actions. Agree - ADENE
SOS - SLOVAKIA	Slovak Academy of Sciences: (neither agree or disagree) unclear meaning

Providing support for your local/national/European advocacy work regarding energy poverty

BNAAC - BULGARIA	Agency for Sustainable Energy Development agrees that in its role as a national energy agency, AUER participates in initiatives and projects at European level.
CA - UNITED KINGDOM	<ul style="list-style-type: none"> • Agree "Need to lobby government" and "Need high standards of building energy efficiency for existing buildings to be required by Brussels."; • Neither agree nor disagree "Unclear what this action means in practice"
SOS - SLOVAKIA	Slovak Academy of Sciences: (neither agree or disagree) unclear meaning

Providing energy audits at consumer's homes

BNAAC - BULGARIA	Ministry of Regional Development and Public Works - Housing Policy Directorate neither agrees or disagrees and expresses doubt that the measure could be implemented because the scope of the consumers who would like to be part of the audit is hard to determine.
CA - UNITED KINGDOM	<ul style="list-style-type: none"> • Strongly Agree "Linked to practical interventions and money, again. The fuel poor cannot fund the improvements themselves, though their landlords might be able to/ made to.";

	<ul style="list-style-type: none"> Disagree "Many consumers have had an audit and this is required when buy/sell. Increasing proliferation of audits doesn't seem the best use of resource. "; No Score "EPCs already in place, more about explaining to consumers what these means."
DECO - PORTUGAL	Impracticable due to the size of the problem and / or constitution of a representative sample, besides the impossibility of, in the vast majority of situations, to be able to introduce changes to the comfort conditions of the housing of people in situations of energy poverty. (Disagree - ADENE)

Introduce relevant comments or suggestions given by respondents

BNAAC - BULGARIA	<ul style="list-style-type: none"> Ministry of Regional Development and Public Works - Housing Policy Directorate considers some of the answers in the survey are not part of their competences and the expressed opinion on some of the questions and the opinions are expert ones and do not represent the institution. Institute of Energy Management - According to the "National Program for the Improvement of Air Quality" in all municipalities, with the exception of the largest ones - Sofia, Plovdiv and Varna, more than half of the applicants for energy aid must have solid fuels for heating. In addition, in 11 municipalities: Asenovgrad, Devnya, Galabovo, Kardzhali, Lovech, Montana, Pazardzhik, Pirdop, Sliven, Smolyan and Vidin, declare the candidates who need solid fuel for heating is over 80%. The following is a large part of the vulnerable population in the municipalities using solid fuels, which should raise the issue of the environmental character of the assistance programme. If the municipalities impose a restriction or ban on the use of solid fuels, targeted programs with greater support for the most vulnerable households will be needed. The percentage of potentially vulnerable households could reach up to 20% in some municipalities, further confirming the need for such targeted support programs. Financial support to promote the replacement of old stoves and boilers could accelerate the natural process of replacing old heat sources and lead to visible impacts on improving air quality. Center for energy efficiency ENEFECT - A major problem is the neglect of sustainable long-term measures to overcome energy poverty (improving the energy performance of buildings) at the expense of short-term solutions with limited impact. Creating an informed attitude on the subject by all stakeholders should be a top priority - cooperation between national institutions and NGOs is needed A combination of measures in the building sector, cleanliness of the air and support for consumption in a consistent way should be sought, with the leading involvement of municipalities.
CA - UNITED KINGDOM	Comment by CAR: For questions looking at different types of household, gender, region one organisation stated no significant difference to all groups
DECO - PORTUGAL	Identify sufficiently representative populations (incl. Geographically) of typologies of people experiencing energy poverty. Define and quantify typologies of populations at risk of energy poverty and monitor their progress towards the implementation of specific measures. (ADENE)

END